The State of IN.gov

Safe, Secure, & Easy to Use

Chris W. Cotterill
Director of IN.gov

Robert Paglia
Program Manager of IN.gov

12/4/07

the second annual presentation
Today’s Agenda

- Recap: Mission & Vision
- 2007 Review
  - Priority #1
    More Secure & Reliable
  - Priority #2
    The IN.gov Redesign
- 2008 Action Plan
To be state government’s single online source of up-to-the-minute information and secure, easy-to-use services that reduce the cost of doing business with and within state government.
What We Do

- Serve Our Internal Customers: 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 Customers: End User
  - Keep IN.gov Safe, Secure, & Easy to Use
  - Break down the barriers of the bureaucracy
  - Use IN.gov funds to develop “one stop” services
Make Sense, Manage the Money Right, Deliver What Is Needed on Time

--- 2005
- Baseline assessment of IN.gov
- Project management and service delivery overhaul

--- 2006
- State controls IN.gov funds & support contract rebid
- Mission, Vision, Priorities established
- IN.gov Update & regular meetings with Internal Customers
- webmasters.IN.gov & metrics established
- Live Help & ExactTarget e-mail marketing
- Multi-agency team selects enterprise web content mgmt. system
- Customer service training for all staff
- IN.gov moved to one of Indiana’s most reliable data centers
To shift, by the end of 2008, to be a measurably customer-centric portal of state information and services.
More Secure & Reliable

PRI ORITY #1

Robert Paglia
Program Manager of IN.gov
More than Just Numbers

- $200+ Million Transacted
- 8.6 Million Visitors in Last 6 Months
- 5.7+ Million Transactions
- 16.7 Million Visits in Last 6 Months
- 450,000+ Web Pages
- Hundreds of Online Services
- 82+ Entities in State Government
- Hundreds of Online Services
Without a Secure, Reliable IN.gov, Users Can’t Trust Our Content or Services

- **Goal 1:**
  - Significantly and strategically reduce risk of exposure to current and emerging threats.

- **Goal 2:**
  - Demonstrate alignment with existing or upcoming security regulations and standards
Compliance & Risk Reduction

Compliance Overview
- DSS/PCI – Merchant Account Requirement
- Security Metrics – DSS/PCI Requirement
- SOX – Corporate Financial Controls (PWC)
- IOT Security Policies & Practices
- CyberTrust SMP – Corporate initiative

Risk Reduction Program
- Policy
- Human
- Physical
- Device
- Network

Regular Assessments
We’re CyberTrust Certified!

- All Controls Validated
- 100% Certification Is Rare
- IN.gov Less Vulnerable
  - But, security is journey, not a destination
  - There is balance between higher security and the information and services online
  - We are constantly under attack
Security Improvements
- Disaster Recovery Planning Enhanced
- Connectivity between Data Centers Enhanced
- Intrusion Detection & Prevention Implemented

Application Scans in Process
- Scanning Services to Verify Security
- All Applications in Scope
- If Any Vulnerability Found
  - Detailed report provided
  - Vulnerabilities prioritized (“Critical Risks” require deactivation of service)
  - Mitigation plan prepared and expedited
- This is an Ongoing Effort
Making IN.gov Safe & Secure

- $200+ Million Transacted
- 8.6 Million Visitors in Last 6 Months
- 5.7+ Million Transactions
- 16.7 Million Visits in Last 6 Months
- 450,000+ Web Pages
- Hundreds of Online Services
- 82+ Entities in State Government

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The IN.gov Redesign

PRIORITY #2

Chris W. Cotterill
Director of IN.gov
Why Are We Doing This?

**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
We Are Changing Because of This

When our agency sites are inconsistent, we present a confusing, unnecessarily difficult view of state government to our users. This initiative will change that, and Indiana will be the first state to provide a truly consistent website.

Director of IN.gov Chris W. Cotterill
Executive Sponsors
- Betsy Burdick (Gov.)
- Gary Abell (Gov.)

Leadership Team
- Christy Denault (Lt. Gov.)
- Jim Corridan (ICPR/ISL)
- Michael Huber (IDOA)
- Ryan Kitchell (OMB)
- Chris Ruhl (SBA)
- Dollyne Sherman (BMV)

Redesign Task Force
- Deb Abbott (ISDA)
- Stephanie McFarland (DOR)
- Linda McGrannahan (IEDC)
- Dennis Rosebrough (FSSA)
- Dollyne Sherman (BMV)
- Kim Brant (DNR)

“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
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
- Finance Authority
- Health & INShape
- Labor
- Law Enforcement Academy
- Library & Historical Bureau
- Motor Vehicles
- Natural Resources, Dept.
- Natural Resources Commission
- Protection & Advocacy Services
- Public Records
- Stadium
- Tobacco Prevention & Cessation
- Veterans’ Affairs
- War Memorials
During a statewide broadcast, Governor Mitch Daniels presented Hoosiers with his permanent property tax relief plan. "When Indiana acts this time, and act we must, our steps must be fair, far-reaching, and final," Daniels said. Read the governor's remarks and download the latest details on IN.gov's special property tax relief page.

Recent board and commission appointments (view)
State prepared for winter heating season (view)
State prepared for winter heating season (view)
Governor creates new science prize (view)
Governor appoints three county judges (view)
Lt. Governor Skillman reads cards and letters that will be sent to troops overseas as part of the Hoosier Cheer for Our Heroes card drive.

Recent News Releases

- Public Schedule, Week of December 3
  (view)

- Lt. Governor Skillman to Celebrate Women's History Month with 2008 Celebration of Hoosier Women Artists Competition
  (view)

- Public Schedule, Week of November 26
  (view)

- Governor and Lt. Governor Donate more than 72,000 Pounds of Donated Poultry Products to Indiana Food Banks
  (view)
IOT Home
About
Contact
Customer Service
Delivery Services
Geographic Information Systems
Policies, Procedures & Standards
IOT.gov Program
IT Training
Newsroom
Procurement
Project Office
Security

Self Service
Password Reset
Enrollment

IOT Services & Rates

State IT Strategic Plan

INDIANA OFFICE OF TECHNOLOGY

Network/System Status

IOT Customer Service is currently not aware of any issues. To report an issue, please contact IOT Customer Service [online] or by phone at (317) 234-4357 or toll free at (800) 382-1095.

IOT News

- Read the October issue of the [State IT Update] for Open Enrollment 2008 and data protection tips.
- Read the most recent issue of the [IN.gov Update], which includes information about the State of IN.gov Presentation and more.
- View a presentation on IOT's new [PC Refresh] process.
Healthy Indiana Plan

Latest Headlines and Events

- Applications available now. Completed applications may be submitted December 17, 2007.
  - HIP Application in English
  - HIP Aplicación en Español

INDIANA CHECK-UP PLAN
HEA 1678
Indiana Family & Social Services Administration
Hoosiers have a tradition of working together. In that spirit, the mission of the OFBCI is to promote service and volunteerism in the state of Indiana. The OFBCI values respect, integrity, service and excellence and will support and enhance our Indiana tradition of helping a neighbor in need. We collaborate with organizations to identify issues, motivate volunteers and provide innovative and high quality programs, which meet the needs of Indiana communities.
The Indiana Education Employment Relations Board (IERB) was established in order to promote harmonious and cooperative relationships between public school teachers and the school corporations they serve, thereby improving the educational process for Hoosier children.

To fulfill this mission, the legislation established IERB as the administrator of Public Law 217, the Certificated Educational Employee Bargaining Act (IC 20-29), referred to as "CEEBA" by the courts. IERB's primary goal is to assist our constituents expeditiously and effectively in exploring innovative ways of improving the changing labor relationship.

IERB's major functions are outlined in Indiana Code 20-29-3-12 and include conciliation and mediation, fact finding, research, unit determination and representation, and unfair labor practice proceedings.

To complete these functions, the agency is organized into the Administrative Operations Division, the Legal Division, the Conciliation Services Division, and the Research Division.

Thank you for visiting and please do not hesitate to contact a member of our staff if there is anything we can do to assist you.

Chairman Michael W. McConnell, Ed.D.
Seasonal Colors Come to Life at Six Web Cam Locations

INDIANAPOLIS - As the weather cools, leaves all across Indiana will begin changing colors from the familiar summer green to spectacular shades of red, yellow and brown. IN.gov visitors can now check out six scenic views from across Indiana from their computer.

- Leaf Cam Information

Cheri Herman Daniels, a lifelong Hoosier, was born and raised in New Albany, Indiana. She is the granddaughter of Baseball Hall of Famer, Billy Herman. Cheri attended Indiana University where she studied journalism.

- Learn More about First Lady Cheri Daniels
Indiana Arts Commission
Connecting People to the Arts

Cultural tourists spend 33% more than all other tourist segments. More on the economic impact of Arts >>>

2007 Governor's Arts Awards

More than 400 people gathered in the Musical Arts Center of the Indiana University Jacobs School of Music to celebrate the arts of Indiana, and pay tribute to six recipients of the 2007 Indiana Governor's Arts Awards. The Oct. 25th event marked the first time the awards program has taken place outside the city of Indianapolis.

Click here to read the whole story!

Recent News

IAC Governor's Arts Awards honorees reflect rich legacy of commitment to the arts (view)

IAC Community-based arts providers share in cultural investment from the IAC (view)

IAC National study reports Indiana’s creative industries employment on the rise (view)
Indiana Department of Homeland Security

ARE YOU READY?
Everyone needs a preparedness plan.

Indiana County Summer Fire Risk Information

REPORT SUSPICIOUS ACTIVITY
Call the Indiana Intelligence Fusion Center (IIFC)
866-400-IIFC (4432)
IIFC@IIFC.in.gov

Get Your DHS Plate Today!
The state’s long-term financial health requires more than just spending restraint. Government must look to spend the taxpayer’s money more efficiently, so ultimately the state needs less of it. The Legislature, at the Governor’s request, created a new organization within state government called the Office of Management and Budget ("OMB"). The OMB brings together the financial and auditing functions of our state. The Director of the OMB, the state’s CFO, leads the strongest team of financial professionals in state history. Governor Daniels is requiring each agency to establish metrics and will regularly monitor progress - a first in state government.

**Latest News**

- IFA Indiana’s State Revolving Fund receives national honor ([view](#))
- IFA Fort Branch saves $1M through low-interest wastewater SRF loan ([view](#))
- IFA Local business expands, creates jobs in Lawrence and Greene counties ([view](#))
- IFA IFA issues Request for Qualifications for Water Suppliers ([view](#))
- IFA Revolving loan saves Gas City more than $1.5 million ([view](#))
The Indiana Department of Administration provides support services to other agencies.

IDOA centrally manages activities relating to state purchasing, the vehicle and aviation fleet, state travel, real estate leases, property disposition, and the Government Center Campus, among others. In addition to agency support, the Department provides assistance to Minority and Women's Business Enterprises interested in state contracting opportunities.

Through its activities, IDOA helps to ensure the smooth function of state government, finding efficient and effective solutions to government-wide needs.

**Latest News**

**IDOA Department of Administration event to promote opportunities for minority and woman-owned businesses**

IDOA Indiana Department of Administration receives $600,000 grant to create Minority Business Enterprise Center
69th Recruit Academy

The Indiana State Police are proud to announce that applications for the 69th Recruit Academy are now being accepted. The Academy will commence on Monday, June 16, 2008 and will train the recruits for 27 weeks.
Welcome

Our Vision:

Indiana will be a Global Center for Food and Agricultural Innovation and Commercialization.

Latest News

ISDA Meeting Notice (view)

ISDA Governor Daniels’ Property Tax Plan: A Good Deal for Agriculture (view)

ISDA State Treasurer Richard Mourdock Provides $25 Million in Aid to Hoosier Livestock Farmers (view)

ISDA Governor Daniels to Provide Financial Assistance to Hoosier Livestock Farmers (view)

ISDA ISDA to Hold Listening Sessions on Proposed Certified Livestock Producer Program (view)
Indiana Office of Utility Consumer Counselor

Using CFL bulbs is one of many ways to reduce your energy bills. Click here for more tips!

About the OUCC

The Indiana Office of Utility Consumer Counselor (OUCC) is the state agency representing utility ratepayer interests (including residential and business consumer interests) in cases before state and federal regulatory commissions. We welcome you to our Website and invite you to read our consumer publications on electric, natural gas, telecommunications & water/wastewater issues.

Learn More >>

Featured Topics

Prepare for Winter
Our tips for residential and business customers can help you reduce your heating bills by using energy more efficiently.

Cable/Video Regulation
Our consumer fact sheet offers a brief overview. [View]

More Featured Topics >>
This project is a once in a lifetime endeavor that will benefit all Hoosiers. It is designed to stimulate central Indiana’s economic development, create thousands of temporary and permanent good-paying jobs and keep Indiana at the forefront of the convention and sports entertainment industries.

However, there is much work to be done before the many economic benefits of this project can be realized, before major conventions return to the expanded Indiana Convention Center and before sports and entertainment fans from throughout Indiana gather in the new stadium. In the meantime, it is our hope that this Web site will be a place where you can come for information and frequent updates as work continues on one of the most exciting projects in our state’s history.

David R. Frick
Chairman
Indiana Stadium and Convention Building Authority

- Convention Center Expansion Design Unveiled - 6/25/2006
- Phelco at Work on Lucas Oil Stadium - 2/16/2007
- MBE/WBE Training Workshop Information
- Key Developments at Lucas Oil Stadium and Indiana Convention Center Expansion
Governor Declares Indiana Family Week (view)
FSSA Selects Vendor for Bureau of Quality Improvement Services Contract (view)
FSSA Announces award of vendors for incontinence Supplies (view)
FSSA Announces Implementation of Care Select Program (view)
LOCAL SHERIFF APPOINTED SPF SIG ADVISORY COUNCIL CHAIR (view)

More News
More Events
Welcome To The ILEA

Indiana Law Enforcement Academy
P.O Box 313
5402 Sugar Grove Road
Plainfield, Indiana 46168-0313
Phone: (317) 839-5191
Fax: (317) 839-9741

Click here for map and directions.

Mission

Indiana's center for law enforcement education. The Academy prepares law enforcement professionals for service through rigorous training based upon values and respect.

Newly Offered Classes

ILEA Basic Course #2008174 (view)
Welcome to the Indiana Department of Transportation's Website!

Our mission statement: "INDOT will plan, build, maintain, and operate a superior transportation system enhancing safety, mobility and economic growth."

This Website is a valuable tool in fulfilling our mission, as it is a forum for providing easy access to all sorts of detailed information for both our partners and the multitude of people who travel Indiana's transportation network. Feel free to explore this website and discover all of the valuable information it contains, such as road construction projects, details on doing business with INDOT, publications, maps, new project studies, and much much more.

Don't hesitate to email us with any questions you may have regarding this website.

Press Releases
INDOT Colfax Street bridge replacement project complete (view)
Welcome to our website, and thank you for your interest in the Indiana Finance Authority ("IFA"). The IFA's primary mission is to oversee state-related debt issuance and provide efficient, effective financing solutions to facilitate state, local government and business investment in Indiana. We encourage you to explore our website to find out more about what we do.

**News & Events**

IFA Indiana's State Revolving Fund receives national honor (view)

IFA Fort Branch saves $1M through low-interest wastewater SRF loan (view)

IFA Local business expands, creates jobs in Lawrence and Greene counties (view)

IFA IFA issues Request for Qualifications for Water Suppliers (view)

IFA Revolving loan saves Gas City more than $1.5 million (view)
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 or 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

At a public hearing on October 1, 2007, the IBTR adopted amendments to its Procedural Rules. The IBTR has submitted the amendments for review and approval by the Attorney General and Governor.

To view the IBTR’s proposed amendments, click here.

To view comments from the Indiana Economic Development Corporation, click here.


Protection & Advocacy Services

To protect and promote the rights of individuals with disabilities, through empowerment and advocacy.

Mission Statement

Families and Disabilities Study
Furduel Univ., Dept. of Behavioral Science is conducting a survey to better understand the emotional and social needs of families. If you are a parent/caregiver of an individual with a disability, please complete the following survey: Families and Disabilities Study

2007-2008 Critical Barriers Survey
With the help of the Indiana University Institute on Disability and Community, IPAS is conducting a disability rights barriers survey which will help IPAS make decisions about future priorities and objectives. These priorities determine how IPAS uses its resources and types of cases it opens. If you would like your input considered, please click on the following link: http://www.thepollingplace.org/ and complete our critical barriers survey.

SARE 2008 Self Advocates Becoming Empowered (view)
Welcome

The Indiana War Memorial Plaza Historic District contains two museums, three parks and 24 acres of monuments, statues, sculptures and fountains in the heart of downtown Indianapolis, making the state's capital second only to Washington D.C. in acreage and number of monuments dedicated to veterans. It is also home to the national and state headquarters of the American Legion. The War Memorial Commission operates these facilities in pursuit of its primary mission, to commemorate the valor and sacrifice of the United States Armed Forces and especially honor Hoosier veterans and Indiana's role in the nation's conflict. 

Message from the Executive Director

Latest/Featured News

- September 14, 2007: Restoration of the 15th Indiana Infantry Regiment's battle flag, known as the "Little Girls' Flag", completed. (view)
- July 7, 2007: USS Indianapolis (CA-35) survivors tour the new USS Indianapolis Gallery to mark its opening to the public. (view)
- January 29, 2007: FBI officially return the 25th Indiana Infantry Regiment battle flag to General Stewart Goodwin, IWMC Executive Director. (view)
Welcome to the Auditor of State website. As Auditor, I serve as the Chief Financial Officer for the State. As CFO my most important obligations involve accounting for all of the State’s funds, overseeing and distributing Local Governments tax distributions, paying the State’s bills and paying the State’s employees. I also serve as administrator to the Indiana Deferred Compensation Plan working to help secure a better retirement future for all State workers. My staff and I are committed to providing quality service to everyone who conducts business with this office.

Thank you for visiting our website. I hope you were able to find helpful information and learn more about this office. I look forward to working with you to make Indiana a better place for all Hoosiers.

Tim Berry
Auditor of State
Welcome

I appreciate your visit to our website. It is my great honor to be serving as the 53rd State Treasurer of Indiana. I begin the new responsibilities with great enthusiasm for the tasks at hand and with a sense of optimism and confidence that is characteristic of all who consider themselves “Hoosiers”.

In the earliest years of the 21st Century, our state is faced with great opportunities and challenges as reflected in my official duties. My most important task is to invest the state’s funds wisely so as to maximize the interest we earn. By doing so, we help keep taxes low and make Indiana a better place to grow a business and raise a family. I also serve as Chairman of the Wireless Enhanced 911 Board, as Chairman of Indiana’s College Choice 529 Savings Plan, Chairman of the Indiana Bond Bank and as trustee for the Indiana State Police Pension Fund. In short, I have one of the best jobs in all of Indiana as I come to work everyday knowing that what I do matters to every community and every citizen of Indiana!

Our office staff is here to serve you so if the information you see is not available on-line, we would welcome your calls and questions.

Sincerely,
Content Management System

- Currently 246 Users!
- Everyone Benefits!
  - Allows non-technical users the ability to click and edit the web
  - Agency PIOs can quickly review and approve all web changes
  - Agency webmasters and IT elevated to role of site managers (not copy editors)

- Coming Soon
  - Navigation & breadcrumbs that show the user exactly where they are
  - Even easier page creation
  - RSS Feeds

- Considering
  - E-mail notifications to External Customers when pages are updated
Far More Than Just a Redesign
Groups III & IV in 2008

**GROUP III (1/1-4/1)**
- Phase 1: 11 & 12/07 Planning
  - Board of Accounts
  - Budget Agency
  - Correction
  - Insurance
  - Licensing
  - Local Government Finance
  - Native American Indian Affairs
  - Revenue
  - Public Employees Retirement Fund
- Phase 2: 1/08 Planning
  - Animal Health
  - Bio Town USA
  - Criminal Justice
  - Coroners Training
  - Gaming
  - Horse Racing
  - Integrated Public Safety
  - Personnel
  - Public Access Counselor

**GROUP IV (4/1-6/30)**
- Alcohol Tobacco & Excise Police
- Civil Rights
- Community & Rural Affairs
- Energy
- Environmental Adjudication
- Financial Institutions
- Governor’s Planning Council for People with Disabilities
- Housing & Community Development
- Hispanic/Latino Affairs
- Northwest Indiana Regional Development
- Ports Commission
- Proprietary Education
- Student Assistance
- Utility Regulatory
- Women, Commission for
- Worker’s Compensation
GROUP V & Beyond in 2008

GROUP V (7/1-10/1)
Migrate these Sites to CMS

- Hoosier Lottery
- FilmIndiana
- Museum
- State Fair & Wine Competition
- Tourism & Lincoln
- White River

Engage Near End of Group IV
Other Potential Migrations to CMS

- General Assembly
  - Legislative Services Agency
  - House Democrats
  - House Republicans
  - Senate Democrats
  - Senate Republicans
  - Lobby Registration

- Judiciary
  - Prosecuting Attorney’s Council
  - Public Defender Council

- Separately Elected Officials
  - Attorney General
  - Secretary of State
  - Superintendent of Public Instruction

- Other Entities
  - Inspector General
  - Schools for Blind & Deaf

www.IN.gov/iot/2417.htm
Quick Hits

2007

Chris W. Cotterill
Director of IN.gov
The Single Online Source...

- **IN.gov Brand Recognition**
  - Consistent web address makes it easier for users
  - Transitioning remaining non-IN.gov addresses to IN.gov

- **“No Wrong Door”**
  - All agencies have www and non-www addresses, as well as [AgencyAbbreviation].IN.gov
  - E-mail and web addresses harmonized
  - IN.gov, indiana.gov, state.in.us, ai.org, with and without “www.”

- **County Governments Invited to Use IN.gov Address**

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States should have consistent URLs for agencies. These would make it easy for visitors to navigate between state agencies, since they always know they’re visiting an official state website.

Brown University 2006 Report
www.insidepolitics.org/egovto6us.pdf

See also NASCIO’s “Harmony Helps: A Progress Report on Government Internet Presence”
WebTrends: Gold Standard for WebAnalytics Implemented
Reporting on Every IN.gov Web Site
Analytics Highlighted in IN.gov Update

<table>
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<th>IN.gov Web Analytics for 8/1/07 to 10/31/07</th>
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<tr>
<td><strong>Analytics on Visits, Visitors, Pages, &amp; More</strong></td>
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<td>Average / Median Visit Duration</td>
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What’s Happening in My County?

Use the scroll button on your mouse, or the “+” button on the map, to zoom in for more detail. To view other portions of a county, hold down the left mouse button and move the mouse in any direction. Return to the State map to select a different county.

Layers for Allen County
- Travel
- Economic Development
- Major Moves
- County Projects

Local Major Moves Funds
Allen County
- 2007: $1,544,135.88
- 2006: $1,549,867.99

Member of Commerce Luncheon
April 20, 2007 - Governor Daniels gave the keynote address at the Greater Fort Wayne Chamber of Commerce luncheon.

Allen County Lincoln Day Dinner
April 30, 2007 - Governor Daniels attended the Allen County Lincoln Day Dinner.

Tri-Co Solutions announcement
April 30, 2007 - Governor Daniels announced that Tri-Co Solutions plans to locate its new engineering and design operations in Fort Wayne, creating 116 new high paying jobs and over $1 million in capital investment.

More Info...
FAQ & Live Help Implemented with IDOA State Information Center

Self Service at All Time High!
- 424 FAQs in the system
- 45 Agencies in the system
- 212,028 FAQs viewed
- Only 917 questions submitted when answer not found
- Incredible 99.59% self-service rate

Results from 4/23/07 to 11/30/07

Not In? Contact Us!
- Submit Any Request You Have
  - All requests tied to ticketing system
- IN.gov Program Managed to Metrics
  - Reported Quarterly in IN.gov Update
Various Other Enhancements

- **Examples of Service Enhancements**
  - BMV Branch Wait Time, Branch Registration, & Social Security Online Validation
  - DLGF Property Tax Data Online
  - DOR iFile
  - FSSA ICOPE
  - DNR iPOS
  - Online Directory: 13,000 more contacts with e-mail, phone number, and more

- **ChaCha Implemented Across All Sites**

- **Resources Better Managed**
  - Time reporting system for staff
  - Automatic call distribution systems
  - Customer service training
Get Connected!

- Presentations
  - 12/04/07: State of IN.gov
  - 09/27/07: Security Update
  - 09/26/07: WebTrends 101
  - 08/02/07: Communicators Advisory Council
  - 08/01/07: CMS: Group II Migration Meeting
  - 05/01/07: CMS: Group I Migration Meeting
  - 04/09/07: Communicators Advisory Council
  - 01/30/07: Communicators Advisory Council
  - 12/11/06: State of IN.gov

- IN.gov Update

- Not Getting the Update? Subscribe Today!
Two More

- **Browsealoud Coming in January**
  - Browsealoud reads web pages aloud for people who find it difficult to read online.
  - Opportunity to better serve our users
    - 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
  - Reads in multitude of languages
  - Proven technology—implemented on many large web sites
  - First state to implement across all sites.

- **New Photo Gallery for CMS Sites**
  - On Governor & Lt. Governor’s sites later this month
  - On agency sites on ASAP basis
Photo Gallery

November 2007

[Images of various events and activities related to the governor's activities.

What's Happening In My County
visit the IN.gov map feature >
Nov. 1, 2007 - Gov. Daniels talks with a Hoosier at the Connextions, Inc. economic development announcement. The company released its plans to locate a new customer support center in Jeffersonville, creating more than 750 jobs.
Thank You to Our Partners

- **State Employees**
  - Governor’s & Lt. Governor’s Office
  - Communicators Advisory Council: All State PIOs
  - CMS Teams: Executive, Leadership, & Redesign
  - BMV
  - IDOA State Information Center
  - State IT Directors & Webmasters

- **Contractors**
  - *Indiana Interactive*: Web design and development, payment processing, hosting, security enhancements, and much more.
  - *Haverstick (Kratos)*: CMS Implementation planning, project management, and CMS administration assistance
  - *ChaCha*: Search
  - *ExactTarget*: E-mail marketing
  - *Right Now Technologies*: Live Help and FAQs
  - *Zent Consulting*: Assisting agencies with content development
Action Plan

2008

Robert Paglia
Program Manager of IN.gov
To shift, by the end of 2008, to be a measurably customer-centric portal of state information and services.
More Standardization

- Complete the Content Redesign & Shift into Design Compliance Role
  - Reviewing and fixing page not found (404) errors
  - Reviewing and fixing non-compliant web design
  - All agency sites reviewed on regular basis throughout year

- CMS Support of Intranet Sites

- Application Design Standardization
  - Like web content, online services will be standardized
  - Most applications will be integrated into the IN.gov Design or leverage the IN.gov “transactional” application template
  - Project begins in earnest after web content migration
    - IN.gov Program will engage agencies to carefully scope and plan necessary changes
    - Every effort will be made to coordinate changes with other planned upgrades
IN.gov Scanning All Applications

Secure Applications Hosted on IN.gov will be Branded with IN.gov Shield

Third Party Services
- IN.gov Program finalizing document that outlines how applications not developed by IN.gov Program integrate into IN.gov.

Learn More in January IN.gov Update
Customer Needs Analysis & Plan

- Developing reusable framework for identifying External Customer needs and measuring the State’s effectiveness against those needs
- Develop a roadmap to better deliver to those needs
- Request for Information (RFI)
  - Released: 11/16/07 to 2,203 Vendors
  - Responses Due: 12/20/07
- *This regular effort will establish the roadmap for IN.gov Program development for years to come*

Accessibility Compliance & Mobile Device Delivery Roadmap

- By end of second quarter of 2008, complete accessibility compliance review and enhance mobile/text only delivery
Single Sign On

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

- Immediate Next Steps
  - IN.gov, BMV, and PERF are coordinating on initial rollout

- 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
IN.gov Funded Initiatives

- Shift Back to Service Development in FY09
- Submit Your Proposals to Develop New, or Enhance Existing, Online Services
- Selected Proposals Will Hit on These Priorities
  - Cost Reduction – projects that reduce the cost of doing business with and within government
  - “One stop” solutions (multi-agency)
  - Transparency – projects designed to make government more open to the public
- Announcement in January IN.gov Update
**Business One Stop**
- Potential Overhaul of Business Registration with State
  - One place for all businesses to register and maintain all licenses/registrations with the State
  - Works with existing backend agency systems
  - Proven in South Carolina
  - Working with SOS & DOR on Feasibility Study

**forms.IN.gov Coming in First Quarter 2008**
- Partnership with ICPR on new one stop service for all state forms
- Will integrate into CMS so each agency’s forms will be immediately available on the agency site
To Do:

- Complete Redesign & CMS Implementation
- Implement Photo Gallery, Browsealoud, & CMS Improvements
- Transition remaining non-IN.gov domains to IN.gov
- Standardize design and certify security of applications
- Customer needs analysis
- Implement single sign on architecture
- Accessibility/mobile device delivery review
- Continue to build government changing services

Thank You

This presentation is available at webmasters.IN.gov.