

**DRAFT (2/25/03)**

**E-GOVERNMENT STRATEGIC PLAN**

**FOR NEBRASKA STATE GOVERNMENT**

***March 2003***

**STATE GOVERNMENT COUNCIL  
OF THE  
NEBRASKA INFORMATION  
TECHNOLOGY COMMISSION**

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### Document History

#### Current Version

March XX, 2003: <http://www.nitc.state.ne.us/sgc/XXX>

#### Prevision Version

November 6, 2000:

[http://www.nitc.state.ne.us/sgc/workgroups/egovstrategy/strategy\\_20001106.pdf](http://www.nitc.state.ne.us/sgc/workgroups/egovstrategy/strategy_20001106.pdf)

## Introduction

The Nebraska Information Technology Commission (NITC) adopted the first *Statewide Technology Plan* in January 2000. The plan called for developing a strategy that would document the steps that are necessary to make optimum use of e-government within Nebraska. The State Government Council (SGC) took the lead and drafted the first *E-Government Strategic Plan* which was adopted on November 6, 2000.

In December 2002, the SGC held a working meeting to review the E-Government Strategic Plan and begin the process of revising the document. The SGC adopted this revised plan on XXX XX, 2003.

The *E-Government Strategic Plan* has three purposes. First, the plan is intended to achieve the vision and goals of the SGC pertaining to e-government. Second, it strives to communicate those goals, related activities, and opportunities to policy makers. Third, it serves as a guide to state agencies as they plan and implement e-government solutions.

The following principles guided development of this plan and will guide its implementation:

- E-government should be considered a continuous process of using technology to serve citizens and improve agency operations;
- Internet technologies create new opportunities for major change, including self-service, integration of information and services, and elimination of time, distance and availability of staff as constraints to providing information and services;
- Agencies have responsibility for performing statutory functions, which means that agency directors must retain ownership of data, responsibility over the use of information technology, and prioritization of projects within the agency to achieve the greatest benefit;
- Cooperation is critical to achieving the goals of e-government, in order to integrate information and services and allow the easy exchange of information;
- An enterprise approach is essential to e-government, including the topics of accessibility for disabled persons, architecture, directories, funding, portal, privacy, security, and other issues; and
- E-government is defined as the use of technology to enhance information sharing, service delivery, constituency and client participation, and governance by transforming internal and external relationships.

# Vision and Goals

## Vision

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

## Goals

### **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.

## E-Government: A Case for Action

### 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 involves creating "sub-portals" or "second-level portals." Each sub-portal will focus on a specific user group, presenting information and providing value-added services of interest to each group. Development of these sub-portals is underway in the following areas: business, citizen, education, and state employees.

Nebrask@ Online for Business was the first operational sub-portal, launched in May 2002. The site had received nearly a million hits by January 2003. 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. Appendix B provides further information on the 1200 forms in the database, including a breakdown by volume and whether the form is available online or as an interactive application.

The other sub-portals -- Nebrask@ Online for Education, Nebrask@ Online for Citizens, and Nebrask@ Online for State Employees -- are in various stages of development. Each will provide the user group with an enhanced presentation and delivery of e-government information and services. All these sites are to be operational during 2003.

NOL is also in the process of implementing a "Payment Portal." This portal will provide an enterprise approach to payment processing for e-government services. All online services will be able to 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.

In addition to work on the state portal and sub-portals, NOL has developed and launched several specific e-government applications, including interactive licensing for electricians; real estate professionals; engineers and architects; dentists and dental hygienists; water well registrations; food handler permits; and tax forms. Additionally scheduled for launch during 2003 are licenses for pharmacists; medical nutrition therapists; and physical therapists.

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:

- Department of Revenue – Tax Forms (<http://www.revenue.state.ne.us/tax/forms.htm>)
- Department of Labor – UIConnect for unemployment insurance taxes (<http://www.dol.state.ne.us/>)
- State Treasurer – Child Support Website (<https://www.nebraskachildsupport.state.ne.us/>)
- [\*\*\*Others\*\*\*]

In addition, two significant enterprise projects have been undertaken that will impact e-government in Nebraska: the Nebraska Information System (NIS), an enterprise resource planning system; and the PIONEER system, a pension administration system.<sup>1</sup> Both of these projects will streamline administrative functions and lay the groundwork for further automation and electronic access to information.

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. Over the past three years, 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>2</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 over the past three years:

<b>Digital State Survey Results</b>			
<b>Category</b>	<b>2000 Ranking</b>	<b>2001 Ranking</b>	<b>2002 Ranking</b>
Electronic Commerce / Business Regulation	28	25	Unranked (>25 <sup>th</sup> )
Taxation / Revenue	29	9 (tie)	1 (tied)
Law Enforcement / Courts	12	Unranked (> 25 <sup>th</sup> )	Unranked (> 25 <sup>th</sup> )
Social Services	9	5 (tie)	7 (tie)
Digital Democracy	13	3	17
Management / Admin.	10	22	Unranked (>25 <sup>th</sup> )
Education	K-12: 31 <sup>st</sup> Higher Ed: 17 <sup>th</sup>	20	14 (tied)
GIS / Transportation	(New category in 2001)	Unranked (> 25 <sup>th</sup> )	21 (tied)
Aggregate Ranking	14 <sup>th</sup>	17 <sup>th</sup>	Unranked (>25 <sup>th</sup> )

<sup>1</sup> NIS - <http://www.das.state.ne.us/nis/> PIONEER - <http://www.nol.org/home/pers/>

<sup>2</sup> <http://www.centerdigitalgov.com/>

The scores in six categories kept Nebraska from ranking in the top 10 for 2002. These include Digital Democracy; Electronic Commerce/Business Regulation; Law Enforcement/Courts; Education; and GIS/Transportation. Current strategies to improve in these categories are summarized in Appendix A.

## Where we are going...

### E-Government Strategic Plan

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:

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>3</sup>

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

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.

<sup>3</sup> Horrigan, J., *Counting on the Internet*, Pew Internet & American Life Project, <http://www.pewinternet.org/>, December 29, 2002

history report. Businesses cited the benefits of participating in e-government as: speed (51%); convenience - no line (43%); and better hours (22%).<sup>4</sup>

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>5</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>6</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%.

<sup>4</sup> *Benchmarking the eGovernment Revolution*, Momentum Research Group of Cunningham Communications (Commissioned by NIC), July 26, 2000.

<sup>5</sup> Larsen, E., *The rise of the e-citizen*, Pew Internet & American Life Project, <http://www.pewinternet.org/>, April 3, 2002.

<sup>6</sup> *Ibid.*

**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 selection tool)	Business Portal
<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.secstate.wa.gov/elections/">http://www.secstate.wa.gov/elections/</a>	Washington Online Voting Pilot (Internet voting)	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

**How we are going to get there...**

Enhancements to the Business Portal continue to be a high priority. Electronic commerce / business regulation is a category in which significant improvement is needed. Moving business-related forms to the Internet is key. The first e-government strategy provided that, at a minimum, all forms should be posted to the Web in a downloadable form that users could print. Further, agencies were encouraged to provide for the electronic completion and submission of as many forms as possible. Presently, the database of the state’s business related forms contains over 1200 forms, of these XX% are available for download and XX% can be completed electronically.

In addition to the actions and recommendations in this report, the Education Council of the NITC has identified several enhancements to the new Education Portal. These include:

- ◆ Information technology training calendar
- ◆ Searchable database of educational courses, degrees, and programs
- ◆ Statewide application for admission to higher education institutions.

Another priority of the Education Council is online teacher/administrator certification, which the Department of Education is developing.

Surveys, reports, and best practices all serve to provide a context for what e-government activities are taking place in other states and the expectations of citizens and businesses. The next section of this plan will look at specific actions and recommendations for Nebraska state government to achieve our shared vision and goals. The list of actions and recommendations address specific gaps and opportunities in the current e-government environment, especially those that require coordination or collaboration of multiple entities. It is not a comprehensive list of all of the on-going efforts of state agencies or local government.

## Actions and Recommendations (A/R)

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

#### Citizen Portal Enhancements

The citizen portal, Nebrask@ Online for Citizens ([www.nebraska.gov/citizen/](http://www.nebraska.gov/citizen/)), will be a one-stop location for citizen access to Web services provided by the State of Nebraska. The citizen portal is scheduled for launch in 2003. The following are specific actions and recommendations for value-added enhancements to this portal.

- A/R 1.1 Work with the Secretary of State's Office to provide enhancements to election related information and services.
- A/R 1.2 Work with the Accountability and Disclosure Commission to provide for secure online filings and improved access to information.
- A/R 1.3 Work with the Legislature to provide additional tools to track legislative information. Nebrask@ Online 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/R 1.4 Provide a central registration point for e-mail news and distribution lists maintained by state agencies.
- A/R 1.5 Examine options for providing 24x7 customer support for the state's Web portal.
- A/R 1.6 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.

#### Business Portal Enhancements

The business portal, Nebrask@ Online for Business ([www.nebraska.gov/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.

- A/R 1.7 Support ongoing efforts to improve access to rules and regulations, including a search function and a tracking system. Nebrask@ Online, with funding from the State Records Board, is in the process of implementing these functions.
- A/R 1.8 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/R 1.9 Encourage online access to certain, limited, criminal history information.
- A/R 1.10 Develop an online application for use by businesses attempting to find a suitable site for business development.

**Forms Automation**

For purposes of this document, “forms” is a general term for documents which are completed and submitted to an agency. “Forms automation” means creating a version of a form which can be completed and submitted electronically.

- A/R 1.11 The SGC will create a team -- including staff from Nebrask@ Online, IMServices, and the Office of the CIO -- to coordinate and facilitate forms automation. The team will work directly with state agencies to provide assistance with forms automation.
- A/R 1.12 Priority should be given to automating the highest volume forms (1000 or more submissions per year).

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

- A/R 2.1 Intergovernmental Cooperation Groups. Continue and 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.
- A/R 2.2 Integration of Government Information and Services. Agencies will work with other state agencies and local governments to develop strategies for using Internet technologies to provide integrated access to information and services to citizens, businesses, employees, and other governmental entities.
- A/R 2.3 Technical Architecture. Working with the Technical Panel of the NITC, develop standards, guidelines and best practices to aid in the exchange of information between agencies.
- A/R 2.4 Local Government Portal. Provide a one-stop Web site for information and services used by local governments.

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

- A/R 3.1 Enterprise Applications. Agencies will utilize enterprise applications, such as the NIS and Nebraska Directory Services project, to implement e-government solutions for employee access to information and services.
- A/R 3.2 State Employee Portal Enhancements. The SGC 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/](http://www.nebraska.gov/employee/)).
- A/R 3.3 Electronic Procurement. The SGC will work with state procurement professionals to determine a plan of action for the expanded use of e-government in the procurement process.

## Appendix A

### Current strategies for improving Nebraska's Digital State Survey ranking.

Digital Democracy. Digital democracy refers to the application of digital technologies to permit Internet access to laws, candidate information and electronic voting technologies. Regaining a top ranking in this category would require the following functionality: Allow citizens to subscribe to bills and receive e-mail update on legislation; improve availability of election information on the Web, and better online access to campaign and lobbyist disclosures.  
Current Strategy: Citizen Portal Initiative.

Electronic Commerce / Business Regulation. Moving business-related forms to the Internet for submitting online with electronic payment is key to success. Other areas for improvement include online vehicle registration renewals, using technology to streamline procurement and purchasing, and pursuing intergovernmental projects and practices.  
Current Strategy: Business Portal Initiative; individual agency enhancements.

Law Enforcement / Courts. Key success criteria include digital mobile technologies and a digital communications network for officers. Other criteria for improvement include video conferencing services at all state prisons and providing online access to all court decisions and opinion. Using digital signatures for the justice system and accepting pleadings, motions, and brief filings online are also areas for improvement.  
Current Strategy: JUSTICE (court automation system) enhancements; Criminal Justice Information System (CJIS) Strategic Plan; individual agency enhancements.

Management / Administration. A major reason for our low ranking in this category is the lack of a technical architecture. Other criteria for improvement include implementing content management and providing live 24x7 customer support for the state's portal.  
Current Strategy: Nebraska Information Technology Commission (NITC) planning and project management requirements; project review process; technical architecture standards and guidelines.

Education. Doing better in this component would require an integrated approach to distance education programs to coordinate course offerings and schedules and minimizing redundant offerings and implementing a statewide plan for IT professional development in K-12 education.  
Current Strategy: Education Portal Initiative; NITC Education Council priorities; individual agency enhancements.

GIS / Transportation. A higher ranking in this category would require developing a GIS clearinghouse to which all departments have access, and standardized protocols exist for making updates to departmental "layers" of mapped data. Other changes would include a fully integrated online GIS repository that is available online to the general public and integrating the state's intelligent transportation system plans into other IT strategic plans.  
Current Strategy: GIS Steering Committee Strategic Plan; Department of Roads (DOR) GIS Strategic Plan; DOR Intelligent Transportation System.

## Appendix B

Database of business related forms.

[Insert stats on business related forms]