

**NEBRASKA STATE RECORDS BOARD
MEETING: March 28, 2003**

Nebraska State Capitol
Room 1507
Lincoln, NE
March 28, 2003
9:30 A.M.

NEBRASKA STATE RECORDS BOARD
AGENDA

Room 1507 State Capitol
March 28, 2002 - 9:30 A.M.

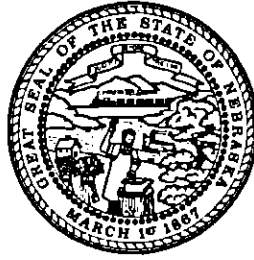
1. Call to Order, Roll Call
2. Notice of Hearing (3/20/03 Lincoln Journal Star)
3. Approval of Minutes from Dec. 9, 2002 meeting
4. Records Management Cash Fund Balance
5. Grant Status Report
6. Grant Applications
 - a. University of Nebraska Cooperative Extension Office—Access E-government \$25,000
 - b. Chief Information Officer---Interactive Licensing Phase III \$25,000
7. Network Manager Contract Draft Request for Proposals
 - a. Subcommittee Report
 - b. Consideration of Draft RFP for Approval
8. Nebrask@ Online General Manager's Report
 - a. Project Priority List--Review and Approve
 - b. Business Plan
9. Legislation for the Boards Consideration
 - a. LB327 Fees approved by the Board
 - b. LB257 Local Government Grants
10. Miscellaneous Matters
11. Adjournment

NOTICE OF PUBLIC MEETING

Notice is hereby given of a public meeting of the Nebraska State Records Board on Friday, March 28, 2003, at 9:30 AM in Room 1507 of the State Capitol, Lincoln, Nebraska. The meeting will include review of grant applications for the State Records Board Grant program and dis-

cussion of the development of the Request for Proposal for Network Manager Services for the Nebraska@ Online network. The agenda for the meeting is available at the office of Secretary of State for public inspection during regular business hours.

#2226109-11-March 20



NEBRASKA STATE RECORDS BOARD

MINUTES

Meeting of December 9, 2002

The meeting was called to order by Chairman John Gale at 10:02 A.M. on December 9, 2002, in Room 1507 of the State Capitol, Lincoln, Nebraska.

The following Board members were present:

John Gale, Chairman;
William Bidrowski;
Jerry Catlett;
Nathan Gilmore, representing the State Treasurer;
Laureen Riedesel;
Steve Schafer, representing the Director of Administrative Services;
Don Stenberg;
Diane Vicars;
Kate Witek.

Not present were:

David Buelt;
Lauren Hill, representing the Governor.

Chairman Gale announced that notice of the meeting had been published in the Lincoln Journal Star.

The minutes of the meeting of September 9, 2002, were considered. Ms. Vicars moved that the minutes be approved as circulated; motion seconded by Ms. Witek.

Voting For:	Bidrowski	Gale	Gilmore	Riedesel
	Stenberg	Vicars	Witek	
Voting Against:	None			
Not Voting:	Catlett	Schafer		
Absent:	Buelt	Hill		

The motion carried.

Chairman Gale recognized Attorney General Stenberg for his years of service on the State Records Board.

Mr. Buelt arrived at the meeting.

Greg Lemon, Chief Deputy Secretary of State, reported on the Records Management Cash Fund - State Records Board balance.

Chairman Gale opened the public hearing on the Request for Approval to Establish Fees for Weekly and Semi-Monthly UCC and Corporate Data Service. The proposed fees are \$300.00 per week for weekly service and \$500.00 per semi-month for semi-monthly service, which would be split with 50% to the State Records Board and 50% to Nebrask@ Online. Greg Lemon, Chief Deputy Secretary of State, testified in favor of this request. There was no public testimony. After discussion, Mr. Stenberg moved to approve this request; motion seconded by Mr. Buelt.

Voting For:	Bidrowski	Buelt	Catlett	Gale
	Gilmore	Riedesel	Schafer	Stenberg
	Vicars	Witek		

Voting Against: None

Absent: Hill

The motion carried.

Mr. Stenberg moved to move Agenda Item 6, Subcommittee Report on Nebrask@ Online Master Contract, to follow Agenda Item 8.

Voting For:	Bidrowski	Buelt	Catlett	Gale
	Gilmore	Riedesel	Schafer	Stenberg
	Vicars	Witek		

Voting Against: None

Absent: Hill

The motion carried.

Greg Lemon presented the State Records Board Grant Status Report. No action was taken.

Chairman Gale opened discussion of a grant application for \$8,950.00, from Wayne State College, Conn Library, to purchase a microform digital scanner. Dr. Stan Gardner, WSC Conn Library Director, testified in favor of this application. After discussion, Mr. Stenberg moved to approve this application; motion seconded by Ms. Riedesel.

Voting For:	Bidrowski	Buelt	Catlett	Gale
	Gilmore	Riedesel	Stenberg	Vicars
	Witek			

Voting Against: Schafer

Absent: Hill

The motion carried.

Greg Lemon presented the subcommittee report on the Nebrask@ Online Master Contract which recommended that the State Records Board issue a Request for Proposals (RFP) for the network manager contract. After discussion, Daniel E. Hunt, Vice President of Huntel Systems; Mary A. Ulmer, Vice President of the Government Banking Division of US Bank; Curtis Lee, Team Leader of First Technology Solutions; and Rod Armstrong, General Manager of Nebrask@ Online; indicated their organizations' interest in responding to this RFP. After further discussion, Mr. Stenberg moved to authorize the appointment of a subcommittee and to authorize the subcommittee to draft an RFP for the network manager contract; motion seconded by Mr. Gilmore.

Mr. Stenberg left the meeting.

Chairman Gale called for a vote on the motion.

Voting For:	Bidrowski	Buelt	Catlett	Gale
	Gilmore	Riedesel	Schafer	Vicars

Voting Against:	Witek
-----------------	-------

Absent:	Hill	Stenberg
---------	------	----------

The motion carried.

The Board discussed authorizing the expenditure of funds for assistance in developing the RFP. Chairman Gale indicated that if DAS Information Management Services intends to bid on this contract, that division will not be appointed to the subcommittee drafting the RFP to avoid any potential conflict of interest. Mr. Catlett moved to authorize the expenditure of reasonable amounts of funds for technical assistance with drafting the RFP, the first draft of which is to be presented to the State Records Board by the end of February 2003; motion seconded by Mr. Buelt.

After discussion, Ms. Vicars moved to amend the motion authorizing expenditures to require prior Board approval for any expenditures over a total of \$10,000; motion seconded by Mr. Buelt. A vote was called for on the motion to amend.

Voting For:	Bidrowski	Buelt	Catlett	Gale
	Gilmore	Riedesel	Schafer	Vicars
	Witek			

Voting Against:	None
-----------------	------

Absent:	Hill	Stenberg
---------	------	----------

The motion carried.

A vote was called for on the motion to approve expenditures, as amended.

Voting For:	Bidrowski	Buelt	Catlett	Gale
	Gilmore	Riedesel	Schafer	Vicars
	Witek			

Voting Against: None

Absent: Hill Stenberg

The motion carried.

Rod Armstrong presented the Nebrask@ Online General Manager's Report and reviewed the Project Priority List for the Board. After discussion of the Project Priority List, Mr. Buelt moved to approve the list; motion seconded by Mr. Bidrowski.

Voting For:	Bidrowski	Buelt	Catlett	Gale
	Gilmore	Riedesel	Schafer	Vicars
	Witek			

Voting Against: None

Absent: Hill Stenberg

The motion carried.

Rod Armstrong presented the report on E-Government Portals in Nebraska.

Greg Lemon reviewed possible legislation for the next legislative session, including statutory fees for document images from the Secretary of State, Corporate and UCC batch data fees, and authority to make grants to local governments. After discussion, Ms. Witek moved to authorize bills to establish these fees and authorize local grants; motion seconded by Ms. Riedesel.

Voting For:	Bidrowski	Buelt	Catlett	Gale
	Gilmore	Riedesel	Schafer	Vicars
	Witek			

Voting Against: None

Absent: Hill Stenberg

The motion carried.

Greg Lemon asked for the Board's preferences to receive Board meeting materials as e-mail attachments or as links to websites. The consensus was to receive this information as website links.

Chairman Gale announced that the next Board meeting would be scheduled upon the completion of the draft RFP.

No other business appearing before the Board, Mr. Buelt moved to adjourn; motion seconded by Mr. Bidrowski

Voting For:	Bidrowski	Buelt	Catlett	Gale
	Gilmore	Riedesel	Schafer	Vicars
	Witek			

Voting Against: None

Absent: Hill Stenberg

The motion carried.

Chairman Gale declared the meeting adjourned at 12:35 P.M.



John A. Gale
Chairman
State Records Board

STATE RECORDS BOARD
RECEIPTS & EXPENDITURES FY2003

3/24/03

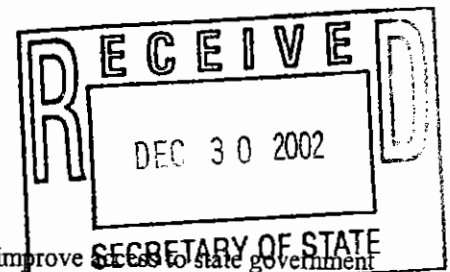
	JUL Actual	AUG Actual	SEP Actual	OCT Actual (corrected)	NOV Actual	DEC Actual	JAN Actual	FEB Actual	MAR Projected	APR Projected	MAY Projected	JUN Projected	FY APPROPRIATION TOTAL
Receipts-NOL	\$275,064	(\$373,544)	\$433,639	\$111,107	\$105,173	\$251,139	(\$40,017)	\$109,914					
Receipts-DMV/DR (7194)	\$8,306	\$4,528	\$5,143	\$5,641	\$3,275	\$5,128	\$5,258	\$5,813					
Receipts-UCC (7411)	\$264	\$220	\$171	\$199	\$376	\$127	\$153	\$374					
Receipts-Interest	\$2,982	\$2,656	\$2,604	\$2,314	\$2,772	\$2,689	\$3,060	\$2,226					
Transfer from UCC	\$49,400												
TOTAL RECEIPTS	\$336,016	(\$366,139)	\$441,558	\$119,261	\$111,596	\$259,082	(\$31,546)	\$118,327					
Expend-Operations	\$0	(\$235)	(\$60)	(\$233)	(\$1,445)	(\$351)	(\$2,303)	(\$2,071)					
Expend-NOL	(\$109,287)	(\$109,455)	\$0	(\$199,112)	(\$108,499)	(\$95,913)	(\$99,995)	(\$115,717)					
Expend-Grants & UCC Funds	\$0	(\$7,107)	\$0	(\$15,829)	(\$30,124)	(\$25,142)	(\$34,084)	(\$25,191)					
TOTAL EXPENDITURES	(\$109,287)	(\$116,796)	(\$60)	(\$215,175)	(\$140,068)	(\$121,407)	(\$136,382)	(\$142,979)					
PROFIT(LOSS)	\$226,728	(\$482,935)	\$441,498	(\$95,914)	(\$28,472)	\$137,676	(\$167,927)	(\$24,652)					
FUND BALANCE	\$937,529	\$454,594	\$896,092	\$800,178	\$771,706	\$909,382	\$741,455	\$716,803					
GRANT ENCUMBRANCES	(\$240,692)	(\$240,692)	(\$240,692)	(\$240,692)	(\$209,336)	(\$205,308)	(\$180,171)	(\$164,698)					
UCC FUNDS ENCUMBRANCE	(\$47,183)	(\$40,076)	(\$40,076)	(\$25,379)	(\$26,612)	(\$16,808)	(\$16,808)	(\$7,091)					
UNENCUMBERED FUNDS	\$649,654	\$173,826	\$615,324	\$534,107	\$535,759	\$687,268	\$544,475	\$545,014					

Grant Project Status Report Fourth Quarter 2002

Agency Name	Project Description	Original Grant Amount	Amount Spent To Date	Completion Date
Brand Committee	Record 35,000 brands online	\$5,500	\$4,152.14	Sept. 2000
Secretary of State	Online Rules & Regulations	\$25,000	-0-	April 2003
Library Commission	Wireless Training Module	\$25,000	-0-	Spring 2003
Chief Information Officer	Business Portal Phase II	\$25,000	\$3,457.26	October 2002
Chief Information Officer	Interactive License Renewal Initiative	\$25,000	-0-	January 2003
Chief Information Officer	Citizen's Portal	\$25,000	-0-	December 2002
Chief Information Officer	Education Portal	\$25,000	-0-	January 2003
Chief Information Officer	Online Payment Portal	\$25,000	-0-	January 2003

*Not reported yet for this quarter.

NSRB Grant Application



Agencies desiring grants from the Nebraska State Records Board for projects to improve access to state government information should complete this application and follow any procedures outlined in this application and any accompanying materials.

1. Name of agency applying for grant.

University of Nebraska Cooperative Extension **conNEcting Nebraska Technology** team.

Over the next two years the educational partners of:

- ◆ University of Nebraska Center for Applied Rural Innovation
- ◆ University of Nebraska Cooperative Extension
- ◆ *conNEcting Nebraska Technology Training Team*

will provide an educational training program called *Access e-Government* for local elected officials in county/city governments across Nebraska.

University of Nebraska Center for Applied Rural Innovation (CARI), is a team of professionals who have developed some of the most community-driven and impact-oriented programs focusing on rural viability in the world. The professionals who make up the CARI organization within the University of Nebraska system are located on the University campus as well as across the state. This team-oriented structure is designed to model a successful community. The CARI programs developed are based on empirical research, best practices and local citizen input.

Released in October 2002, the CARI "Nebraska Rural Poll" states the use of telecommunications technologies in rural Nebraska has changed dramatically during the past five years. In 1997, only 13% of the respondents said they regularly used e-mail. In 2002, 42% regularly use e-mail. This total increases to 60% when all categories of email users are included. In 1997, only 8% of rural Nebraskans regularly accessed the "World Wide Web." In 2002, the regular users has increased to 43%. When including all respondent replies for WWW usage, this number jumps to 62%. Of the 10 technologies included in the Rural Poll, those with the highest increase in usage include: Internet access, e-mail and a personal computer.

University of Nebraska Cooperative Extension provides educational programming across all 93 counties in the state. Staff are located on the University of Nebraska-Lincoln (UNL) East Campus; at Research and Extension Centers located at Norfolk, Lincoln, North Platte and Scottsbluff; and at 83 county or multi-county offices throughout the state. Cooperative Extension makes more than 1.5 million educational contacts each year with Nebraska citizens.

conNEcting Nebraska is a team of University of Nebraska Cooperative Extension educators assigned to coordinate and teach information technology education and programs for Nebraska. The goals of the team are to manage and deliver community-based technology programs across the state. Training and developing curriculum are necessary components of these goals.

The conNEcting Nebraska team currently offers two successful programs, both of which provides hands-on computer training.

◆ Master Navigator, developed in Nebraska, includes four three-hour hands-on classes to help individuals learn the basics of using the Internet.

◆ Nebraska Electronic Main Street teaches business owners and managers how to use the World Wide Web for business expansion. It gives them an understanding of e-commerce and introduces them to the many business uses of the Internet.

The professionals of the *conNEct Nebraska* team are based in out-state Nebraska and have the expertise to help local officials learn about website development/upgrade, content, maintenance, and upgrading through the new **Access e-Government** curriculum.

Other partners of this E-Gov effort include:

- ◆ Nebraska Online
- ◆ Nebraska Secretary of State Office
- ◆ Nebraska Information Technology Commission
- ◆ Technologies Across Nebraska
- ◆ University of Minnesota

Nebraska Online staff and the conNEcting team have collaborated on educational content for the training. The *conNEct* team is aware of the Nebrask@Online county web page development and will promote counties working with Nebraska Online for future technology applications. The investment funds of 2003 grant funds for the **Access e-Government** will support and enhance the previous investment of funds provided to Nebrask@ Online for county web development. This curriculum will increase local understanding of the importance of e-Government and it's tie to the services of state government and will hasten the development of local government sites

Access e-Government curriculum was introduced to elected officials at the Nebraska Association of County Officials Annual Convention in Omaha. Further discussions are taking place with NACO officials for the potential of future partnering.

2. Title or brief description of the project

Access eGovernment

Businesses have been using the power of the Internet to reach their customers effectively. Now local governments are exploring the same opportunities to communicate with their public. Most of the 90,000 local governments in the U.S., however, are small, and many lack local resources to design and maintain a website. Access e-Government shows local governments how to find those resources, how to plan information-rich websites to transact business and communicate with their citizens. Through an on-line tutorial, Access e-Government explains the content, services, technology, politics and issues specific to e-Government. It provides samples of other government websites throughout the nation, criteria for evaluating websites, suggestions for website content, links to services that support disseminating public information, suggestions for

website design, and discussions of privacy and disability issues.

Local governments must follow the State of Nebraska's lead in developing e-Government. The recent announcement of President Bush signing legislation aimed at improving online access to federal government information and services is another indication of the importance of delivering government information and services at "Internet speed."

3. Grant request amount \$25,000

Grant funds will be used for:

- ◆ Payment of yearly curriculum contract fee to the University of Minnesota - \$2500. This allows for regular curriculum updates and immediate on-line access to updates.
- ◆ The cost of providing each of the hands-on workshops at the local level. The cost estimate is \$300 per session. This amount includes printed materials, travel costs and other expenses incurred. By obtaining grant funds, Extension Educators will be able to provide this educational opportunity to the local level at no cost.
- ◆ As future additional educational needs are identified through the e-Government training process, grant funds will be used to develop curricula. Potential topics may include, but are not limited: GIS, local budgeting for technology, records management, broadband access, accessibility, and complete information services.

4. Will there be a fee for accessing records associated with this project? No

The grant funds would allow Extension personnel to travel throughout the state to facilitate and teach the Access e-Government training for local government entities who are desiring to build or update their e-gov web pages and services. The grant dollars will fund:

- ◆ The payment of the contract fee with the University of Minnesota for curriculum rights
- ◆ Printed curriculum resources for county officials
- ◆ Travel/mileage expenses for Extension Educators who teach/facilitate workshops at local sites throughout Nebraska. Educators will attempt to schedule workshops in their geographic region of the state to minimize travel costs. Educators located in the various regions of the state understand their locale and have connections with local government.

5. If yes, provide any statutory reference or authorization for the fee. N/A

Please describe the project in detail.

Access e-Government is an educational opportunity for county and city elected officials, county commissioners/supervisors, department heads, IT staff, and community citizens who are interested in developing and/or updating local governmental websites.

It begins with a one-hour Quick Tour of Access e-Government to alert officials about the importance and potential of e-government. It will introduce officials to the "real world" of E-Gov and create an urgency for them to move forward.

Following the introductory session, local governments can choose to participate in hands-on workshops by choosing one or more of the following topics:

- ◆ What Governments are Doing – an exploration of governmental sites in the country to discover both poorly designed sites/content and good sites.
- ◆ What People Want – discovery of content, forms and services, what different audiences want, and look at ways to engage citizens.
- ◆ Security and Privacy Issues – participants will see the impacts of breaches of security and privacy on government sites.
- ◆ Website Design and Hosting: Outsourcing Web Applications – helps participants discuss design, navigation, accessibility etc. and whether or not they want to design and host the site, or to use template-based vendors.

This education program is designed for smaller county and city governments. It is targeted toward those who are working to create a website or to update and re-design their website. This curriculum provides a basic understanding of how to create good government websites and helps local officials understand what topics/information they should consider, and what questions to ask before developing a web presence.

The program incorporates an online guide with a local education program complete with printed resources. The online guide can be used for personal learning and background information. In addition, Extension faculty are offering to lead a county team of employees and citizens through hands-on learning workshops. The workshops will give people an opportunity to see what others around the state and country are doing, discuss security and privacy concerns, and learn about some very useful tools.

This program does not build web sites for local officials. Access e-Government will promote the technical services of Nebraska Online when the local governments are ready to develop or upgrade their website.

7. Please describe whom the beneficiary or recipient of this service will be and projected activity for access or use of the proposed service.

The ultimate beneficiaries will be:

- ◆ Citizens and businesses of Nebraska as they use convenient governmental websites to access information and transact business with their local government.
- ◆ Citizens and businesses based outside the state will also be able to access governmental information or execute transactions with Nebraska governmental entities.
- ◆ Agencies and governmental departments will become more efficient by accessing information from various governmental sites and participate in inter-departmental/agency communication.
- ◆ Local governments will benefit as they improve customer service and enhance operational efficiency.

8. Timeline for implementation (specific completion date must be provide, grant funds lapse if not expended prior to completion date)

May 1, 2003 - 20 counties will be introduced to Access E-Gov

October 1, 2003 - 10 counties will have completed the entire course

October 1, 2003 - four counties will be engaged in creating or enhancing their websites

2004 - continued training across the state

2004 - development of additional curricula as needed

Evaluation of this training process will be on-going as we work with local officials.

Communication between team members will alter the process of educational topics and delivery if necessary.

9. Agency contribution to project (labor, equipment etc.)

Cooperative Extension staff will contribute professional expertise and time to plan, facilitate, monitor and evaluate this project. Extension Educators will utilize Cooperative Extension equipment and/or secure cooperation with other agencies/organizations for the use of technological equipment and bandwidth needed for instruction.

10 a. Has this project ever been submitted as a budget request (explain.) No.

Although previous NSRB funds have been allocated for web development, hardware, software, and technical expertise etc., this educational initiative fits well within the Nebraska State Records Board goal for one time funding of small projects aimed at improving electronic access to state government information and services. Education is part of the continuum for developing E-government services.

10 b. Does the project require additional statutory authority (explain)? No

10 c. Why is the grant money needed for the project, and, if applicable, how will the service be sustained one the grant money is expended?

This round of funding will help local governments become better educated to use and develop full-service web sites from those front pages. It is anticipated that local governments will continue networking with Nebrask@ Online to access software that will allow citizens to transact business on local governmental pages.

Once local governmental officials are trained there will not be a need for continued monetary support.

11. Please describe how this project will enhance the delivery of state agency services or access to those services.

Citizenry will use government web portals if they are customer-centered, and user friendly. Web sites must include easy to find, readable, authoritative, and up-to-date content. Access e-

Government will help local government officials realize what criteria needs to be considered when building a website to make it accessible and convenient for users.

12. Please describe how this project will

- 1.) Improve the efficiency of agency operations;**
- 2.) Facilitate collaboration among state agencies;**
- 3.) Facilitate collaboration among state agencies and other public institutions; and or Support public/private partnerships in the delivery of public services.**

Citizens will be able to access more and more public services, delivered online, anytime, anywhere as governmental entities work toward integration and seamless service through the use of technology. Collaborators on this project are:

- ◆ University of Nebraska Cooperative Extension
- ◆ University of Nebraska Center for Applied Rural Innovation
- ◆ Nebrask@Online
- ◆ Nebraska Secretary of State Office
- ◆ Nebraska Information Technology Commission
- ◆ Technologies Across Nebraska
- ◆ University of Minnesota
- ◆ (Potential Partner) Nebraska Association of County Officials.

13. Contact person for any questions regarding this application

Phyllis Schoenholz, Extension Educator pschoenholz1@unl.edu
University of Nebraska Cooperative Extension
225 North 4th, Hebron, NE

phone - 402-225-2381
fax - 402-768-7213

Signed this 26 day of December, 2002


CARI Director

Technical Panel
of the
Nebraska Information Technology Commission

Project Review

Type of Review: State Records Board Grant Application

Project Title: Access eGovernment

Agency: University of Nebraska

Resolution passed by the Technical Panel on February 12, 2003:

The Technical Panel, having reviewed the grant application entitled "Access eGovernment," finds that:

- There are no technical elements of this project to review.

**NSRB Grant Application
Interactive Licensing – Phase III**

1. Name of agency applying for grant

Chief Information Officer

2. Title or brief description of the project

Interactive Licensing Phase III

3. Grant request amount

\$25,000

4. Will there be a fee for accessing records associated with this project?

Licenses, permits and registrations typically have an associated statutory fee, regardless of whether they are acquired or renewed online or through traditional paper processes. It is anticipated that projects undertaken through this grant will include some type of ongoing payment to Nebraska@ Online from existing fee proceeds. Any such arrangements will be negotiated on a case-by-case basis and presented to the board for approval.

5. If yes, provide any statutory reference or authorization for the fee

Statutory references for specific fee-based payments to Nebraska@ Online will be presented on a case-by-case basis for board approval.

6. Please describe the project in detail

Previous grants have supported pilot efforts by Nebraska@ Online with several agencies to bring 22 license, permit and registration processes online, including credit card payment of associated fees. One goal of these pilot efforts has been to develop standard approaches and modules that can speed development of subsequent online licensing processes. The pilot projects are proving successful in that regard, although some degree of customizing is necessary for each application. This is particularly true when dealing with different agency back-end systems.

The purpose of this grant is to continue work with additional agencies, as well as additional license types for current agency partners such as Health & Human Services. The grant amount for each application is anticipated to be \$2,500, meaning this grant will support ten additional projects. This is a reduction from the current grant amount of \$5,000 per project and the initial amount of \$7,500 per project.

Work on each project will include analysis of the process used by the agency in issuing each license, development of web screens to guide the applicant through the process, integration with the agency back-end system, and integration with the NOL payment portal for credit card or electronic check payment processing. NOL and agency staff will do complete system testing prior to the launch of each application. In some instances, users may be recruited to assist with testing if deemed necessary.

7. Please describe whom the beneficiary or recipient of this service will be and projected activity for access or use of the proposed service

Beneficiaries of the service will include various professions, facilities and other businesses and individuals who are required to obtain a license, permit or registration for a particular activity or service. The licensing process will be made more convenient, faster and more accurate for users. The licensing agency will also benefit from improved efficiency in the licensing process.

8. Estimated timeline for completion

Depending on agency interest and cooperation, and licensing schedules, it is hoped that the additional 10 licensing projects can be completed by the end of 2003.

9. Agency contribution to the project (labor, equipment, etc.)

Agency staff members involved in various licensing processes will be involved in assisting NOL to understand the business rules and requirements for each license type, and testing the system as it is developed. Agency technical staff will be involved in developing specifications for data exchange between NOL and the agency back-end system.

10. A. Has this project every been submitted as a budget request (explain)?

No.

10. B. Does the project require additional statutory authority (explain)?

No.

10. C. Why is the grant money needed for the project, and if applicable, how will the service be sustained once the grant money is expended?

Grant funding for the pilot work in license, permit and registration applications provides some near-term return for NOL while decisions are made regarding the fee-based revenue stream to support the applications in the long term. The grants also support the necessary research and development to put in place many standard modules that can be re-used in subsequent projects. Once this grant is completed, it is expected that the development process will have been streamlined to the point where fee-based revenue will be

sufficient to support ongoing development, maintenance and support of similar applications.

11. Please describe how this project will enhance the delivery of state agency services or access to those services.

E-government services in general enhance the delivery of services by improving convenience, accuracy and speed for the user while introducing efficiencies into the process. These efficiencies include faster turn-around time, elimination or reduction of data entry by agency staff, and improved accuracy of information exchange.

12. Please describe how this project will 1) improve the efficiency of agency operations; 2) facilitate collaboration among state agencies; 3) facilitate collaboration between state agencies and other public institutions; 4) support public/private partnerships in the delivery of public services (you may respond to any or all of these criteria in your answer)

Experience with pilot projects to date indicates that efficiencies are gained through reduction or elimination of follow-up phone calls or regular mail to ensure completeness and accuracy of information exchanged; reduction or elimination of redundant data entry by agency staff; and faster movement of statutory fees into the state treasury due to the electronic payment associated with each application. The ongoing relationship between the Records Board, state agencies and Nebrask@ Online continues the long-standing public/private partnership in bringing e-government services to Nebraskans.

13. Contact person information

Steve Schafer, Chief Information Officer
521 South 14th Street, Suite 200
Lincoln, NE 68508-2707
(402) 471-4385
slschafe@notes.state.ne.us

Technical Panel
of the
Nebraska Information Technology Commission

Project Review

Type of Review: State Records Board Grant Application

Project Title: Interactive Licensing Phase III

Agency: Chief Information Officer

Resolution passed by the Technical Panel on February 12, 2003:

The Technical Panel, having reviewed the grant application entitled "Interactive Licensing Phase III," finds that:

- Based on the completion of previous phases of the project, we believe the applicant possesses the technical ability to complete Phase III.

Subcommittee Report and Executive Summary for RFP SCA-0261 Nebrask@Online Network Manager RFP

The Nebraska State Records Board Request for Proposal Drafting Subcommittee has drafted and approved a request for proposal "RFP SCA-0261" for review by the State Records Board. An executive summary of the RFP SCA-0261 follows.

RFP SCA-0261 is being issued in order to solicit bids from contractor's qualified to manage and operate Nebrask@Online, the state of Nebraska's online information network or gateway. Because of the complexity of the contractual arrangements with various agencies, the subcommittee draft leaves established revenue streams (and the underlying services agreements) in place, but changes the percentage that is retained by the vendor. This accomplishes two objectives identified by the subcommittee, it lowers the "cost" to the state of the core services provided by the network manager, and gives the Records Board both more resources and more direct input into ongoing enhancements to the network.

A summary of major features of the draft follows:

- The contract period is 3 years, with an option for extensions of 2 and 1 additional years for a possible six year term.
- The RFP takes a 90% funding approach. The contractor will be expected to provide, at a minimum, existing services for 90% of the current revenue split. The remaining 10% will be available to be reinvested through specific action by the NSRB. The responding vendors will be required to address the question of what new services they will you provide for the remaining 10%. By way of guidance, information on best practices in other states, as well as Nebraska's E-government Strategic Plan are included in the RFP, but the bidders are expected to articulate their own vision in their response. The 90/10 scenario is intended to encourage contractors to operate efficiently and stress innovation and new services. It is also pointed out in the RFP that this is not a guaranteed payment amount. The 90% is a percentage of the currently contracted revenue split for transaction-based services. The actual amounts will be dependent on transaction volume. For more details on this funding proposal, and what we are requesting be provided for the 90% and for the 10%, see Section IV – J in the attached RFP
- A key element of this RFP is the request for contractors to provide in their response a proposed three-year plan for network services. We are requesting comprehensive information regarding what services they can provide as well as what enhancements to the current portfolio of systems they are proposing. They are also required to provide staffing plans and operating expenses for the three-year period. In addition, they are asked to demonstrate what benefit they bring to the table through their own corporate partnerships and previous contract experiences. A full description of what they are to include in their proposal can be found in Section V of the RFP.
- The schedule of events for this RFP assumes that the RFP will be approved at the March 28th meeting. However, there is room to revise those dates should the full Board require revisions to the document that go beyond what can be accomplished at that meeting.
- For future transaction based agreements the RFP proposes that a tiered approach be adopted. This approach would allow for a larger portion of the split being retained by the network manager

initially, and a smaller portion being retained long term. This model will allow the network manager to recover development costs in the near term and the state to protect revenue streams better in the long term. Since any agreements regarding additional services are yet to be determined and will require the agreement of the state or local agency whose information or services is being offered, these provisions are in the form of guidelines or policy, rather than a specific requirement.

I have attached the RFP for your review. If you have questions on anything in the RFP, or would like clarification, you can contact Beth Boal or Greg Lemon. We are available to answer questions by email, phone or to set up a time to come to your office to discuss. You can contact Beth at bboal@notes.state.ne.us or at 471-7701 and Greg can be reached at glemon@mail.state.ne.us or at 471-2555.

Nebraska@ Online

Project List - March, 2003

Projects Completed									
Agency	Project			Benefit	Sensit.	Complexity	Payment	Staff	Due
Historical Society	Public Records Database Search	A*		Large	Flexible	Very High	Non-Fee	Pfister	12/1/2002
Secretary of State	Rules and Regulations Search	A		Extensive	Flexible	Extremely High	Grant	Bush	12/1/2002
Dept. of Motor Vehicles	DLR Monitoring Upgrade	A		Large	Flexible	Very High	Trans. Fee	Hollingsworth	1/1/2003
State Auditor	Audit/Budget Database 2002 Upgrade	A		Large	Rigid	Moderate	Non-Fee	Pabian	1/1/2003
Military	Tuition Assistance System Upgrades	A		Modest	Flexible	Moderate	Non-Fee	Pabian	1/1/2003
Dept. of Motor Vehicles	Online Drivers Test Upgrade	A		Extensive	Flexible	Very High	Non-Fee	Bush	1/2/2003
Dept. of Revenue	1040NS (Short Form) 2002 Upgrade	A		Extensive	Rigid	Extremely High	Trans. Fee	Pabian	1/15/2003
Health & Human Services	Dentist, Dental Hygienist License Ren.	A		Large	Rigid	High	Grant	Lyons	1/17/2003
Health & Human Services	HIPPA Web Site Re-design	W#		Large	Flexible	Moderate	Non-fee	Brown	1/27/2003
Chief Information Officer	State Employee Portal Design	W		Modest	Flexible	Moderate	Non-Fee	Benes	2/1/2003
Chief Information Officer	Payment Portal	W		Extensive	Flexible	Extremely High	Grant	Pfister/Lyons	2/1/2003
Chief Information Officer	Education Portal - Phase I	W		Extensive	Flexible	High	Grant	Warriner	2/1/2003
Dept. of Admin. Services	NIS search engine for NAS accounts	A		Extensive	Firm	High	Non-Fee	Bush	2/21/2003
Women's Commission	Women's Health Survey	A		Moderate	Flexible	Moderate	Non-Fee	Brown	3/5/2003
Secretary of State	Statehood Day Celebration Site	W		Moderate	Flexible	Moderate	Non-Fee	Brown	3/10/2003
Prof Practices Commission	Web Site Conversion/Training	W		Modest	Flexible	Moderate	Non-Fee	M.Lyons	5/1/2003
Pending Approval									
Agency	Project		Received	Benefit	Sensit.	Complexity	Payment	Staff	Complete Due
Crime Commission	Crime Commission Database	A	01/15/01	Modest	Flexible	Very High	Non-fee	Pabian	99% 3/1/2002
State Auditor	Web Site Upgrade & Training	W	06/01/02	Modest	Flexible	Moderate	Fixed Cost	Warriner	95% 10/1/2002
Courts	JUSTICE	A	01/01/97	Extensive	Flexible	Extremely High	Trans. Fee	Lyons	95% 10/1/2002
Historical Society	Collections database search	A	02/07/03	Large	Flexible	High	Non-Fee	Pfister	95% 4/15/2003

Projects Underway										
Agency	Project		Received	Benefit	Sensit.	Complexity	Payment	Staff	Complete	Due
Wheat Board	Web Site Migration to Zope	W	07/01/02	Modest	Flexible	Moderate	Non-Fee	Brown	75%	12/31/2002
Secretary of State	UCC Filing/Search Upgrades	A	04/20/02	Large	Firm	Extremely High	Trans. Fee	Hollingsworth	95%	12/31/2002
Dept. of Admin. Services	State Employment App. Upgrade	A	07/15/02	Large	Firm	High	Non-Fee	Pabian	75%	1/1/2003
Dept. of Revenue	Income Tax 1040N (Long Form)	A	01/01/02	Extensive	Flexible	Extremely High	Trans. Fee	Pabian	65%	1/1/2003
Secretary of State	Rules & Regulations Tracking	A	05/20/02	Large	Flexible	High	Grant	Bush	90%	1/1/2003
Dept. of Veterans Affairs	Web Site Redesign Assistance	W	10/01/02	Modest	Flexible	High	Non-Fee	Benes	80%	2/1/2003
Women's Commission	Online Conf. Registration & Payment	A	01/24/03	Modest	High	High	Non-Fee	Brown/Lyons	25%	3/30/2003
Health & Human Services	Pharmacy (facility) License Renewal	A	01/29/03	Extensive	Rigid	Very High	Grant	Lyons	50%	3/31/2003
Chief Information Officer	Citizen Portal - Phase I	W	05/20/02	Extensive	Flexible	High	Grant	Warriner	90%	4/1/2003
Engineers & Architects	Web Site Redesign Assistance	W	11/01/02	Modest	Flexible	Moderate	Non-Fee	Benes	50%	4/1/2003
Electrical Division	Web Site Upgrade Assistance & Training	W	03/01/03	Large	High	Moderate	Non-Fee	Lyons	90%	4/1/2003
Counties	Marriage License Application	A	01/01/03	High	High	High	Approp.	Bush	95%	4/1/2003
Nebr. Emergency Mgmt.	Web Site Redesign/Password Section	W	11/12/02	Large	Flexible	Very High	Fixed Cost	Gibbs	10%	5/1/2003
Attorney General	Web Site Redesign Assistance	W	12/01/02	Large	Flexible	Moderate	Non-Fee	M. Lyons	30%	5/1/2003
Dept. of Agriculture	Web Site Redesign/Password Section	W	02/11/03	High	High	High	Fixed Cost	M. Lyons	25%	5/1/2003
Health & Human Services	Medical Nutrition Therapist Lic. Ren.	A	11/01/02	Large	Rigid	High	Grant	Lyons	50%	5/27/2003
Dept. of Admin. Services	Vehicle Checkout Enhancements	A	07/15/02	Modest	Flexible	Moderate	Non-Fee	Hollingsworth	30%	6/1/2003
Dept. of Motor Vehicles	CDL-Third Party Testing Web Site	A	12/17/02	Large	High	High	Fixed Cost	Bush	50%	6/1/2003
Arts Council	Web Site Redesign/Hosting/Training	W	02/07/03	Large	Rigid	High	Fixed Cost	Benes/M.Lyons	10%	6/1/2003
Center for Rural Entrepre.	Web Site Conversion/Hosting/Training	W	01/17/03	Moderate	Flexible	Moderate	Non-Fee	Gibbs	15%	6/1/2003
Dept. of Insurance	Company & Agent databases search	A	02/11/03	Large	High	High	Non-Fee	Bush	0%	6/30/2003
Tax Equalization (TERC)	Web Site Redesign Assistance/Training	W	03/06/03	Moderate	Flexible	Low	Non-Fee	Fitzgerald	0%	7/1/2003
Counties	County Project Phase I	W	07/01/00	Extensive	Flexible	Very High	Approp.	Brown	80%	7/1/2003
Health & Human Services	Physical Therapist License Renewal	A	11/01/02	Large	Rigid	High	Grant	Lyons	25%	7/31/2003
Nebraska Energy Office	Energy Loan Program Automation	A	05/15/00	Modest	Flexible	Very High	Grant	Bush	85%	10/1/2003
Chief Information Officer	Forms Automation	A	03/15/01	Extensive	Flexible	Very High	Grant	All	15%	Ongoing
Counties	County Project Phase II	W	07/01/01	Extensive	Flexible	Extremely High	Approp.	Brown	10%	Ongoing

[illegible]

BUSINESS PLAN

2003



www.nebraska.gov

**ROD ARMSTRONG, GENERAL MANAGER
NEBRASKA@ ONLINE**

**301 SO. 13TH ST., STE. 301
LINCOLN, NE 68508**

PHONE: 402-471-6582

FAX: 402-471-7817

EMAIL: ROD@NOL.ORG

Table of Contents

EXECUTIVE SUMMARY	2
CURRENT CONTEXT OF EGOVERNMENT.....	5
Budget Challenges	5
Efficiency Gains and Cost Savings	5
Internet Use and the Technical Environment	6
State of Nebraska eGovernment Strategy	7
2002 HIGHLIGHTS.....	8
2003 WORK PLAN.....	9
Introduction	9
MAINTENANCE PLAN.....	9
NEW AND ENHANCED SERVICES PLAN	11
Upgrade of the Official State Home Page (<i>State Portal</i>) and Navigation Features	11
Interactive Services Development.....	15
MARKETING PLAN	21
2003 FINANCIAL PLAN	22
2003 NETWORK BUDGET.....	23
BUDGET SUMMARY	24
IN CONCLUSION.....	25
APPENDIX 1 – Nebrask@ Online Software Applications Inventory	26
APPENDIX 2 – Nebrask@ Online Website Hosting	30

EXECUTIVE SUMMARY

Current Context of eGovernment

Current eGovernment initiatives in Nebraska and the United States can be framed within a context highlighted by several key factors. State and local governments throughout the U.S. are facing unprecedented challenges in balancing budgets. Revenue shortfalls are being experienced in 48 states, and difficult choices must be made.

In the meantime, eGovernment services are continuing to prove effective in improving efficiency and saving money for government agencies while providing greater convenience to businesses and citizens. Savings are generally not substantial enough to solve short-term budget problems, but provide a foundation for long-term cost reduction.

Growth continues in use of the internet to obtain information and services, and there is no end in sight to the geometric pace of growth in low-cost computing resources. The State of Nebraska's eGovernment Strategy is designed to capitalize on the opportunities and address the challenges presented by these other factors.

2002 Highlights

2002 saw continued progress in Nebraska's eGovernment efforts, with several milestones for Nebrask@ Online. Nebrask@ Online for Business was launched in May, representing the first of several second-level portals to come online. Several other second-level portals were in development at the end of 2002, including Nebrask@ Online for Education, for State Employees, and for Citizens. A Payment Portal was nearing completion at the end of 2002, and was put into operation in early January.

Several new interactive applications were launched in 2002, including income tax filing and withholding, UCC and corporation image search & retrieval, and several license renewal applications. Final testing was nearing completion at the end of 2002 on a search engine for state agency rules & regulations.

Nebrask@ Online was once again named a finalist in the national Best of the Web contest, the second top-ten finish in as many years. The County eGovernment Initiative received an honorable mention in the contest, and Nebrask@ Online received a President's Award from the Nebraska Association of County Officials for efforts on the project. More than 50 counties are now part of the County eGovernment Initiative, and it is expected more than 60 will be brought online by mid-2003.

2003 Work Plan

Operation and enhancement of the Nebrask@ Online network involves three primary functional areas: maintenance of existing services, networks and other aspects of technical and administrative infrastructure; development of new applications and services; and marketing both existing and new services to various user groups.

In addition to maintaining nearly 160 existing software applications, the network manager is responsible for maintenance and upgrades of the official state portal. Ongoing support for system performance, security and disaster recovery are key components of the 2003 maintenance plan.

The 2003 plan for new and enhanced services is anchored by a proposed upgrade of the official state portal. The last major upgrade occurred in 2000, and some features of the current version are reaching the limits of their utility. NOL plans to continue aggressive support of other initiatives identified in the State of Nebraska E-Government Strategic Plan, including license renewal applications, forms automation, electronic payment processing and other interactive services development.

Another key aspect of Nebrask@ Online services is the development, support and maintenance of a wide range of interactive services for government agencies. The 2003 business plan continues the effort to move government services online. Several planned projects will provide value-added enhancements to the Business, Education and Citizen portals. Other projects have been identified by the agency, NOL or from customer demand.

Several applications may benefit from the use of electronic mail to alert users to events of interest such as meetings, publication of draft rules & regulations, and upcoming license renewal periods. It differs from unsolicited e-mail, or "spam," in that the user explicitly authorizes its use by a registration process. There are numerous potential applications of the technology, and Nebrask@ Online will be evaluating the best approach to set up its use with such applications as the state's Public Meeting Calendar, Rules & Regulations Tracking, and Enhanced Legislative Bill Tracking.

By mid-2003, it is expected that all interested county governments will be online with at least a basic website through the County eGovernment Project. While there will be ongoing maintenance and periodic training requirements for these sites, the project nearly at the point of moving forward into the area of interactive applications. There are several possibilities, including some such as tobacco license renewal forms and online marriage license applications that have been developed and implemented on a limited basis. Further testing and training will be needed to move them into more widespread implementation. Other applications that have generated significant interest include property records searches and online property tax payments.

The 2003 marketing plan is based on continued use of a strategy that has served the network very well to date: establishing and maintaining working agreements with statewide associations. Agencies themselves also contribute to the marketing effort by providing inserts in mailings to their clientele, messages on renewal notices, or in some cases various types of advertising.

With the planned launch of an upgraded state portal in 2003, the "Nebraska.gov" brand will become a primary focus of NOL marketing efforts. The easy-to-remember name will provide a consistent focal point to identify and market a wide range of eGovernment services.

2003 Financial Plan

Network management has, and will continue, to work toward broadening the financial basis of the network through expansion of transaction-based services. Several new services were added in 2002 and several more are anticipated for 2003. However, the market for each of

these new services is relatively small and first-year adoption is generally low. Over time, as more services are added and adoption rates increase, these transaction-based services should provide ongoing growth and increase the percentage of network revenue derived from sources other than drivers' records and Secretary of State services.

NOL, in partnership with state and local government agencies, will continue to suggest ideas for sound investments from the NSRB grant fund. Many of these proposals will involve broad projects with wide-ranging benefits, such as enhancements to the Education and Citizen Portals. Others may involve specific projects for which there is a broad demand, such as search and tracking functions for agency rules & regulations. The proposals will follow NSRB grant guidelines and will demonstrate the benefits of each investment.

From time to time, NOL receives requests from agency partners to undertake projects that are consistent with our mission, but may involve enhanced service such as complete website development or hosting applications developed by third parties. We also periodically encounter agencies that would prefer to pay for services on a basis other than per-transaction. In these instances, we will continue to follow board-approved procedures for interagency agreements.

Conclusion

The Nebrask@ Online network remains sound and robust. Your network manager remains committed to the growth and development of NOL, and we are excited about the prospects for eGovernment in Nebraska. We remain committed to the Principles of the Nebrask@ Online Network Manager as we have previously articulated:

- Ensure the services provided to the State of Nebraska are of the highest quality possible.
- Ensure the reputation and integrity of Nebrask@ Online are above reproach.
- Continually grow Nebrask@ Online market share of customers and services.
- Continually reinvest in improving the content, functionality and performance of the network.
- Work to ensure the profitability, and as a result, the long-term viability of the network manager.

CURRENT CONTEXT OF EGOVERNMENT

Current eGovernment initiatives in Nebraska and the United States can be framed within a context highlighted by several key factors:

- State and local governments throughout the U.S. are facing unprecedented challenges in balancing budgets. Revenue shortfalls are being experienced in 48 states, and difficult choices must be made.
- eGovernment services are continuing to prove effective in improving efficiency and saving money for government agencies while providing greater convenience to businesses and citizens. Savings are generally not substantial enough to solve short-term budget problems, but provide a foundation for long-term cost reduction.
- Growth continues in use of the Internet to obtain information and services, and there is no end in sight to the geometric pace of growth in low-cost computing resources.
- The State of Nebraska's eGovernment Strategy is designed to capitalize on the opportunities and address the challenges presented by these other factors.

Budget Challenges

Elected and appointed officials throughout the country are facing what some consider the most challenging revenue shortfalls in history. Forty-eight state governments must cut budgets or raise revenue in order to make ends meet. The impact often rolls downhill to local governments as well. In Nebraska, a significant portion of the state budget includes aid to cities, counties and schools. Cuts in those programs require local officials to make tough decisions much like their counterparts at the state level.

In many instances, budget difficulties will cause indefinite deferral of technology investments. Recognizing the cost-saving potential of eGovernment, states like Nebraska that use a transaction-based revenue model to support the state portal and network are well-positioned to continue the forward momentum toward comprehensive digital government. Implementing eGovernment initiatives will allow government agencies to stretch resources and continue providing important public services within budgetary constraints.

Efficiency Gains and Cost Savings

The Center for Digital Government and the Council of State Governments cite statistics from several states¹ to demonstrate the possible savings in using the Internet to deliver public services. For example:

- Online vehicle registration renewals in Maine save 50% compared with the conventional process;
- UCC filings in Kansas saved 66% compared with the conventional process;
- Online license lookup and verification in Utah saves 75% compared with the conventional process.

¹ Center for Digital Government & Council of State Governments, Citizen 2020, January 2003.

Cost savings in Nebraska are based more on anecdotal evidence, but it is clear that moving services online provides efficiency gains in many if not most instances. The Department of Revenue estimates cost savings of up to \$2.00 per return for tax filings submitted electronically compared with paper returns. Processing time has been reduced significantly for water well registrations submitted electronically to the Department of Natural Resources compared with paper registrations.

In an environment where government agencies and employees are being constantly pressured to "do more with less," eGovernment provides a documented way to stretch available resources. The level of efficiency gains and cost savings will vary among processes and agencies, but reductions in telephone requests for information, elimination of redundant data entry and improved accuracy provide tangible benefits in nearly every instance.

Internet Use and the Technical Environment

The use of eGovernment is outpacing eCommerce, online banking and online stock trading, and more eGovernment users are visiting state or local sites than federal sites. According to the Center for Digital Government and Council of State Governments², 43% of U.S. citizens now use online government services, an increase of 9% in the past twelve months. Three-fourths of Americans are looking to the Internet to communicate with government and find information in ways that are easy and convenient. 77% of Internet users believe that digital government is a high priority, and surprisingly even two-thirds of non-Internet users place a high priority on digital government.

The availability of low-cost computing power continues to grow rapidly. The networked computer is reaching levels of mass acceptance previously achieved only by television and radio, and in a much shorter period of time. The generation now reaching voting age has grown up in households where personal computers are just another appliance. Improvements in wireless devices such as cellular phones and personal digital assistants (PDAs) create new avenues to deliver web-based content.

Citizen expectations of government will continue to grow as more Americans -- and more Nebraskans -- move to the Internet. Further, these expectations will begin moving beyond access to information and services toward a new type of civic engagement. Not only will citizens expect information and services at their convenience, they are beginning to expect a way to become more engaged in the conversation of public policy.³

The implication for governments is that eGovernment becomes more challenging and difficult. The policy, operational and technological issues grow more complex as the journey continues into the inner workings of government.⁴ Nevertheless, eGovernment is becoming an imperative that governments must pursue in order to maintain and enhance public trust and participation.

² Ibid.

³ Ibid.

⁴ Ibid.

State of Nebraska eGovernment Strategy

The state's eGovernment strategy, first crafted in 2000, provides a roadmap to move Nebraska forward through the obstacles and challenges. Some of the initiatives identified in the strategy are peripheral or outside the scope of the Nebrask@ Online network. But many – particularly those related to citizen-to-government and business-to-government aspects – are currently being addressed or planned as part of the NOL 2003 Business Plan.

Several new initiatives involving NOL are described in a proposed update to the strategic plan that has been endorsed by the State Government Council of the Nebraska Information Technology Commission and is now pending final approval by the NITC. Additional initiatives listed may involve NOL but are not explicitly stated as such. Each of these is addressed in greater detail in the 2003 Work Plan section of the NOL Business Plan:

- 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.
- Work with Nebrask@ Online and county officials to provide the means for online payment of property taxes and other local fees.
- 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.
- Work with Nebrask@ Online, the State Treasurer and local officials to investigate and provide debt sourcing via an online auction format.
- Under sponsorship of the Education Council of the NITC, Nebrask@ Online will work with the Education Council educational institutions to provide enhancements to the Education Portal including but not limited to:
 - Information Technology Training Calendar
 - Searchable database of educational courses, degrees and programs
 - Statewide application for admission to higher education institutions.
- 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.

With the direction set by the eGovernment Strategic Plan, along with guidance and direction from the State Records Board, Nebrask@ Online is positioned to continue making significant contributions toward the progress of eGovernment in Nebraska. In doing so, government agencies will continue to achieve improved efficiencies to assist in dealing with budgetary shortfalls, citizens and businesses will see enhanced service and convenience, and the State of Nebraska will continue to move toward a leadership position throughout the United States. The eGovernment strategy can be viewed online at <http://www.nitc.state.ne.us>.

2002 HIGHLIGHTS

2002 saw continued progress in Nebraska's eGovernment efforts, with several milestones for Nebrask@ Online:

- At the end of December, 2002, there were 2,351 NOL accounts representing 5,864 users. This is an increase of 23.5% in the number of accounts and 25.7% in the number of users from December, 2001. Typically, more than 95% of current accounts renew each year, so continued growth in these numbers is anticipated.
- Nebrask@ Online for Business was launched in May, representing the first of several second-level portals to come online. The Business Portal is intended to provide a virtual one-stop-shop for business-to-government information and services. A database of information on more than 1,200 state government forms is a primary value-added feature of the site. The database can be searched by keyword, agency or industry type. A customizing feature called "My Portfolio" allows the user to create a password-protected area to store forms information and links to interactive services. The site has received more than 1 million hits since its launch.
- As part of the Business Portal initiative, several hundred forms were converted in 2002 from paper or static online format into editable online format. Users can complete the form online and either print and mail or in some cases transmit the form data electronically.
- Several other second-level portals were in development at the end of 2002, including Nebrask@ Online for Education, for State Employees, and for Citizens. All three sites are either in final testing or have been "soft-launched," meaning they are live but have not yet been significantly publicized.
- A Payment Portal was nearing completion at the end of 2002, and was put into operation in early January. The Payment Portal provides a module to handle both credit card and electronic check processing using the state's master credit card and ACH accounts. The module is set up to easily be attached to a variety of interactive applications.
- Nebraska taxpayers were afforded the opportunity to file their individual income tax short form (1040NS) online in 2002. Nearly 7,000 returns were filed during the 2002 tax filing period. The service will be offered again in 2003, with plans to add the state long form (1040N) at some point during the 2003 tax filing period.
- Nebraska businesses may now file income tax withholding returns electronically with the Department of Revenue. This represents another enhancement to the Department's business-related services, which also includes sales tax filing for retail businesses. The Department's eGovernment initiatives contributed to a first-place ranking in the taxation category of the national Digital States Survey in 2002.
- An interactive drivers test was developed for the Department of Motor Vehicles. Using actual questions from the written drivers test, the user can take a practice test (or several) online, with the results automatically scored and correct answers displayed. This site has become one of the most popular of any hosted by NOL.
- New license renewal applications were developed for the Nebraska Racing Commission, and work was initiated on several pilot license renewals for Health & Human Services. Renewals for dentists and dental hygienists were launched in early January, 2003, and a minimum of three additional health license renewals are

planned for later in the year. Previously-launched license renewal and registration systems for several agencies were updated and re-launched for the 2002 renewal period.

- Nebrask@ Online was once again named a finalist in the national Best of the Web contest, the second top-ten finish in as many years. The County eGovernment Initiative received an honorable mention in the contest, and Nebrask@ Online received a President's Award from the Nebraska Association of County Officials for efforts on the project.
- More than 50 counties are now part of the County eGovernment Initiative, and it is expected more than 60 will be brought online by mid-2003. Attention is beginning to turn toward the addition of interactive services that will provide citizens the ability to conduct transactions with local governments across the state.
- Final testing was nearing completion at the end of 2002 on a search engine for state agency rules & regulations. The system will allow users to search all current rules & regs by keyword or by agency. An enhancement to the system that will allow users to track progress on proposed rules & regs as well as providing comments online should be completed by mid-2003.
- Search engines were completed for three databases maintained by the State Fire Marshal. Users can now search for fireworks retailers, fire departments and fire inspectors. An insurance company search engine was also completed for the Department of Insurance, as well as licensee searches for engineers and architects.
- Online image search and retrieval was completed for UCC and Corporation information maintained by the Secretary of State. The systems allow users to locate, view and print document images of various filings and other related documents. Over 70% of requests for image copies are now being provided online.

2003 WORK PLAN

Introduction

Operation and enhancement of the Nebrask@ Online network involves three primary functional areas:

- Maintenance of existing services, networks and other aspects of technical and administrative infrastructure;
- Development of new applications and services;
- Marketing both existing and new services to various user groups.

The 2003 Work Plan is presented along these lines.

MAINTENANCE PLAN

Since the Nebrask@ Online network was launched in 1995, nearly 160 batch or interactive services have been developed. Examples of these services include drivers' record searches, retrieval of corporation information and document images, and various license renewal

processes (a complete listing of existing NOL services appears in Appendix 1). With very few exceptions, all these services – including periodic upgrades – are still in operation and require some degree of ongoing maintenance and support. This includes hosting, security, regular backups, problem resolution, user/agency support, and periodic upgrades.

In addition, NOL staff have assisted in development or provided enhanced development of web sites for 66 state agencies, 53 counties and 14 statewide associations (a listing of current and prior site hosting appears in Appendix 2). Agency and association staff has also been trained to maintain site content. With the exception of enhanced site development services and the county project, these services are supported (subsidized) entirely by network transaction revenues. This includes hosting, security, regular backups, problem resolution and user/agency support, all provided at no direct cost to the agency.

Twenty-one of the batch or interactive services provided through Nebrask@ Online on behalf of various agencies involve statutory fees that are billed for and collected by NOL on a monthly basis. Revenue from all statutory fees is transmitted twice monthly to the state, regardless of whether it has been collected from users.

Management of user accounts and customer support is a very important aspect of the NOL Maintenance Plan. Each account is authorized to have up to ten users assigned to it, and NOL is responsible for authentication of authorized users as well as management of each account. Account management includes keeping an ongoing log of transactions by each user, monthly billing for each account, collection (including assumption of risk for non-payment), and customer support. NOL is authorized by the State Records Board to charge a \$50 annual fee to each account to assist in supporting the account management function.

At the end of December, 2002, there were 2,531 NOL accounts representing 5,864 users. This is an increase of 23.5% in the number of accounts and 25.7% in the number of users from December, 2001. Typically, more than 95% of current accounts renew each year so continued growth in these numbers is anticipated.

Services for which a statutory fee is charged are not limited to account-based services. Nebrask@ Online currently provides 40 services on behalf of agencies for which payment is made via credit card. These are typically services such as license or permit renewals that occur once each year or every two years, and do not lend themselves to establishing a user account. In these instances, NOL sets up a payment processing module in conjunction with each service to handle credit card payments.

Credit card processing is set up under the state's master contract, with processing fees paid by the agency as an operating expense. Legislation enacted in 2002 authorizes state and local government agencies to recover payment processing and online application costs through convenience fees, although no agencies for which NOL provides services currently do so. NOL receives no revenue for payment processing services, although in some instances an agency will pay a board-approved transaction fee for development and maintenance of the online service.

Beginning with dentist and dental hygienist license renewal in January, 2003, credit card and electronic check payment processing will be handled through the Payment Portal financed by a State Records Board grant. The Payment Portal still utilizes master state contracts for credit card and ACH processing, but offers a module that can be easily attached to online service applications whether developed by NOL or others.

NOL's maintenance responsibilities also include the official state portal and the second-level portals (such as Nebrask@ Online for Business) that are or will soon be launched. Typical maintenance tasks include:

- regular testing to ensure that all internal and external links are working properly;
- regular testing to ensure that accessibility standards are being met;
- responding to questions or requests for information that come through various feedback channels;
- maintaining current information in the business forms inventory;
- regular updates to the "New and Featured Sites" section of the main portal;
- system resource management, regular system backups, and network traffic management.

Finally, support for optimal system and network performance, security and disaster recovery provide the foundation for NOL operations. An investment in improved network performance was made in late 2002, with a switch from an indirect frame relay connection to a direct point-to-point network connection to our internet service provider. Plans are in place to install a second point-to-point connection in 2003 to further enhance network capacity and performance. Plans are also in place to add additional storage capacity during 2003.

NOL mission-critical systems are firewall-protected. Due diligence is exercised at all times to maintain and update system security. Systems are backed up to magnetic tape on a nightly, weekly and monthly schedule, with a complete system backup transferred to offsite storage weekly and a tape placed in escrow pursuant to our contract once each month (although the contract only requires tape escrow once per quarter). A backup system is maintained offsite for disaster recovery purposes.

As the Nebrask@ Online network continues to grow, it is essential to direct the necessary resources toward maintenance of that which is in place as well as expansion into new areas. Investment of human and financial resources will continue as needed toward this key area of responsibility.

NEW AND ENHANCED SERVICES PLAN

The 2003 plan for new and enhanced services is anchored by a proposed upgrade of the official state portal. The last major upgrade occurred in 2000, and some features of the current version are reaching the limits of their utility. NOL plans to continue aggressive support of other initiatives identified in the State of Nebraska E-Government Strategic Plan, including license renewal applications, forms automation, electronic payment processing and other interactive services development.

Upgrade of the Official State Home Page (*State Portal*) and Navigation Features

One of the primary responsibilities of Nebrask@ Online is to provide an effective, user-friendly presentation of government information and services. The Official State Home Page (or State Portal) is the primary vehicle for this purpose. The state portal can be accessed at several URLs (or web addresses), including www.nol.org, www.state.ne.us, www.ne.gov, www.nebraska.gov, and Nebraska.gov.

The state portal was last redesigned in 2000. For several reasons, an upgraded design and navigational architecture is needed. This effort will be a key component of the NOL Business Plan for 2003. The following provides a list of key deliverables for this effort, estimated timelines, and required resources.

1. State Home Page/Portal Redesign

Description: This effort is intended to improve the depth and breadth of information access available from a single web page. The current design has served well, but the layout and functionality of the page is reaching its capacity. In other words, there is a need to provide one- or two-click access to more information than the current design can handle. The design upgrade will be approached with several things in mind:

- The new design should leverage the "Nebraska.gov" brand.
- "Economy of design" should be maintained. This refers to a design that presents content with minimal or no need for scrolling. This feature in the current design has contributed to our success in the Best of the Web award program.
- Second-level portals, including Nebrask@ Online for Business, Citizens, Education, and State Employees should be prominently integrated into the new design. More detail on these portals is provided in sections below.
- Other key categories, including agriculture/natural resources, health, safety, and information about Nebraska, should continue to be prominent features.
- Features should be included to provide front-page access to homeland security information, Amber Alerts and other emergency-related information.
- Search capability should be substantially upgraded. This aspect is discussed as a separate deliverable under # 2 below.
- Continued improvements should be made in providing access to the full scope of online services available from state & local governments.
- The new design must be compliant with all pertinent accessibility standards, and must incorporate existing privacy statements, disclaimers, and contact information.
- Best practices from other states and major portals such as Yahoo, Google, and America Online should be reviewed and incorporated where appropriate and practical.

Estimated Timeline:

- Preliminary design and architecture complete and available for review and approval by the NSRB and review by other appropriate groups – May 30, 2003
- Target Launch Date – July 1, 2003.

Resources Required:

- All design and architecture work will be performed using existing NOL resources, no additional funding required.

2. Search Engine Upgrade

Description: Search engines are perhaps the most common way that users seek information on any website. The current search engine presented on the state portal needs to be upgraded. The current engine is an open-source freeware package that "indexes," or searches, all web pages with state URLs. The software was customized by NOL staff for our

purposes (this is an approach used frequently by NOL). It provides a complete search capability, but presentation of results is not up to current search engine standards.

NOL is evaluating other open-source freeware options, and may implement an upgraded solution in early 2003 should an appropriate package be identified. However, consideration may be given to one or more commercial search packages that are being implemented in other states. Google and Ask Jeeves are the two most common search engines being used in state portals. Annual license fees for commercial search engines are considerable, which will be a consideration in determining the most appropriate course of action.

Estimated Timeline: NOL staff will evaluate open source freeware search engines during January, 2003, and will possibly implement a solution if appropriate. Cost information will be gathered on license fees for commercial search engines, and a determination will be made by July, 2003 whether a business case exists for investing in a commercial tool.

Resources Required: Implementation of an open source freeware solution will require some customizing and ongoing maintenance by NOL staff, which will be done within existing NOL resources. Annual license cost information will be compiled by March, and is expected to be at least \$20,000 to \$25,000 per year. Should a determination be made that a commercial search engine is desirable; provisions will need to be made for payment of the annual license cost.

3. Second-Level Portals - Content Presentation

Description: During 2002, work was initiated and/or completed on four second-level portal projects: Nebrask@ Online for Business, for Education, for Citizens, and for State Employees. Each of these can be divided into two parts. The first is best described as content presentation, the second as value-added services. Current or planned value-added services are discussed below. This section will address the content presentation aspect of each second-level portal.

Each second-level portal is designed to integrate smoothly and effectively into the proposed state portal redesign. They will provide a much more detailed and thorough presentation of information and services that can be achieved with the current design of drop-down menus.

Estimated Timelines:

- Nebrask@ Online for Business: Launched in May, 2002, this second-level portal is designed to provide direct access to information and services used by the business community in their dealings with government agencies. The presentation format is generally complete, although the site will be continually enhanced as needed. Current areas of emphasis are continued efforts to market the site through local chambers of commerce and economic development organizations (throughout 2003); automating forms to be completed online (throughout 2003); maintaining the completeness and accuracy of information in the forms inventory (ongoing); and maintaining current business news (ongoing). Other than specific online services (discussed below). Consideration should be given to additional value-added enhancements such as online business registration. Additional details on this topic are provided below.

- Nebrask@ Online for Education: Launch of the content presentation portion of this second-level portal is expected in January, 2003. Potential value-added services are discussed below.
- Nebrask@ Online for Citizens: Launch of the content presentation portion of this second-level portal is expected in April, 2003. Potential value-added services are discussed below.
- Nebrask@ Online for State Employees: Launch of the content presentation portion is expected in March, 2003. NOL is providing the site design and navigation, but value-added services are being handled by DAS Information Management Services, the NIS Project, and other agency initiatives.

Resources Required: Existing grant resources will continue supporting work on completion of content presentation, marketing, and value-added features for the business, education and citizen portals. Ongoing site maintenance for all portals and work on content presentation for the employee portal continue to be supported out of existing NOL resources.

4. Navigation by Topics and Categories

Description: Navigation by category or topic beyond the second-level portals will continue to be an essential part of the portal redesign. While important, these topics do not generally merit the detail of a second-level portal. It is anticipated that the categories shown on the current portal design will continue to be part of the new site, with either redesigned and enhanced second-level navigation page or second-level portals. Consideration will be given, based on best-practices research, to modifying or adding topics or categories:

- Agriculture & Natural Resources (Redesigned/enhanced second-level page)
- Business & Employment (Second-level portal, Nebrask@ Online for Business)
- Citizen Services (Second-level portal, Nebrask@ Online for Citizens)
- Education in Nebraska (Second-level portal, Nebrask@ Online for Education)
- Facts About Nebraska (Redesigned/enhanced second-level page)
- Health & Safety (Redesigned/enhanced second-level page)
- Moving to Nebraska (Redesigned/enhanced second-level page)
- Visiting Nebraska (Redesigned/enhanced second-level page)
- Your Government (Elements will be included in the Citizen and State Employee portals, but this is still likely to remain a category)

Other general topics which are likely to continue to be included:

- Online Services (Various means of entry into database searches, filings and other transactions that can be completed partially or in their entirety online)
- Local Government Sites & Services (currently accessible through state maps or other sources, consideration will be given to alternate ways to direct users to local interactive services)
- New & Featured Sites
- Detour/Road Conditions (Link to Dept. of Roads site)
- Weather Information
- Privacy Policy and Other Site Information
- Public Meeting Calendar
- Subscription Information (Details and agreements for services that require an NOL subscription)

- Account Information (Utility to allow NOL subscribers to manage their account)
- Direct link to Governor Johanns' website
- Contact NOL (Listing of NOL staff members and contact information)
- Ask a Librarian (Direct link to the Nebraska Library Commission's reference staff)
- Text Version/Site Map (text-only version)

Estimated Timeline: This work will be incorporated into the overall portal redesign and be available for review by May 30, 2003 and launch by July 1, 2003.

Resources Required: All work under this section will be accomplished through existing NOL resources, no additional funding is required.

5. Agency Website Development & Support

Description: It continues to be important to provide the option of navigation through the state portal to individual agency websites. NOL will continue to include a directory of agency information, including state employee directory and a list of agency websites, as well as direct links to online services for all agencies. NOL will also continue its practice of providing:

- Website hosting to state agencies at no charge;
- Website development assistance and training at no charge;
- Enhanced website development on a fixed cost basis as agreed to by the agency;
- Third-party application hosting (software applications developed by someone outside NOL) at a fixed monthly cost as agreed to by the agency, or at no charge, depending on the nature of the application.

Estimated Timeline: Navigation to agency websites will be included in the portal redesign, and will be ready for testing by May 30, 2003 and launch by July 1, 2003.

Resources Required: Other than any resources agreed to by individual agencies for enhanced website development or third-party application hosting, all work under this section will be completed within existing NOL resources.

Interactive Services Development

Another key aspect of Nebraska@ Online services is the development, support and maintenance of a wide range of interactive services for government agencies. Beginning with electronic access to drivers' records in 1995, NOL has developed or enhanced nearly 160 interactive services for Nebraska agencies. The majority of these applications were developed at no direct cost to the agency or users (i.e. subsidized by transaction revenue from a smaller number of services).

The benefits from interactive services range from faster, more reliable services for businesses and citizens to improved operational efficiency for government agencies. The 2003 business plan continues the effort to move government services online. Several planned projects will provide value-added enhancements to the Business, Education and Citizen portals. Other projects have been identified by the agency, NOL or from customer demand.

1. Business Portal Enhancements

Description: There are two areas of value-added enhancements to be considered for 2003. First is continuation of the forms automation effort initiated in 2002. Progress on this initiative has been slower than expected, but is accelerating. Funding through the Business Portal Phase II grant will support continuation of this effort through 2003.

The second proposed enhancement is creation of an online business registration system, an initiative being taken in a growing number of states. The initial phase could simply involve improvements in navigation, bringing information and services from various agencies responsible for some aspect of business registration together through Nebrask@ Online for Business. Most notable among these are the Secretary of State, Department of Revenue and Workforce Development.

Further enhancements would involve two steps. First is to ensure that various aspects of business registration (e.g., corporation filing, tax filing, unemployment insurance) are brought online to the greatest extent practical. Second is to evaluate the feasibility of a user-directed system that would guide the user through the various aspects of business registration through a series of questions.

In order to begin even the initial phase of the project, a comprehensive inventory of all services and processes that are part of business registration must be conducted. Then an assessment can be made of services that are not yet online but should be moved online, and a work plan and time frame for each developed. Finally, if a user-directed system is desired, considerable front-end work will be necessary to create the architecture so that each user is directed to the proper place(s).

Estimated Timelines: Forms automation work is underway and will continue throughout 2003 under the Business Portal Phase II grant. Cooperation and involvement from multiple agencies will be necessary to pursue the online business registration initiative, and should the concept be pursued the initial phase (inventory and navigation to existing business registration information and services) should reasonably be completed by the end of 2003. The timeline for bringing individual services online, and development of the user-directed registration system, is dependent upon agency decisions and the complexity of system design.

Resource Requirements: Support for continuation of forms automation will be provided from the existing Business Portal Phase II grant. Depending on the nature of business registration services to be brought online, the possibility exists of establishing transaction-based funding. The State Records Board may want to consider grant funding should development of a user-directed business registration system be deemed desirable.

2. Citizen Portal Enhancements

Description: Value-added enhancements for Nebrask@ Online for Citizens will center around new and better ways for people to stay informed, engage themselves in the democratic process, and obtain the services they need. General areas of emphasis include voter registration and elections, legislative and regulatory information, and licenses/permits.

The rules & regulations search and tracking systems are nearing completion, and should be launched in early- to mid-2003. These systems will provide citizens with the tools to easily

search and retrieve state regulations, and also to track and comment on proposed rules before their adoption. A grant from the State Records Board has supported NOL's work in developing these systems.

Preliminary discussions have taken place with legislative staff members concerning enhanced services for legislative information. The concept will need to be reviewed and approved by the Legislature's Executive Board prior to development. Features may include the ability to track multiple legislative bills from one location (similar to the "My Portfolio" feature of Nebrask@ Online for Business), and the use of e-mail "push" technology to keep interested citizens informed about legislative developments. Further details on push technology are provided below.

For several years, Nebrask@ Online has worked with the Secretary of State's office and various county officials to post local and statewide election results to the web. This has proven to be a very popular service for both primary and general elections. Several members of the news media use the Secretary of State's site for obtaining up-to-date election results for election night reporting, and both media and citizens use county websites to obtain local results. It may be desirable to consider additional enhancements to the Citizen Portal for other aspects of election and voter registration in cooperation with the Secretary of State's office.

Two primary value-added features of the citizen portal will be renewal processes for vehicle registrations and drivers licenses. Implementation of these processes is awaiting completion of a database of insured motorists (for vehicle registrations) and implementation of the digital driver's license system. Depending on progress with these efforts, preliminary work may begin in late 2003 or early 2004.

Estimated Timelines & Required Resources:

- The rules & regulations search function should be launched by March, 2003, with the tracking system following within the next few months. Support for this project is provided by an existing State Records Board grant.
- Enhanced legislative services are dependent upon review and approval by the Legislature's Executive Board. The board may want to consider whether a charge should be imposed for users of the enhanced services, or if development and ongoing support should be financed internally. Depending on their wishes, a State Records Board grant may be sought to support development work, with some negotiated maintenance fees a possibility.
- The timing and resource requirements of any enhancements to voter registration/election capabilities are dependent upon the nature of any enhancements as determined by the Secretary of State.
- Implementation of vehicle registration and drivers license renewal processes are awaiting completion of a database of insured motorists (for vehicle registrations) and implementation of the digital driver's license system. Depending on progress with these efforts, preliminary work may begin in late 2003 or early 2004. Consideration will be given to financing the development and maintenance of these systems through transaction revenue.

3. Education Portal Enhancements

Description: Several value-added enhancements for Nebrask@ Online for Education have been considered and ranked by the Education Council of the Nebraska Information Technology Commission. Among those initiatives highly recommended are:

- A web calendar/search engine for ad hoc (i.e. not part of a degree program or curriculum) information technology training opportunities for citizens and educators. This may be an adaptation of the current Public Meeting Calendar or a similar system, Nebraska TrainingLink, operated by the Department of Labor;
- Online licensing of education professionals, including teacher and administrator certification or re-certification. This is a responsibility of the Department of Education and they are pursuing development of a system internally;
- Searchable database of Nebraska college/university course and program offerings.

Other possible value-added initiatives ranked as "recommended" by the Education Council include:

- A single web-enabled application for admission to institutions of higher education in Nebraska;
- A legislative bill tracking system for school personnel. This could be similar or identical to the enhanced bill-tracking concept proposed as part of the Citizen Portal;
- An initiative to web-enable school board agendas, minutes, meeting documents across the state.

Estimated Timelines and Required Resources:

- Implementation of the web calendar/search engine for training opportunities will depend on the capability of existing tools such as Nebraska TrainingLink to provide the desired functionality. Providing a link from the Education Portal to a site such as Nebraska TrainingLink could be accomplished quickly and easily. If another tool is needed, such as an adaptation of the public meeting calendar, time and resources will be necessary to develop the new functionality, administer access to post training opportunities, and promote the site among training providers. A determination should be made by May 1 as to the most feasible approach, with launch dependent upon the strategy selected. Financial resources can be provided through the existing Education Portal grant from the State Records Board.
- Online licensing of education professionals is dependent upon the time frame and approach to be used by the Department of Education.
- Development of a search engine for course and program offerings will not require substantial time or resources and can be accommodated within the existing Education Portal grant. The largest challenge with this initiative is populating the database, which will require participation by Nebraska higher education institutions. Guidance will be sought from the NITC Education Council about the best approach and time frames for this initiative.
- Development of a single web-enabled application for admission to higher education institutions is not difficult from a technical standpoint. However, it will require agreement among institutions regarding the information to be requested on the application form. Challenges may also arise if various institutions are interested in

integrating the information obtained through the application into their own systems. Guidance will be sought from the NITC Education Council regarding this initiative.

- The legislative bill-tracking capability for school personnel will be evaluated in conjunction with a similar initiative associated with the Citizen Portal. It is likely that a single solution can be provided to meet both needs. Details on this initiative are included in the section about Citizen Portal value-added services.
- Web-enabling school board agendas, meeting minutes and documents will require guidance from the NITC Education Council and organizations such as the Nebraska Association of School Boards. It is conceivable that the process could be approached in a manner similar to the County Project, with limited hosting (school board materials only) and training provided by NOL. Many school districts have websites hosted by the district themselves, an Educational Service Unit or other hosting organization, and one option is to train board staff to upload the information to existing sites. It is likely that different training approaches will be necessary depending on the capabilities or limitations of the site host. A more consistent approach could be provided by the limited central hosting of school board materials by NOL, with links provided to and from the primary school website. Timelines and resource requirements will depend on the approach taken to this initiative.

4. Interactive License Renewals

Description: Nebraska@ Online has developed and launched several interactive license renewals in the past three years, including electricians, food permits, real estate professionals, engineers and architects. In an effort to promote optimal standardizing of the approach to online license renewals across the enterprise, the State Records Board approved a grant for five pilot license renewals during 2003 for Health & Human Services. The first two of these, dentist and dental hygienist license renewals, will be operational by mid-January, 2003. The remaining three licenses are spread out throughout the year, based on their annual renewal periods.

In order to further accelerate the implementation of online license renewals, the State Records Board may want to consider directing additional grant resources toward the effort. In many instances, agreement on some type of ongoing transaction revenue or other support for system maintenance may be sought in addition to the grants. This approach provides NOL with some near-term return, while reducing the cost of ongoing support and maintenance. Absent the investment of grant resources, ongoing support and maintenance costs would be higher.

Estimated Timelines:

- Dentist license renewal launch – January, 2003
- Dental Hygienist license renewal launch – January, 2003
- Pharmacy license renewal launch – April, 2003
- Medical Nutrition Therapist license renewal launch – June, 2003
- Physical Therapist license renewal launch – August, 2003
- Additional launches dependent upon renewal periods and agency interest

Resource Requirements:

The five health license renewal pilots are being financed by a State Records Board grant. It is anticipated that some arrangement for financing ongoing maintenance (transaction-

based, fixed monthly, or some combination) will be put in place during 2004. The State Records Board may want to consider a similar arrangement for additional license renewals, whether for HHS or other agencies. Agreements may be sought for some type of transaction-based financing for ongoing maintenance and enhancements.

5. Other Interactive Applications

Description: Numerous additional interactive applications are tentatively planned for development and launch during 2003. Timing of development and deployment will depend in part on interest from agencies and potential users. Several of the possible projects have been discussed in general terms with agencies. Others are ideas that may develop into projects as agency interest is determined. Possibilities include court record and criminal history searches, message plate ordering, additional license renewal applications, UCC amendment and EFS filings, and corporation filings.

Services that will provide credit card or electronic check payment will drive increased use of the payment portal. In addition to state agency applications, other possible uses can be made of the payment portal. Local government tax and fee payments, tuition and other education-related payments, and possibly the movement of money between state and local governments are all possibilities.

6. E-Mail Push Technology

Description: E-mail push refers to the use of electronic mail to alert users to events of interest such as meetings, publication of draft rules & regulations, and upcoming license renewal periods. It differs from unsolicited e-mail, or "spam," in that the user explicitly authorizes its use by a registration process. There are numerous potential applications of the technology, and Nebraska@ Online will be evaluating the best approach to set up its use with such applications as the state's Public Meeting Calendar, Rules & Regulations Tracking, and Enhanced Legislative Bill Tracking.

Estimated Timelines: The use of e-mail push technology will be pursued in conjunction with other initiatives such as enhancements to the Citizen Portal and Education Portal, and the time frames will correspond to those efforts:

Resource Requirements: Work on development and implementation of e-mail push technology may be included as part of the proposed resource allocation for portal enhancements.

7. County/Local Government Services

Description: By mid-2003, it is expected that all interested county governments will be online with at least a basic website through the County eGovernment Project. While there will be ongoing maintenance and periodic training requirements for these sites, the project is nearly at the point of moving forward into the area of interactive applications. There are several possibilities, such as tobacco license renewal forms and online marriage license applications that have been developed and implemented on a limited basis. Further testing and training will be needed to move them into more widespread implementation. Other applications that have generated significant interest include property records searches and online property tax payments.

Property records searches will involve working with organizations and entities that currently provide "back end" systems, or the databases that store property records. Initial conversations have taken place, and several issues have been identified. One company that provides back-end systems for several counties has developed a web-based search capability but there is cost issues involved in bringing it into broad use. In other instances, counties have not yet automated many of their property records. NOL will continue to explore ways to cost-effectively provide solutions for property records searches in participating counties.

Payment of property taxes online is occurring in several Kansas counties and statewide in Iowa. NOL will be learning the details of these applications and bringing forward proposals to implement a similar approach in project counties. The availability of low-cost electronic check capability makes this a more feasible effort than if payment options were limited to credit cards with associated fees.

Estimated Timelines: Given the timing of property tax payments, it is likely that efforts in 2003 will be limited to planning and development of prototypes, with the possibility of launch in 2004. Resolving issues related to property records search may also require effort throughout 2003, although more accelerated implementation will be the goal. Online marriage license applications and other existing interactive applications will be expanded to additional counties throughout 2003.

Required Resources: Efforts on the County eGovernment Project will continue to be supported by an appropriation of funds transferred from the UCC Cash Fund.

MARKETING PLAN

Success of the transaction-based revenue model used to support the Nebrask@ Online network requires that interactive services be used. If the services are not used, the network does not generate the revenue necessary for ongoing support and growth. As a result, the network manager assumes some responsibility for marketing the availability of various interactive services.

The 2003 marketing plan is based on continued use of a strategy that has served the network very well to date: establishing and maintaining working agreements with statewide associations. The nature of eGovernment services is such that the user base for most services is represented by a statewide association of some type. The longest-standing such relationship in Nebraska is the working relationship between NOL and the Nebraska Bankers Association, which dates back to 1997. NOL currently has agreements in place with eleven statewide associations, listed in Appendix 2.

Association agreements are best described as barter arrangements. NOL typically offers to host the association website, assist with site development and train association staff on maintenance at no charge to the association. In return, the association agrees to publicize NOL services of interest to their membership through mailings, newsletter articles, and presentations at association events.

Agencies themselves also contribute to the marketing effort by providing inserts in mailings to their clientele, messages on renewal notices, or in some cases various types of advertising. From time to time, NOL will also invest in targeted advertising, promotional flyers, direct mail

or other more traditional marketing techniques. Periodically, NOL staff will operate a display booth at conferences and events, both those offered by our association partners as well as more general events such as the Buy the Big 'O' Show in Omaha.

Promotional brochures, information kits and other print materials are maintained for use as handouts at conferences, or mailed to individuals or companies requesting account information. Consideration is being given to electronic media such as compact disks as a supplement to printed materials.

With the planned launch of an upgraded state portal in 2003, the "Nebraska.gov" brand will become a primary focus of NOL marketing efforts. The easy-to-remember name will provide a consistent focal point to identify and market a wide range of eGovernment services.

2003 FINANCIAL PLAN

Since 1995, the growth and development of the Nebrask@ Online network has relied almost exclusively on transaction-based revenue. Sometimes referred to as a "self-funding" or "transaction-based" revenue model, the network manager will normally develop an interactive service with no up-front payment from the government partner. The network manager recovers the development cost and retains a reasonable profit over time from transaction fees that must be approved by the NSRB and ultimately the Legislature.

This approach has worked extremely well in creating a relatively stable revenue foundation for network growth and maintenance. It has provided sufficient revenue to support a considerable amount of subsidized work at no direct cost to the government partner or the user. This has worked well for smaller, relatively straightforward projects such as single-table database searches.

The success of the transaction-based model, and its greatest risk, lies in its dependence on a relatively small number of large-volume services for support. Far and away the largest of these is electronic access to drivers' records, which provides more than 70% of network revenue. Another 10-15% of network revenue is derived from various services offered on behalf of the Secretary of State. All other revenue sources combined provide less than 15% of network revenue.

Network management has, and will continue, to work toward broadening the financial basis of the network through expansion of transaction-based services. Several new services were added in 2002 and several more are anticipated for 2003. However, the market for each of these new services is relatively small and first-year adoption is generally low. Over time, as more services are added and adoption rates increase, these transaction-based services should provide ongoing growth and increase the percentage of network revenue derived from sources other than drivers' records and Secretary of State services.

NOL, in partnership with state and local government agencies, will continue to suggest ideas for sound investments from the NSRB grant fund. Many of these proposals will involve broad projects with wide-ranging benefits, such as enhancements to the Education and Citizen Portals. Others may involve specific projects for which there is a broad demand, such as search and tracking functions for agency rules & regulations. The proposals will follow NSRB grant guidelines and will demonstrate the benefits of each investment.

From time to time, NOL receives requests from agency partners to undertake projects that are consistent with our mission, but may involve enhanced service such as complete website development or hosting applications developed by third parties. We also periodically encounter agencies that would prefer to pay for services on a basis other than per-transaction. In these instances, we will continue to follow board-approved procedures for interagency agreements.

Summary of 2003 Action Items:

1. **Monitor primary network transaction-based revenue sources to identify any trends that may impact the financial health of the network.**
2. **Negotiate transaction-based revenue agreements as appropriate with agency partners and bring them to the NSRB for consideration.**
3. **Negotiate interagency agreements for non-transaction projects and follow board-established procedures for approval.**
4. **Continue working with agency partners to bring proposals for investment of NSRB grant funds forward for consideration.**

2003 NETWORK BUDGET

Budgeted network revenue for 2003 is based on:

- Very modest growth in base revenue sources (revenue from DMV and Secretary of State services);
- Addition of several small-volume transaction-based revenue sources;
- Cash fund appropriations to support continued implementation of the county e-government project;
- Investment of NSRB grant funds for high-impact projects with no direct transaction revenue opportunity;
- A small number of fixed-cost projects negotiated with agency partners.

Gross Revenue (all revenue collected by NOL on behalf of government partners, any grant, appropriated or fixed-cost funds paid to NOL, and NOL's portion of transaction-based services where there is no fee or the agency collects the revenue directly via credit card) is expected to grow by 5% to just under \$3.9 million. Cost of Revenue (which includes the state's portion of any fees collected, communications and data processing costs) is also expected to grow by about 5% to just over \$2.5 million. This leaves growth of Gross Profit (profit before operating expenses) at about 5%, or a total of nearly \$1.4 million.

It should be noted that Gross Profit is the total on which Nebraska Interactive's monthly profit share with the State Records Board is calculated. Under the current contract, each month Nebraska Interactive returns 4.5% of the first \$89,900 in gross profit and 2% of any amount above that to the Records Board Cash Fund. For 2002, NII returned \$54,495 under this arrangement, and has returned nearly \$365,000 since assuming network management responsibilities in 1995.

The concept behind the profit sharing arrangement was to have the network manager contribute to an investment pool that can be allocated by the State Records Board for network or other eGovernment enhancements. The fund is also supplemented by \$1.00 from drivers license record requests that are not processed through NOL. Any grant funds allocated to Nebraska@ Online are counted as network revenue and cycled back through the profit-sharing formula.

Nebraska Interactive continues to invest in a growing team of technical, marketing and management professionals to enhance the network and move e-government forward in Nebraska. We currently employ eleven full-time staff members (up from 10 one year ago), four part-time staff members (up from 2 one year ago), and a variety of paid or volunteer interns from time to time.

This includes 6 full-time developers (programmers), three full-time marketing professionals/project managers, the General Manager and Administrative Assistant. In addition to administrative management, the GM and AA assist with customer relations, marketing and project management responsibilities.

We offer a competitive salary and benefits package to our employees. Annual salary adjustments will increase expenses in the personal services area throughout the year. We manage other operating costs to maintain quality service while ensuring a fair return to our shareholders. Overall, our operating budget for 2003 is expected to grow nearly 5% over 2002 levels. This leaves bottom-line growth (net income after operating expenses and taxes) just over 7%, or \$154,654.

BUDGET SUMMARY

Category	2002 Actual	2002 Budget	2003 Budget
Gross Revenue	\$3,711,202.00	\$3,700,881.00	\$3,896,764.00
Cost of Revenue - Paid to State	\$2,342,322.00	\$2,397,433.00	\$2,400,081.00
Cost of Revenue - Other	\$47,262.00	\$81,000.00	\$108,990.00
Total Cost of Revenue	\$2,389,594.00	\$2,478,433.00	\$2,509,071.00
Gross Profit	\$1,321,608.00	\$1,222,448.00	\$1,387,693.00
Operating Expenses	\$1,090,712.00	\$1,104,045.00	\$1,139,576.00
Operating Income (Loss)	\$230,896.00	\$118,403.00	\$248,117.00
Other Income (Expense)	\$4,614.00	\$20,000.00	\$5,000.00
Net Pre-Tax Income	\$235,510.00	\$138,423.00	\$253,117.00
Provision for Income Tax	\$91,672.00	\$50,248.00	\$98,463.00
Net After-Tax Income	\$143,838.00	\$88,155.00	\$154,654.00

IN CONCLUSION . . .

The Nebrask@ Online network remains sound and robust. Your network manager remains committed to the growth and development of NOL, and we are excited about the prospects for eGovernment in Nebraska. We remain committed to the Principles of the Nebrask@ Online Network Manager as we have previously articulated:

- Ensure the services provided to the State of Nebraska are of the highest quality possible.
- Ensure the reputation and integrity of Nebrask@ Online are above reproach.
- Continually grow Nebrask@ Online market share of customers and services.
- Continually reinvest in improving the content, functionality and performance of the network.
- Work to ensure the profitability, and as a result, the long-term viability of the network manager.

Appendix 1

Nebraska@ Online Software Applications Inventory

January 2003

APPLICATION	AGENCY
Abstracter Licensee Database Search & Retrieval	ABSTRACTORS
Abstracters Website design	ABSTRACTORS
Abstracting Companies Database Search & Retrieval	ABSTRACTORS
Campaign Contribution Database Search & Retrieval	ACCOUNTABILITY & DISCLOSURE COMM
Awarded State Contracts Database Search & Retrieval	ADM SERVICES, DEPT OF
Bid Tabulations Database Search & Retrieval	ADM SERVICES, DEPT OF
DAS Home Page Script Menus	ADM SERVICES, DEPT OF
Nebraska Geospatial Data Clearinghouse	ADM SERVICES, DEPT OF
Online State Employment Application	ADM SERVICES, DEPT OF
Online State Vehicle Checkout & Management System	ADM SERVICES, DEPT OF
Public Web Access Database Search & Retrieval	ADM SERVICES, DEPT OF
Public Web Access Database Search & Retrieval Upgrade	ADM SERVICES, DEPT OF
State Employee Suggestion Program	ADM SERVICES, DEPT OF
Food Establishment Permit Renewal	AGRICULTURE, DEPT OF
Food Establishment Permit Renewal Update (1)	AGRICULTURE, DEPT OF
Pesticide License Registration	AGRICULTURE, DEPT OF
Pesticide Registration Update (1)	AGRICULTURE, DEPT OF
Interactive Complaint Forms (not in service)	ATTORNEY GENERAL
Auditor of Public Accounts Website Design	AUDITOR OF PUBLIC ACCOUNTS
City Budget Information Database Search & Retrieval	AUDITOR OF PUBLIC ACCOUNTS
City Budget Database Search Update (1)	AUDITOR OF PUBLIC ACCOUNTS
City Budget Database Search Update (2)	AUDITOR OF PUBLIC ACCOUNTS
Complaint Database Search & Retrieval	AUDITOR OF PUBLIC ACCOUNTS
Mortgage Bankers Database Search & Retrieval	BANKING & FINANCE, DEPT OF
NDBF Actions & Orders Database Search & Retrieval	BANKING & FINANCE, DEPT OF
NDBF Securities Database Search & Retrieval	BANKING & FINANCE, DEPT OF
Available Brands List	BRAND COMMITTEE, NEBRASKA
Brand Database Search & Retrieval	BRAND COMMITTEE, NEBRASKA
Brand Database Search & Retrieval Upgrade (1)	BRAND COMMITTEE, NEBRASKA
Business Portal Forms Inventory Database	CHIEF INFORMATION OFFICER
Business Portal Forms Inventory Edit Tool	CHIEF INFORMATION OFFICER
Nebraska State Agency Activities Calendar	CHIEF INFORMATION OFFICER
Nebraska State Agency Activities Calendar Update	CHIEF INFORMATION OFFICER
Online Business Survey	CHIEF INFORMATION OFFICER
Business Portal Forms Inventory Search & Retrieval	CHIEF INFORMATION OFFICER
Court Hearing Scheduler	DISTRICT COURTS
Electricians License Renewals	ELECTRICAL BOARD
Electricians License Renewals Update	ELECTRICAL BOARD
Multistate Reciprocity System	ELECTRICAL BOARD
Engineers & Architects License Renewals	ENGINEERS & ARCHITECTS
Engineers & Architects License Renewals Update	ENGINEERS & ARCHITECTS
Fire Alarm Inspectors Search	FIRE MARSHAL, STATE
Fire Chief Lookup	FIRE MARSHAL, STATE
Fireworks Search	FIRE MARSHAL, STATE
Birth Certificate Online Order Form	HEALTH & HUMAN SERVICES

Dental Hygienist License Renewals	HEALTH & HUMAN SERVICES
Dentist License Renewals	HEALTH & HUMAN SERVICES
Online Meeting Registration Form	HEARING IMPAIRED, COMM OF THE
Insurance Company Directory	INSURANCE, DEPT OF
State Statutes Search	LIBRARY COMMISSION, NEBRASKA
NEMA Directors Search	MILITARY DEPARTMENT
Tuition Reimbursement Database Search & Retrieval	MILITARY DEPARTMENT
Drivers License Record Batch Search & Retrieval	MOTOR VEHICLES, DEPT OF
Drivers License Record Full History Interactive Search & Retrieval	MOTOR VEHICLES, DEPT OF
Drivers License Record Interactive Search & Retrieval	MOTOR VEHICLES, DEPT OF
Drivers License Record Interactive Search & Retrieval Upgrade	MOTOR VEHICLES, DEPT OF
Drivers License Record Monitoring Service	MOTOR VEHICLES, DEPT OF
Drivers License Record Point-To-Point Search & Retrieval	MOTOR VEHICLES, DEPT OF
Interactive Drivers License Practice Test	MOTOR VEHICLES, DEPT OF
License Plate Design Contest - Online Voting	MOTOR VEHICLES, DEPT OF
Message License Plate Availability Search	MOTOR VEHICLES, DEPT OF
Telework Data Entry System (not in service)	MOTOR VEHICLES, DEPT OF
Title, Lien & Registration Interactive Search & Retrieval	MOTOR VEHICLES, DEPT OF
Title, Lien & Registration Special Request Search & Retrieval	MOTOR VEHICLES, DEPT OF
Property Assessor Survey	PROPERTY ASSESSMENT & TAXATION
Licensed CPA & Accounting Firm Database Search & Retrieval	PUBLIC ACCOUNTANCY
Acknowledgement of Personal Jurisdiction	REAL ESTATE COMMISSION
Acknowledgement of Subdividers Representing Broker	REAL ESTATE COMMISSION
Acknowledgement of Timeshare Developers Representing Broker	REAL ESTATE COMMISSION
Active Broker License Renewal	REAL ESTATE COMMISSION
Active Broker Renewal Update (2002 Filing Year)	REAL ESTATE COMMISSION
Active Salesperson License Renewal	REAL ESTATE COMMISSION
Active Salesperson Renewal Update (2002 Filing Year)	REAL ESTATE COMMISSION
Application for Membership in a Negotiated Rulemaking Committee (Interest inadequate rep)	REAL ESTATE COMMISSION
Application for Membership on the Negotiated Rulemaking Committee	REAL ESTATE COMMISSION
Application for Registration as a Professional Corporation	REAL ESTATE COMMISSION
Application for Registration as an LLC	REAL ESTATE COMMISSION
Associate Broker License Renewal	REAL ESTATE COMMISSION
Associate Broker License Renewal Update (2002 Filing Year)	REAL ESTATE COMMISSION
Branch Office License Application	REAL ESTATE COMMISSION
Branch Office License Renewal	REAL ESTATE COMMISSION
Branch Renewal Update (2002 Filing Year)	REAL ESTATE COMMISSION
Broker Examination Retake Application	REAL ESTATE COMMISSION
Corporation Subordination Resolution	REAL ESTATE COMMISSION
Errors & Omissions Certificate of Equivalent Coverage Form	REAL ESTATE COMMISSION
Inactive Broker License Renewal Application	REAL ESTATE COMMISSION
Inactive Broker Renewal Update (2002 Filing Year)	REAL ESTATE COMMISSION
Inactive Salesperson License Renewal Application	REAL ESTATE COMMISSION
Inactive Salesperson Renewal Update (2002 Filing Year)	REAL ESTATE COMMISSION
License Law Manual Order Form	REAL ESTATE COMMISSION
Limited Liability Company Subordination Resolution	REAL ESTATE COMMISSION
Nomination for Membership in a Negotiated Rulemaking Committee (Interest inadequate rep)	REAL ESTATE COMMISSION
Nomination for Membership on the Negotiated Rulemaking Committee	REAL ESTATE COMMISSION
Partnership Subordination Resolution	REAL ESTATE COMMISSION
Petition for Negotiated Rule Making	REAL ESTATE COMMISSION

Real Estate Licensee Database Search & Retrieval	REAL ESTATE COMMISSION
Real Estate Re-Instatement Application	REAL ESTATE COMMISSION
Real Estate Salesperson Examination Retake Application	REAL ESTATE COMMISSION
Roster/Mailing Label Order Form	REAL ESTATE COMMISSION
Roster/Mailing Label Order Form Upgrade	REAL ESTATE COMMISSION
Service Satisfaction Survey	REAL ESTATE COMMISSION
Subdividers Designation of Representing Broker	REAL ESTATE COMMISSION
Survey to Address the Presumption	REAL ESTATE COMMISSION
Timeshare Developers Designation of Representing Broker	REAL ESTATE COMMISSION
Trust Account Manual Order Form	REAL ESTATE COMMISSION
1040N	REVENUE, DEPT OF
1040NS	REVENUE, DEPT OF
1040NS Upgrade(1)	REVENUE, DEPT OF
Income Tax Refund Status Report	REVENUE, DEPT OF
Motor Fuel Tax EDI Filings	REVENUE, DEPT OF
Motor Fuels Active Licensee Search	REVENUE, DEPT OF
Motor Fuels Active Retailer Search	REVENUE, DEPT OF
Motor Fuels Canceled License Search	REVENUE, DEPT OF
Motor Fuels Form 74 Filings	REVENUE, DEPT OF
Motor Fuels Form 80 Filings	REVENUE, DEPT OF
Motor Fuels Form 86 Filings	REVENUE, DEPT OF
Sales & Use Tax Filings	REVENUE, DEPT OF
Sales Tax Permit Search & Retrieval	REVENUE, DEPT OF
Income Tax Withholding Filings	REVENUE, DEPT OF
Rural Development Database Search	RURAL DEVELOPMENT COMMISSION
Collection Agency License Renewal	SECRETARY OF STATE
Corporate Image Searches	SECRETARY OF STATE
Corporate Letters Of Good Standing	SECRETARY OF STATE
Corporate Records Interactive Search & Retrieval	SECRETARY OF STATE
Corporate Interactive Search & Retrieval Upgrade	SECRETARY OF STATE
Corporation Batch Search & Retrieval	SECRETARY OF STATE
Corporation Special Request Search & Retrieval	SECRETARY OF STATE
County Website Templates	SECRETARY OF STATE
EFS Interactive Search & Retrieval	SECRETARY OF STATE
Nebrask@ Online Portal Web Site	SECRETARY OF STATE
Nebrask@ Online Portal Upgrade (1)	SECRETARY OF STATE
Nebrask@ Online Portal Upgrade (2)	SECRETARY OF STATE
Online Meeting Registration Form	SECRETARY OF STATE
Registered Buyers Quarterly Report (not in service)	SECRETARY OF STATE
Registered Buyers Quarterly Report Update (not in service)	SECRETARY OF STATE
UCC Batch Search & Retrieval	SECRETARY OF STATE
UCC Interactive Batch Refilings	SECRETARY OF STATE
UCC Interactive Continuation Filings	SECRETARY OF STATE
UCC Interactive Continuation Filings Upgrade(1)	SECRETARY OF STATE
UCC Interactive Continuation Filings Upgrade(2)	SECRETARY OF STATE
UCC Interactive Original Filings	SECRETARY OF STATE
UCC Interactive Original Filings Upgrade (1)	SECRETARY OF STATE
UCC Interactive Search & Retrieval	SECRETARY OF STATE
UCC Interactive Termination Filings	SECRETARY OF STATE
UCC Interactive Termination Filings Upgrade (1)	SECRETARY OF STATE
UCC Interactive Termination Filings Upgrade (2)	SECRETARY OF STATE
UCC Interactive Transition Refilings (not in service)	SECRETARY OF STATE
UCC/EFS Special Request Search & Retrieval	SECRETARY OF STATE
Nebraska Atlas/Plat Book Search	STATE HISTORICAL SOCIETY

Nebraska City/County Directories Search	STATE HISTORICAL SOCIETY
Nebraska Newspaper Index Search	STATE HISTORICAL SOCIETY
Nebraska Telephone Directories Search	STATE HISTORICAL SOCIETY
NSHS Library Catalog Search	STATE HISTORICAL SOCIETY
Trailblazer Magazine Order Form	STATE HISTORICAL SOCIETY
Appeals Court Releases	SUPREME COURT
Appellate Court Calls	SUPREME COURT
Justice Court Case Searches	SUPREME COURT
Justice Court Case Searches Upgrade (1)	SUPREME COURT
Justice Court Case Searches Upgrade (2)	SUPREME COURT
Supreme & Appeals Court Releases Upgrade	SUPREME COURT
Supreme Court Releases	SUPREME COURT
Unclaimed Property Database Search (not in service)	TREASURER, STATE
Unclaimed Property Search Upgrade (not in service)	TREASURER, STATE
Online Computer Course Survey	WOMENS COMMISSION, NEBRASKA
WCC Information & Reporting	WORKERS COMPENSATION COURT

Appendix 2
Nebrask@ Online Website Hosting
January 2003

Counties Hosted

Antelope	Jefferson
Banner	Johnson
Blaine	Keith
Boone	Keya Paha
Box Butte	Kimball
Buffalo - <i>developed a site but no longer host</i>	Knox
Butler	Lincoln
Cedar	Loup
Chase	Nance
Cherry	Nemaha
Cheyenne	Otoe
Colfax	Pawnee
Cuming	Perkins
Custer	Pierce
Dawes	Platte - <i>developed a site but no longer host</i>
Dawson - <i>Clerk of the District Court</i>	Red Willow
Deuel	Richardson
Dixon	Saline
Dodge	Saunders
Frontier	Sherman
Gage	Sioux
Garden	Stanton
Gosper	Valley
Hamilton	Washington
Hitchcock	Webster
Holt	York
Hooker	

Agencies Currently Hosted

Abstracters Board of Examiners
 Accountability and Disclosure Commission
 Department of Administrative Services
 Department of Aeronautics
 State Athletic Commission
 Attorney General
 Auditor of Public Accounts
 Department of Banking and Finance
 Board of Barber Examiners
 Commission for the Blind and Visually Impaired
 Nebraska Brand Committee
 Coordinating Comm for Postsecondary Education
 Nebraska Corn Board
 State Court Administrator
 Crime Commission
 Dairy Industry Development Board
 Commission for the Deaf and Hard of Hearing
 Department of Economic Development
 Board of Educational Lands and Funds
 State Electrical Division
 Nebraska Energy Office
 Nebraska Emergency Management Agency
 Board of Engineers and Architects
 Equal Opportunity Commission
 State Fire Marshal
 Foster Care Review Board
 Board of Geologists
 Governor
 Grain Sorghum Board
 Historical Society
 Commission on Indian Affairs

Commission of Industrial Relations
 Department of Insurance
 Board of Landscape Architects
 Lt. Governor
 Liquor Control Commission
 Mexican American Commission
 Military Department
 Department of Motor Vehicles
 Nebraska Information Technology Commission
 Oil and Gas Conservation Commission
 Pardons Board
 Parole Board
 Power Review Board
 Professional Practices Commission
 Property Assessment and Taxation
 Board of Public Accountancy
 Commission on Public Advocacy
 Public Service Commission
 Racing Commission
 Real Estate Commission
 Department of Revenue
 Rural Development Commission
 Department of Roads
 Secretary of State
 Supreme Court
 Tax Equalization and Review Commission
 Department of Veterans' Affairs
 Volunteer Service Commission
 Nebraska Wheat Board
 Women's Commission
 Workers' Compensation Court

Agencies Previously Hosted

Nebraska Library Commission (*no longer host*)
 Nebraska Lottery (*no longer host*)
 Department of Water Resources (*merged into DNR & hosted there*)
 Nebraska State Patrol (*no longer host*)

Associations Currently Hosted

Nebraska Bankers Association
Nebraska Grain and Feed Association
Nebraska Retail Federation
Nebraska Transportation Providers Association - *in development*
Grain Sorghum Producers Association
Nebraska Agricultural Relations Council
Nebraska Community College Association
Nebraska Chamber of Commerce
Nebraska Association of County Officials
Nebraska Development Network
LEAD Alumni Association

Associations Previously Hosted

Nebraska State Bar Association
Nebraska Continuing Legal Education
Independent Insurance Agents Association