

# IOT IN.gov Program - 2016

## Who We Are:

Indiana Interactive is partnered with IOT to provide web services for the State of Indiana's Web portal

## Our Mission:

Dedicated to providing web applications, tools and services so that citizens can transact or research via the web.

**Department:** 493002

## Managers:

Alvin D. Wilson, IOT Program Manager  
Sloane Wright, Indiana Interactive (II) General Manager  
Andrew Hoff, II Director of Operations  
Darrell Faulcon, II Director of Technology

## What We Do:

- Website Design & Marketing (digital and print)
- Enterprise Web Content Management System
- Application Development
- Website Technology Integration & Support
- Payment Processing
- Program Management
- Project Management & Business Analysis
- Quality Assurance & Testing
- Security of State Data

## Our Products:

|       |              |
|-------|--------------|
| 1131  | IN.Gov       |
| 1148  | Exact Target |
| 1131A | IN.Gov       |
| 1131B | IN.Gov       |

## Our Tools:

|                            |   |
|----------------------------|---|
| Active Data Calendar       | Event Marketing, Ticket and Event registration                  |
| BrowseAloud                | Provides speech, reading, and translation functionality.        |
| GovDelivery                | Digital marketing solutions, subscription based communications. |
| Opentext Website Mgt Suite | Enterprise web content management                               |
| Oracle Service Cloud       | Online Knowledgebase, Live Chat, Email Incident Mgt, Surveys    |
| SiteImprove                | Identify/fix Misspellings, Broke links, Style guide violations  |
| Webtrends                  | Internet Web Traffic Analytics                                  |

## Our Metrics:

Application\Hosting Uptime  
Project Delivery

**Our Customers:** All state agencies.

## Our Budget:

Support, Hosting & Maintenance: \$5.1 million  
Processes more than 1 billion payment transactions yearly.

## Major Accomplishments:

- Best of Web Awards ( 2014 – 3<sup>rd</sup> Place, 2013 Top 10 finalist, 2011 – 3<sup>rd</sup> Place)
- Clerk of Courts Web Portal

## Current Projects:

- Security Penetration Test on PII and Payment Processing applications
- DNR Point of Sales Refresh
- DNR Tree Seedling Project
- FSSA HIP LINK projects
- CHE Scholar Track
- Data Center Upgrade
- Web Portal Quarterly Accessibility Audit
- BMV Stars/MyBMV Project