STATE OF THE PORTAL:
A Review of the 50 States’ Online Offerings
Table of Contents

Introduction ........................................................................................................ 4

State of the Portal: Alabama ................................................................. 6
State of the Portal: Alaska ........................................................................... 8
State of the Portal: Arizona ................................................................. 10
State of the Portal: Arkansas ............................................................... 12
State of the Portal: California ............................................................ 14
State of the Portal: Colorado .............................................................. 16
State of the Portal: Connecticut .......................................................... 18
State of the Portal: Delaware ............................................................... 20
State of the Portal: Florida ................................................................. 22
State of the Portal: Georgia ................................................................. 24
State of the Portal: Hawaii ................................................................. 26
State of the Portal: Idaho ......................................................................... 28
State of the Portal: Illinois ................................................................. 30
State of the Portal: Indiana ................................................................. 32
State of the Portal: Iowa ......................................................................... 34
State of the Portal: Kansas ................................................................. 36
State of the Portal: Kentucky ............................................................... 38
State of the Portal: Louisiana ............................................................. 40
State of the Portal: Maine ........................................................................ 42
State of the Portal: Maryland ............................................................ 44
State of the Portal: Massachusetts ...................................................... 46
State of the Portal: Michigan .............................................................. 48
State of the Portal: Minnesota ............................................................ 50
State of the Portal: Mississippi ........................................................... 52
State of the Portal: Missouri ............................................................... 54
State of the Portal: Montana ............................................................... 56
State of the Portal: Nebraska ............................................................... 58
State of the Portal: Nevada ................................................................. 60
State of the Portal: New Hampshire ................................................... 62
State of the Portal: New Jersey ........................................................... 64
State of the Portal: New Mexico .......................................................... 66
State of the Portal: New York .............................................................. 68
State of the Portal: North Carolina ...................................................... 70
State of the Portal: North Dakota ......................................................... 72
State of the Portal: Ohio ........................................................................... 74
State of the Portal: Oklahoma ............................................................. 76
State of the Portal: Oregon ................................................................. 78
State of the Portal: Pennsylvania ......................................................... 80
State of the Portal: Rhode Island .......................................................... 82
State of the Portal: South Carolina ....................................................... 84
State of the Portal: South Dakota .......................................................... 86
State of the Portal: Tennessee .............................................................. 88
State of the Portal: Texas .................................................................. 90
State of the Portal: Utah ................................................................. 92
State of the Portal: Vermont .............................................................. 94
State of the Portal: Virginia ............................................................... 96
State of the Portal: Washington ........................................................... 98
State of the Portal: West Virginia ......................................................... 100
State of the Portal: Wisconsin ........................................................... 102
State of the Portal: Wyoming ............................................................. 104
Introduction

“This state of the state portal is strong. It is a parable of the annual assessments that governments engage in internally to reduce and assess the common and state of the state addresses, and backed by a decade-and-a-half long track record in delivering value to citizens, businesses and government.

State government Internet portals first appeared in the mid-1990s. Even in their earliest days, portal sites provided an entrance into other sites on the Internet (particularly those offered by other public agencies) with a view to meeting the metaphorical aspirations of being a “grand entrance” to government.

As state capitols, state portals represent a declaration of the values and aspirations of a particular people at a particular time. In state capitols, (particularly those offered by other public agencies) with a view to meeting the metaphorical aspirations of being a “grand entrance” to government.

This compendium from the Center for Digital Government provides a 50-state view of how far states have come in realizing those aspirations. In the pages that follow, you will find an at-a-glance synopsis of each portal and its chief attributes. The categories are intended to provide indicators of:

- Responsiveness: How ports have adapted to emerging needs and interests — including but not limited to transparency and sustainability, and the channels used to provide customer service assistance.
- Resilience: The ability of ports to sustain themselves independent of the eGovernment era (which has been subject to two major economic downturns since 1996); and,
- Relevance: The degree to which the portal provides a full suite of useful services and applications across agencies and (to the extent practicable) across jurisdictional lines.

The act of putting Internet tools in the hands of public employees who have a service to deliver or a problem to solve has been a catalyst for innovation across the states. In pointing to online services provided by each state, it is not the intent here to set off an eBay marketplace race. Instead, it simply illustrates that states have found different ways to provide services that are useful to the publics they serve in ways that are consistent with the technological and social changes that are occurring in the world.

In state capitals, portals are the digital corner, in a coffee shop or some other uncontrolled environment. These numbers point to several overarching themes occurring in government and in the public at large. A mobile public, equipped with smartphones, has forced government to rethink how best to deliver services. As mobile devices become the preferred way to access information and conduct transactions, online government has started to adapt to delivering essential information and incompletely complex transactions to a small screen, which will increasingly be conducted on a street corner, in a coffee shop or some other uncontrolled environment.

This year, 62 percent of states have mobile-optimized sites, with more sure to follow. Furthermore, many states were quick to point out their transition to responsive design as a key feature of their portal. In the same spirit of citizen-centeredness, the eGovernment era is characterized by a shift to delivering services at a time when they cannot afford to do it any other way.

The use of social media has also swept government as a way to better communicate with constituents and engage a younger generation. While 100 percent of states have both a Facebook and a Twitter page, a large portion also have an Instagram account, RSS feeds and regularly share photos. The focus on citizen engagement is also evident in the increase of crowdsourcing, where 100 percent of states are using crowdsourcing for feedback and ideas, customer service, maps, mobile apps and more.

In reading through the compendium, remember that none of this existed less than two decades ago and all of it was done in record time when compared to the web-scale adoption of other media or delivery channels. Moreover, they are not only not still standing in the wake of a pair of severe public sector recessions but portals have proven their value as states rely on them to extend services at a time when they cannot afford to do it any other way.

Importantly, the work done to provide a foundation for what comes next — some of the outlines we can see and that we arrive at the way the future usually does. Someone will imagine it. Then we will get down to the business of building it.

Paul W. Taylor
Chief Content Officer, e.Republic, Inc.
Senior Advisor, Center for Digital Government
The state of Alabama eGovernment program is deployed through a public-private partnership. The state contracts with a private sector company to serve as its solution provider. The state’s eGovernment program is managed by the Information Services Division in the Department of Finance and is overseen by the finance director. A special board was created to oversee the state’s eGovernment program and the board has public representation.

**GOVERNANCE**

**What does the eGovernment program funding include?**

- Website redesign
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services

**How is the eGovernment program primarily funded?**

- Self-funded using transaction fees

**EGOVERNMENT PRIORITIES**

- Add vital records services
- Consolidate inmate banking applications
- Make kiosks available to citizens for additional services

**PAYMENT PROCESSING**

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<tr>
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<tbody>
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**MOBILE**

<table>
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<tbody>
<tr>
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<tr>
<td>Native applications:</td>
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</tr>
<tr>
<td>Apple</td>
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</tr>
<tr>
<td>Android</td>
<td>☑</td>
</tr>
<tr>
<td>Other</td>
<td>☑</td>
</tr>
</tbody>
</table>

**CUSTOMER SERVICE**

- Live helpful/know customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)
- Temporary license plates
- Tracking/commercial vehicle permits
- Driver's license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Criminal history reports
- Campus ground reservations
- Prescription drug registry monitoring
- Mail registry
- DMV office appointments
- Third-party verification for driver's license renewals

**CROWDSOURCING**

- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps
- Google Maps
- Twitter
- Facebook
- YouTube
- Flickr
- Photos
- Images
- RSS feeds
- Blogs
- Media portals
- Podcasts
- Instagram
- Vine
- Blogs

**RECENT RECOGNITION**

The state of Alabama ranked 1st in CDG’s 2012 Blue of the Web (BOW) award program. Juggle.com listed Alabama.gov as a Top Government Website.

**FUNDING**

What does the eGovernment program funding include?

- Website redesign
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services

How is the eGovernment program primarily funded?

- Self-funded using transaction fees
WHAT’S HAPPENING ON THE PORTAL

The Alaska portal brings all state departments and services to one central location for easy discovery by site visitors. Departments are constantly improving service offerings and accessibility, such as the Department of Commerce’s use of responsive design to provide better access to a variety of devices.

GOVERNANCE

Websites are managed by agency webmasters who coordinate through the Internet Services Functional Workgroup (IS-FWG), which reports to the Technology Management Council (TMC). TMC consists of seven members, including the director of the Office of Enterprise Technology Services and one IT manager.

FUNDING

What does the eGovernment program funding include?

- Website hosting and maintenance
- Security oversight
- Application development

How is the eGovernment program primarily funded?

- Agency-funded

FUNDING

The Alaska portal brings all state departments and services to one central location for easy discovery by site visitors. Departments are constantly improving service offerings and accessibility, such as the Department of Commerce’s use of responsive design to provide better access to a variety of devices.

E-GOVERNMENT PRIORITIES

- Provide services to all Alaska citizens
- Ensure usability/accessibility for public sites
- Improve services by increasing effectiveness of state workers

PAYMENT PROCESSING

- Secure mobile payments
- IVR
- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other

CUSTOMER SERVICE

- Live help/online customer service
- Online
- Email
- Phone
- SMS (Short Message Service)
- Social media:
  - Twitter
  - Facebook
  - YouTube
  - Photos/images
  - RSS feeds
  - Blogging
  - Media portals
  - Pinterest
  - Instagram

ONLINE SERVICES

- Data visualization/Infographics/mashups
- Photos
- Videos
- Widgets
- Apps
- Online market research
- Mobile apps
- Maps
- Blogs
- Media portals
- Facebook
- YouTube
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine

ONLINE SERVICES

- Construction lien monitoring
- Fleet monitoring
- Mapping/tracking for roads, construction and public transportation
- Roadside moving violation payments
- Legislative tracking
- Sea officer registry
- Campground reservations
- Prescription drug registry monitoring
- Math registry
- DMV office appointments
- Third-party verification for driver’s license renewals

CROWDSOURCING

- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps
- Social media:
  - Twitter
  - Facebook
  - YouTube
  - Photos/images
  - RSS feeds
  - Blogging
  - Media portals
  - Pinterest
  - Instagram
  - Vine

WEBSITE CAPABILITIES

- Data visualization/Infographics/mashups
- Photos
- Videos
- Widgets
- Apps
- Online market research
- Mobile apps
- Maps
- Blogs
- Media portals
- Facebook
- YouTube
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine
WHAT'S HAPPENING ON THE PORTAL

The state of Arizona has completely redesigned AZ.gov to be the portal to discovering, working, living, playing and accessing government services in Arizona. The site includes simplified navigation that groups content into key themes with rich imagery and intuitive navigation. Users can quickly find the content or services they need and can click through to individual agency sites.

EGOVERNMENT PRIORITIES

- Roll out a new AZ.gov
- Continue rollout of new agency website platform
- Create and monetize new Web services
- Implement digital process automation to enable agencies to efficiently share public information with the goal of stimulating economic growth

GOVERNANCE

The state of Arizona eGovernment program is deployed through a private sector partner and run by the Arizona Department of Administration/Arizona Strategic Enterprise Technology. The state is working to have more of a collaborative effort among all agencies in the future.

FUNDING

What does the eGovernment program funding include?

- Website redesign
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services

How is the eGovernment program primarily funded?

- Primarily funded through the sale of batched public data

PAYMENT PROCESSING

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MOBILE

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CUSTOMER SERVICE

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CROWDSOURCING

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<td>Feedback/ideas</td>
<td>✓</td>
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<td>Online market research</td>
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<tr>
<td>Mobile apps</td>
<td>✓</td>
</tr>
<tr>
<td>Maps</td>
<td>✓</td>
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</table>

ONLINE SERVICES

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<tbody>
<tr>
<td>eBench warrants</td>
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<tr>
<td>Automated location awareness/ GeoIP</td>
<td>✓</td>
</tr>
<tr>
<td>Criminal history reports</td>
<td>✓</td>
</tr>
<tr>
<td>Driver’s license renewals</td>
<td>✓</td>
</tr>
<tr>
<td>Vehicle title requests</td>
<td>✓</td>
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<tr>
<td>Moving violation and parking ticket payments</td>
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</tr>
<tr>
<td>Temporary license plates</td>
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<td>Trucking/commercial vehicle permits</td>
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SOCIAL MEDIA

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<tbody>
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<td>Twitter</td>
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<td>Facebook</td>
<td>✓</td>
</tr>
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<td>Video</td>
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</tr>
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<td>Photos/images</td>
<td>✓</td>
</tr>
<tr>
<td>RSS feeds</td>
<td>✓</td>
</tr>
<tr>
<td>Blogging</td>
<td>✓</td>
</tr>
<tr>
<td>Media portals</td>
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</tr>
<tr>
<td>Podcasts</td>
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<tr>
<td>Instagram</td>
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</tr>
<tr>
<td>Vine</td>
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</table>

State of the Portal: Arizona
www.az.gov

Website Capabilities

<table>
<thead>
<tr>
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<th>NO</th>
</tr>
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<tbody>
<tr>
<td>Data visualization/Infographics/ mashups</td>
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</tr>
<tr>
<td>Photos</td>
<td>✓</td>
</tr>
<tr>
<td>Videos</td>
<td>✓</td>
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<tr>
<td>Widgets</td>
<td>✓</td>
</tr>
<tr>
<td>Blogs</td>
<td>✓</td>
</tr>
<tr>
<td>Construction liens monitoring</td>
<td>✓</td>
</tr>
<tr>
<td>Fleet monitoring</td>
<td>✓</td>
</tr>
<tr>
<td>Mapping/footing for roads, construction and public transportation</td>
<td>✓</td>
</tr>
<tr>
<td>Roadside moving violation payments</td>
<td>✓</td>
</tr>
<tr>
<td>Legislative tracking</td>
<td>✓</td>
</tr>
<tr>
<td>Sex offender registry</td>
<td>✓</td>
</tr>
<tr>
<td>Campground reservations</td>
<td>✓</td>
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<tr>
<td>Prescription drug registry monitoring</td>
<td>✓</td>
</tr>
<tr>
<td>Math registry</td>
<td>✓</td>
</tr>
<tr>
<td>DMV office appointments</td>
<td>✓</td>
</tr>
<tr>
<td>Third-party vision certification for driver’s license renewals</td>
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</tbody>
</table>
Arkansas leads the nation with a mobile-first approach that puts its growing mobile population at the center of government information and services. Responsive portal Arkansas.gov serves as the hub and includes award-winning SMS service Gov2Go, and more than 100 mobile-optimized state agency sites, apps and payment services. Citizens can quickly find relevant information through a predictive smart search with geo-location filtering. Aggregated agency social media, news and public meeting feeds pull together fresh information from across the Web. The portal was redesigned in 2013 and is undergoing a usability review with citizens, state employees and elected officials. Enhancements are set to launch mid 2014.

**Website Capabilities**

**PAYMENT PROCESSING**
- Visa ✗
- Secure mobile payments ✗
- TD ✗

**MOBILE**
- Mobile-optimized site ✗
- Native applications for: Apple ✗
- Android ✗
- Other ✗

**CUSTOMER SERVICE**
- Live help/online customer service ✗
- 24/7 customer service: Online ✗
- Email ✗
- SMS (Short Message Service) ✗
- Phone ✗

**CROWDSOURCING**
- Customer service (GetSatisfaction) ✗
- Feedback/ideas ✗
- Online market research ✗
- Mobile apps ✗
- Maps ✗

**DATA VISUALIZATION**
- Infographics/mashups ✗
- Videos ✗
- Widgets ✗
- Blogs ✗

**ONLINE SERVICES**
- Gov2Go ✗

**SOCIAL MEDIA**
- Twitter ✗
- Facebook ✗
- Video ✗
- Photos/images ✗
- RSS feeds ✗
- Blogging ✗
- Media portals ✗
- Pinterest ✗
- Instagram ✗
- Vine ✗

**GOVERNANCE**

The state of Arkansas eGovernment program is deployed through a public-private partnership. The Information Network of Arkansas Board (INA) is charged with managing the portal and eGovernment for the state of Arkansas and its agencies, and reports to the chairman. The board consists of six public sector members and six private sector members.

**GOVERNMENT PRIORITIES**
- Add more eGovernment services ✗
- Increase mobile capabilities ✗
- Make portal more user friendly and accessible ✗

**FUNDING**

What does the eGovernment program funding include?
- Payment processing services ✗
- Mobile development ✗
- Application development ✗
- Marketing to promote online services ✗

How is the eGovernment program primarily funded?
- Self-funded using transaction fees ✗

**RECENT RECOGNITION**
Arkansas was a finalist in CDG’s 2013 Best of the Web (BOW) award program, ranked 2nd in 2012 and won first place in 2011. The state was also a winner in the Government-to-Government and Government Internal categories as part of CDG’s 2013 Digital Government Achievement Awards (DGAA). Arkansas was named a Top Government Website by Juggle.com.

**WHAT'S HAPPENING ON THE PORTAL**

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### Website Capabilities

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### GOVERNMENT PRIORITIES

- **E-government**
  - Website redesign
  - Enterprise services
  - Application development
  - Marketing and promotion, including marketing to promote online services

- **Funding**
  - Agency-funded

- **Recent Recognition**
  - California received 3rd place in CDG’s 2013 Best of the Web (BoW) award program. The state was also a winner in multiple categories in CDG’s 2013 Digital Government Achievement Awards (DGAA), including the Driving Digital Government State Government category, the Government-to-Business category, the Government-to-Citizen State Government category and the Government Internal category. The state was also named a Top Government Website by Juggle.com.

- **E-government Program**
  - The state of California’s eGovernment program is deployed using mostly state resources and the program is managed by the Department of Technology Services.

- **Recent Recognition**
  - California received 3rd place in CDG’s 2013 Best of the Web (BoW) award program. The state was also a winner in multiple categories in CDG’s 2013 Digital Government Achievement Awards (DGAA), including the Driving Digital Government State Government category, the Government-to-Business category, the Government-to-Citizen State Government category and the Government Internal category. The state was also named a Top Government Website by Juggle.com.

- **GOVERNANCE**
  - The state of California’s eGovernment program is deployed using mostly state resources and the program is managed by the Department of Technology Services.

- **Funding**
  - Agency-funded

- **Recent Recognition**
  - California received 3rd place in CDG’s 2013 Best of the Web (BoW) award program. The state was also a winner in multiple categories in CDG’s 2013 Digital Government Achievement Awards (DGAA), including the Driving Digital Government State Government category, the Government-to-Business category, the Government-to-Citizen State Government category and the Government Internal category. The state was also named a Top Government Website by Juggle.com.
Colorado’s portal has several new features and functions, including an image carousel that allows state and local government agencies to highlight their programmatic areas or pertinent events. A new portal platform will allow for Web forms, blogs, drop-down navigation and an improved search function.

**GOVERNANCE**

The Statewide Internet Portal Authority (SIPA) is the oversight body for the state portal. SIPA is a special-purpose authority created by the General Assembly. It is independent and not an agency of the state. Daily operations are overseen by the executive director, who is appointed by the board of directors. Colorado.gov is the official Web portal of the state of Colorado by act of the Colorado General Assembly. The portal is a collaborative effort between SIPA and a private sector partner.

**EGOVERNMENT PRIORITIES**

- Create a user-centric Web portal
- Focus on mobility and cross-platform integration
- Integrate more social media
- Add responsive design functionality

**RECENT RECOGNITION**

Colorado was named a Top Government Website by Juggle.com.

**PAYMENT PROCESSING**

<table>
<thead>
<tr>
<th>Feature</th>
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**MOBILE**

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<tr>
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**CUSTOMER SERVICE**

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**CROWDSOURCING**

<table>
<thead>
<tr>
<th>Feature</th>
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<tbody>
<tr>
<td>Customer service (GetSatisfaction)</td>
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<tr>
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<td>Mobile apps</td>
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<tr>
<td>Maps</td>
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</table>

**FUNDING**

What does the eGovernment program funding include?

- Website redesign
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services

How is the eGovernment program primarily funded?

- Self-funded using transaction fees

**Website Capabilities**

- Data visualization/infographics/mashups
- Photos
- Videos
- Widgets
- Blogs
- Roadside moving violation payments
- Legislative tracking
- Third-party verification for driver’s license renewals
- Podcasts

**PAYMENT PROCESSING**

- Kiosk
- Secure mobile payments
- IVR

**MOBILE**

- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other

**CUSTOMER SERVICE**

- Live help/real-time customer service
- 24/7 customer service
- Online
- Email
- Phone
- SMS (Short Message Service)

**CROWDSOURCING**

- Customer service (GetSatisfaction)
- Feedback/diaries
- Online market research
- Mobile apps
- Maps

**ONLINE SERVICES**

- Data visualization/infographics/mashups
- Photos
- Videos
- Widgets
- Blogs
- Roadside moving violation payments
- Legislative tracking
- Third-party verification for driver’s license renewals

**SOCIAL MEDIA**

- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine

**YES**

- Construction liens monitoring
- Fleet monitoring
- Mapping/trafficking for roads, construction and public transportation
- Sex offender registry
- Campground reservations
- Prescription drug/registry monitoring
- Math registry
- DMV office appointments
- Third-party verification for driver’s license renewals

**NO**

- Traffic monitoring
- Mapping/trafficking for roads, construction and public transportation
- Sex offender registry
- Prescriptions
- Drug/registry monitoring
- Math registry
- DMV office appointments
- Third-party verification for driver’s license renewals

- Social networks
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine
Connecticut is working on a new initiative to update the CT.gov portal. In the meantime, new links to agency online services have been added and the state continually updates the news and spotlight graphics on the homepage.

**Website Capabilities**

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<table>
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</tr>
<tr>
<td>* Criminal history reports *</td>
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<td>* Driver’s license renewals *</td>
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<td>* Vehicle title requests *</td>
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<td>* Moving violation and parking ticket payments *</td>
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<td>* Temporary license plates *</td>
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<td>* Tracking/commercial vehicle permits *</td>
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<td>Instagram</td>
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<td>Vine</td>
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</table>

**GOVERNANCE**

The IT Executive Steering Committee consists of the Department of Administrative Services (DAS) commissioner, the Office of Policy and Management (OPM) secretary, the secretary of state (or his or her designee), and not more than four other executive branch commissioners, appointed jointly by DAS and OPM.

**E-GOVERNMENT PRIORITIES**

- Change to a self-funded model to expand eGovernment services
- Redesign CT.gov and agency templates
- Implement business-friendly eGovernment applications
- Develop end-to-end system to write, update, approve and post the regulations of state agencies

**FUNDING**

What does the eGovernment program funding include?

- Website design
- Enterprise services
- Application development
- Website training and support

How is the eGovernment program primarily funded?

- Self-funded using transaction fees

**WHAT’S HAPPENING ON THE PORTAL**

State of the Portal: Connecticut

www.ct.gov
Delaware's Government Information Center is the management agency for the portal. Application development is provided by a private sector partner.

**GOVERNANCE PRIORITIES**

- Continue to modernize and advance the one-stop business services
- Make hunting and fishing licensing and permits, as well as fishing, hunting and park reservations easily available
- Modernize the portal to make it more relevant and more of a destination rather than just a pass-through site

**EGOVERNMENT PRIORITIES**

- What does the eGovernment program funding include?
  - Website redesign
  - Enterprise services
  - Application development
  - Marketing and promotion, including marketing to promote online services

How is the eGovernment program primarily funded?

- Funded through the Secretary of State Department, along with corporate contributions

**PAYMENT PROCESSING**

- Yes
  - Secure mobile payments
  - IVR

**MOBILE**

- Yes
  - Mobile-optimized site
  - Native applications for:
    - Apple
    - Android
    - Other

**CUSTOMER SERVICE**

- Yes
  - Live help/customer service
  - 24/7 customer service:
    - Online
    - Email
    - Phone
    - SMS (Short Message Service)

**GROUND SOURCING**

- Yes
  - Customer service (GetSatisfaction)
  - Online market research
  - Mobile apps
  - Maps

**ONLINE SERVICES**

- Yes
  - Data visualization/infographics/mashups
  - Photos
  - Videos
  - Widgets
  - Blogs

**SOCIAL MEDIA**

- Yes
  - Twitter
  - Facebook
  - Video
  - Photos/images
  - RSS feeds
  - Blogging
  - Media portals
  - Pinterest
  - Instagram
  - Vine
WHAT'S HAPPENING ON THE PORTAL

Florida is a strong proponent of government transparency, evidenced by its Office of Open Government. Portal visitors are greeted with frequently requested documents, open government contacts for each agency, cost recovery policies and the resources to request public records.

WHAT'S HAPPENING ON THE PORTAL

Website Capabilities

EGOVERNMENT PRIORITIES

- Evaluate a move from a .com to .gov domain name
- Consider a redesign of the portal in the near future

GOVERNANCE

While the state of Florida does not have a formal eGovernment program, the state's portal is deployed using only state resources. The program is managed by the Florida Department of Management Services, the MyFlorida webmaster and the business services automation manager.

FUNDING

What does the eGovernment program funding include?

- Maintenance

How is the eGovernment program primarily funded?

- State appropriations from general revenue

State of the Portal: Florida

www.myflorida.com

PAYMENT PROCESSING

- Yes
- No

- Data visualization/infographics/mashups
- Photos
- Videos
- Widgets
- Rings

MOBILE

- Yes
- No

- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other

CUSTOMER SERVICE

- Yes
- No

- Low help-line customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

CROWDSOURCING

- Yes
- No

- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

ONLINE SERVICES

- Yes
- No

- eBench warrants
- Automated location awareness/GeoIP
- Criminal history reports
- Driver's license renewals
- Moving validation and parking ticket payments
- Temporary license plate
- Trucking/commercial vehicle permits
- ID verification
- Vehicle inspections appointments
- Vehicle title and lien searches
- One-stop business registration
- Remote banking/commissary deposits
- Property tax payments
- Utility payments

SOCIAL MEDIA

- Yes
- No

- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Intagram
- Vine

YES
NO

Florida Capabilities

- Map
- Secure mobile payments
- DVR

Kiosk

- Security mobile payments
- DVR

MOBILE

- Yes
- No

- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other

CUSTOMER SERVICE

- Yes
- No

- Low help-line customer service
- 24/7 customer service:
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CROWDSOURCING

- Yes
- No

- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

ONLINE SERVICES

- Yes
- No

- eBench warrants
- Automated location awareness/GeoIP
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- Property tax payments
- Utility payments

SOCIAL MEDIA

- Yes
- No

- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Intagram
- Vine
### WHAT'S HAPPENING ON THE PORTAL

After a recent redesign, Georgia.gov has become a completely user-centric site, where citizens can quickly find state resources. Georgia.gov was one of the first state websites to use responsive design, providing citizens with an optimal viewing experience across every type of device.

### Website Capabilities

#### PAYMENT PROCESSING

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Data visualization/Infographics/mashups</td>
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#### MOBILE

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<tr>
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#### ONLINE SERVICES

<table>
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<tbody>
<tr>
<td>eBench warrants</td>
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<td>Property tax payments</td>
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<td>Utility payments</td>
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</table>

### FUNDING

What does the eGovernment program funding include?

- Professional services
- Application development
- Agency-funded

### GOVERNANCE

The Georgia Technology Authority (GTA) maintains the state’s eGovernment program while agencies maintain their own websites. About 60 agencies use GTA’s enterprise platform to host their sites but manage their own content, and the remaining agencies maintain their own Web server farms. The program is overseen by the chief technology officer.

### GOVERNMENT PRIORITIES

- Implement content management systems
- Continue application development
- Maintain Java and HTML applications
- Improve system support

### CUSTOMER SERVICE

<table>
<thead>
<tr>
<th>YES</th>
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<td>24/7 customer service</td>
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### CROWDSOURCING

<table>
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<tr>
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<td>Customer service (GetSatisfaction)</td>
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### SOCIAL MEDIA

<table>
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<tr>
<td>Vine</td>
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</tbody>
</table>
WHAT’S HAPPENING ON THE PORTAL

Hawaii recently upgraded all state department websites to the Open Source CMS WordPress MultiSite and deployed them to the cloud. The state has also deployed multiple mobile services and has already processed over $1 billion in payments with new initiatives underway to develop mission-critical applications for state partners.

GOVERNANCE

The state of Hawaii eGovernment program is deployed using a combination of public-private partnerships. Maintenance of the eGovernment program is decentralized as agency and department sites are hosted by internal staff. The state has a committee, Access Hawaii, comprised of agency directors to oversee the eGovernment program.

RECENT RECOGNITION

Hawaii was a finalist in CDG’s 2013 Best of the Web (BOW) award program. The state was also a winner in CDG’s 2013 Digital Government Achievement Awards (DGAA) in the Government-to-Business category and in the Government-to-Citizen category.

EGOVERNMENT PRIORITIES

- Develop simple responsive Web services with an emphasis on enabling mission-critical applications and transparency through open-data

FUNDING

What does the eGovernment program funding include?

- Merchant fees
- Security monitoring
- Backups
- Outreach
- Project management
- Maintenance

How is the eGovernment program primarily funded?

- Self-funded using transaction fees (applications that do not have adequate transactions to fund development leverage a hybrid approach where the partner pays a portion of the development and hosting/maintenance is supported by transactions)

PAYMENT PROCESSING

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<tbody>
<tr>
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CUSTOMER SERVICE

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<tr>
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<td>Feedback/Visas</td>
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</tr>
<tr>
<td>Online market research</td>
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</tr>
<tr>
<td>Mobile apps</td>
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<td>Maps</td>
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Website Capabilities

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Data visualization/Infographics/ mashups</td>
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<td>Photos</td>
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<td>Videos</td>
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<td>Wikis</td>
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<td>Blogs</td>
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<td>Roadside moving violation payments</td>
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<td>Sex offender registry</td>
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<td>EMV office appointments</td>
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SOCIAL MEDIA

<table>
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<tr>
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<tr>
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<td>Pinterest</td>
<td>✔</td>
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<td>Instagram</td>
<td>✔</td>
</tr>
<tr>
<td>Vine</td>
<td>✔</td>
</tr>
</tbody>
</table>

State of the Portal: Hawaii

www.hawaii.gov
WHAT’S HAPPENING ON THE PORTAL

In 2014, Idaho plans to improve GIS mapping access for citizens to more easily find government services. It also plans to optimize the portal with responsive design for improved mobile platform access.

EGOVERNMENT PRIORITIES

- Improve mobile platforms
- Expand citizens’ payment options
- Increase access through mobile devices

GOVERNANCE

The state of Idaho’s eGovernment program and all e-commerce programs are managed by a private sector company in partnership with each agency. The private sector company built and manages the program, and is also responsible for the maintenance and collection of online funds. However, the data and the website’s back-end are deployed through state resources. The central IT agency maintains the state’s eGovernment program while the individual agencies continue to maintain their own public-facing websites. The program reports to the enterprise applications and customer relationship manager, and the governance structure is comprised of the Office of the CIO, the State Steering Committee and a private sector company.

FUNDING

What does the eGovernment program funding include?

- Website redesign
- Application development
- Marketing and promotion, including marketing to promote online services

How is the eGovernment program primarily funded?

- Self-funded using transaction fees

PAYMENT PROCESSING

<table>
<thead>
<tr>
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<tr>
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MOBILE

<table>
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<td>Android</td>
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<td>Other</td>
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CUSTOMER SERVICE

<table>
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<tr>
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<tr>
<td>Live help/customer service</td>
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<tr>
<td>24/7 customer service:</td>
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<tr>
<td>Online</td>
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<td>Phone</td>
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CROWDSOURCING

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Customer service (GetSatisfaction)</td>
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<tr>
<td>Feedback/Reviews</td>
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<tr>
<td>Online market research</td>
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<td>Mobile apps</td>
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ONLINE SERVICES

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<tr>
<td>eBench warrants</td>
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<td>Automated location awareness/GPS</td>
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<td>Criminal history reports</td>
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<td>Driver’s license renewals</td>
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<tr>
<td>Vehicle title requests</td>
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<td>Moving violation and parking ticket payments</td>
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<td>Temporary license plates</td>
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<td>Trucking/commercial vehicle permits</td>
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<td>ID verification</td>
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<td>Vehicle inspections/apartments</td>
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<td>Vehicle title and lien searches</td>
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<tr>
<td>One-stop business registration</td>
<td>✔</td>
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<tr>
<td>Inmate banking/commissary deposits</td>
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<td>Property tax payments</td>
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<td>Utility payments</td>
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SOCIAL MEDIA

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</tr>
<tr>
<td>YouTube</td>
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<tr>
<td>Photos/imagery</td>
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<td>RSS feeds</td>
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<td>Media portals</td>
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<td>Pinterest</td>
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<tr>
<td>Instagram</td>
<td>✔</td>
</tr>
<tr>
<td>Vine</td>
<td>✔</td>
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</tbody>
</table>
**Website Capabilities**

**PAYMENT PROCESSING**
- Payee
- Secure mobile payments
- IVR

**MOBILE**
- Mobile-optimized site
- Native applications for: Apple
- Android
- Other

**CUSTOMER SERVICE**
- Live help/online customer service
- 24/7 customer service: Online
- Email
- Phone
- SMS (Short Message Service)

**CROWDSOURCING**
- Customer service (GetSatisfaction)
- Feedback/diaries
- Online market research
- Mobile apps
- Maps

**DATA VISUALIZATION**
- Data visualization/infographics/mashups
- Photos
- Videos
- Widgets
- Blogs

**ONLINE SERVICES**
- eBench warrants
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- Criminal history reports
- Driver’s license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plate
- Trucking/commercial vehicle permits
- ID verification
- Vehicle inspections/appointments
- Vehicle title and lien searches
- One-stop business registration
- Immune banking/commissary deposits
- Property tax payments
- Utility payments

**FUNDING**
- Website redesign
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services

**GOVERNANCE**

*The state of Illinois eGovernment program is deployed using only state resources with no private partnerships. The Bureau of Communications and Computer Services, under the Central Management Services Department, maintains the state website. State agencies are charged with maintaining their own individual sites. The Governor's Office oversees the Bureau of Communications and Computer Services, which partners with the Illinois Office of Communications and Information.*

**GOVERNMENT PRIORITIES**
- Improve responsiveness to different devices
- Migrate and consolidate technology
- Consolidate media library
- Upgrade video technology

**RECENT RECOGNITION**

Illinois received an A- in the 2012 Sunny Awards.

Illinois' Alerts and Notices section keeps visitors up to date on information impacting day-to-day events and interactions. Data ranging from traffic and weather conditions to child and public safety matters is consolidated in a central hub where interested parties can further investigate notices and alerts.

**WHAT'S HAPPENING ON THE PORTAL**

**PAYMENT PROCESSING**

- Kiosk
- Secure mobile payments
- IVR

**MOBILE**

- Mobile-optimized site
- Native applications for: Apple
- Android
- Other

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**RECENT RECOGNITION**

Illinois received an A- in the 2012 Sunny Awards.
WHAT’S HAPPENING ON THE PORTAL

In 2013, Indiana made huge strides in responsive design, as all 60,000+ pages are now responsive design compatible. The state also concluded a three-year project to give all pages a similar look and feel by redesigning them and coordinating with over 600 content contributors. To-date, the Web team has processed 2,200 enhancement requests. Indiana continuously evolves with the needs of its citizens and adds services as necessary.

GOVERNANCE

The state of Indiana eGovernment program is deployed through a public-private partnership, with the majority of the program being deployed using private sector resources. The Indiana Office of Technology manages the eGovernment program and reports to the director of IT/IO. An IN.gov Governance Council was created to provide oversight of the program. The council consists of 13 members, including several state agencies and public representation.

EGOVERNMENT PRIORITIES

- Implement an innovative open data portal
- Continue to nurture and improve mobile applications such as the bus inspection and deer game check applications
- Place a new priority on mapping services

RECENT RECOGNITION

Indiana was awarded honorable mention in��息的2013 Digital Government Achievement Awards (DGAA) for Indiana Project Information Management (PIMS). The state was also a winner in the Government-to-Citizen State Government category for the Bureau of Motor Vehicles’ myBMV website and mobile applications as well as INSPECT, the state’s prescription drug monitoring program. Additionally, Indiana was named a Top Government Website by Juggle.com and received an A- in the 2012 Sunny Awards.

PAYMENT PROCESSING

YES NO
- PayU
- Secure mobile payments ✔
- eTIR

MOBILE

Native applications for:

- Apple
- Android
- Other

CUSTOMER SERVICE

Live help/online customer service
24/7 customer service:

- Online
- Email
- Phone
- SMS (Short Message Service)

CROWDSOURCING

Customer service (GetSatisfaction)
Feedback/dissas
Online market research
Mobile apps
Maps

ONLINE SERVICES

- Data visualization/infographics/mashups
- Photos
- Videos
- Widgets
- Blogs

- eBench warrants
- Automated location awareness/GPS
- Criminal history reports
- Driver’s license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plates
- Trucking/commercial vehicle permits
- ID verification
- Vehicle inspections
- appearances
- Vehicle title and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments
- Construction liens monitoring
- Real property
- Mapping/monitoring for roads, construction and public transportation
- Roadside moving violation payments
- Legislative tracking
- Sea frontage
- Campground reservations
- Prescription drug registry monitoring
- Math registry
- DMV office appointments
- Third-party verification for driver’s license renewals

SOCIAL MEDIA

- Twitter
- Facebook
- Video
- Photos, images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine
WHAT'S HAPPENING ON THE PORTAL

Iowa.gov features responsive design, making the site easily accessible on multiple electronic devices.

EGOVERNMENT PRIORITIES

- Standardize the structure of executive branch agencies

GOVERNANCE

The state of Iowa eGovernment program is deployed through a public-private partnership. The Department of Administrative Services oversees the contract. The eGovernment program reports to the Office of the CIO, who in turn reports to the governor.

FUNDING

What does the eGovernment program funding include?
- Web and mobile application design and development
- Project management
- Customer support
- Technical support
- Marketing assistance
- Portal oversight

How is the eGovernment program primarily funded?
- Self-funded using transaction fees

PAYMENT PROCESSING

<table>
<thead>
<tr>
<th>YES</th>
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<tbody>
<tr>
<td>Paya</td>
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MOBILE

<table>
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<tr>
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<tr>
<td>Mobile-optimized site</td>
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<tr>
<td>Native applications for: Apple</td>
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<td>Other</td>
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</table>

CUSTOMER SERVICE

- Live help/customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

CROWDSOURCING

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Customer service (GetSatisfaction)</td>
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<td>Widgets</td>
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<td>Blogs</td>
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</table>

FOLLOW US

Twitter
Facebook
YouTube
YouTube videos
RSS feeds
Blog
Media portal
Pinterest
Instagram
Vine

www.iowa.gov
State of the Portal: Iowa
GOVERNANCE
The state of Kansas eGovernment program is deployed through a public-private partnership. The state has an oversight board with an executive director who reports to a board of directors. The two entities meet on a monthly basis and stay in contact with the executive director on a daily basis.

EGOVERNMENT PRIORITIES
- Make multi-agency initiatives and multi-government services available to the public
- Improve efficiencies for state businesses
- Increase access to mobile devices

RECENT RECOGNITION
Kansas was a winner in CDG’s 2013 Digital Government Achievement Awards (DGAA) in the Government-to-Business category for Kansas Courts Mobile Searches.

WHAT’S HAPPENING ON THE PORTAL
Kansas.gov’s Statewide Social Media provides a centralized location for all citizens to connect with their government through a variety of mediums. Individuals can read blogs and news, watch videos and webcasts, listen to streaming audio and visit a state agency repository of all available social media outlets.

Website Capabilities

**PAYMENT PROCESSING**

<table>
<thead>
<tr>
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<tbody>
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<td>Automated location awareness</td>
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<td>GeoSIP</td>
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<tr>
<td>Inmate banking/commissary deposits</td>
<td>✓</td>
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<tr>
<td>Property tax payments</td>
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<td>Utility payments</td>
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</table>

**SOCIAL MEDIA**

- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine

**FUNDING**

What does the eGovernment program funding include?
- Website redesign
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services

How is the eGovernment program primarily funded?
- Self-funded using transaction fees

**GOVERNANCE**

- Make multi-agency initiatives and multi-government services available to the public
- Improve efficiencies for state businesses
- Increase access to mobile devices

**PAYMENT PROCESSING**

- FInSA
- Secure mobile payments
- IVR

**MOBILE**

- Native applications for: Apple, Android, Other

**CUSTOMER SERVICE**

- Live help/customer service
- 24/7 customer service
- Online
- Email
- Phone
- SMS (Short Message Service)

**CROWDSOURCING**

- Customer service
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

**ONLINE SERVICES**

- eBench warrants
- Automated location awareness
- GeoSIP
- Criminal history reports
- Driver’s license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plates
- Trucking/commercial vehicle permits
- ID verification
- Vehicle inspections/appointments
- Vehicle title and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

**SOCIAL MEDIA**

- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine

**YES**

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Data visualization/infographics</td>
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<tr>
<td>Marketing to promote online services</td>
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<td>Fleet monitoring</td>
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<td>Mapping/tracking for roads, construction and public transportation</td>
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<td>Sea offender registry</td>
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<td>Campbell ground reservations</td>
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<td>Prescription drug registry monitoring</td>
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<td>Math registry</td>
<td>✓</td>
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<td>DMV office appointments</td>
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<td>Third-party verification for driver’s license renewals</td>
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**NO**

- Payment processing
- Kiosk
- Secure mobile payments
- IVR
- Mobile-optimized site
- Native applications for: Apple, Android, Other
- eGovernment priorities
- Make multi-agency initiatives and multi-government services available to the public
- Improve efficiencies for state businesses
- Increase access to mobile devices

**Website Capabilities**

- Payment processing
- Mobile
- Customer service
- Crowdsourcing
- Online services
- Social media

**WEBSITE CAPABILITIES**

- Website Capabilities
- Recent recognition
- Government priorities
- Funding
- Governance

**FUNDING**

- Website redesign
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services

**GOVERNANCE**

- Make multi-agency initiatives and multi-government services available to the public
- Improve efficiencies for state businesses
- Increase access to mobile devices

**PAYMENT PROCESSING**

- FInSA
- Secure mobile payments
- IVR

**MOBILE**

- Native applications for: Apple, Android, Other

**CUSTOMER SERVICE**

- Live help/customer service
- 24/7 customer service
- Online
- Email
- Phone
- SMS (Short Message Service)

**CROWDSOURCING**

- Customer service
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

**ONLINE SERVICES**

- eBench warrants
- Automated location awareness
- GeoSIP
- Criminal history reports
- Driver’s license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plates
- Trucking/commercial vehicle permits
- ID verification
- Vehicle inspections/appointments
- Vehicle title and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

**SOCIAL MEDIA**

- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine
Kentucky.gov's new Enterprise Search provides results across several categories, including the Web, images, and press releases. The Local page shows nearby services, local officials, and demographic information. The Activity Stream keeps citizens engaged with news, meetings, and events taking place daily throughout the commonwealth. Each highlight provides information to help visitors identify what is occurring, along with links to appropriate supplemental information.

**Website Capabilities**

<table>
<thead>
<tr>
<th>PAYMENT PROCESSING</th>
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<tr>
<td>Pay X</td>
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<td>IVR</td>
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<tr>
<td>Mobile-optimized site</td>
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<td>Native applications for:</td>
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<tr>
<td>Apple</td>
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<tr>
<td>Android</td>
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<td>Other</td>
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<tr>
<th>CUSTOMER SERVICE</th>
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<tbody>
<tr>
<td>Like/untag/customer service</td>
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<tr>
<td>24/7 customer service</td>
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<td>Online</td>
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<td>Email</td>
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<td>Phone</td>
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<table>
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<td>Feedback/deals</td>
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<td>Mobile apps</td>
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<td>Temporary license plate</td>
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<td>Trucking/commercial vehicle permits</td>
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<td>IC-verification</td>
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<td>Vehicle title and lien searches</td>
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<tbody>
<tr>
<td>Facebook</td>
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<td>Video</td>
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<td>Blogging</td>
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<td>Media portals</td>
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<td>Pinterest</td>
</tr>
<tr>
<td>Instagram</td>
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<tr>
<td>Vine</td>
</tr>
</tbody>
</table>

**GOVERNANCE**

Kentucky's eGovernment program is deployed through a public-private partnership. The private partner is charged with managing the portal and eGovernment for Kentucky and its agencies, although some agencies maintain certain applications. The state CIO's office is the agency sponsor for the program and the public-private partnership is managed by and reports to the CIO.

**FUNDING**

What does the eGovernment program funding include?

- Enterprise services
- Application development
- Website design and development
- Secure PCI-compliant payment processing
- Marketing and promotion, including marketing to promote online services

How is the eGovernment program primarily funded?

- Self-funded using transaction fees

**EGOVERNMENT PRIORITIES**

- Expand mobility/mobile platforms
- Develop new applications
- Improve business and citizen engagement
State of the Portal: Louisiana
www.louisiana.gov

WHAT’S HAPPENING ON THE PORTAL

Over the past year, the state of Louisiana has identified the primary areas in need of innovation, isolating the services that would most benefit from going mobile. Louisiana aims to place stronger emphasis on going mobile and offer additional services to satisfy the public’s appetite for online accessibility.

FUNDING

What does the eGovernment program funding include?

- Website development and design
- Hosting and support services
- Agency-funded

GOVERNANCE

The state of Louisiana’s eGovernment program is more centralized than in the past. The state is in the middle of a major IT consolidation project in which all services will run out of the CIO’s office, and the CIO will play a major role in the direction and innovation of the state portal. The direction and recommendations will be carried out through the IT department with the help of a private sector partner.

EGOVERNMENT PRIORITIES

- Redesign portal
- Expand available services
- Expand available mobile applications

Website Capabilities

<table>
<thead>
<tr>
<th>PAYMENT PROCESSING</th>
<th>YES</th>
<th>NO</th>
</tr>
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<tbody>
<tr>
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<table>
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<tr>
<th>MOBILE</th>
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<tbody>
<tr>
<td>Mobile-optimized site</td>
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<tr>
<td>Native applications for:</td>
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<tr>
<td>Apple</td>
</tr>
<tr>
<td>Android</td>
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<td>Other</td>
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<table>
<thead>
<tr>
<th>ONLINE SERVICES</th>
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<tbody>
<tr>
<td>eBench warrants</td>
</tr>
<tr>
<td>Automated location awareness/GPS</td>
</tr>
<tr>
<td>Criminal history reports</td>
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<tr>
<td>Driver’s license renewals</td>
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<tr>
<td>Vehicle title requests</td>
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<tr>
<td>Moving violation and parking ticket payments</td>
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<tr>
<td>Temporary license plates</td>
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<td>Trucking/commercial vehicle permits</td>
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<td>ID verification</td>
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<table>
<thead>
<tr>
<th>CUSTOMER SERVICE</th>
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<tbody>
<tr>
<td>Like help/online customer service</td>
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<tr>
<td>24/7 customer service</td>
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<tr>
<td>Email</td>
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<tr>
<td>Phone</td>
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<td>SMS (Short Message Service)</td>
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<table>
<thead>
<tr>
<th>DATA VISUALIZATION/MASHUPS</th>
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<tr>
<td>Photos</td>
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<th>SOCIAL MEDIA</th>
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<td>Twitter</td>
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<td>Video</td>
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<td>Media portals</td>
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<td>Pinterest</td>
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<td>Instagram</td>
</tr>
<tr>
<td>Vine</td>
</tr>
</tbody>
</table>
State of the Portal: Maine

www.maine.gov

WHAT'S HAPPENING ON THE PORTAL

Using responsive design, Maine.gov and its online applications can be easily viewed using a wide variety of handheld devices. To provide superior customer service, Maine.gov utilizes tools that transfer live chats and emails into help tickets, which can then be transferred into the development queue. Maine.gov provides transparency to its citizens through its new Maine Open Checkbook application, which is built on more than 18 million data records detailing state vendor payments and employee compensation.

GOVERNANCE

The state of Maine's eGovernment program is deployed through a public-private partnership. The central IT agency is responsible for contract administration of the state portal and reports to the state CIO. The state also has a 15-member oversight board for the program, InforME, comprised of the state CIO, the secretary of state, several municipality representatives and one non-voting representative of the private sector partner.

How is the eGovernment program primarily funded?

- Self-funded using transaction fees

FUNDING

What does the eGovernment program funding include?

- Website redesigns
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services
- Mobile development

EGOVERNMENT PRIORITIES

- Develop new applications in responsive design templates
- Improve accessibility
- Expand services

RECENT RECOGNITION

Maine received 5th place in COD's 2013 Best of the Web (BOW) award program and was a finalist in 2012. Additionally, Maine was named a Top Government Website by Juggle.com.

Website Capabilities

<table>
<thead>
<tr>
<th>Payment Processing</th>
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<table>
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<td>Live help/customer service</td>
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<td>Feedback/ideas</td>
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<td>Online market research</td>
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<td>RSS feeds</td>
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<td>Blogging</td>
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<tr>
<td>Media portals</td>
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<td>Pinterest</td>
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<tr>
<td>Vine</td>
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</tbody>
</table>
The Maryland.gov 2014 refresh includes an innovative new MyMaryland Clipboard personalization feature, a visually engaging social media hub, and a new fluid and flexible parallax design that provides streamlined content and better usability on any device. The responsive site features a prominent intuitive search where results can be filtered to access more than 200 online services, agency publications and maps. Other applications include a public meetings and events calendar, agency news feed, geo-location features that display nearby state job openings, government offices and state parks; and a central business licensing and registration one stop that enables Maryland businesses to electronically file their business registration documents across multiple agencies in one transaction.

**Website Capabilities**

<table>
<thead>
<tr>
<th>PAYMENT PROCESSING</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay Pal</td>
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<tr>
<td>Secure mobile payments</td>
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</tr>
<tr>
<td>iFTR</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

**MOBILE**

| Mobile-optimized site | ✓ |
| Native applications for: Apple | ✓ |
| Android | ✓ |
| Other | ✓ |

**CUSTOMER SERVICE**

| Live help/customer service | ✓ |
| 24/7 customer service | ✓ |
| Online | ✓ |
| Email | ✓ |
| Phone | ✓ |
| SMS (Short Message Service) | ✓ |

**CROWDSOURCING**

| Customer service (GetSatisfaction) | ✓ |
| Feedback/ideas | ✓ |
| Online market research | ✓ |
| Mobile apps | ✓ |
| Maps | ✓ |

**EGOVERNANCE**

- Improve security
- Increase access to online services for citizens and businesses
- Develop online services accessible from all mobile devices
- Increase efficiencies and transparency
- Reduce costs

**FUNDING**

- Website redesign
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services

**GOVERNANCE**

The state of Maryland eGovernment program is deployed through a public-private partnership. Within the Department of Information Technology, the director of the Web Systems Division reports to the deputy CIO, who maintains the eGovernment program under a master contract. The eGovernment program reports to the governor's communications creative director. Nearly 100 people from different agencies come together to develop common practices.

**WHAT'S HAPPENING ON THE PORTAL**

**State of the Portal: Maryland**

- Construction lien monitoring
- Fixed monitoring
- Mapping/forwarding for roads, construction and public transportation
- Roadside moving violation payments
- Legislative tracking
- Sex offender registry
- Campground reservations
- Prescription drug registry monitoring
- Math registry
- BMV office appointments
- Third-party visa registration for driver's license renewals

**SOCIAL MEDIA**

- Twitter
- Facebook
- Video
- Photos/imagery
- RSS feeds
- Blogging
- Media portals
- Pornchat
- Instagram
- Vine
Mass.gov is working to include the judicial branch of government in the portal, integrate social media feeds, and develop a “One-Stop Business Portal” and an “Informed Massachusetts” microsite to increase transparency. The state is also including Web mapping via geographic information systems (MassGIS).

**GOVERNANCE**

The commonwealth of Massachusetts’ eGovernment presence is deployed using primarily state resources. The state’s central IT agency (ITD) provides the portal and Web content publishing platform, and agencies are responsible for maintaining their own content. ITD is the agency sponsor for Mass.gov and takes direction from the acting director of the division and chief applications officer. The statewide governance structure is comprised of two principal governing bodies: the CIO cabinet, representing IT leaders from the eight secretariats in the executive branch, and the main governing body — the Portal Advisory Board (PAB) — which decides on the direction of the portal (the look and feel, product selection and functionality). PAB has statewide representation reflecting entities that use Mass.gov shared services.

**WHAT’S HAPPENING ON THE PORTAL**

Mass.gov is working to include the judicial branch of government in the portal, integrate social media feeds, and develop a “One-Stop Business Portal” and an “Informed Massachusetts” microsite to increase transparency. The state is also including Web mapping via geographic information systems (MassGIS).

**RECENT RECOGNITION**


**WEBSITE CAPABILITIES**

**PAYMENT PROCESSING**

<table>
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<table>
<thead>
<tr>
<th>YES</th>
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<td>Native applications for:</td>
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<td>Other</td>
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</table>

**CUSTOMER SERVICE**

Like help/online customer service
24/7 customer service:
- Online
- Email
- Phone
- SMS (Short Message Service)

**CROWDSOURCING**

- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

**ONLINE SERVICES**

Data visualization/Mashups
Photos
Videos
Widgets
Blogs

**E-GOVERNMENT PRIORITIES**

- Portalize the judicial branch of government
- Implement effective use of social media
- Expand the variety, quality and performance of online mapping available via Web services and free browser clients
- Offer free Web mapping services for easy, template-based Web app development
- Provide basic GIS layers to municipalities to help them start their own GIS projects at minimal cost
- Enhance existing online transactional applications and create new ones
- Improve uptime

**FUNDING**

What does the eGovernment program funding include?

- Website redesign/development
- Enterprise services
- Application development

How is the eGovernment program primarily funded?

- State- and agency-funded
Michigan was a finalist in CDG’s 2012 Best of the Web (BOW) award program. Its portal was named a Top Government Website by Juggle.com.

EGOVERNMENT PRIORITIES

- Creates a citizen-centric portal that allows customers to find services without needing to know which agency is responsible

GOVERNANCE

In Michigan, the eGovernment program is deployed through a public-private partnership. The content of the program is deployed using solely state resources, while a private sector partner houses the portal and provides technical assistance. The program is centralized within the Department of Technology, Management and Budget. The program is operated by the Office of eMichigan, and led by the director. Governance of the program is handled by an oversight board with public representation.

FUNDING

What does the eGovernment program funding include?

- Website redesign
- Enterprise services
- Marketing and promotion, including marketing to promote online services

How is the eGovernment program primarily funded?

- Agency-funded

RECENT RECOGNITION

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PAYMENT PROCESSING

<table>
<thead>
<tr>
<th>YES</th>
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<tbody>
<tr>
<td>Text</td>
<td>Secure mobile payments</td>
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MOBILE

<table>
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<tr>
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<tbody>
<tr>
<td>Mobile-optimized site</td>
<td>Native applications for:</td>
</tr>
<tr>
<td>Apple</td>
<td>Android</td>
</tr>
<tr>
<td>Other</td>
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CUSTOMER SERVICE

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Live help/customer service</td>
<td>24/7 customer service:</td>
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<td>2477 customer service</td>
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<td>Email</td>
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CROWDSOURCING

<table>
<thead>
<tr>
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<tr>
<td>Customer service (GetSatisfaction)</td>
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<tr>
<td>Feedback/ideas</td>
<td>Online market research</td>
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<tr>
<td>Mobile apps</td>
<td>Maps</td>
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ONLINE SERVICES

<table>
<thead>
<tr>
<th>YES</th>
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<tbody>
<tr>
<td>eBench warrants</td>
<td>Criminal history reports</td>
</tr>
<tr>
<td>Automated location awareness/GeoIP</td>
<td>Driver’s license renewals</td>
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<tr>
<td>Vehicle title requests</td>
<td>Moving violation and parking ticket payments</td>
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<tr>
<td>Temporary license plates</td>
<td>Trucking/commercial vehicle permits</td>
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<td>ID verification</td>
<td>Vehicle inspections/appointments</td>
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SOCIAL MEDIA

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State of the Portal: Michigan
www.michigan.gov
In 2013, Minnesota unveiled MNsure, the state’s new online health insurance marketplace, and the Secretary of State launched an online voter registration system. Additionally, the Department of Veterans Affairs and the Department of Administration both launched redesigned websites. The Department of Human Services and the Board on Aging enhanced the LinkAge Line to help seniors look for employment opportunities.

## Website Capabilities

### WHAT’S HAPPENING ON THE PORTAL

<table>
<thead>
<tr>
<th>EGoverNMENT PRIoRITIES</th>
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<td>IVR</td>
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<td>Native applications for:</td>
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<td></td>
</tr>
<tr>
<td>Apple</td>
<td>✔️</td>
<td></td>
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<tr>
<td>Android</td>
<td>✔️</td>
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<tr>
<td>Live help/online customer service</td>
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<td></td>
</tr>
<tr>
<td>24/7 customer service</td>
<td>✔️</td>
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</tr>
<tr>
<td>Online</td>
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<tr>
<td>SMS (Short Message Service)</td>
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<td>Customer service (GetSatisfaction)</td>
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<tr>
<td>Feedback/Alias</td>
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<tr>
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<td>Mobile apps</td>
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<tr>
<td>Maps</td>
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<td>Blogs</td>
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<td>Online services</td>
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<td>eBench warrants</td>
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<tr>
<td>Automated location awareness/ Geospatial criminal history reports</td>
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</tr>
<tr>
<td>One-stop business registration</td>
<td>✔️</td>
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<tr>
<td>Inmate banking/commissary deposits</td>
<td>✔️</td>
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<tr>
<td>Property tax payments</td>
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<td>Utility payments</td>
<td>✔️</td>
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### FUNDING

What does the eGovernment program funding include?
- Portal maintenance

How is the eGovernment program primarily funded?
- Unable to verify information.
**Website Capabilities**

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<tr>
<th>PAYMENT PROCESSING</th>
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<tr>
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<td>IVR</td>
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<table>
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<td>Native applications for</td>
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<td>Apple</td>
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<tr>
<td>Android</td>
<td>✓</td>
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<tr>
<td>Other</td>
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<table>
<thead>
<tr>
<th>CUSTOMER SERVICE</th>
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</thead>
<tbody>
<tr>
<td>Live help/online customer</td>
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<td></td>
</tr>
<tr>
<td>service</td>
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<td>24/7 customer service</td>
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<tr>
<td>Online</td>
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</tr>
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<td>Email</td>
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<td></td>
</tr>
<tr>
<td>Phone</td>
<td>✓</td>
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<td>SMS (Short Message Service)</td>
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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Customer service</td>
<td>✓</td>
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</tr>
<tr>
<td>(GetSatisfaction)</td>
<td>✓</td>
<td></td>
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<tr>
<td>Feedback/ideas</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Online market research</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Mobile apps</td>
<td>✓</td>
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<td>Maps</td>
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<table>
<thead>
<tr>
<th>ONLINE SERVICES</th>
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<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
</tr>
<tr>
<td>Online</td>
<td>✓</td>
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<tr>
<td>Email</td>
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<tr>
<td>Phone</td>
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<tr>
<td>SMS (Short Message Service)</td>
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<table>
<thead>
<tr>
<th>GOVERNANCE PRIORITIES</th>
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</thead>
<tbody>
<tr>
<td>Provide eGovernment guidance to state agencies</td>
<td>✓</td>
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</tr>
<tr>
<td>Launch user-friendly and innovative Web and mobile services to citizens and businesses</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Streamline government interactions</td>
<td>✓</td>
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</tr>
</tbody>
</table>

**GOVERNANCE**

Mississippi’s eGovernment program is deployed through a public-private partnership. The State Department of Information Technology and the Department of Finance and Administration work with a private partner to manage the state’s eGovernment program. Mississippi’s Electronic Government (eGov) Oversight Committee (EOC), consisting of representatives from several key agencies, oversees the implementation of eGovernment and related technology initiatives.

**WHAT’S HAPPENING ON THE PORTAL**

www.ms.gov

**FUNDING**

What does the eGovernment program funding include?

- Interactive application design
- Mobile development
- Website design
- Payment services and support
- Service marketing
- Customer service
- Enterprise services

How is the eGovernment program primarily funded?

- Self-funded using transaction fees

**RECENT RECOGNITION**

Mississippi was a finalist in CDG’s 2013 Best of the Web (BOW) award program and received 5th place in 2012. In 2013, Mississippi was a winner in CDG’s Digital Government Achievement Awards (DGAA) in the Government-to-Citizen State Government category for its Department of Wildlife, Fisheries and Parks Licensing Suite.

**PAYMENT PROCESSING**

- Kiosk
- Secure mobile payments
- IVR

**MOBILE**

- Mobile-optimized site
- Native applications for Apple
- Android
- Other

**CUSTOMER SERVICE**

- Live help/online customer service
- 24/7 customer service
- Online
- Email
- Phone
- SMS (Short Message Service)

**CHRONDOSOURCING**

- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

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- 24/7 customer service
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- SMS (Short Message Service)
### Website Capabilities

<table>
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<tr>
<th>Feature</th>
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<tr>
<td>Visa</td>
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<tr>
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<td>IVR</td>
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<tr>
<td>Other</td>
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<td><strong>CUSTOMER SERVICE</strong></td>
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<tr>
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<td>Maps</td>
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<tr>
<td><strong>ONLINE SERVICES</strong></td>
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<tr>
<td>eBench warrants</td>
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<td>Automated location awareness/GeoP</td>
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<td>Criminal history reports</td>
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<td>ID verification</td>
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<td>Vehicle inspections</td>
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<td>Vehicle title and lien searches</td>
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<td>One-stop business registration</td>
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<tr>
<td>Inmate banking/commissionary deposits</td>
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<tr>
<td>Property tax payments</td>
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<td>Utility payments</td>
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<td><strong>DATA VISUALIZATION</strong></td>
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<tr>
<td>Vine</td>
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</tbody>
</table>
Montana.gov has launched five native mobile applications, including the first mobile payment application in the state, and has developed seven applications utilizing responsive design. Montana has also been recognized nationally for the Montana Prescription Drug Registry, which allows licensed pharmacies to report class II and above controlled substances online. These can then be searched by licensed healthcare providers, resulting in decreased controlled substance abuse and increased public safety.

GOVERNANCE

The state of Montana eGovernment program is deployed through a public-private partnership. The Department of Administration is charged with maintaining and sponsoring the program. Along with the Department of Administration, the eGovernment Advisory Council also oversees the program. The council comprises 14 members, which includes agency representatives, the CIO of the Department of Administration, public representatives, a county representative and two legislators.

EGOVERNMENT PRIORITIES

- Expand portal
- Focus on mobile application strategies and development
- Support post-election administrative changes
- Improve processes and increase transparency of eGovernment projects statewide

RECENT RECOGNITION

Montana received honorable mention in GOV’s 2013 Digital Government Achievement Awards (DGAA) in the Government-to-Citizen State Government category for its prescription drug registry. The state’s services also won four out of the seven State of Montana Information Technology Project Excellence Awards given out at the 2013 State IT Conference.

PAYMENT PROCESSING

- Secure mobile payments
- Mobile-optimized site
- Native applications for:
  - Apple
  - Android

CUSTOMER SERVICE

- Live telephone customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

CROWDSOURCING

- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

FUNDING

What does the eGovernment program funding include?

- Enterprise services
- Application development
- Maintenance of state’s existing eGovernment services

How is the eGovernment program primarily funded?

- Self-funded using transaction fees and general funding through state appropriations

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Nebraska was a finalist in CDG's Best of the Web (BOW) award program in 2012 and 2013. Additionally, Nebraska was the winner of a 2013 Digital Government Achievement Award (DGAA) in the Driving Digital Government State category for its Handicap Parking Permit Application & Management System.

**Website Capabilities**

**PAYMENT PROCESSING**
- Paycheck
- Secure mobile payments
- IVR

**MOBILE**
- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other

**CUSTOMER SERVICE**
- Live help/online customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

**CROWDSOURCING**
- Customer service
- Feedback/diaries
- Online market research
- Mobile apps
- Maps

**ONLINE SERVICES**
- eBench warrants
- Automated location awareness/ GeoP
- Criminal history reports
- Driver's license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plates
- Trucking/commercial vehicle permits
- ID verification
- Vehicle inspections, registrations, and renewals
- Vehicle title and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

**SOCIAL MEDIA**
- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine

**Data visualization/Infographics/ mashups**

**Construction lien monitoring**

**Mapping/tracking for roads, construction and public transportation**

**Bedside monitoring**

**Legislative tracking**

**Sea offender registry**

**Campground reservations**

**Prescription drug registry monitoring**

**Math registry**

**DMV office appointments**

**Third-party vision certification for driver’s license renewals**

**FUNDING**

What does the eGovernment program funding include?

- Enterprise services
- Application development
- Research

**GOVERNANCE**

The state of Nebraska eGovernment program is deployed using a combination of public and private sector resources. The delivery of services is handled by the private sector. The eGovernment program has a 12-member oversight board, which is chaired by the Secretary of State. The board has both public and private sector representation.

**RECENT RECOGNITION**

Nebraska was a finalist in CDG's Best of the Web (BOW) award program in 2012 and 2013. Additionally, Nebraska was the winner of a 2013 Digital Government Achievement Award (DGAA) in the Driving Digital Government State category for its Handicap Parking Permit Application & Management System.

**WHAT'S HAPPENING ON THE PORTAL**

Nebraska's portal offers online handicap permit issuance, medical providers can issue temporary and permanent handicap tags to patients. In addition, the time to process these applications has decreased from three weeks to two days. Driver safety schools can submit notifications of student course completion and drivers can go online to update their status after obtaining their permit or completing a driver’s education course.

**EGOVERNMENT PRIORITIES**

- Develop and launch sites utilizing responsive design
- Enhance sites and applications based on user and citizen feedback

**WEBSITE CAPABILITIES**

- Nebraska was a finalist in CDG's Best of the Web (BOW) award program in 2012 and 2013.
- Additionally, Nebraska was the winner of a 2013 Digital Government Achievement Award (DGAA) in the Driving Digital Government State category for its Handicap Parking Permit Application & Management System.
State of the Portal: Nevada

FUNDING
Unable to verify information.

GOVERNANCE
Unable to verify information.

EGOVERNMENT PRIORITIES
Unable to verify information.

Website Capabilities

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<tr>
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<td>Maps</td>
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<td>Moving violation and parking ticket payments</td>
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<tr>
<td>Temporary license plates</td>
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<td>Trucking/commercial vehicle permits</td>
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<td>ID verification</td>
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<td>Vehicle inspections/appointments</td>
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<td>Vehicle title and lien searches</td>
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<td>Inmate banking/commissary deposits</td>
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<td>Property tax payments</td>
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<td>Utility payments</td>
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<td>Vine</td>
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Unable to verify information.
## What's Happening on the Portal

Unable to verify information.

## Website Capabilities

### Payment Processing

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<td>IVR</td>
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### Mobile

<table>
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<tr>
<th></th>
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<tbody>
<tr>
<td>Mobile-optimized site</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
| Native applications for:  
  - Apple  
  - Android  
  - Other |    |    |

### Online Services

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>eBench warrants</td>
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<td>Construction lien monitoring</td>
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</tbody>
</table>
What's Happening on the Portal

The New Jersey portal is designed to get visitors where they want to go quickly and easily. It features a single sign-on login feature, allowing customers to access several state services through one account. The portal also features transparency sites for Superstorm Sandy Federal Disaster Relief Appropriations Act Funds and YourMoney.NJ.Gov, allowing citizens to see where their tax dollars are spent.

Website Capabilities

Website Capabilities

**PAYMENT PROCESSING**
- Pay online
- Secure mobile payments
- IVR

**MOBILE**
- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other

**CUSTOMER SERVICE**
- Live help/online customer service
  - 24/7 customer service:
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    - Phone
    - SMS (Short Message Service)
  - Customer service (GetSatisfaction)
    - Feedback/ideas
    - Online market research
    - Mobile apps
    - Maps

**CROWDSOURCING**
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- Feedback/ideas
- Online market research
- Mobile apps
- Maps

**ONLINE SERVICES**
- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

**GOVERNANCE**
- The state of New Jersey eGovernment program is deployed through a public-private partnership. The state’s Project Authorization Committee (PAC) is charged with managing the priorities of the eGovernment services developed for the state. The PAC consists of representatives from agencies throughout New Jersey state government.

**EGOVERNMENT PRIORITIES**
- Add eGovernment services
- Implement responsive design ready applications

**RECENT RECOGNITION**
New Jersey was recognized in 2013 for its Alcotest online service, which won a CDG Digital Government Achievement Award (DGAA) in the Government-to-Business category. The Alcotest service allows customers to order breathalyzer test results online.

**FUNDING**

What does the eGovernment program funding include?

- Online application development
- Enterprise services
- Marketing and promotion, including marketing to promote the use of online services

How is the eGovernment program primarily funded?

- Self-funded using transaction fees

**PAYMENT PROCESSING**
- Data visualization/infographics/ mashups
- Photos
- Videos
- Widgets
- Blogs

**ONLINE SERVICES**
- eBench warrants
- Automated location awareness/GeoIP
- Criminal history reports
- Driver’s license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plates
- Parking/commuter vehicle permits
- ID verification
- Vehicle inspections/appearances
- Vehicle title and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

**SOCIAL MEDIA**
- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine

**STATE OF THE PORTAL: NEW JERSEY**
www.NJ.gov
### State of the Portal: New Mexico

**Website Capabilities**

<table>
<thead>
<tr>
<th>PAYMENT PROCESSING</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Kiosk</td>
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<tr>
<td>Secure mobile payments</td>
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<table>
<thead>
<tr>
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<tbody>
<tr>
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<td>Native applications for:</td>
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<tr>
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<table>
<thead>
<tr>
<th>CUSTOMER SERVICE</th>
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<tbody>
<tr>
<td>Live hyperlinks in customer service</td>
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<td></td>
</tr>
<tr>
<td>24/7 customer service</td>
<td></td>
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<tr>
<td>Online</td>
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<td>Email</td>
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<td>Phone</td>
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<tr>
<td>SMS (Short Message Service)</td>
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<table>
<thead>
<tr>
<th>CROWDSOURCING</th>
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</thead>
<tbody>
<tr>
<td>Customer service (GetSatisfaction)</td>
<td></td>
<td></td>
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<tr>
<td>Feedback/ideas</td>
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<td>Mobile apps</td>
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<td>Maps</td>
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<table>
<thead>
<tr>
<th>ONLINE SERVICES</th>
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<tbody>
<tr>
<td>Data visualization/infographics/ mashups</td>
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<tr>
<td>Photos</td>
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<td>Videos</td>
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<tr>
<td>Widgets</td>
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<td>Blogs</td>
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<table>
<thead>
<tr>
<th>SOCIAL MEDIA</th>
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<tbody>
<tr>
<td>Twitter</td>
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<tr>
<td>Photos/images</td>
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<td>RSS feeds</td>
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<tr>
<td>Blogging</td>
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<tr>
<td>Media portals</td>
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<tr>
<td>Pinterest</td>
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<td>Instagram</td>
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<tr>
<td>Vine</td>
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<table>
<thead>
<tr>
<th>OTHER CAPABILITIES</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Construction liens monitoring</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tweet monitoring</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mapping/tracking for roads, construction and public transportation</td>
<td></td>
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<tr>
<td>Roadside moving violation payments</td>
<td></td>
<td></td>
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<tr>
<td>Legislative tracking</td>
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<tr>
<td>Sex offender registry</td>
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<tr>
<td>Campground reservations</td>
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<tr>
<td>Prescription drug registry monitoring</td>
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<tr>
<td>Math registry</td>
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<tr>
<td>DMV office appointments</td>
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<tr>
<td>Third-party vendor certification for driver’s license renewals</td>
<td></td>
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</tr>
</tbody>
</table>

**FUNDING**

Unable to verify information.

**GOVERNANCE**

Unable to verify information.

**EGOVERNMENT PRIORITIES**

Unable to verify information.

**WHAT’S HAPPENING ON THE PORTAL**

Unable to verify information.
The New York Office of Professions offers a search engine for citizens to verify the legitimacy of services rendered. Licenses and permits can be confirmed through name and license number searches or by type of industry in question.

**Website Capabilities**

**PAYMENT PROCESSING**
- Kiosk
  - YES
- Secure mobile payments
  - YES
- FEI
  - YES

**MOBILE**
- Mobile-optimized site
  - YES
- Native applications for:
  - Apple
  - Android
  - Other

**ONLINE SERVICES**
- eBench warrants
  - YES
- Automated location awareness/ GeoIP
  - YES
- Criminal history reports
  - YES
- Driver’s license renewals
  - YES
- Vehicle title requested
  - YES
- Missing violation and parking ticket payments
  - YES
- Temporary license plates
  - YES
- Tracking/commercial vehicle permits
  - YES
- ID verification
  - YES
- Vehicle inspections appointments
  - YES
- Vehicle title and lien searches
  - YES
- One-stop business registration
  - YES
- Inmate banking/commissary deposits
  - YES
- Property tax payments
  - YES
- Utility payments
  - YES

**CUSTOMER SERVICE**
- Live telephone customer service
  - YES
- 24/7 customer service:
  - Online
  - Email
  - Phone
- SMS (Short Message Service)
  - YES

**CROWDSOURCING**
- Customer service
  - YES (GetSatisfaction)
- Feedback/ideas
  - YES
- Online market research
  - YES
- Mobile apps
  - YES
- Maps
  - YES

**EGOVERNMENT PRIORITIES**
- Enhance citizen engagement through online and social media tools
- Increase self-service and online services for citizens and businesses conducting business with the state
- Improve transparency and accountability of government operations

**GOVERNANCE**

New York’s eGovernment program is deployed using state resources. The program is agency managed and reports to the deputy state CIO who reports directly to the Office of the CIO/OFT. The CIO Council — comprised of CIOs from state and local agencies and public authorities — oversees the eGovernment program.

**FUNDING**

What does the eGovernment program funding include?
- Website redesign
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services

*Dependent upon individual agency allocations*

How is the eGovernment program primarily funded?
- Agency-funded
- State and local agencies
- Public authorities
- Ongoing operational funding
- One-time funding
- Third-party contracts

**NEW RECOGNITION**

New York received an honorable mention in CODiG’s 2013 Digital Government Achievement Awards (DGAA) in the Driving Digital Government State category for the New York State Department of Health METRIX project and the health.data.ny.gov website. The state also received an A in the 2012 Sunny Awards.
### WHAT'S HAPPENING ON THE PORTAL

North Carolina’s eLearningNC provides online educational resources to citizens. Students preparing for college, those already enrolled in online college courses, and adults pursuing online certification, licensing and executive education programs can all benefit from this program.

### Website Capabilities

**PAYMENT PROCESSING**
- **Yes**
  - Data visualization/infographics/mashups
  - Photos
  - Videos
  - Widgets
  - Blogs

**MOBILE**
- **Yes**
  - Mobile-optimized site
  - Native applications for:
    - Apple
    - Android
  - Other

**ONLINE SERVICES**
- **Yes**
  - Kiosk
  - Secure mobile payments
  - IVR
  - Mobile-optimized site
  - Native applications for:
    - Apple
    - Android
  - Other

**CUSTOMER SERVICE**
- **Yes**
  - Live help/online customer service
  - 24/7 customer service:
    - Online
    - Email
    - Phone
    - SMS (Short Message Service)

**CROWDSOURCING**
- **Yes**
  - Customer service (GetSatisfaction)
  - Feedback/ideas
  - Online market research
  - Mobile apps
  - Maps

**FINANCING**
- **Yes**
  - Website redesign
  - Enterprise services
  - Application development
  - Marketing and promotion, including marketing to promote online services

**GOVERNANCE**
- **Yes**
  - The Office of Information Technology Services oversees the content and technical aspects of the portal and agencies provide input through various working groups.

**E-GOVERNMENT PRIORITIES**
- **Yes**
  - Redesign portal
  - Focus on online services that are available to citizens
  - Optimize portal for mobile devices
  - Develop geo-locating functionality

**FUNDING**
- **Yes**
  - Agency-funded
  - Some agencies charge transaction fees for services

**PAYMENT PROCESSING**
- **Yes**
  - Construction lien monitoring
  - Fleet monitoring
  - Mapping/tracking for roads, construction and public transportation
  - Roadside moving violation payments
  - Legislative tracking

**ONLINE SERVICES**
- **Yes**
  - Kiosk
  - Secure mobile payments
  - IVR
  - Mobile-optimized site
  - Native applications for:
    - Apple
    - Android
  - Other

**SOCIAL MEDIA**
- **Yes**
  - Twitter
  - Facebook
  - Video
  - Photos/images
  - RSS feeds
  - Blogging
  - Media portals
  - Podcasting
  - Instagram
  - Vine

---

**State of the Portal: North Carolina**

**GOVERNANCE**
- The Office of Information Technology Services oversees the content and technical aspects of the portal and agencies provide input through various working groups.

**E-GOVERNMENT PRIORITIES**
- Redesign portal
- Focus on online services that are available to citizens
- Optimize portal for mobile devices
- Develop geo-locating functionality

**CUSTOMER SERVICE**
- Live help/online customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

**CROWDSOURCING**
- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

**FINANCING**
- Website redesign
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services

**FUNDING**
- Agency-funded
- Some agencies charge transaction fees for services

**PAYMENT PROCESSING**
- Data visualization/infographics/mashups
- Photos
- Videos
- Widgets
- Blogs

**ONLINE SERVICES**
- Kiosk
- Secure mobile payments
- IVR
- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
- Other

**SOCIAL MEDIA**
- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Podcasting
- Instagram
- Vine
## Website Capabilities

### Payment Processing

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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</thead>
<tbody>
<tr>
<td>Secure mobile payments</td>
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<tr>
<td>IVR</td>
<td>✔</td>
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### Mobile

<table>
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<tbody>
<tr>
<td>Mobile-optimized site</td>
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<tr>
<td>Native applications for: Apple</td>
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<tr>
<td>Android</td>
<td>✔</td>
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<tr>
<td>Other</td>
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### Online Services

<table>
<thead>
<tr>
<th>YES</th>
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<tbody>
<tr>
<td>Automated location awareness/ GeoIP</td>
<td>✔</td>
</tr>
<tr>
<td>Criminal history reports</td>
<td>✔</td>
</tr>
<tr>
<td>Driver’s license renewals</td>
<td>✔</td>
</tr>
<tr>
<td>Vehicle title requests</td>
<td>✔</td>
</tr>
<tr>
<td>Moving violation and parking ticket payments</td>
<td>✔</td>
</tr>
<tr>
<td>Temporary license plates</td>
<td>✔</td>
</tr>
<tr>
<td>Tracking/commercial vehicle permits</td>
<td>✔</td>
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<td>ID verification</td>
<td>✔</td>
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<td>Law enforcement warrants</td>
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<td>Customer service</td>
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<td>24/7 customer service: Online</td>
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<tr>
<td>Email</td>
<td>✔</td>
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<tr>
<td>Phone</td>
<td>✔</td>
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<tr>
<td>SMS (Short Message Service)</td>
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### E-government Priorities

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Construction liens monitoring</td>
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<tr>
<td>Fleet monitoring</td>
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<td>Mapping/tracking for roads, construction and public transportation</td>
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<td>Legislative tracking</td>
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<td>Gun purchase background checks</td>
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<td>Prescription drug registry monitoring</td>
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<td>Motor registry</td>
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<td>Driver’s license renewals</td>
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<td>Inmate banking/commissary deposits</td>
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<tr>
<td>Property tax payments</td>
<td>✔</td>
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<tr>
<td>Utility payments</td>
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### Funding

Unable to verify information.

### Governance

Unable to verify information.

### Social Media

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Twitter</td>
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<td>Facebook</td>
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<td>Blogging</td>
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<td>Media portals</td>
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<td>Pinterest</td>
<td>✔</td>
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<td>Instagram</td>
<td>✔</td>
</tr>
<tr>
<td>Vine</td>
<td>✔</td>
</tr>
</tbody>
</table>
# Website Capabilities

## Payment Processing
- [x] Kiosks
- [x] Secure mobile payments
- [x] IVR

## Mobile
- [x] Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other

## Customer Service
- [x] Live help/call center
- [x] 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

## Crowdsourcing
- [x] Customer service (GetSatisfaction)

## Online Services
- [x] Customer service
- [x] 24/7 customer service
- [x] Online
- [x] Email
- [x] Phone
- [x] SMS (Short Message Service)

## CROWDSOURCING
- [x] Customer service
- [x] Feedback/track
- [x] Online market research
- [x] Mobile apps
- [x] Maps

## E-Government Priorities
- Redesign of Ohio Business Gateway
- Implementation of citizen portal for Ohio benefits

## Funding
- what does the eGovernment program funding include?
  - Website redesign
  - Enterprise services
  - Application development

## Governance
- The portal program director oversees the state portal and collaborates with the state CIO and state agency leaders on the portal’s direction.

## Responsive design is a new feature of Ohio’s portal, providing users with an optimal viewing experience regardless of the device they are using.

## What’s happening on the Portal
Responsive design is a new feature of Ohio’s portal, providing users with an optimal viewing experience regardless of the device they are using.

## What is the eGovernment program primarily funded?
- Agency-funded through state general revenue fund

## Website capabilites
- Data visualization/infographics/mashups
- Photos
- Videos
- Widgets
- Blogs
- Roadside moving violation payments
- Legislative tracking
- Sex offender registry
- Campground reservations
- Prescription drug registry monitoring
- DMV office appointments
- Third-party season certification for driver’s license renewals

## Social Media
- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine
OK.gov is undergoing a redesign that is scheduled to launch in 2014. The site is already impressive — analytics help provide the most relevant information to users and responsive design allows for an optimal viewing experience on any device. Voice search is also available on the site with compatible browsers.

In Oklahoma, the CIO is ultimately responsible for the eGovernment program, but every executive branch agency also has a business segment director that prioritizes and approves all initiatives.

What does the eGovernment program funding include?
- Website redesign
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services

FUNDING

How is the eGovernment program primarily funded?
- Self-funded using transaction fees

RECENT RECOGNITION

Oklahoma was a winner in CDG’s 2013 Digital Government Achievement Awards (DGAA) in the Driving Digital Government State government category for the Office of Gov. Mary Fallin’s Appointments Suite of Services. The state was also a winner in the Government-to-Government category for the Office of Management and Enterprise Services’ Legislative Analysis.

State of the Portal: Oklahoma

www.ok.gov

WHAT’S HAPPENING ON THE PORTAL

WEBSITE CAPABILITIES

Payment Processing
- Kiosks
- Secure mobile payments
- IVR

Mobile
- Mobile-optimized site
- Native applications for: Apple
- Android
- Other

Customer Service
- Live help/online customer service
- 24/7 customer service: Online
- Email
- Phone
- SMS (Short Message Service)

Crowdsourcing
- Customer service (GetStatAddOn)
- Feedback framework
- Online market research
- Mobile apps
- Maps

Online Services
- eBench warrants
- Automated location awareness/ GeoIP
- Criminal history reports
- Driver’s license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plates
- Trucking/commercial vehicle permits
- ID verification
- Vehicle inspections appointments
- Vehicle title and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

Social Media
- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine

Data visualization/infographics/mashups
- Photos
- Videos
- Widgets
- Blogs
- Construction lien monitoring
- Fixed monitoring
- Mapping/tracking for roads, construction and public transportation
- Roadside moving violation payments
- Legislative tracking
- Sex offender registry
- Campground reservations
- Prescription drug registry
- Traffic registry
- DMV office appointments
- Third-party driver’s license renewals

Governing Priorities
- Modernize agency service
- Improve transparency

Governance
- In Oklahoma, the CIO is ultimately responsible for the eGovernment program, but every executive branch agency also has a business segment director that prioritizes and approves all initiatives.

E-Government Priorities
- Modernize agency service
- Improve transparency
State of the Portal: Oregon

www.oregon.gov

WHAT'S HAPPENING ON THE PORTAL

Oregon just rebuilt its website on a new content management system. The portal features a "mobile first" content strategy and responsive design. The site has undergone extensive usability testing — with citizens participating — to validate the effectiveness of the design. The new portal launched in April 2014.

GOVERNANCE

The state of Oregon E-Government program is managed by the state and is largely deployed through a self-funded public-private partnership. The E-Government program is administered by the Department of Administrative Services' Enterprise Technology Division. The Oregon Legislature also established an Electronic Portal Advisory Board in 2011 to advance the effectiveness and delivery of new online services to the public. The state has an E-Governance Board that focuses on websites, collaboration, social media and open data governance.

GOVERNMENT PRIORITIES

- Implement usability testing with Oregon residents for all new website redesigns and applications
- Redesign state portal
- Develop new applications and services
- Enable use of the open data portal to promote transparency
- Upgrade the enterprise collaboration platform
- Support state efforts to provide a centralized licensing management platform

RECENT RECOGNITION

Oregon was a winner in CGO’s 2013 Digital Government Achievement Awards (DGAA) in the Government-to-Business category for Secretary of State Business Xpress.

EGOVERNMENT PRIORITIES

- Implement usability testing with Oregon residents for all new website redesigns and applications
- Redesign state portal
- Develop new applications and services
- Enable use of the open data portal to promote transparency
- Upgrade the enterprise collaboration platform
- Support state efforts to provide a centralized licensing management platform

FUNDING

What does the eGovernment program funding include?

- Website redesign, hosting and usability testing
- Enterprise collaboration services
- Web and application development/hosting
- Open data portal

How is the eGovernment program primarily funded?

- Self-funded using transaction fees/service fees, monthly account fees, time and materials, fixed price deliverables, or SaaS.

PAYMENT PROCESSING

- Kiosk
- Secure mobile payments
- ID/R

MOBILE

- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other

CUSTOMER SERVICE

- Live telephone customer service
- 24/7 customer service
- Online
- Email
- Phone
- SMS (Short Message Service)

CROWDSOURCING

- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

SOCIAL MEDIA

- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Print/soft
- Instagram
- Vine

ONLINE SERVICES

- Data visualization/infographics/mashups
- Photos
- Videos
- Widgets
- Rigs

- eGovernments: Oregon was a winner in CDG’s 2013 Digital Government Achievement Awards (DGAA) in the Government-to-Business category for Secretary of State Business Xpress.

- Website Capabilities

- RECENT RECOGNITION

- EGOVERNMENT PRIORITIES

- GOVERNANCE

- FUNDING

- PAYMENT PROCESSING

- MOBILE

- CUSTOMER SERVICE

- CROWDSOURCING

- SOCIAL MEDIA

- ONLINE SERVICES
Pennsylvania launched a new portal in October 2013. It features a powerful search engine and uses responsive design for optimal viewing on any device. It also provides features for devices with touchscreen or GPS-enabled capabilities. The portal includes social media integration, with a directory of state agencies’ social media accounts.

**Website Capabilities**

**PAYMENT PROCESSING**
- Kiosk
- Secure mobile payments
- VR

**MOBILE**
- Mobile-optimized site
- Native applications for: Apple
- Android
- Other

**CUSTOMER SERVICE**
- Live help desk service
- 24/7 customer service
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

**CROWDSOURCING**
- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

**DATA VISUALIZATION/INFographics/MASHUPS**
- Success stories
- Gantt chart
- Maps

**PHOTOS/IMAGES**
- Images
- Video

**SOCIAL MEDIA**
- Twitter
- Facebook
- YouTube
- Instagram
- Pinterest
- Google+
Rhode Island offers over 200 online services through its RI portal and strives to provide robust feedback and support tools for citizens, including its RI jobs links and unemployment resources. The governor’s Twitter feed is embedded on the homepage, as well as the Twitter feed of the Emergency Management Agency to provide real-time information regarding emergencies. Rhode Island’s portal takes a “mobile first” approach.

**Website Capabilities**

**GOVERNMENT PRIORITIES**

- Increase number of online services, with a strong emphasis on DMV citizen-based services
- Roll out new agency templates to create a standard user experience across the state’s websites
- Warehouse greater amounts of data to complement www.transparency.ri.gov and aid in overall transparency efforts

**FUNDING**

- What does the eGovernment program funding include?
  - Website redesign
  - Enterprise services
  - Application development
  - Marketing and promotion, including marketing to promote online services

**GOVERNANCE**

The state of Rhode Island eGovernment program is deployed through a public-private partnership. The Department of Information Technology (DoIT) and the new Office of Digital Excellence (ODE) work together to maintain the state’s eGovernment program with IT representatives in each department to ensure departmental needs are met. The eGovernment program reports to the CIO and chief digital officer (CDO). The Portal Review Committee was created to oversee the state’s eGovernment program.

**RECENT RECOGNITION**

Rhode Island was a finalist in ODG’s 2013 Best of the Web (BOW) award program and ranked 4th place in 2012. The portal was also recognized in 2013 with a Best in Class - Government award from the Interactive Media Awards and a Silver award for Government Website Design from the International Academy of Visual Arts, among several other honors. For a full list, visit www.ri.gov/about/awards.php.

**PAYMENT PROCESSING**

- Kiosk
- Secure mobile payments
- IVR
- Mobile

**CUSTOMER SERVICE**

- Live help/online customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

**CROWDSOURCING**

- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

**ONLINE SERVICES**

- Customer service (eBench warrants)
- Automated location awareness/GeoP
- Criminal history reports
- Driver’s license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plates
- Tracking/commercial vehicle permits
- ID verification
- Vehicle inspections
- Towing/impoundments
- Vehicle titles and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

**PAYMENT PROCESSING**

- Data visualization/infographics/mashups
- Photos
- Videos
- Widgets
- Apps

**ONLINE SERVICES**

- eBench warrants
- Automated location awareness/GeoP
- Criminal history reports
- Driver’s license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plates
- Tracking/commercial vehicle permits
- ID verification
- Vehicle inspections
- Towing/impoundments
- Vehicle titles and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

**SOCIAL MEDIA**

- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine
South Carolina implemented its newly designed SC.gov website in April 2013. Key features of the new site include responsive design, instant search results based on metatags, content and descriptions, a focus on citizen interaction and centralized information about online services.

**GOVERNANCE**
The state of South Carolina eGovernment program is deployed through a public-private partnership — a combination of a private sector company and the Budget and Control Board, Division of Technology, the state’s central IT agency. The program reports to the customer service manager of the Division of Technology Operations (DTO), who reports to the CIO. The program is governed by a 10-member eGovernment Oversight Committee that meets every other month to approve and prioritize projects and review operational status. The committee comprises five public sector members and five private sector members, and is chaired by the DTO customer service manager.

**FUNDING**

What does the eGovernment program funding include?

- Support and development of the official state website: SC.gov
- Custom application development
- Enterprise services
- Payment processing
- Content management
- Event registration
- Support and maintenance
- Marketing and promotion, including marketing to promote online services

How is the eGovernment program primarily funded?

- Self-funded using transaction fees

**EGOVERNMENT PRIORITIES**

- Implement the new Department of Natural Resources licenses suite
- Implement a user-friendly customer complaint system
- Develop vendor payment inquiry and outstanding check inquiry applications
- Create a robust business search and filings application
- Increase adoption and expand payment processing
- Design all websites and applications with a “mobile first” approach

**PAYMENT PROCESSING**

- Data visualization/Infographics/ mashups
- Photos
- Videos
- Widgets
- Blogs

**MOBILE**

- Mobile-optimized site
- Native applications for: Apple
- Android
- Other

**CUSTOMER SERVICE**

- Live help/online customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

**CROWDSOURCING**

- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

**RECENT RECOGNITION**

South Carolina placed 4th in CDG’s 2013 Best of the Web (BOW) award program.
### Website Capabilities

**PAYMENT PROCESSING**
- Kiosk
- Secure mobile payments
- IVR

**MOBILE**
- Mobile-optimized site
- Native applications for: Apple, Android, Other

**CUSTOMER SERVICE**
- Live telephone customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

**CROWDSOURCING**
- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

**ONLINE SERVICES**
- eBench warrants
- Automated location awareness/GeoIP
- Criminal history reports
- Driver’s license renewals
- Moving violation and parking ticket payments
- Temporary license plates
- Trucking/commercial vehicle permits
- ID verification
- Vehicle-inspection appointments
- Vehicle titles and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

**SPECIAL SERVICES**
- Data visualization/infographics/mashups
- Photos
- Videos
- Widgets
- Rigs

**ONLINE PAYMENT OPTIONS**
- Kiosk
- Secure mobile payments
- IVR
- IVR
- MOBILE
- Mobile-optimized site
- Native applications for: Apple, Android, Other

**SOCIAL MEDIA**
- Twitter
- Facebook
- Video
- Photos/iimages
- RSS feeds
- Blogging
- Media portals
- Podcast
- Instagram
- Vine

---

**GOVERNANCE**

- Focus on the Better Government Initiative (http://sd.gov/bettergovernment/)
- Prioritize all applications and services to be able to add more online access
- Expand open government and eGovernment initiatives

**EGOVERNMENT PRIORITIES**

- Focus on the Better Government Initiative (http://sd.gov/bettergovernment/)
- Prioritize all applications and services to be able to add more online access
- Expand open government and eGovernment initiatives

---

**WHAT’S HAPPENING ON THE PORTAL**

In conjunction with Gov. Dennis Daugaard’s Better Government Initiative, an improved South Dakota portal was launched in November 2011. The updated site provides user-focused content and efficiencies that allow people to more easily obtain state government information and conduct business with state online applications. Social media is also an integral part of SD.gov.
Recently redesigned TN.gov was ranked the best state government website in 2013 by CDG. TN.gov was optimized for a range of screen sizes to provide easy reading and navigation with a minimum of resizing, panning and scrolling. Support for retina displays, swipe gestures on rotators and collapsing menus are just a few of the ways the site has been enhanced to improve the user experience.

**PAYMENT PROCESSING**

- Klax
- Secure mobile payments
- IoT
- Mobile

**CUSTOMER SERVICE**

- Live telephone customer service
- 24/7 customer service
- Online
- Email
- Phone
- SMS (Short Message Service)

**CROWDSOURCING**

- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

**ONLINE SERVICES**

- eBench warrants
- Automated location awareness/ GeoP
- Criminal history reports
- Driver's license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plates
- Trucking/commercial vehicle permits
- ID verification
- Vehicle inspections
- DMV office appointments
- Social Security numbers
- Vehicle title and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

**SOCIAL MEDIA**

- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Podcasts
- Instagram
- Vine
WHAT'S HAPPENING ON THE PORTAL

Texas.gov features HTML5 for a more powerful, interactive experience for users, responsive design to ensure the site is functional on all mobile platforms and relevant content to help users quickly find what they need. The search function is the most popular feature on Texas.gov, with more than 6,400 searches performed daily.

GOVERNANCE

The Texas eGovernment program is deployed through a public-private partnership between a private sector company and the Department of Information Resources (DIR). Governance consists of the DIR board, a Texas.gov steering committee, project review board and customer advisory council.

EGOVERNMENT PRIORITIES

- Mobile accessibility: Provide services in a way that are accessible by all devices
- Enterprise solutions: Develop a series of online enterprise products that will allow quick support of agency/local government service needs and help meet constituent demands
- Open data: Expand catalog of open data to include visualizations and more

RECENT RECOGNITION

Texas was a finalist in CDG’s 2013 Best of the Web (BOW) award program, and Texas.gov won 13 other awards in 2013.

PAYMENT PROCESSING

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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</thead>
<tbody>
<tr>
<td>FAX</td>
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<td>Secure mobile payments</td>
<td>✓</td>
</tr>
<tr>
<td>IVR</td>
<td>✓</td>
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</table>

MOBILE

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile-optimized site</td>
<td>✓</td>
</tr>
<tr>
<td>Native applications for: Apple</td>
<td>✓</td>
</tr>
<tr>
<td>Android</td>
<td>✓</td>
</tr>
<tr>
<td>Other</td>
<td>✓</td>
</tr>
</tbody>
</table>

CUSTOMER SERVICE

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Live helpful customer service</td>
<td>✓</td>
</tr>
<tr>
<td>24/7 customer service: Online</td>
<td>✓</td>
</tr>
<tr>
<td>Email</td>
<td>✓</td>
</tr>
<tr>
<td>Phone</td>
<td>✓</td>
</tr>
<tr>
<td>SMS (Short Message Service)</td>
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</tr>
</tbody>
</table>

CROWDSOURCING

Customer service (GetSatisfaction) ✓
Feedback/ideas ✓
Online market research ✓
Mobile apps ✓
Maps ✓

DATA VISUALIZATION

Yes ✓
No ✓

SOCIAL MEDIA

Twitter ✓
Facebook ✓
Video ✓
Photos/images ✓
RSS feeds ✓
Blogging ✓
Media portals ✓
Podcast ✓
Instagram ✓
Vine ✓

WEBSITE CAPABILITIES

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction lien monitoring</td>
<td>✓</td>
</tr>
<tr>
<td>Fleet monitoring</td>
<td>✓</td>
</tr>
<tr>
<td>Mapping/tracking for roads, construction and public transportation</td>
<td>✓</td>
</tr>
<tr>
<td>Roadside moving violation payments</td>
<td>✓</td>
</tr>
<tr>
<td>Legislative tracking</td>
<td>✓</td>
</tr>
<tr>
<td>Sea officers registry</td>
<td>✓</td>
</tr>
<tr>
<td>Campground reservations</td>
<td>✓</td>
</tr>
<tr>
<td>Prescription drug registry monitoring</td>
<td>✓</td>
</tr>
<tr>
<td>Math registry</td>
<td>✓</td>
</tr>
<tr>
<td>DMV office appointments</td>
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</tr>
<tr>
<td>Third-party violin certification for driver’s license renewals</td>
<td>✓</td>
</tr>
</tbody>
</table>

WEB SERVICES

Kiosk
- Secure mobile payments
- IVR

MOBILE
- Mobile-optimized site
- Native applications for: Apple
- Android
- Other

ONLINE SERVICES
- Data visualization/mashups ✓
- Photos ✓
- Videos ✓
- Widgets ✓
- Blogs ✓

ONLINE SERVICES
- Secure mobile payments ✓
- IVR ✓

CUSTOMER SERVICE
- Live helpful customer service ✓
- 24/7 customer service: Online ✓
- Email ✓
- Phone ✓
- SMS (Short Message Service) ✓

CROWDSOURCING
- Customer service (GetSatisfaction) ✓
- Feedback/ideas ✓
- Online market research ✓
- Mobile apps ✓
- Maps ✓

DATA VISUALIZATION
- Yes ✓
- No ✓

SOCIAL MEDIA
- Twitter ✓
- Facebook ✓
- Video ✓
- Photos/images ✓
- RSS feeds ✓
- Blogging ✓
- Media portals ✓
- Podcast ✓
- Instagram ✓
- Vine ✓
WHAT'S HAPPENING ON THE PORTAL

Utah has added more data sets to its GeoIP locator, which automatically provides users with information customized to them based on their location. For example, a user’s local legislative representative is displayed on the homepage. The “zoom” feature on the site allows users to more easily read information on the homepage.

GOVERNANCE
The state of Utah eGovernment program is deployed through a public-private partnership. The Department of Technology Services is responsible for the program. The chief technology officer and chief architect oversee the program.

FUNDING
What does the eGovernment program funding include?
- Hosting and maintenance of online services
- Content management
- Secure, PCI-compliant payment processing
- Website redesign
- Enterprise services
- Mobile application development
- Marketing and promotion, including marketing to promote online services

E-GOVERNMENT PRIORITIES
- Increase mobile access with responsive design
- Increase security
- Improve search features

RECENT RECOGNITION
Utah’s portal has won several awards, including ranking 2nd place in CODiE 2013 Best of the Web (BOW) award program, being recognized by the International Academy of Visual Arts with a Gold Davey Award, receiving a 2013 Silver W3 Award from the International Academy of the Visual Arts and being recognized as Best Government Website by the Web Marketing Association.

PAYMENT PROCESSING
- Fuzzy
- Secure mobile payments
- IVR

MOBILE
- Mobile-optimized site
- Native applications for: Apple
- Android
- Other

CUSTOMER SERVICE
- Live hyperlinks customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

CROWDSOURCING
- Customer service (GetSatisfaction)
- Feedback/links
- Online market research
- Mobile apps
- Maps

DATA VISUALIZATION/INFOMARPHICS
- Maps
- Photos
- Videos
- Widgets
- Blogs

ONLINE SERVICES
- eBench warrants
- Automated location awareness/ GeoIP
- Criminal history reports
- Driver’s license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plates
- Trucking/commercial vehicle permits
- ID verification
- Vehicle inspections/appearances
- Vehicle title and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments
- Construction liens monitoring
- Fleet monitoring
- Mapping/tracking for roads, construction and public transportation
- Legislative tracking
- Sea offender registry
- Campground reservations
- Prescription drug registry monitoring
- Math registry
- DMV office appointments
- Third-party vision certification for driver’s license renewals

SOCIAL MEDIA
- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Podcast
- LinkedIn
- Pinterest
- Instagram
- Vine
WHAT'S HAPPENING ON THE PORTAL

Owners of rental properties in Vermont can now complete their yearly statements online to verify compliance with childhood lead poisoning protection laws. This important online service allows both owners and property managers to file affidavit statements to the state, reinforcing its mission to improve overall public health. In its first year, the online service realized a 50 percent adoption rate.

EGOVERNMENT PRIORITIES

- Allow citizens and businesses to engage government online in a secure and efficient manner

WEB PORTAL

EGOVERNMENT PRIORITIES

- Allow citizens and businesses to engage government online in a secure and efficient manner

GOVERNANCE

Vermont’s eGovernment program is deployed through a public-private partnership. A Web portal board is responsible for approval and oversight of the portal with members that include several high-ranking Vermont government officials, a liaison from the Secretary of State’s office, several legislative members and the state CIO.

FUNDING

What does the eGovernment program primarily fund?
- Self-funded using transaction fees

Website Capabilities

**PAYMENT PROCESSING**

- Secure mobile payments
- IVR
- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other
- Online
- Email
- Phone
- SMS (Short Message Service)

**CUSTOMER SERVICE**

- Live hyperlinked customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)
  - Phone

**CROWDSOURCING**

- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

**MOBILE**

- Secure mobile payments
- IVR
- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other

**ONLINE SERVICES**

- eBench warrants
- Automated location awareness/GeoIP
- Criminal history reports
- Driver’s license renewals
- Moving violation and parking ticket payments
- Temporary license plates
- Trucking/commercial vehicle permits
- Vehicle inspections
- Vehicle title and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

**SOCIAL MEDIA**

- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine

YES NO

Data visualization/infographics/mashups
Photos
Videos
Widgets
Blogs

YES NO

Construction lien monitoring
Fixed monitoring
Mapping/tracking for roads, construction and public transportation
Roadside moving violation payments
Legislative tracking

YES NO

Sea offender registry
Campground reservations
Prescription drug registry monitoring
Math registry
DMV office appointments
Third-party vision certification for driver’s license renewals

WHAT’S HAPPENING ON THE PORTAL

Virginia's portal has a new process, with a more streamlined approach to guide users to appropriate agency sites. The state continues to characterize the site based on measured user-experience testing and results.

GOVERNANCE

Virginia's eGovernment Steering Committee is composed of VITA (Virginia Information Technologies Agency) directors and the leader of the CIO Council. For the portal, the Portal Steering Committee consists of agency representatives, VITA and the portal staff. The members of the eGovernment Steering Committee also having a standing membership in the Portal Steering Committee.

FUNDING

What does the eGovernment program funding include?

- Individual agencies decide where funding goes.
- Agency projects involving eGovernment go through the same project management process as other IT projects.

How is the eGovernment program primarily funded?

- Agency-funded

EGOVERNMENT PRIORITIES

- Improve cybersecurity
- Increase responsive design
- Streamline the site
- Improve metadata
- Increase agency participation, competition and transparency

RECENT RECOGNITION

Virginia was named a Top Government Website by Juggle.com.

WEBSITE CAPABILITIES

PAYMENT PROCESSING

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
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MOBILE

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CUSTOMER SERVICE

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CROWDSOURCING

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SOCIAL MEDIA

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</table>

The state of Virginia's portal has made significant progress in improving its user experience and functionality. Key highlights include:

- **Website Capabilities**
  - **Payment Processing**: Secure mobile payments
  - **E-Commerce**: Ebench
  - **Data Visualization**: Infographics
  - **Social Media**: Facebook

**E-Commerce**:

- Customer service (GetSatisfaction)
- Feedback/learnings
- Online market research
- Mobile apps
- Maps

**Social Media**:

- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine

**Recent Recognition**

Virginia was named a Top Government Website by Juggle.com.

**Website Capabilities**

- **Data visualization/Infographics/ mashups**
- **Social Media**:
  - Twitter
  - Facebook
  - Video
  - Photos/images
  - RSS feeds
  - Blogging
  - Media portals
  - Pinterest
  - Instagram
  - Vine
WHAT'S HAPPENING ON THE PORTAL

Many state agencies have banded together to develop and provide an open and transparent government accountability portal for Washington citizens. Fiscal.wa.gov displays detailed information on how tax dollars are being spent in an easily consumable and interactive fashion. State budget data, revenue generation, project performance and accountability, state employee salaries and more have been made available through this resource.

FUNDING
What does the eGovernment program funding include?
- Maintenance
- Agency-funded

GOVERNANCE
The state of Washington eGovernment program is deployed using state resources. The Department of Enterprise Services (DES) oversees the design and development of the state portal, is responsible for implementation and ensures compliance with state Web standards. Each agency is responsible for design, development and maintenance of their applications, however, DES provides support and certain applications for a fee.

EGOVERNMENT PRIORITIES
- Increase business services for Washington small businesses
- Improve agency collaboration

PAYMENT PROCESSING
- Secure mobile payments
- IVR

MOBILE
- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other

CUSTOMER SERVICE
- Live Helpful Online Customer Service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

CROWDSOURCING
- Customer service
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

ONLINE SERVICES
- Data visualization/Infographics/mashups
- Photos
- Videos
- Widgets
- Blogs

E-BUSINESS
- eBench warrants
- Automated location awareness/GPS
- Criminal history reports
- Driver’s license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plates
- Tracking/commercial vehicle permits
- QR certification
- Vehicle inspections/appointments
- Vehicle title and lien searches
- One-stop business registration
- Immune banking/commissionary deposits
- Property tax payments
- Utility payments

SOCIAL MEDIA
- Twitter
- Facebook
- Video
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine

State of the Portal: Washington
www.access.wa.gov

Website Capabilities

Data visualization/Infographics/mashups
Photos
Videos
Widgets
Blogs
eBench warrants
Automated location awareness/GPS
Criminal history reports
Driver’s license renewals
Vehicle title requests
Moving violation and parking ticket payments
Temporary license plates
Tracking/commercial vehicle permits
QR certification
Vehicle inspections/appointments
Vehicle title and lien searches
One-stop business registration
Immune banking/commissionary deposits
Property tax payments
Utility payments
Construction liens monitoring
Fixed monitoring
Mapping/tracking for roads, construction and public transportation
Roadside moving violation payments
Legislative tracking
Sex offender registry
Campground reservations
Prescription drug registry monitoring
Meth registry
DMV office appointments
Third-party vision certification for driver’s license renewals

YES
NO

YES
NO

YES
NO

YES
NO

YES
NO

YES
NO
**Website Capabilities**

### Recent Recognition
West Virginia received an A- in the 2012 Sunny Awards.

### Government Priorities
- Redesign WV.gov
- Add eGovernment services
- Utilize mobile responsiveness in design

## What’s Happening on the Portal

The West Virginia 511 Traveler Information System allows citizens to access real-time traffic information, including congestion, accidents, road construction and hazardous conditions. Travelers can access the information by phone, Web, mobile app, or by following one of the 12 WV 511 Twitter feeds.

### GOVERNANCE
West Virginia’s eGovernment program is deployed by a private sector company. The central IT agency maintains the program and reports to the Chief Technology Officer and the portal manager.

### Funding
What does the eGovernment program funding include?
- Website redesign
- Enterprise services
- Application development
- Marketing and promotion, including marketing to promote online services

How is the eGovernment program primarily funded?
- Self-funded using transaction fees

### Online Services
- eBench warrants
- Automated location awareness/GeoP
- Criminal history reports
- Driver’s license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plate
- Trucking/commercial vehicle permits
- ID verification
- Vehicle inspections/appointments
- Vehicle title and lien searches
- One-step business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

### Payment Processing
- PayPer
- Secure mobile payments
- IVR
- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other

### Customer Service
- Live help/online customer service

### Crowdsourcing
- Customer service (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

### Social Media
- Twitter
- Facebook
- Video
- Photo/imagery
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine

### Websites
www.wv.gov

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**State of the Portal: West Virginia**

**Website Capabilities**

- Data visualization/Infographics/mashups
- Photos
- Videos
- Widgets
- Blogs

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**Payment Processing**

- Yes
- No

**Online Services**

- Yes
- No

**Customer Service**

- Yes
- No

**Crowdsourcing**

- Yes
- No

**Social Media**

- Yes
- No
Website Capabilities

PAYMENT PROCESSING
- Fizu
- Secure mobile payments
- IVR

MOBILE
- Mobile-optimized site
- Native applications for: Apple
- Android
- Other

CUSTOMER SERVICE
- Live help/online customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

CROWDSOURCING
- Customer service (GetSatisfaction)
- Feedback/diaries
- Online market research
- Mobile apps
- Maps

ONLINE SERVICES
- eBench warrants
- Automated location awareness/ GeoIP
- Criminal history reports
- Driver's license renewals
- Vehicle title requests
- Moving violation and parking ticket payments
- Temporary license plates
- Tracking/commercial vehicle permits
- ID verification
- Vehicle inspections/appearances
- Vehicle title and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

SOCIAL MEDIA
- Twitter
- Facebook
- Video
- Photoblog
- RSS feeds
- Blogging
- Media portals
- Picasa
- Instagram
- Vine

Wisconsin moved to a self-funded model in 2013. The Wisconsin.Gov state portal was revitalized and introduced as the primary gateway to all levels of government for constituents and businesses.

State of the Portal: Wisconsin

WHAT'S HAPPENING ON THE PORTAL

FUNDING
What does the eGovernment program funding include?
- Enterprise services
- Agency website redesign and training
- Application development
- Project management
- Customer support
- Marketing
- Portal operations and management

GOVERNANCE
The state of Wisconsin eGovernment program is overseen by the eGovernment Business Management Team comprising 10 agency representatives. This team manages the project portfolio, oversees revenue diversification, researches and recommends enterprise services, reviews monthly and annual plans, and encourages agency participation in the portal.

EGOVERNMENT PRIORITIES
- Continue to enhance the new statewide self-funded portal
- Create a one-stop business portal
- Provide 15 to 20 new and improved eGovernment services each year
- Invest in new technologies, including mobile applications and social media
- Market and publicize the new portal to increase utilization
- Provide state agencies with the tools needed to support and maintain websites
- Improve intergovernmental collaboration

RECENT RECOGNITION
Wisconsin received an A+ in the 2012 Sunny Awards.

YES NO
Data visualization/infographics/mashups
Photos
Videos
Widgets
Blogs

Construction liens monitoring
Vehicle monitoring
Mapping/tracking for roads, construction and public transportation
Roadside moving violation payments
Legislative tracking
Sex offender registry
Campground reservations
Prescription drug registry monitoring
Math registry
SAM office appointments
Third-party vision certification for driver's license renewals

Social Media
Twitter
Facebook
Video
Photos
RSS feeds
Blogging
Media portals
Picasa
Instagram
Vine

State of Wisconsin eGovernment program is overseen by the eGovernment Business Management Team comprising 10 agency representatives. This team manages the project portfolio, oversees revenue diversification, researches and recommends enterprise services, reviews monthly and annual plans, and encourages agency participation in the portal.

Funding
What does the eGovernment program funding include?
- Enterprise services
- Agency website redesign and training
- Application development
- Project management
- Customer support
- Marketing
- Portal operations and management

Government Priorities
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- Provide state agencies with the tools needed to support and maintain websites
- Improve intergovernmental collaboration

Recent Recognition
Wisconsin received an A+ in the 2012 Sunny Awards.
WHAT'S HAPPENING ON THE PORTAL

Wyoming.gov provides the public with a transparency portal. This site provides payment distribution and use, budget and fiscal reports, economic development resources, and relevant documents and publications.

GOVERNANCE

The Information Technology Coordinating Committee (ITCC) brings a representative cross-section of IT policy-makers and others together (including county and municipal stakeholders) to identify and propose solutions to challenges in IT and to address the needs, standards and architecture of the Wyoming Executive Branch. Every state agency, board and commission has been invited to send a representative. The ITCC proactively participates in the implementation of IT policy and direction, provides a forum for cooperative effort and information exchange, promotes the effective and efficient use of state IT resources, and acts as a primary technical advisor to the CIO and the Information Technology Policy Council (ITPC).

EGOVERNMENT PRIORITIES

- Provide a resource that is user friendly and offers valuable information to site visitors.

PAYMENT PROCESSING

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay</td>
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<tr>
<td>Secure mobile payments</td>
<td>✓</td>
</tr>
<tr>
<td>IFR</td>
<td>✓</td>
</tr>
</tbody>
</table>

MOBILE

- Mobile-optimized site
- Native applications for:
  - Apple
  - Android
  - Other

CUSTOMER SERVICE

- Live help/online customer service
- 24/7 customer service:
  - Online
  - Email
  - Phone
  - SMS (Short Message Service)

CROWDSOURCING

- Customer service
- (GetSatisfaction)
- Feedback/ideas
- Online market research
- Mobile apps
- Maps

PAYMENT PROCESSING

- Data visualization/infographics/mashups
- Photos
- Videos
- Widgets
- Rings

ONLINE SERVICES

- Number line
- Automated location awareness
- Geosip
- Crime hotline reports
- Driver's license renewals
- Moving violation and parking ticket payments
- Temporary license plate
- Trucking/commercial vehicle permits
- ID verification
- Vehicle inspections appointments
- Vehicle title and lien searches
- One-stop business registration
- Inmate banking/commissary deposits
- Property tax payments
- Utility payments

FUNDING

How is the eGovernment program primarily funded?

- State programs can fall fully or partially under many different funding streams to include state and federal funding.

SOCIAL MEDIA

- Twitter
- Facebook
- YouTube
- Photos/images
- RSS feeds
- Blogging
- Media portals
- Pinterest
- Instagram
- Vine

Website Capabilities

- Construction liens monitoring
- Fleet monitoring
- Mapping/stocking for roads, construction and public transportation
- Roadside moving violation payments
- Legislative tracking
- Sex offender registry
- Campground reservations
- Prescription drug registry
- Monitoring
- DMV office appointments
- Third-party verification certification for driver’s license renewals

The Center for Digital Government is a national research and advisory institute on information technology policies and best practices in state and local government. Through its diverse and dynamic programs and services, the Center provides public and private sector leaders with decision support, knowledge, and opportunities to help them effectively incorporate new technologies in the 21st century.

www.centerdigitalgov.com

NIC is the nation’s largest provider of eGovernment services and secure payment processing solutions. It builds, manages and markets online services for 29 states and hundreds of local governments. NIC’s solutions simplify time-consuming processes, increase efficiencies and reduce costs for government agencies and the constituents they serve.

www.nicusa.com