Communicators Advisory Council Meeting

Robert Paglia
IN.gov Program Manager

April 17, 2008
Agenda

- 2007-08 Recap
  - Web Site Migrations
  - New IN.gov Solutions
  - Application Security & Development

- What’s Next? (Post 06/30/08)
  - CMS Usability Enhancements
  - Subscriptions.IN.gov & RSS
  - Single Sign-On

- Questions/Comments
2007-2008 Recap
To be the single online source of up-to-the-minute state government information and trusted, easy-to-use, “one stop” state services that reduce the cost of doing business with and within state government.
What We Do

- **Serve Our Internal Customer: YOU!**
  - Professional Web design and development services
  - Secure, reliable Web hosting and payment processing
  - Easy, streamlined process to update IN.gov
  - Manage our work to (internal) customer-focused metrics
  - Regular meetings with customers to constantly improve

- **Serve Our External Customer: End User**
  - Keep IN.gov Safe, Secure & Easy to Use
  - Break down the barriers of bureaucracy
  - Use IN.gov funds to develop “one stop” services
THE DIAGNOSIS

User Perspective
- Agency-focused, not customer-focused
- Confusing due to lack of consistency
- Designs are stale
- Hundreds of online services, but can’t find them easily

State Government Perspective
- Can’t quickly update content
- Standards unclear, unenforceable
THE PRESCRIPTION

- **Goal 1**
  - *For the External customer*, provide state government information in a customer-centric manner.

- **Goal 2**
  - *For the Internal customer*, make it easier for users in state government to update content on IN.gov.

- **Major Objectives**
  - Consistent brand
  - “Click & Edit” for authorized and trained content creators
  - Workflow tailored for each agency
  - Training for creators/approvers
  - Stable and secure CMS
Welcome from Governor Daniels

"Indiana is alive with promise. We can do great things in this state when we aim high and have the courage to make change and tackle our problems head on. 2007 must be another year of change and forward progress."

Governor Daniels In The News

- Watch Governor Daniels' Signing of House Bill 1670
- Watch Governor Daniels' Veteran's Bill Signing

View Pictures From Governor Daniels' 2007 Trade Mission to Europe

AMERICA SUPPORTS YOU

Show your support of our troops

Indiana
A partnership for prescription assistance
Governor Daniels' Home Page
- About the Governor
- First Lady Cheri Daniels
- Appointments
- Ask Mitch
- Divisions
- Governor's Fellowship
- Governor's Residence
- Indiana Honor & Recognition
- Info for Kids
- Legislative Agenda
- Lt. Governor's Website
- Newsroom
- Previous Governors
- Property Tax Relief Plan
- Trade Missions

What's Happening In My County
visit the IN.gov map feature >

Governor signs property tax relief and reform bill.

Governor Daniels selects new State Fire Marshal (view)

Governor presents Sachem to Bill and Gloria Gaither (view)

Bill and Gloria Gaither to receive 2003 Sachem Award (view)

Governor commemorates efforts to double number of state caseworkers (view)

Governor appoints two to Indiana Toll Road Oversight Board (view)
Indiana's Adoption Program

Welcome to the Indiana Adoption Program


This site features detailed information about adopting children from the foster care system. Learn more by clicking on the tabs at the top of this page.

Top of Page

Visit the [Indiana Heart Gallery](#)

**Updated as of Monday, 4/14/2008.**

© Copyright 2004-2008 Indiana's Adoption Program. All Rights Reserved.

Call us at: 1(888)25-ADOPT [1-888-252-3678] or email us at: [Indiana Adoption Program](mailto:IndianaAdoptionProgram@in.gov)

Maintained by: [Yourwebsetup.com](http://www.yourwebsetup.com)

A Message from Governor Mitch Daniels

“Our new crew is reshaping government to make sure that Hoosier children who need the state’s protection receive it and children who are entitled to financial support get it.”

Vision

Children thrive in safe, caring, supportive families and communities.

Mission

The Indiana Department of Child Services (DCS) protects children from abuse and neglect. DCS does this by partnering with families and communities to provide safe, nurturing, and stable homes.

Our Values >>

Upcoming Events

View more news >>

Riley Hospital - A call to change
Welcome to the Indiana Board of Tax Review

The Indiana Board of Tax Review (IBTR) was created as a result of HEA 1499 and takes over the functions and responsibilities of the former Appeals Division of the State Board of Tax Commissioners (SBTC). The SBTC itself ceased to exist as of January 2, 2002, with its functions being primarily taken over by the Department of Local Government and Finance (DLGF). However, the former SBTC Appeals Division becomes a separate agency, the IBTR, which now handles appeals separate from the DLGF.

UPDATE: The Indiana Board of Tax Review has promulgated a new rule regarding the practice of Taxpayer Representatives before the Board. The rule, 52 IAC, is published in the April Indiana Register. The full text can be accessed by the link below, and also be found in the Links section in PDF format.

Rule 52 IAC
The Indiana Board of Tax Review (IBTR) is the state agency charged with deciding property tax assessment appeals. The IBTR addresses appeals contesting real and personal property assessments. It also addresses appeals from denials of grants of exemptions, deductions and refunds. The IBTR, however, lacks jurisdiction to address appeals where taxpayers contest only their tax bill and not their property’s assessment.

**IMPORTANT NOTICE**

Effective April 7, 2003, Governor Daniels appointed Bob Wente as a member of the board governing the IBTR. The three-member board consists of Betsy J. Brand, Terry G. Dugan, and Bob Wente.

**Appeal Rights.** Public Law 219-2007 created new deadlines for a local property tax assessment board of appeals (PTABOA) to act on a taxpayer’s written notice requesting a review of his or her assessment. The new deadlines apply to review notices filed after June 30, 2007. In those cases, a PTABOA must hold a hearing within 180 days after the taxpayer filed his or her review notice, and it must issue a written determination within 120 days of that hearing. If the PTABOA fails to hold a hearing within 190 days or fails to issue a determination within 120 days of its hearing, a taxpayer needn’t wait for the PTABOA to issue a determination; he or she may file an appeal directly with the Indiana Board of Tax Review. That direct appeal option is only available in cases where a taxpayer filed his or her written review notice after June 30, 2007.
Welcome

Welcome to the Indiana Office of Technology Web site. In order to better assist our visitors, the site is divided into four categories: IOT Customers, Public, State IT Directors and IT Vendors. Please select the appropriate category from the box above.

Gerry Weaver, Indiana's Chief Information Officer, will be conducting customer service training twice a week from Monday, April 23 to Monday, June 11. The training, which will examine both bad and good customer service, is open to all state employees. A complete schedule is listed below. For more information about the training or to reserve space for large groups, please contact Diana Halstead (317) 232-3172.

- Monday, April 23, 9 a.m. - 11 a.m., IOCS Conference Room 17
- Wednesday, April 25, 1 p.m. - 3 p.m., IOCS Conference Room 17

- Monday, April 30, 9 a.m. - 11 a.m., IOCS Conference Room 17
- Monday, May 14, 9 a.m. - 11 a.m., IOCS Conference Room 17
- Monday, May 21, 9 a.m. - 11 a.m., IOCS Conference Room 17
- Wednesday, May 23, 1 p.m. - 3 p.m., IOCS Conference Room 17

- Wednesday, May 30, 1 p.m. - 3 p.m., IOCS Conference Room 17
- Monday, June 4, 9 a.m. - 11 a.m., IOCS Conference Room 17
- Wednesday, June 6, 1 p.m. - 3 p.m., IOCS Conference Room 17
- Monday, June 11, 9 a.m. - 11 a.m., IOCS Conference Room 17

The Indiana Department of Revenue launched the latest version of its popular online tax filing application, IFile. To file your individual tax return for FREE, please visit FileIN.gov
IOT is currently experiencing issues with NON-STATE Employee Job Bank (PeopleSoft HR). We apologize for any inconvenience resulting from this outage.


Read the February issue of the [State IT Update](#) for information about IOT's latest service offering to its customers, a quick recap of the 2008 State of State IT presentation and tips to prevent laptop theft.

Read the most recent issue of the [IN.gov Update](#), with news about new IN.gov services, staff changes and more.

View IOT's [State of State IT](#) presentation.

---

**New State PCs Provided to IOT Customers**

02171...and counting
We’ve Been Busy!

- **CMS Migration and Redesign**
  
  - **46** Redesigned, CMS-Supported Web Sites
    Launched since June 1, 2007
    
    - More than **114,000** pages migrated
    
    - **460** state employees trained and using CMS to update and publish their agency sites
    
    - On average, visits to redesigned sites increased by **35%***
      the first month after launch

  - By June 30, 2008, IN.gov will have migrated **75** agencies to the new design and CMS

* *Taken from random sampling of launched agency metrics*
**Complete! Groups I & II in 2007**

**GROUP I (5/1 - 8/1/07)**
- Governor & First Lady
- Lieutenant Governor
- Administration & MBEC
- Agriculture
- Arts Commission
- Education Employment Relations
- Faith-Based & Community Initiatives
- Family & Social Services
- Healthy Indiana Plan
- Homeland Security
- Management & Budget
- Police
- Technology & myLocal
- Teachers’ Retirement Fund
- Transportation
- Utility Consumer Counselor
- Workforce Development

**GROUP II (8/1/07 - 1/1/08)**
- Auditor of State
- Treasurer of State
- Board of Tax Review
- Child Services
  - Environmental Management & Wetlands
- Finance Authority
  - Health
- Historical Bureau
- INShape
- Labor
- Law Enforcement Academy
- Library
- Motor Vehicles
  - Natural Resources, Dept.
- Natural Resources Commission
- Protection & Advocacy Services
- Public Records
- Recycle
- Stadium
- Tobacco Prevention & Cessation
- Veterans’ Affairs
- War Memorials
### GROUP III (1/1 - 4/1)
- Animal Health
- Board of Accounts
- Budget Agency
- Correction
- Criminal Justice Institute
- Gaming
- Horse Racing
- Integrated Public Safety
- Insurance
- Licensing
- Local Government Finance
- Personnel
- Public Access Counselor
- Revenue
- Public Employees Retirement Fund

### GROUP IV (4/1 - 6/30)
- Adj. General/State Armory
- Alcohol Tobacco/Excise
- Civil Rights
- Comm. & Rural Affairs
- Coroners' Training Board
- Energy
- Env. Adjudication
- Financial Institutions
- Geographic Information
- Gov.'s Planning Council for People with Disabilities
- Housing & Comm. Dev.
- Hispanic/Latino Affairs
- Ports Commission
- Proprietary Education
- Rural Development
- Student Assistance
- Utility Regulatory
- Women, Commission for
- Workers’ Compensation

### Other Potential Migrations
- General Assembly
  - Legislative Services Agency
  - House Democrats
  - House Republicans
  - Senate Democrats
  - Senate Republicans
  - Lobby Registration Commission
- Judiciary
  - Prosecuting Attorney's Council
  - Public Defenders Council
- Separately Elected Officials
  - Attorney General
  - Auditor of State
  - Treasurer of State
  - Secretary of State
  - Superintendent of Public Inst.
- Schools for Blind & Deaf
- Migrations to the CMS
- Hoosier Lottery
- Museum
- State Fair & The Barn
- Tourism, Lincoln & Artisan
- White River
- Inspector General/Ethics
We’ve Been Busy!

- **New IN.gov Services Enhance User Experience**
  - **webtrends.IN.gov** *
    - 31,649,972 Visits To IN.gov
    - 94,477 Average Visits Per Day
    - Workforce Development and Motor Vehicles Consistently In Top Sites Visited
    - Brand Recognition: More Than Half IN.gov Visits Were The Result of Direct Traffic
  - **help.IN.gov**
    - Dynamically Driven FAQs*
      - Special Thanks To SIC
      - 777 FAQs & 55 Agencies in the System
      - 676,248 Answers Viewed
      - 3,637 Questions Submitted
      - 99.52% Self-Service Rate!!
      - Upgrade pending for late April includes more targeted FAQs driven to sub-sites

*Results from 04/24/07 to 04/10/08*
We’ve Been Busy!

- **New IN.gov Services Enhance User Experience**
  - **BrowseAloud Text Reader**
    - Reads Web pages aloud visually impaired and foreign language speakers
    - Opportunity to better serve our customers
      - 45+ million people with literacy problems
      - 10-15% of the population with a learning disability
      - 18% of the US population over age 5 for whom English is a second language
    - First state to implement across all sites.
  - **webmasters.IN.gov** – Status Updates
    - Up-To-The-Minute Status On All IN.gov Systems & Services
    - Subscription Option To Receive E-mail Or Wireless Updates Each Time Status Changes
THANK YOU!

- **State Agencies & Commissions**
  - Without the support and cooperation of 75 state entities, IN.gov could not have pulled off an unprecedented site wide redesign. Thank you for making us the first state with a truly consistent look-and-feel across all executive branch agencies.

- **Project Committees**
  - Leadership Team, Redesign Task Force, IN.gov Governance Council & Communicators’ Advisory Council
  - Your vision and continued dedication to a customer-centric IN.gov has been crucial to the success of this project.

- **Governor’s Office**
  - The support of the Governor and his staff is of the utmost importance. His vision for a more efficient, cost-effective state government drove IN.gov to its current state.

- **IN.gov Staff**
  - The dedication and drive of the IN.gov staff has imperative to the success of the project. Thank you for your late nights, long hours and your commitment to making IN.gov the best that state government Web site.

“"This is much more than just putting new paint on an old barn. We’re building something that will make it easier for everyone to interact with our state government—whether they are Hoosiers, visitors to Indiana, or businesses looking to relocate here.”

Governor Mitch Daniels
We Didn’t Forget About…

- **Security**
  - Cybertrust Certified
    - All Controls Validated
    - 100% Certification Is Rare
    - Disaster Recovery Enhanced
    - IN.gov Connectivity Enhanced
    - Intrusion Detection & Prevention

- **Application Development/Enhancement**
  - Ten New Services Launched in 2007
    - Brings IN.gov to a total of 87 revenue-generating applications and 130 non-revenue-generating applications
  - 5,707,850 Revenue-Generating Transactions in 2007
  - 8,771 IN.gov Subscriber Accounts
  - IN.gov Staff Worked With 75 State Entities Last Year Alone
What’s Next?

Post 06/30/08
CMS Usability Enhancements

- **Enthink Project - What’s That?**
  - Content Management Experts That Customize RedDot CMS For Organization Specific Needs & Requirements

- **Why Upgrade Already?**
  - Group II and III Agencies Provided User Feedback About the Tool
  - It Was Determined That Increasing Functionality & Decreasing Steps Should Be Focus

- **What Are My Responsibilities?**
  - Nothing! IN.gov staff will retrofit to new infrastructure, train you and launch.
CMS Usability Enhancements

What Enhancements Were Made?

- **Page Creation**: Condensed the Number of Steps Required for Simple Page Creation
- **Increased Personalization Functionality**: Agency Left & Right Content Area Widgets & Site Navigation Items More Easily Edited, Added & Deleted
- **Breadcrumbs**: “Link Trail” That Shows User’s Path To Current Page
- **Simplified Training**: Easier Project Structure Cuts Training Time For Agency Trainers

When Will My Agency Be Upgraded?

- Some Group III and all Group IV agencies already using new project structure
- Remaining agencies will be retrofitted, or re-migrated, in the same order as the original migration*

*see [http://in.gov/iot/2417.htm](http://in.gov/iot/2417.htm) for launch order
- eSubscriptions & RSS
  - Subscriptions.IN.gov E-mail & Wireless Updates
    - Update to Site Triggers E-mail Notification to Agency Staff
    - Subscribers Alerted to Site Changes Via E-mail or Mobile Phone (IOT Network/System Status or ISP Road Conditions)
    - Individual or Site-Wide Subscription Options
    - Unlimited Number Of Item Admins In Each Agency & Completely Free To The Agency
SUBSCRIPTIONS.IN.gov

– All Agency Subscriptions Listed On One IN.gov Top-Level Page
– Cross-Promotion Of IN.gov Subscriptions
– Coming Soon: Really Simple Syndication (RSS)
– The Numbers Thus Far
  • Total Subscriptions Items = 161
  • Subscribers = 20,313
  • Bulletins Sent = 17,524
  • Visits To IOT Site Increased By 25.8%, Including A 66.7% Increase To The IN.gov Redesign Schedule & Status Page

– Interested? Contact Mehgan O’Connor at moconnor@iot.IN.gov

Results from 02/22/08 to 04/14/08
subscriptions.IN.gov

Quick Subscribe

E-mail Updates

The state of Indiana offers updates on the topics below. Subscribe by checking the boxes; unsubscribe by unchecking the boxes.

To modify your subscriptions, password or e-mail address without adding subscriptions, go to your subscriber preferences.

The icon means Wireless Alerts are available for this item.

- Administration, Department of
  - News and General Information
    - Executive Branch Lobbying
    - Latest News
    - Professional Services Contract Reports
- Procurement
  - Bid Recommendations
  - Current QPA's
  - Pitney Bowes Print & Mail Services
  - Procurement Training & Resources
  - Administration - QPAs
  - Solicitation Opportunities
  - Suspended Vendor List
- Buy Federal Property
  - Available Weapons
  - Sales to Non-Profits (Federal Surplus Items)
One Customer w/ Single Sign On

- **One Username, One Password, Countless Possibilities**

- **“Agency Centric” to “Customer Centric”**
  - 75 Agencies and services with different user IDs and passwords; confusing and time-consuming for users
  - Users come to government because they have to; we must make it easy!
  - Potential
    - One username and password to multiple online services
    - Dashboard to see status of various activities across multiple agencies

- **Proven Technology from Liberty Alliance**
  - Approximately 30 organizations established open standards, guidelines, and best practices for federated identity management
  - 150 members: global technology vendors, consumer-facing companies, educational organizations and governments from around the world

- **Current Status**
  - Proof Of Concept Finalized
  - Public Employee’s Retirement Fund Build-Out In Production
Thank You

This presentation is available at webmasters.IN.gov.