

# IOT IN.gov Program - 2023

## Who We Are:

The IOT IN.gov Program provides web services and payment processing for state and local government agencies.

## Our Mission:

Dedicated to providing web and payment processing services so that agencies, state and local, can provide a quality web presence for their customers.

**Department:** 493002

## Managers:

Michael White, Deputy CTO  
Emily Davis, Business System Consultant-Specialist  
Kasey Emmett, Business System Consultant- SEAL  
Graig Lubsen, Access Indiana Program Manager

## What We Do:

Web Portal Operations	Quality Assurance & Testing
Payment Processing	Security of State Data
Website Design	Website Technology
Content Management System	Integration
Program Management	Application Development
Project Mgt & Business Analysis	
Email solution for local government agencies (Google Collaboration Suite)	

**Our Products:** 1131 IN.Gov

## Our Tools:

Access Indiana	State Single-Sign-On Solution – OpenID connect
AccessGov	Webforms solution
Active Data Calendar	Event Marketing, Ticket and Event registration
ASM	Ticket and Request Management
Google Analytics	Internet Web Traffic Analytics
GovDelivery	Digital marketing solutions, subscription-based communications.
Mapping Services	Offers a wide range of mapping services to help fit the needs of any agency
Search Services	Offers advanced search services for websites, intranets, directories, databases
SQUIZ	Enterprise Web Content management system
SiteImprove	Identify/fix Misspellings, Broken links, Style guide violations
Payment Processing	Offers the necessary resources to provide online and onsite payment processing
Zendesk	Online Knowledgebase/FAQs, Live Chat, SMS support, Email Incident Management

**Our Metrics:** <https://www.in.gov/inwp/about-us/ingov-transparency>

**Our customers:** State agencies and Local agencies

**Our Budget:** \$8.5 million

## Major Accomplishments:

- Best of Web Awards (2022-4<sup>th</sup> place, 2021-4<sup>th</sup> place, 2020- Ineligible/Previous winner, 2019-1st Place, 2018- 3rd Place, 2017 - 2nd place, 2016 - 5th place, 2015 - 3rd place, 2014 - 3rd Place, 2013 Top 10 finalist, 2011 - 3rd Place)
- Annually - 202 million page views, 21 million mobile visits, 9.1 million transactions

## Current Projects:

- Access Indiana SSO – Ongoing addition of applications (state and local)
- Local Government Services – Ongoing IOT initiative assisting local government agencies.