

## **Nebraska Information Technology Commission Strategic Initiatives**

### **Strategic Plan For E-Government**

#### **Objectives**

In a memo to all agencies dated November 19, 2003 (<http://www.cio.state.ne.us/e-gov/Automation.pdf>), the Governor identified four management principles for e-government:

1. It should be easy for citizens and businesses to find information regarding government;
2. The administrative burden of complying with government requirements should be as minimal as possible;
3. Self-service should be an option, if at all feasible; and
4. Government should present an integrated view of government information and services.

E-government is a continuous process of using technology to serve citizens and improve agency operations. Technology creates new opportunities for major change, including self-service, integration of information and services, and elimination of time, distance and availability of staff as constraint to providing information and services. An enterprise approach and cooperation of multiple jurisdictions are critical to achieving the goals of e-government, in order to integrate information and services and allow the easy exchange of information.

The three goals for e-government, as adopted by the State Government Council, are:

#### **Goal 1: Government-to-Citizen and Government-to-Business**

Anyone needing to do business with state government will be able to go to the state's Web site, easily find the information or service they need, and if they desire, complete all appropriate transactions electronically.

#### **Goal 2: Government-to-Government**

State agencies will improve services and increase the efficiency and effectiveness of government operations through collaboration, communication, and data sharing between government agencies at all levels.

#### **Goal 3: Government-to-Employee and Internal Operations**

Agencies will examine internal operations to determine cost-effective e-government applications and solutions. The purpose of these efforts is to improve efficiency and effectiveness by replacing manual operations with automated techniques.

## **Benefits**

The primary benefits of e-government are:

1. Improved services for citizens and businesses.
2. Increased efficiency and effectiveness for agencies.

## **Current Status**

### **Where we are...**

Since the adoption of the first *E-government Strategic Plan* in 2000, state agencies have continued to make progress toward the vision of having Nebraska government be open for business from any place and at any time through the use of e-government. The two major sources of this progress have been, first, from individual and collaborative agency initiatives and second, from enhancements to the state's Web portal, Nebrask@ Online (NOL). The following is a look at where we are in development of e-government services in state government. It is not intended to be a comprehensive list of all efforts but a general overview of the progress made since the first adoption of a strategic plan.

Looking at improvements in the state's Web portal, Nebrask@ Online, is a good starting point for this review because the portal is the front door for e-government in Nebraska. In 2000 the portal was redesigned to better serve citizens and businesses. The redesigned site presents information in categories which reflected how users would most likely look for information and services. The idea behind the redesign was that users should be able to find the information they were seeking without having to know which specific agency or division of state government was responsible for that information or service. The goal was to get the user to the information they needed within two mouse clicks. The redesigned site was nationally recognized in 2001 and 2002 as a finalist in the "Best of the Web" competition, meaning the state's Web portal was in the top ten of state Web portals.

Building on the theme of categorizing information by topic, the next major revision to Nebrask@ Online involved creating "sub-portals" or "second-level portals." Each sub-portal provides a specific user group with information and value-added services of interest to that group. Sub-portals have been created for the following areas: business, citizen, education, and state employees.

Nebraska@ Online for Business was the first operational sub-portal, launched in May 2002. The site offers a number of features of value to the business community, two of which are a database of business forms and a customizable portfolio. The database contains information and links to more than 1200 state government forms that are used to regulate or otherwise interact with businesses. This database can be searched in a variety of ways, and can retrieve information without regard for the responsible agency.

In this way, the user does not have to be familiar with which agency handles a form in order to obtain the information. The portfolio feature, called "My Portfolio," allows a user to set up their own password-protected account to store and retrieve links to frequently used forms and online services. An upgrade to Nebrask@ Online for Business and the forms inventory began in August 2004.

The other sub-portals -- Nebrask@ Online for Education, Nebrask@ Online for Citizens, and Nebrask@ Online for State Employees -- each provide the user group with an enhanced presentation and delivery of e-government information and services.

NOL has also implemented a "Payment Portal." This portal provides an enterprise approach to payment processing for e-government services. All online services can use a single payment portal to collect funds associated with the various e-government services provided. The portal will eliminate the need to recreate a payment system for each online application. The payment portal can process credit card, debit card or electronic check payments.

In addition to work on the state portal and sub-portals, NOL has developed and launched several specific e-government applications, including interactive electrical permits; water well registrations, more than 80 online professional license renewals for nine different agencies; and tax filing applications for income, sales and withholding taxes. Work is underway on a one-stop business registration system that will provide a single Web interface for several agency registration processes.

Since publication of the first e-government strategic plan, state agencies have added considerable content and many interactive services to their websites. A few examples include:

- Game and Parks Commission – Online campground and lodging reservations (<http://www.ngpc.state.ne.us/parks/permits/reserve.asp>)
- Department of Revenue – Tax Forms and online tax filing options such as Individual Income Tax forms 1040NS, 1040N; Sales and Use Tax Form 10; and the 941N for withholding payments (<http://www.revenue.state.ne.us/electron/e-file.htm>)
- Department of Labor – UIConnect for unemployment insurance taxes (<http://www.dol.state.ne.us/>)
- Public Employees Retirement System – Access to Pension-Related Information (<http://www.npers.ne.gov/home.jsp>)
- State Treasurer – Child Support Website (<https://www.nebraskachildsupport.state.ne.us/>)
- Nebraska Supreme Court – Court Records Retrieval System
- Nebraska Workers' Compensation Court - Claims Administrator's Extranet First Report of Injury Search Application

This background information is intended to show the basic direction of e-government activities since 2000. A more complete listing of e-government services is available at: <http://www.state.ne.us/egov.html>.

### **Digital State Survey**

One measure of the progress we have made in implementing e-government is to look to national reports on e-government. The Center for Digital Government, The Progress &

Freedom Foundation, and Government Technology Magazine have conducted a detailed survey of digital government in all 50 states, called the “Digital State Survey.”<sup>1</sup> Looking at how Nebraska has scored provides a tool for measuring our progress. However, as with all surveys, there are elements of subjectivity in this survey -- what is deemed an important aspect of e-government for those conducting the survey may not necessarily align with our focus in Nebraska. With that note, here is table showing how Nebraska has scored:

| <b>Digital State Survey Results</b>       |   |                                |                                |                     |
|---|---|--------------------------------|--------------------------------|---------------------|
| <b>Category</b>                           | <b>2000 Ranking</b>                                   | <b>2001 Ranking</b>            | <b>2002 Ranking</b>            | <b>2004 Ranking</b> |
| Electronic Commerce / Business Regulation | 28  | 25                             | Unranked (>25 <sup>th</sup> )  | Not Available       |
| Taxation / Revenue                        | 29  | 9 (tie)                        | 1 (tied)                       | Not Available       |
| Law Enforcement / Courts                  | 12  | Unranked (> 25 <sup>th</sup> ) | Unranked (> 25 <sup>th</sup> ) | Not Available       |
| Social Services                           | 9   | 5 (tie)                        | 7 (tie)                        | Not Available       |
| Digital Democracy                         | 13  | 3                              | 17                             | Not Available       |
| Management / Admin.                       | 10  | 22                             | Unranked (>25 <sup>th</sup> )  | Not Available       |
| Education                                 | K-12: 31 <sup>st</sup><br>Higher Ed: 17 <sup>th</sup> | 20                             | 14 (tied)                      | Not Available       |
| GIS / Transportation                      | (New category in 2001)                                | Unranked (> 25 <sup>th</sup> ) | 21 (tied)                      | Not Available       |
| Aggregate Ranking                         | 14 <sup>th</sup>                                      | 17 <sup>th</sup>               | Unranked (>25 <sup>th</sup> )  | 22                  |

To move into the top ten, Nebraska must accomplish the following:

- Prepare a comprehensive strategy for online licensing;
- Develop an online business registration system;
- Provide online criminal history background checks;
- Establish a marketing strategy to improve adoption rates;
- Require testing and management tools for accessibility;
- Require online privacy statements;
- Provide an online system where constituents can request services, report problems, complain about services, and complete citizen satisfaction surveys about state services;
- Develop and implement an enterprise architecture for information technology;
- Provide an enterprise approach for knowledge resource management (including content management, business process automation, directory services, registries and repositories, and digital archive), and
- Provide an enterprise approach to security services.

## Future

### Where we are going...

This plan is the State Government Council’s communication of where Nebraska state government needs to direct its efforts to achieve the greatest benefits from e-government. The vision and goals for e-government are:

<sup>1</sup> <http://www.centerdigitalgov.com/>

Vision: The State of Nebraska will be open for business from any place and at any time through the use of e-government.

- Goal 1: Government-to-Citizen and Government-to-Business  
Anyone needing to do business with state government will be able to go to the state's Web site, easily find the information or service they need, and if they desire, complete all appropriate transactions electronically.
- Goal 2: Government-to-Government  
State agencies will improve services and increase the efficiency and effectiveness of government operations through collaboration, communication, and data sharing between government agencies at all levels.
- Goal 3: Government-to-Employee and Internal Operations  
Agencies will examine internal operations to determine cost-effective e-government applications and solutions. The purpose of these efforts is to improve efficiency and effectiveness by replacing manual operations with automated techniques.

**How citizens and businesses use e-government.**

These goals are consistent with the expectations of citizens and businesses. A recent survey found that approximately 71 million Americans had sought information from a government Web site. This same survey also showed that 82% of Internet users "expect" to get the information or service they need from the agency's Web site.<sup>2</sup>

| If you need information from a government agency, would you expect to be able to get the information or service from the agency's Web site? |     |                |                    |
|---|-----|----------------|--------------------|
|   | All | Internet Users | Non-Internet Users |
| Yes, would expect   | 65% | 82%            | 39%                |
| No, wouldn't expect   | 28  | 15             | 48                 |
| Don't know  | 8   | 4              | 14                 |

Source: Pew Internet & American Life Project Survey, September 2002. Sample=2,092 adults, 1,318 Internet users. Margin of error is ±2% for full sample and ±3% for Internet users.

When businesses were surveyed about which activities they would like to perform online, 43% reported they would like to use the Internet to obtain or renew professional licenses and 39% wanted access to one-stop shopping to apply for all new business licenses and permits. Other services sought by business users, as reported by the survey, included: 38% access to criminal history background checks; 36% apply for a business permit; 34% obtain a limited criminal history report. Businesses cited the benefits of participating in e-government as: speed (51%); convenience - no line (43%); and better hours (22%).<sup>3</sup>

<sup>2</sup> Horrigan, J., *Counting on the Internet*, Pew Internet & American Life Project, <http://www.pewinternet.org/>, December 29, 2002

<sup>3</sup> *Benchmarking the eGovernment Revolution*, Momentum Research Group of Cunningham Communications (Commissioned by NIC), July 26, 2000.

Citizens also reported improved interactions with government when using government Internet sites. Overall, 60% of government Web site users say such sites had improved their interaction with at least one level of government, and 45% said it had improved the way they interact with state government.<sup>4</sup>

| <b>How much does the Internet improve your interactions with government?</b> |              |             |                      |                   |
|--|--------------|-------------|----------------------|-------------------|
| <i>The percent who say it improves their interactions</i>                    |              |             |                      |                   |
|  | <i>A lot</i> | <i>Some</i> | <i>Only a little</i> | <i>Not at all</i> |
| Federal government   | 20%          | 29%         | 25%                  | 23%               |
| State government   | 18%          | 27%         | 27%                  | 26%               |
| Local government   | 11%          | 19%         | 18%                  | 48%               |

Source: Pew Internet & American Life Project Government Web Sites Survey, September 5-27, 2001 date. N=815. Margin of error is ±4%.

The following table shows what government site users do at agency Web sites<sup>5</sup>:

| <b>What government site users do at agency Web sites</b>   |     |
|--|-----|
| <i>The percentage of those who use government Web sites who have ever done these activities at government sites...</i> |     |
| Get tourism and recreational information   | 77% |
| Do research for work or school   | 70% |
| Download government forms  | 63% |
| Find out what services a government agency provides  | 63% |
| Seek information about a public policy or issue of interest to you   | 62% |
| Get advice or information about a health or safety issue   | 49% |
| Get information about potential business opportunities relevant to you or your place of employment                     | 34% |
| Send comments about an issue to a government official  | 34% |
| Get information or apply for a government job  | 24% |
| Get information about elections, such as where to vote   | 22% |
| Get information that helped you decide how to vote in an election  | 21% |
| Get information about a lottery  | 21% |
| Get information about or apply for government benefits   | 20% |
| File your taxes  | 16% |
| Renew a driver's license or auto registration  | 12% |
| Renew a professional license   | 7%  |
| Get a fishing, hunting or other recreational license   | 4%  |
| Pay a fine   | 2%  |

Source: Pew Internet & American Life Project Government Web Site Survey, September 5-27, 2001. N=815. Margin of error is ±4%.

### Best practices in other states.

As part of the Digital State Survey, the Center for Digital Government also looks at “best practices” in other states. The following is a list of some of these e-government best practices:

| <b>URL</b>  | <b>Project Title</b>   | <b>Category</b> |
|---|--|-----------------|
| <a href="http://www.michigan.gov/doingbusiness">http://www.michigan.gov/doingbusiness</a>                           | Michigan Doing Business with the State (e-procurement system)        | Architecture    |
| <a href="http://www.oit.state.pa.us/oaioit/site/default.asp">http://www.oit.state.pa.us/oaioit/site/default.asp</a> | Pennsylvania PA-Dynamic Site Framework (web content management tool) | Architecture    |
| <a href="http://www.access.wa.gov">http://www.access.wa.gov</a>   | Washington Ask George (user friendly search tool)                    | Architecture    |
| <a href="http://www.truckingks.org">http://www.truckingks.org</a>   | Kansas E-Truck Stop (online access for motor carriers)               | Business Portal |
| <a href="http://www.choosemaryland.org">http://www.choosemaryland.org</a>   | Maryland ChooseMaryland.org (business portal and site)               | Business Portal |

<sup>4</sup> Larsen, E., *The rise of the e-citizen*, Pew Internet & American Life Project, <http://www.pewinternet.org/>, April 3, 2002.

<sup>5</sup> Ibid.

| <b>URL</b>  | <b>Project Title</b>  | <b>Category</b>  |
|---|---|------------------|
|   | selection tool)   |                  |
| <a href="http://www.etides.state.pa.us/">http://www.etides.state.pa.us/</a>   | Pennsylvania E-TIDES (common tax filing system for Revenue and Labor)                   | Business Portal  |
| <a href="http://www.paopen4business.state.pa.us/">http://www.paopen4business.state.pa.us/</a>                         | Pennsylvania Open for Business (online access for businesses)                           | Business Portal  |
| <a href="http://www.townhall.state.va.us">http://www.townhall.state.va.us</a>   | Virginia Regulatory Town Hall (tracking rules and regulations)                          | Business Portal  |
| <a href="http://www.sbe.state.va.us">http://www.sbe.state.va.us</a>   | Virginia Absentee Ballot Tracking   | Citizen Portal   |
| <a href="http://www.sots.state.ct.us/">http://www.sots.state.ct.us/</a>   | Connecticut Campaign Finance Information System (electronic campaign filing system)     | Citizens Portal  |
| <a href="http://www.cyberdriveIllinois.com">http://www.cyberdriveIllinois.com</a>                                     | Illinois Online Services for Motorists (central access to all MV-related services)      | Citizens Portal  |
| <a href="http://www.state.in.us/apps/lisa/session/billwatch/">http://www.state.in.us/apps/lisa/session/billwatch/</a> | Indiana BillWatch (bill tracking and e-mail updates)                                    | Citizens Portal  |
| <a href="http://legis.state.sd.us/mylrc/index.cfm">http://legis.state.sd.us/mylrc/index.cfm</a>                       | South Dakota My Legislative Research (customized bill tracking and e-mail notification) | Citizens Portal  |
| <a href="http://www.coloradomentor.org/">http://www.coloradomentor.org/</a>   | Colorado Mentor Program (online resources for university admissions)                    | Education Portal |
| <a href="http://www.umuc.edu/">http://www.umuc.edu/</a>   | University of Maryland University College (online education model)                      | Education Portal |
| <a href="http://www.gis.state.ar.us/defaultIE.htm">http://www.gis.state.ar.us/defaultIE.htm</a>                       | Arkansas GeoStar (Internet-based GIS data clearinghouse)                                | GIS              |
| <a href="http://www.sscgis.state.or.us/">http://www.sscgis.state.or.us/</a>   | Oregon Geospatial Data Clearinghouse  | GIS              |
| <a href="http://www.eva.state.va.us/">http://www.eva.state.va.us/</a>   | Virginia eVA (procurement system for state and local government)                        | Procurement      |
| <a href="http://www.wa.gov/dis/academy/index.htm">http://www.wa.gov/dis/academy/index.htm</a>                         | Washington Digital Government Applications Academy                                      | Training         |

## Recommended Actions

*(NOTE: These recommendations are still subject to change, pending additional advice from those entities that are participating in this strategic initiative.)*

### Goal 1: Government-to-Citizen and Government-to-Business

#### Citizen Portal Enhancements

The citizen portal, Nebrask@ Online for Citizens (<http://www.nebraska.gov/citizen/>), was launched in 2003. The following are specific actions and recommendations for value-added enhancements to this portal.

- 1.1 Work with the Secretary of State's Office to provide enhancements to election related information and services.
  - a. Lead Entity: Nebrask@ Online Manager ("NOL") and Secretary of State's Office
  - b. Timeframe: TBD
  - c. Funding: Secretary of State / NOL
- 1.2 Work with the Accountability and Disclosure Commission to provide for secure online filings and improved access to information.
  - a. Lead Entity: NOL and Accountability and Disclosure Commission
  - b. Timeframe: January 31, 2005
  - c. Funding: State Records Board Grant
- 1.3 Work with the Legislature to provide additional tools to track legislative information. The Nebrask@ Online Manager is pursuing the possibility of

providing additional features, including the ability to track multiple bills from one location and the use of e-mail "push" technology.

- a. Lead Entity: NOL and Legislature
- b. Timeframe: November 1, 2004
- c. Funding: State Records Board Grant

1.4 Work with the Department of Motor Vehicles to provide for online vehicle registration and drivers license renewal. DMV is in the process of implementing two systems -- insured motorists database and digital drivers license system -- which will allow for the future deployment of these online services.

- a. Lead Entity: Department of Motor Vehicles
- b. Timeframe: TBD
- c. Funding: DMV

1.5 Work with The Nebrask@ Online Manager and county officials to provide the means for online payment of property taxes and other local fees.

- a. Lead Entity: NOL
- b. Target Completion Date: TBD
- c. Funding: NOL (Reinvested Revenue)

1.6 Provide for online licensing of regulated professionals.

- a. Lead Entity: Office of the CIO
- b. Target Completion Date: TBD
- c. Funding: TBD

#### **Business Portal Enhancements**

The business portal, Nebrask@ Online for Business (<http://www.nebraska.gov/business/>), was launched in May 2002. The following are specific actions and recommendations for value-added enhancements to this portal.

1.7 Working with the various agencies involved in business registration -- including the Secretary of State, Department of Revenue, and Department of Labor -- create an online system for business registration.

- a. Lead Entity: Office of the CIO
- b. Timeframe: TBD
- c. Funding: NOL (Reinvested Revenue)

1.8 Provide online access to certain, limited, criminal history information.

- a. Lead Entity: Nebraska State Patrol
- b. Timeframe: TBD
- c. Funding: NOL (Reinvested or Enhanced Revenue)

1.9 Develop an online application for use by businesses attempting to find a suitable site for business development.

- a. Lead Entity: Office of the CIO
- b. Timeframe: TBD
- c. Funding: State Records Board Grant or NOL (Reinvested or Enhanced Revenue)

1.10 Improve the business forms database maintained by NOL and enhance the search capabilities.

- a. Lead Entity: NOL and Office of the CIO
- b. Timeframe: October 31, 2004
- c. Funding: State Records Board Grant

### **Education Portal**

The Education Portal (<http://www.nebraska.gov/education/>) first became available to the general public in February 2003. The following are specific actions and recommendations for value-added enhancements.

- 1.11 Under sponsorship of the Education Council of the NTIC, The Nebrask@ Online Manager will work with the Education Council educational institutions to provide enhancements to the Education Portal, including but not limited to:
  - Information Technology Training Calendar;
  - Searchable database of educational courses, degrees, and programs;
  - Statewide application for admission to higher education institutions.
  - a. Lead Entity: Office of the CIO / Education Council
  - b. Timeframe: TBD
  - c. Funding: State Records Board Grant
- 1.12 The Department of Education is developing online teacher/administrator certification.
  - a. Lead Entity: Department of Education
  - b. Timeframe: TBD
  - c. Funding: NDE

### **Goal 2: Government-to-Government**

- 2.1 Develop strategies to address the following government-to-government activities:
  - Intergovernmental Cooperation Groups. Expand upon current intergovernmental cooperative efforts like the CJIS Advisory Committee and GIS Steering Committee; and develop new cooperative groups for those agencies that have specific, shared interests.
  - Integration of Government Information and Services. Develop strategies for using Internet technologies to provide integrated access to information and services to citizens, businesses, employees, and other governmental entities.
  - Local Government Portal. Provide a one-stop Web site for information and services used by local governments.
  - Forms Automation. Work with state agencies and political subdivisions to identify and prioritize opportunities for automating forms that local government uses to interact with state government.
  - a. Lead Entity: State Government Council
  - b. Timeframe: July 2005
  - c. Funding: None

### **Goal 3: Government-to-Employee and Internal Operations**

- 3.1 State Employee Portal Enhancements. The State Government Council will identify specific improvements and value-added services to be incorporated into

the state employee portal, Nebrask@ Online for State Employees (www.nebraska.gov/employee/).

- a. Lead Entity: State Government Council
- b. Timeframe: July 2005
- c. Funding: None

#### **Other Actions and Recommendations**

- 4.1 Develop a marketing strategy to increase public awareness and the use of e-government services.
  - a. Lead Entity: NOL
  - b. Timeframe: TBD
  - c. Funding: NOL (Reinvested Revenue)
  
- 4.2 Require all agency home pages to include privacy and security statements.
  - a. Lead Entity: Webmasters Work Group
  - b. Timeframe: December 2004
  - c. Funding: None
  
- 4.3 The SGC will work with other entities to investigate ways of providing authentication, especially for first time encounters with users.
  - a. Lead Entity: Office of the CIO
  - b. Timeframe: December 2004
  - c. Funding: TBD