

**NEBRASKA STATE RECORDS BOARD
MEETING: August 18, 2006**

Nebraska State Capitol
Room 1507
Lincoln, NE
August 18, 2006
9:00 A.M.

NOTICE OF PUBLIC MEETING

Notice is hereby given of a public meeting of the Nebraska State Records Board on Tuesday, April 18, 2006, at 9:00 AM in Room 1507 of the State Capitol, Lincoln, Nebraska. The agenda, which is kept continually current, will include Public Hearings on the establishment of fees for the use of Nebraska.gov by the Nebraska Arts Council and the Nebraska State Fire Marshal, and is available at the office of the Secretary of State for public inspection during regular business hours.

#3712652 1x March 17

NEBRASKA STATE RECORDS BOARD

AMENDED AGENDA

Room 1507 State Capitol

April 18, 2006 – 9:00 A.M.

1. CALL TO ORDER, ROLL CALL

2. NOTICE OF HEARING

Public notice of this meeting was given by posting notice in the Lincoln Journal Star on March 17th; on the State of Nebraska's online public meeting calendar; and keeping a current copy of the agenda in the Secretary of State office, listing the date, time and location of the meeting.

3. ADOPTION OF AGENDA

a. **Action Item:** Approval of Agenda

4. APPROVAL OF MINUTES

a. **Action Item:** Approval of March 8, 2006 meeting

5. STATE AGENCY GRANT APPLICATIONS

a. **Action Item:** Real Estate Appraiser Board – Redesign of Website and Appraisers Database – (\$25,000.00)

b. **Action Item:** Webster County Assessor's Office – Webster County Tax Sifter Parcel Search – (\$5,000)

6. REPORTS

a. Records Management Cash Fund Balance

b. **Possible Action Item:** Grant Status Report

1. Cancellation of unused Grant monies

c. Reinvested Revenue Report

7. CHAIRMAN'S REPORT

a. Board Staffing Issues

b. Peer Review Report

8. GENERAL COUNSEL'S REPORT

9. PUBLIC HEARING ON CONTRACT ADDENDA

a. **Action Item:** NAC Addendum Five

b. **Action Item:** NSFM Addendum Two

c. **Action Item:** NSFM Addendum Three

10. NEBRASKA.GOV REPORT'S

a. General Manager's Report

b. **Action Item:** Project Status Report

c. **Action Item:** 2006 Business Plan

11. DATES FOR NEXT MEETING

a. Thursday, July 20th

OR

b. Friday, July 21st

12. ADJOURNMENT

a. **Action Item:** Move to adjourn

NEBRASKA STATE RECORDS BOARD
AGENDA

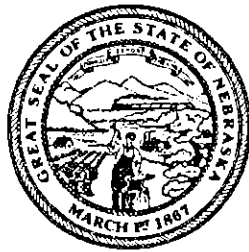
Room 1507 State Capitol
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5. STATE AGENCY GRANT APPLICATIONS
 - a. **Action Item:** Real Estate Appraiser Board – Redesign of Website and Appraisers Database - (\$25,000.00)
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 - a. Records Management Cash Fund Balance
 - b. **Possible Action Item:** Grant Status Report
 1. Cancellation of unused Grant monies
 - c. Reinvested Revenue Report
7. CHAIRMAN'S REPORT
 - a. Board Staffing Issues
 - b. Peer Review Report
8. GENERAL COUNSEL'S REPORT
9. PUBLIC HEARING ON CONTRACT ADDENDA
 - a. **Action Item:** NAC Addendum Five
 - b. **Action Item:** NSFM Addendum Two
 - c. **Action Item:** NSFM Addendum Three
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 - a. General Manager's Report
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- **April**

- **18**

- **2006**



NEBRASKA STATE RECORDS BOARD

MINUTES

Meeting of April 18, 2006

The meeting was called to order by Chairman John Gale at 9:03 A.M. on April 18, 2006, in Room 1507 of the State Capitol, Lincoln, Nebraska and the Roll Call was taken.

The following Board members were present:

John Gale, Chairman;
William Bidrowski;
Dave Buelt;
Jerry Catlett;
John Curry;
Brenda Decker, representing the Director of Administrative Services;
Leslie Donley, representing the Attorney General;
Jeanne Herbers, representing the State Auditor;
Lauren Hill, representing the Governor;
Laureen Riedesel;
Diane Vicars;
Scott Yank, representing the State Treasurer

Chairman Gale announced that the meeting notice had been published in the Lincoln Journal Star on March 17, 2006.

An amended agenda was presented to include an 'emergency item', item 5 b., State Agency Grant Application, Webster County Assessor's Office – Webster County Tax Sifter Parcel Search (\$5,000). Mr. Buelt moved to amend the agenda; motion seconded by Mr. Bidrowski.

Voting For:	Bidrowski	Buelt	Catlett	Curry
	Decker	Donley	Gale	Herbers
	Hill	Riedesel	Vicars	Yank

Voting Against: None

The motion carried.

Ms. Decker moved to approve the amended agenda; motion seconded by Ms. Riedesel.

Voting For:	Bidrowski	Buelt	Catlett	Curry
	Decker	Donley	Gale	Herbers
	Hill	Riedesel	Vicars	Yank

Voting Against: None

The motion carried.

Ms. Decker moved to approve the March 8, 2006 meeting minutes; motion seconded by Mr. Curry.

Voting For:	Bidrowski	Buelt	Catlett	Curry
	Decker	Donley	Gale	Herbers
	Hill	Riedesel	Vicars	Yank

Voting Against: None

The motion carried.

Mr. Ptacek opened a discussion regarding the Real Estate Appraiser Board – Redesign of Website and Appraisers Database (\$25,000) grant application. Ms. Decker reported the technical committee supports the application. Ms. Jill Ekstein, Director of the Real Estate Appraiser Board, gave an overview of the project. Mr. Buelt moved to approve the grant; motion seconded by Ms. Hill.

Voting For:	Bidrowski	Buelt	Catlett	Curry
	Donley	Gale	Herbers	Hill
	Riedesel	Vicars	Yank	

Voting Against: None

Not Voting: Decker

The motion carried.

Mr. Ptacek opened a discussion regarding the Webster County Assessor's Office – Webster County Tax Sifter Parcel Search (\$5000) grant application. Ms. Tricia Allen, Webster County Deputy County Assessor gave an overview and answered questions. Ms. Decker indicated the technical committee has not reviewed the application and expressed concern regarding the project meeting the state's technology access clause. The application included an additional year of software maintenance which should be in the county budget. Mr. Curry moved to approve the grant application for \$3,000 and that the project be reviewed and approved by the technical committee ensuring it meet NITC standards; Mr. Buelt seconded the motion.

Voting For:	Bidrowski	Buelt	Catlett	Curry
	Decker	Donley	Gale	Herbers
	Hill	Riedesel	Vicars	Yank

Voting Against: None

The motion carried.

Mr. Ptacek reported on the Records Management Cash Fund Balance. He indicated the March transactions will post in April leaving February a much more realistic report on where funds stand.

Mr. Ptacek gave the Grant Status Report and suggested the consideration of a cancellation of unused grant monies at some point in time.

Mr. Ptacek gave the Reinvested Revenue Report.

Mr. Gale reported on Board staffing issues and indicated the Legislature denied the \$30,000 request for PSL. He indicated the Board has contract authority to develop a contract for Board assistance. He had a conversation with Ms. Decker and they determined IM Services would be able to provide the Board with technical assistance at a medium skill level at the rate of \$56 per hour. This contracted position would provide technical review of major projects. Mr. Gale reported he would return to the Board with an estimated budget at the next meeting.

Mr. Gale reported on the Peer Review Report. The report was distributed for discussion at the next meeting.

Ms. Decker departed from the meeting.

Mr. Moravec gave the General Counsel's report. He indicated he had a discussion with Paul Carlson, DAS Accounting Administrator, regarding the NSRB grant award process. Mr. Carlson said the grant award should be paid out up front and any money unused be returned at the end of the project according to DAS guidelines. Mr. Moravec said specific guidelines need to be developed on timelines and periodic reporting by grantees. Ms. Hill and Ms. Herbers questioned the process of awarding of the monies up front. Ms. Hill, Ms. Herbers, Mr. Moravec and Mr. Carlson will get together and compile more specific information on this issue.

Mr. Moravec reported on the Web Cookie Policy. There appears to be some discrepancy between the NSRB cookie policy and the cookie policy proposed by the NITC. Mr. Ptacek will find the original NSRB cookie policy and Ms. Decker and Mr. Gale will work together regarding who has the authority to create the policy and report back to the Board at the next meeting.

Mr. Moravec reported on the Identity Theft issue Mr. Greg Lemon had been researching before his contract ended. Mr. Stevenson (Nebraska.gov) indicated the NE Department of Motor Vehicles is wishing to draft an amendment to the existing agreement with Nebraska.gov and will start that initiative and report back in July, 2006.

Mr. Moravec reported on LB898, the Open Meeting statute. He indicated the agenda needs to be in more detail, that individuals do not need to be present to object; that an issue can be challenged later. He also indicated a copy of the Open Meetings Act should be posted at every meeting. He recommended the NSRB begin to conform to this procedure.

Chairman Gale called a 10 minute break at 11:00 A.M.

Chairman Gale reconvened the meeting at 11:12 A.M.

Chairman Gale indicated he and Ms. Hill had a discussion during the break regarding the cookie policy. Ms. Hill said the NITC needed a cookie policy to cover agencies the NSRB may not deal with, supplementing those not included in our policy. The NSRB needs to upgrade their cookie policy and a report will be made at the next meeting.

Returning to item 6, b, it was recommended an update from the grantees who have not reported the spending (or complete spending) of their awarded money be asked for a report/update. This information will be shared at the next Board meeting.

Chairman Gale began a public hearing on contract addenda at 11:20 a.m. in Room 1507, State Capitol. Mr. Ptacek presented the NAC Addendum Five, NSFM Addendum Two and NSFM Addendum Three. These addenda include fee pricing structure that if approved, must be approved by the Legislature within 18 months. Mr. Gale asked if anyone present was "for" or "opposed". Hearing none, Mr. Gale asked if anyone was either neutral or needed further discussion. Hearing none, Ms. Vicars moved to close the public hearing; motion seconded by Ms. Riedesel.

Voting For:	Bidrowski	Buelt	Catlett	Curry
	Donley	Gale	Herbers	Hill
	Riedesel	Vicars	Yank	

Voting Against: None

Absent: Decker

The motion carried.

Mr. Bidrowski motioned to approve NAC Addendum Five, NSFM Addendum Two and NSFM Addendum Three; motion seconded by Ms. Herbers.

Voting For:	Bidrowski	Buelt	Catlett	Curry
	Donley	Gale	Herbers	Hill
	Riedesel	Vicars	Yank	

Voting Against: none

Absent: Decker

The motion carried.

Mr. Brian Stevenson, General Manager, Nebraska.gov, gave the General Manager's Report.

Mr. Stevenson presented the Project Status Report. Ms. Riedesel motioned to approved the Project Status Report; motion seconded by Mr. Bidrowski.

Voting For:	Bidrowski	Buelt	Catlett	Curry
	Donley	Gale	Herbers	Hill
	Riedesel	Vicars	Yank	

Voting Against:

Absent: Decker

The motion carried.

Mr. Stevenson presented the 2006 Business Plan. Mr. Buelt motioned to approve the 2006 Business Plan; motion seconded by Ms. Hill.

Voting For:	Bidrowski	Buelt	Catlett	Curry
	Donley	Gale	Herbers	Hill
	Riedesel	Vicars	Yank	

Voting Against: None

Absent: Decker

The motion carried.

Mr. Stevenson announced the annual NIC Partners Meeting will be held in Denver, Colorado August 8-11, 2006. Chairman Gale indicated that if any Board member was interested in attending, the appropriation was available.

Chairman Gale announced the term for Mr. Buelt, a dedicated Board member, would expire July 16, 2006.

The next Board meeting will be held on Thursday, July 20, 2006 in the morning.

No further business appearing before the Board, Ms. Donley moved to adjourn; motion seconded by Mr. Catlett.

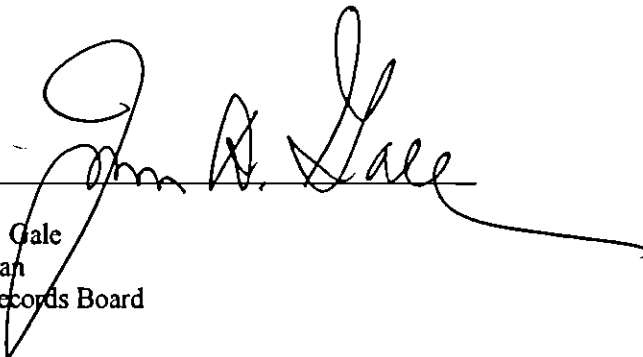
Voting For:	Bidrowski	Buelt	Catlett	Curry
	Donley	Gale	Herbers	Hill
	Riedesel	Vicars	Yank	

Voting Against: None

Absent: Decker

The motion carried.

Chairman Gale declared the meeting adjourned at 12:15 P.M.



John A. Gale
Chairman
State Records Board

Nebraska State
Records Board
State Capitol, Suite 2300
Lincoln, NE 68509

John Gale
Chairman
(402) 471-4070
<http://www.nol.org>



**APPLICATION FOR STATE RECORDS BOARD GRANT
TO IMPROVE ACCESS TO PUBLIC INFORMATION**
(State Agency Grant Application)

State 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.

I. Grant Summary

1. Name of agency applying for grant Real Estate Appraiser Board (Agency 53)

2. Title of project Redesign of Web Site and Appraiser Database

3. Brief Description of Project

The project will redesign the Appraiser Board web site. In addition, it will provide the appraisers in Nebraska access to educational records established in Neb. Rev. Stat. 76-2236.

3. Grant request amount \$25,000

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

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

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

The magnitude of this project mandates that the Nebraska Real Estate Appraiser Board look for funding outside of the normal funding sources. If this project were to be funded through the typical annual budgeting process, implementation of a new web site would likely have to be completed in stages which would not only be uneconomical, but it would also be technologically challenging. This project is an immediate priority of the NREAB which will be made feasible through retention of the grant. Once the new web site is implemented, it will be maintained through normal staffing and budgeting processes.

8. Please describe how this project will enhance the delivery of state agency services or access to those services (you may attach a separate sheet if needed)

This project will provide information to both the general public and the credentialed appraisers in Nebraska in a much more efficient manner. The more up-to-date design will provide a more professional impression of the Real Estate Appraiser Board.

9. 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; Support public/private partnerships in the delivery of public services (you may respond to any or all of these criteria in your answer, attach additional pages if needed)

Implementation of this project will improve the efficiency of the agency operations by at a minimum of 50% especially during the three months prior to renewal of the appraiser credentials. Agency staff spent approximately 75% of work hours during the renewal period assisting appraisers with determination of the number of hours of continuing education left to be completed in an appraiser's continuing education period. Appraisers call the office and ask staff to look in files to determine how many hours they had taken and how many were left to complete the CE cycle. This meant pulling individual files, verifying information and often times determining why the appraiser's records were different than the office files. If the web-based database is implemented in the new design of the website, appraisers will be given read-only, password protected access to the education records. They will be able to determine the number of hours still needed to complete the 28 hour CE cycle as well as when they must fulfill the obligation of the federal requirement of completion of the 7-hour National Uniform Standards of Professional Appraisal Practice.

3. Describe how technical support will be provided.

The support team of IMS will provide basic training of the Dream Weaver software as well as be available to answer questions on an as-needed basis for the maintenance of the site and data base.

IV. CONTACT INFORMATION, SIGNATURE

Contact person for any questions regarding this application Jill Ekstein

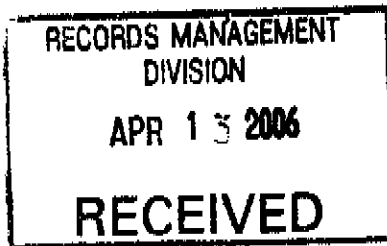
phone # 471-9015 E-mail jill.ekstein@appraiser.ne.gov

Signed this 31st day of March, 2006

Jill N. Ekstein
Agency Director

Please Return to:

State Records Board
Suite 2300, State Capitol
P.O. Box 94608
Lincoln, NE 68509-4608



Nebraska State
Records Board
State Capitol, Suite 2300
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**APPLICATION FOR STATE RECORDS BOARD GRANT
TO IMPROVE ACCESS TO PUBLIC INFORMATION
(Local Government Grant Application)**

Cities and Counties desiring grants from the Nebraska State Records Board for projects to create or improve electronic access to government information or services should complete this application and follow any procedures outlined in this application and any accompanying materials.

I. Grant Summary

1. Name of entity applying for grant Webster County Assessor's Office

2. Title of project Webster County Tax Sifter Parcel Search

3. Brief Description of Project

Our office is applying for the funds to create an online website where the public can access assessed values (including breakdowns of land and improvements), legal descriptions, property owners, appraisal information, acres, soil breakdowns, 911 situs addresses, parcel numbers, sales information, tax amounts, including any other public related information available. The public will also be provided with the office's contact information, to answer any questions and provide information that may not be on the website. In the future, we also plan on providing links and PDF formats of applications and forms which pertain to our office.

3. Grant request amount \$ 5,000.00 (\$25,000 limit for collaborative grants, \$10,000 limit for single jurisdiction grants)

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

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

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

The grant money is needed for the initial setup, installation, and configuration plus maintenance and support. This is the most costly step. After the first year's cost, the Assessor's office will be able to annually budget for the maintenance, support, and hosting. This annual amount will be feasible to budget.

7. Please describe how this project will enhance the delivery of government services or access to those services (you may attach a separate sheet if needed)

This project will exchange the delivery of government services through 24 hour availability and easy access. A person who normally drives to Red Cloud to the courthouse for property information will no longer have to spend the time and money on the road and in the field. They will now be able to have all that information at their fingertips. Digital pictures and house sketches will be available in addition to the appraisal information. This will also enhance knowledge of the public for buying and selling properties, protesting properties, comparing properties, awareness of selling prices, tax districts, levy amounts, legal descriptions and so on.

8. Please describe how this project will improve the efficiency of government operations (attach additional pages if needed)

This project will improve the efficiency of the government operations because less traffic and time will be spent in office helping the public with these public records. Time will be saved in pulling property record cards, printing appraisal sheets and soil breakdowns, and teaching the public our office software (Terra Scan). The public uses the office "read-only" computer for parcel searches. There will also be less time and money spent on the telephone and sending information via faxes and mailings.

9. Please describe any collaborative effort among multiple jurisdictions or political subdivisions related to this project (if applicable, attach additional pages if needed)

Currently there is no collaborative effort among multiple jurisdictions or political subdivisions for this project. However, many subdivisions will benefit from the project by saving time, travel, and phone calls. Other surrounding counties will benefit from the information for sales comparisons, agricultural land value comparisons, unique property comparables, etc.

2. Address any technical issues with the proposed technology including:

- **Conformity with generally accepted industry standards. Projects which interface with the state systems (such as distance learning systems) should also address NITC technical standards and guidelines.**
- **Compatibility with existing institutional and/or statewide infrastructure.**
- **Reliability, security, and scalability (future needs for growth or adaptation).**

This project will conform to generally accepted industry standards. The website works off a sequel server database and active server pages. This project will not need to interface with state systems or statewide infrastructure. Compatibility with existing institutional infrastructure will be easily met because Tax Sifter pulls the data directly from the existing software in the office.

The results from this project will be very reliable and conform to industry standards of time. The website host protocols are always up to date for security purposes. Tax Sifter is capable of growth and adaptation for future needs and has already adapted to keep up with the leading technology.

3. Describe how technical support will be provided.

Technical support will be provided through Tax Sifter via email and telephone to cover updates, software problems, etc. The Assessor's office will pay for a yearly maintenance and support contract with Tax Sifter. The office will be able to budget the yearly contract. The initial cost and installation fees of the project are the major cost which is unaffordable for the office.

State Records Board - Revenues & Expenditures

FY 05-06

	<u>September, 05</u>	<u>October, 05</u>	<u>November, 05</u>	<u>December, 05</u>	<u>January, 06</u>	<u>February, 06</u>	<u>March, 06</u>
<u>Revenues:</u>							
Sale of Service	\$439,061.98	\$427,167.51	\$404,879.86	\$403,091.91	\$396,336.70	\$476,671.66	\$404,795.93
Drivers Records	\$3,222.00	\$2,771.00	\$3,556.00	\$2,348.67	\$3,573.00	\$3,092.00	\$3,368.00
General Business Fees	\$343.75	\$268.48	\$3,471.94	\$143.55	\$150.90	\$197.01	\$314.28
Investment Income	\$2,093.70	\$1,920.76	\$2,469.43	\$2,209.26	\$2,208.12	\$2,267.11	\$2,468.04
Total	\$444,721.43	\$432,127.75	\$414,377.23	\$407,793.39	\$402,268.72	\$482,227.78	\$410,946.25
<u>Expenditures:</u>							
State Agency Payment	\$289,949.54	\$291,796.32	\$267,462.66	\$270,043.44	\$262,741.31	\$302,973.78	
NIC/Other Contractual Services	\$137,219.65		\$124,603.34	\$248,760.94	\$124,591.20	\$176,592.67	\$153,331.89
Misc. Expense		\$3,446.88	\$35.25	\$192.00		\$184.18	\$47.01
Total	\$427,169.19	\$295,243.20	\$392,101.25	\$518,996.38	\$387,332.51	\$479,750.63	\$153,378.90
<u>Profit (Loss)</u>	\$17,552.24	\$136,884.55	\$22,275.98	(\$111,202.99)	\$14,936.21	\$2,477.15	\$397,986.74
<u>Fund Balance:</u>	\$753,545.36	\$890,429.91	\$912,705.89	\$801,502.61	\$816,438.82	\$818,915.97	\$1,076,483.32
<u>Grant Encumbrances:</u>						\$180,753.00	
<u>Reinvested Revenue:</u>						\$139,957.00	
<u>Unencumbered Funds:</u>						\$498,205.97	

Grant Project Status Report Second Quarter, 2006

Agency Name	Project Description	Date Grant Awarded	Original Grant Amount	Amount Not Spent To Date	Date of Last Activity
Bd. Of Public Accountancy	On-line review of Annual Register & submission of Applications & Forms	7/8/2003	\$25,000	\$25,000	July, 2003
Chief Information Officer	Business Forms Search Upgrade	4/28/2004	\$16,500	\$10,200	November, 2004
DAS Personnel	Online Job Application	11/23/2004	\$25,000	\$25,000	November, 2004
UNL - Rural Initiative	Basic e-Government & Access 2-Government Training	5/10/2005	\$25,000	\$22,357	February, 2006
Kearney County	Kearney County Enhanced Web Page	5/10/2005	\$25,000	\$25,000	May, 2005
Board of Barber Examiners	Barber Licensing System Update	9/27/2005	\$25,000	\$25,000	March, 2006
University of Nebraska - Lincoln Libraries	NE Public Documents Digitalization	9/27/2005	\$23,000	\$23,000	September, 2005
Merrick County	Digitizing of Merrick Co. Records	1/26/2006	\$25,000	\$25,000	January, 2006
Nebraska Art Council	Replacement of current E-Grant Operating System	1/26/2006	\$25,000	\$196	Completed
TOTALS			\$214,500	\$180,753	

Reinvested Revenue Status Report Second Quarter, 2006

Project Description	Date Awarded	Original Amount	Amount Not Spent to Date	Date of Last Activity
Google Search Engine	11/23/2004	\$25,000	\$14,957	April 25, 2006
Local Portal/Services Integration	11/23/2004	\$50,000	\$0.00	<i>Completed</i>
One-Stop Business Registration	11/23/2004	\$75,000	\$75,000	November 23, 2004
Online License Renewals	11/23/2004	\$25,000	\$25,000	November 23, 2004
1040N Income Tax Filing	8/25/2004	\$59,200	\$0.00	<i>Completed</i>
Online Property Tax Payment System - Seward Co.	5/10/2005	\$25,000	\$25,000	May 10, 2005
TOTALS		\$259,200	\$139,957	

MEMORANDUM

Date: April 3, 2006
To: Secretary of State John Gale and the Nebraska State Records Board
From: Brian Stevenson - General Manager
CC: Ron Moravec - Chief Deputy Secretary of State
Keith Schraad - NIC Regional Manager
Subject: Nebraska Interactive, LLC Peer Assessment

At the request of NIC Management and in order to comply with Section 18 of the contract for Nebraska Online Network Management Services between the Nebraska State Records Board and Nebraska Interactive, LLC, I respectfully submit the recommendations from the Nebraska Interactive Peer Assessment.

Included for your review are the recommendations made by Candy Irven, General Manager of Indiana Interactive, LLC as a result of having personally performed the Peer Assessment of Nebraska Interactive.

Nebraska Interactive respectfully requests that this document be held as confidential and proprietary and be shared only with members of the Nebraska State Records Board.

Questions and comments should be directed to Brian Stevenson, General Manager for Nebraska Interactive, LLC.

**Addendum Five
to the
Interagency Agreement Between
Nebraska Arts Council
and
Nebraska State Records Board**

This Addendum Five to the Interagency Agreement between the Nebraska Arts Council (NAC) and the Nebraska State Records Board sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such Nebraska.gov services.

Project: This project will provide an online application to allow users to register for the 2006 Governor's Arts Awards hosted by the Nebraska Arts Council.

Project Completion Date: December 21, 2005 (Approximate completion date)

Price: This application will be funded through a transactional revenue model. Pricing is as follows:

Registration Fee: \$25.00 per attendee
Transaction Fee: 2% of transaction cost + \$1.00 per transaction

Terms: Nebraska.gov will submit an invoice to the Nebraska Arts Council for the amount due upon completion of the online registration period on or after January 31, 2006. Terms of payment are net 45 days.

By: _____ Date: _____
Authorized Officer
Nebraska Arts Council

By: _____ Date: _____
Authorized Officer
Nebraska State Records Board

**Addendum Two
to the
Interagency Agreement Between
Nebraska State Fire Marshal
and
Nebraska State Records Board**

This Addendum Two to the Interagency Agreement between the Nebraska State Fire Marshal (NSFM) and the Nebraska State Records Board sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such Nebraska.gov services.

Project: This project will provide an online application to allow users to obtain Grain Elevator/Feed Mill Permits Online.

Price: This application will be funded through a transactional revenue model. Pricing is as follows:

End-user Cost (Statutory Fee)	Nebraska.gov Convenience fee and Merchant Account Fee*	Total cost to end-user	Total Cost to Agency
\$15.00 (Feed Mill-Mix)	\$1.00 per transaction + 2.5% of transaction amount	\$16.40	\$0.00
\$25.00 (Feed Mill-Pellet)		\$26.65	\$0.00
\$15.00 (Grain Elevator: < 500,000 bushels)		\$16.40	\$0.00
\$25.00 (Grain Elevator: 500,001-1,499,999 bushels)		\$26.65	\$0.00
\$35.00 (Grain Elevator: 1,500,000-2,499,999 bushels)		\$36.90	\$0.00
\$50.00 (Grain Elevator: > 2,500,000 bushels)		\$52.75	\$0.00

Terms: The Nebraska State Fire Marshal will collect all money from all transactions in their merchant account. The State Fire Marshal will pay all merchant fees and convenience fees. Nebraska.gov will invoice the State Fire Marshal for all convenience fees at the close of each month.

By: _____
Authorized Officer
Nebraska State Fire Marshal

Date: _____

By: _____
Authorized Officer
Nebraska State Records Board

Date: _____

**Addendum Three
to the
Interagency Agreement Between
Nebraska State Fire Marshal
and
Nebraska State Records Board**

This Addendum Three to the Interagency Agreement between the Nebraska State Fire Marshal (NSFM) and the Nebraska State Records Board sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such Nebraska.gov services.

Project: This project will provide an online application to allow users to obtain Fireworks Permits Online.

Price: This application will be funded through a transactional revenue model. Pricing is as follows:

End-user Cost (Statutory Fee)	Nebraska.gov Convenience and Merchant Fee*	Total cost to end-user	Total Cost to Agency
\$10.00 (Display Permit)	\$1.00 per transaction + 2.5% of transaction amount	\$11.25	\$0.00
\$25.00 (Retail Permit)		\$26.65	\$0.00
\$200.00 (Jobber Permit)	\$2.00 per transaction + 2.5% of transaction amount	\$207.00	\$0.00
\$500.00 (Distributor Permit)	\$5.00 per transaction + 2.5% of transaction amount	\$517.60	\$0.00

Terms: The Nebraska State Fire Marshal will collect all money from all transactions in their merchant account. The State Fire Marshal will pay all merchant fees and convenience fees. Nebraska.gov will invoice the State Fire Marshal for all convenience fees at the close of each month.

By: _____ Date: _____
Authorized Officer
Nebraska State Fire Marshal

By: _____ Date: _____
Authorized Officer
Nebraska State Records Board



General Manager's Report

January 1st 2006 – March 31st, 2006



Brian Stevenson, General Manager
nebraska.gov
301 S 13th Street, Suite 301
Phone: 402-471-6582
FAX: 402-471-1717
Email: brian@nebraska.gov



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Executive Summary

Business Plan

As directed by the Nebraska State Records Board during the March board meeting Nebraska Interactive, LLC (NI) has delivered a copy of the approved and amended 2006 Nebraska.gov Business Plan.

Nebraska Interactive, LLC Peer Review

The Nebraska State Records Board is in receipt of the NIC Peer Review recommendations document. Brian Stevenson has also met with Chairman John Gale to discuss its contents. Prior to the approval of the 2006 Nebraska.gov business plan an overview of the recommendations was presented to the Board.

Staff Members

Office Administrator – Deana Betts was hired as our new Office Administrator / Customer Service Representative. Pennie Thompson is no longer with NI.

Project Manager - Paul Hackenkamp has resigned as NI Project Manager after having accepting another position in Lincoln. Paul was with the portal for less than two months before leaving. Efforts are currently underway to seek a replacement.



Financial Reports

March 2006 Financial Report

	Month Ended 3/31/2006	Month Ended 3/31/2005	Year to Date 3/31/2006	Year to Date 3/31/2005
Gross Revenue	\$483,127.00	\$449,026.00	\$1,307,757.00	\$1,253,839.00
COR Paid to NSRB	\$13,147.00	\$12,582.00	\$36,747.00	\$35,904.00
COR Paid to Agencies	\$263,883.00	\$248,479.00	\$741,516.00	\$725,661.00
COR Other	\$2,305.00	\$1,955.00	\$3,787.00	\$6,009.00
Total Cost of Revenue	\$279,335.00	\$263,016.00	\$782,050.00	\$767,574.00
Gross Profit	\$203,792.00	\$186,010.00	\$525,707.00	\$486,265.00
Operating Expenses	\$97,564.00	\$111,926.00	\$323,564.00	\$338,846.00
Operating Income (Loss)	\$106,228.00	\$74,084.00	\$202,143.00	\$147,419.00
Other Income (Expense)	\$1,229.00	\$0.00	\$4,891.00	\$2,329.00
Net Pre-Tax Income (Loss)	\$107,457.00	\$74,084.00	\$207,034.00	\$149,748.00
Provision for Income Tax	\$43,063.00	\$29,686.00	\$82,968.00	\$60,010.00
Net After-Tax Income (Loss)	\$64,394.00	\$44,398.00	\$124,066.00	\$89,738.00
Variance from Plan	\$16,494.00	\$20,222.00	\$58,692.00	\$76,782.00

March 2006 Revenue Contribution Report

Revenue Contribution	3/31/2006	
Dept. of Motor Vehicles (Batch Drivers Records)		24.06%
Dept. of Motor Vehicles (Interactive & Other Services)		40.65%
Secretary of State Services (Interactive/ Batch)		15.82%
Other (Subscriptions, Connect Time, Special Projects, etc.)		19.47%

March 2006 Balance Sheet

Balance Sheet	3/31/2006			
	Current Assets		\$1,236,157.00	
	Fixed Assets		\$16,098.00	
	Other Assets		\$10,501.00	\$1,262,756.00
	Current Liabilities		\$165,675.00	
	Stockholder's Equity		\$1,097,082.00	\$1,262,757.00

Agreement Requests

Nebraska Arts Council

Project: *Governor's Arts Awards Online Registration Application*

Nebraska.gov requests and recommends that this service for the Nebraska Arts Council be developed using the convenience fee revenue model. Funding for the *Governor's Arts Awards Online Registration Application* will be derived via the following convenience fee structure:

End-user Cost	Nebraska.gov Proposed Convenience and Merchant Fee*	Total cost to end-user	Total Cost to Agency (Billed to Agency)
\$25.00 per registrant	\$1.00 per transaction + 2% of transaction amount	\$25.00	\$1.00 + 2% (per transaction)

* Nebraska State Records Board approval of the attached *Addendum to the Interagency Agreement* is required to enact the aforementioned convenience fees.

Nebraska Arts Council

Project: *Web site Maintenance*

Nebraska.gov respectfully submits and request the addendum to the Interagency Agreement be approved by the State Records Board. This addendum is a content management agreement that will allow Nebraska.gov to assess a \$50.00 per hour fee for maintenance of the Arts Council Web site.

* Nebraska State Records Board approval of the attached *Addendum to the Interagency Agreement* is required to enact the aforementioned charges.

Nebraska State Fire Marshal

Project: *Online Fireworks Permits*

Nebraska.gov requests and recommends that this service for the Nebraska State Fire Marshal be developed using the convenience fee revenue model. Funding for the *Online Fireworks Permits* application will be derived via the following convenience fee structure:

End-user Cost (Statutory Fee)	Nebraska.gov Convenience and Merchant Fee*	Total cost to end-user	Total Cost to Agency
\$10.00 (Display Permit)	\$1.00 per transaction + 2.5% of transaction amount	\$11.25	\$0.00
\$25.00 (Retail Permit)		\$26.65	\$0.00



\$200.00 (Jobber Permit)	\$2.00 per transaction + 2.5% of transaction amount	\$207.00	\$0.00
\$500.00 (Distributor Permit)	\$5.00 per transaction + 2.5% of transaction amount	\$517.60	\$0.00

The Nebraska State Fire Marshal will collect all money from all transactions in their merchant account. The State Fire Marshal will pay all merchant fees and convenience fees. Nebraska.gov will invoice the State Fire Marshal for all convenience fees at the close of each month.

* Nebraska State Records Board approval of the attached *Addendum to the Interagency Agreement* is required to enact the aforementioned convenience fees.

Nebraska State Fire Marshal

Project: *Online Grain Elevator/Feed Mill Permits*

Nebraska.gov requests and recommends that this service for the Nebraska State Fire Marshal be developed using the convenience fee revenue model. Funding for the *Online Grain Elevator/Feed Mill Permits* application will be derived via the following convenience fee structure:

End-user Cost (Statutory Fee)	Nebraska.gov Convenience fee and Merchant Account Fee*	Total cost to end-user	Total Cost to Agency
\$15.00 (Feed Mill-Mix)	\$1.00 per transaction + 2.5% of transaction amount	\$16.40	\$0.00
\$25.00 (Feed Mill-Pellet)		\$26.65	\$0.00
\$15.00 (Grain Elevator: < 500,000 bushels)		\$16.40	\$0.00
\$25.00 (Grain Elevator: 500,001-1,499,999 bushels)		\$26.65	\$0.00
\$35.00 (Grain Elevator: 1,500,000-2,499,999 bushels)		\$36.90	\$0.00
\$50.00 (Grain Elevator: > 2,500,000 bushels)		\$52.75	\$0.00

The Nebraska State Fire Marshal will collect all money from all transactions in their merchant account. The State Fire Marshal will pay all merchant fees and convenience fees. Nebraska.gov will invoice the State Fire Marshal for all convenience fees at the close of each month.

* Nebraska State Records Board approval of the attached *Addendum to the Interagency Agreement* is required to enact the aforementioned convenience fees



Nebraska Accountability and Disclosure Commission

Project: *Web site Maintenance*

Nebraska.gov respectfully submits and request the addendum to the Interagency Agreement be approved by the State Records Board. This addendum is a content management agreement that will allow Nebraska.gov to assess a \$50.00 per hour fee for maintenance of the Nebraska Accountability and Disclosure Commission Web site.

* Nebraska State Records Board approval of the attached *Addendum to the Interagency Agreement* is required to enact the aforementioned charges.



Problem Report

Agency/ Customer	Problem or Issue	Date occurred	No. of Instances	Situation & Severity (Low, Moderate, High)*	Steps Taken	Date Addressed	Status	Contact
SOS	UCC Image retrieval system down	1/25/2006	1	High – On Jan. 25 th , 2006 we began receiving calls that the Secretary of State images were not accessible. We found that the portal was unable to connect to the image server.	Called Dale Arp with Secretary of States office and found that a change has been made on the image server. The server was restarted and the system became functional.	1/25/2006	Closed	NIC CDC Team / T. Bills
All	Live Chat Potential Security Vulnerability	3/2/3006	1	Low – As part of our normal security assessments it was discovered that the 3 rd party application used to provide Live Chat services had potential security vulnerability. The application was immediately taken out of service. We have not been able to verify that the vendor has circumvented the vulnerability.	Portal staff is currently evaluating alternatives to the Live Chat service previously used.	3/2/3006	Open	NIC CDC Team / T. Bills
All	VPN Connection failure	3/23/2006	1	High – On March 23 rd , 2006 at 1:30pm a firewall was rebooted by DOC after having been reconfigured. The configuration disabled our ability to connect to any of the state systems.	After initial research it was determined that the problem did not exist on the portals servers and DOC was contacted at 1:45pm. DOC was able to repair the firewall configuration at 3:15pm and all systems functioned properly.	3/23/2006	Closed	DOC / T. Bills



Hot Topics

New Staff Members

Deanna Betts – Office Administrator / Customer Service Representative

Deana Betts was hired as Office Administrator / Customer Service Representative. Deanna lives in Seward Nebraska and holds a Bachelors Degree in Business Administration from Kansas State University. She has previously been self-employed as a daycare provider and has experience in office administration with Memorial Health Systems in Abilene Kansas.

Launched Applications

Department of Revenue – 1040N Income Tax Filings

The Nebraska Department of Revenue in cooperation with Nebraska.gov launched the 1040N Income Tax Filing application. This new service adds to the available options to Nebraska citizens when filing their yearly income tax filings. Now individuals who are required to file either the 1040N or 1040NS can file online.

<http://www.revenue.state.ne.us/electron/e-file.htm>

Updated Applications

Department of Revenue – 1040NS Income Tax Filings

Nebraska State Fire Marshal - Firework display & retailer permits

Executive Board of the Legislative Council - Billtracker

Secretary of State - Online UCC Searches

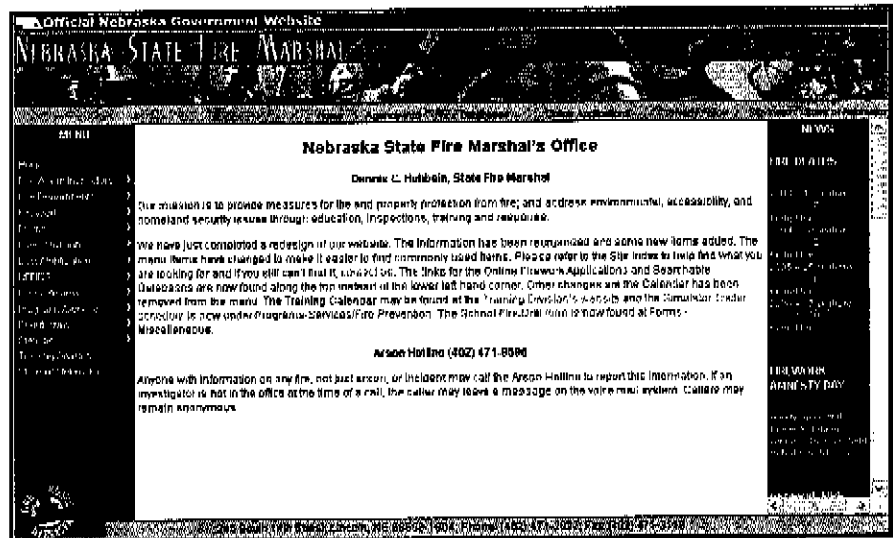
Nebraska Auditor of Public Accounts - City Budget & Audit Database



Launched Web sites

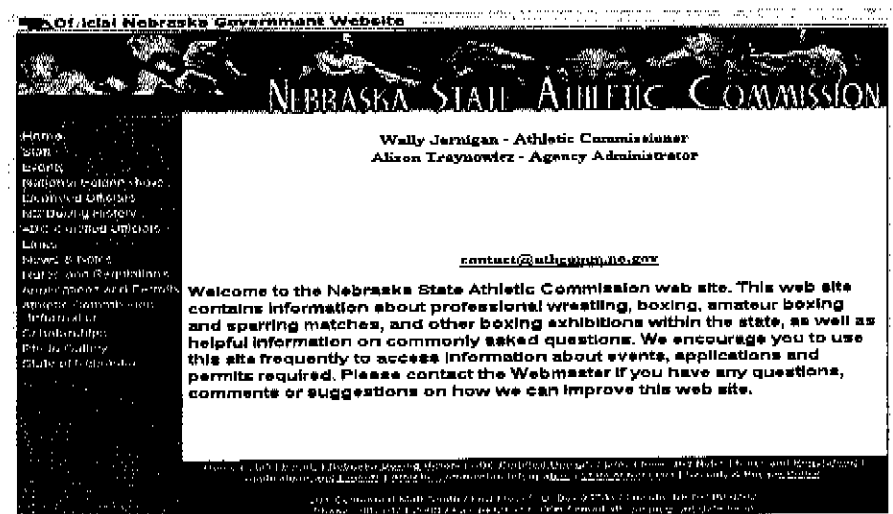
Nebraska State Fire Marshal - <http://www.sfm.state.ne.us>

Nebraska.gov assisted the Nebraska State Fire Marshal's Office in launching a new, redesigned website. This project involved recreating nearly 150 static web pages and over 380 PDF documents and marked the first of several major website redesigns the Nebraska.gov creative services team is slated to assist agencies with this year.



Nebraska State Athletic Commission - <http://www.athcomm.state.ne.us>

Nebraska.gov assisted the Nebraska State Athletic Commission in launching a new, redesigned website.



Technical Update

For further details or additional information, please contact:

Trent Bills, Director of Development
Nebraska.gov
402.471.7813
tbills@nebraska.gov

- Work continues on migrating web sites and agency applications to the new NIC Central Data Center in Ashburn, Virginia. The Department of Revenue's web site and their refund status application were moved in February. Of the remaining sites, we have received specific instructions from the agency not to move 10 of them. We are working with Brenda Decker's office and ITS to either migrate these sites to the CDC or have ITS take over the hosting for them.
- Nebraska.gov rolled out 1040N on March 16th. 679 filings were processed through the system in March.
- Nebraska.gov rolled out a new site design for the State Fire Marshal.
- Work continues on the upgrade of the state employment application for the Personnel Division of the Department of Administrative Services.
- Work continues on the new licensing and continued education system for the Board of Public Accountancy.
- Approval is pending on the following projects:
 - New web site design for Rock County
 - Real Estate agent licensing

Marketing Highlights

For further details or additional information, please contact:

Trevor Bair, Director of Marketing
Nebraska.gov
402.471.2154
trevor@nebraska.gov

January

- Conducted on-site training for Merrick County for support of their newly launched website.
- Met with the Nebraska Library Commission to discuss the website and application development plan for an upcoming librarian recruiting campaign.
- Conducted web-based training in conjunction with UNL Extension training program for Perkins and Kearney counties.
- Attended the January meeting of the State Government Council.
- Met with IMServices to discuss the possibility of increasing the scope of the Nebraska.gov portal live help system to provide 24-hour coverage.
- Met with the Secretary of State's Office, Elections Division regarding providing website support for the upcoming primary election.
- Attended an introductory meeting with officials from the Lancaster County District Courts and the City of Lincoln regarding court payments.
- Met with the Board of Public Accountancy regarding existing projects as well as upcoming projects.
- Worked with BillTracker user group to add enhancements to the application for the 2006 Legislative Session.
- Facilitated development and launch of an automated email form via the Nebraska Corn Board's website to allow visitors to comment on the 2006 Farm Bill.
- Provided ZOPE content management system training for personnel at the Nebraska Attorney General's Office.
- Met with the Nebraska Liquor Control Commission to initiate the application concept phase for online license renewals.
- Provided web site maintenance and/or discussed online service enhancements with several counties including: Cuming, Hamilton, Howard, Kearney, Merrick, Perkins and York counties.



February

- Met with the Nebraska State Court Administrator's Office to discuss their upcoming website redesign as well as the potential for a court scheduling application.
- Worked with the Nebraska Volunteer Services Commission to determine the requirements for a Macromedia Flash-based web feature for their upcoming service awards website.
- Provided assistance to the Nebraska Secretary of State's Office – Elections Division for hosting and graphic design of the 2006 elections web pages.
- Met with the Nebraska State Fire Marshal's Office to discuss details of their website redesign and conversion to DreamWeaver templates.
- Met with the Nebraska Liquor Control Commission to determine pricing for the online license renewals and online tax payment applications.
- Attended an initial project meeting with the Nebraska Department of Motor Vehicles to discuss and develop specifications for the driver license reinstatement application.
- Provided support for the Nebraska Military Department to allow authorized individuals to obtain web site usage metrics.
- Provided web site maintenance and/or discussed online service enhancements with several counties including: Cuming, Howard, Kearney, Merrick, Morrill, Saline and York counties.

March

- Met with the Nebraska Library Commission to discuss project requirements and responsibilities for their "Now Hiring at Your Library" campaign.
- Met with the Nebraska Board of Public Accountancy to determine scheduling and project prioritization for their Integrated suite of applications (integrated data system and online license renewal/continuing education).
- Attended the Nebraska State Webmasters working group meeting to discuss the cookie policies for State web pages.
- Discussed the addition of the Google-powered search engine with the Nebraska State Court Administrator's Office.
- Provided design concepts and discussed redesign of site architecture with the Nebraska State Court Administrator's Office.
- Launched redesigned website and conducted DreamWeaver training with the Nebraska State Fire Marshal's Office.
- Worked with Nebraska Health and Human Services to transition their "prevlink.org" prevention site to the new domain of "nebraskaprevlink.ne.gov"
- Provided web site maintenance and/or discussed online service enhancements with several counties including: Cuming, Holt, Keya Paha, Kimball, Morrill, Saline, Sherman, Stanton and York counties.

Contract Addendums

**Addendum Five
to the
Interagency Agreement Between
Nebraska Arts Council
and
Nebraska State Records Board**

This Addendum Five to the Interagency Agreement between the Nebraska Arts Council (NAC) and the Nebraska State Records Board sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such Nebraska.gov services.

Project: This project will provide an online application to allow users to register for the 2006 Governor's Arts Awards hosted by the Nebraska Arts Council.

Project Completion Date: December 21, 2005 (Approximate completion date)

Price: This application will be funded through a transactional revenue model. Pricing is as follows:

Registration Fee: \$25.00 per attendee
Transaction Fee: 2% of transaction cost + \$1.00 per transaction

Terms: Nebraska.gov will submit an invoice to the Nebraska Arts Council for the amount due upon completion of the online registration period on or after January 31, 2006. Terms of payment are net 45 days.

By: _____ Date: _____
Authorized Officer
Nebraska Arts Council

By: _____ Date: _____
Authorized Officer
Nebraska State Records Board

**Addendum Six
to the
Interagency Agreement Between
Nebraska Arts Council
and
Nebraska State Records Board**

This Addendum Six to the Interagency Agreement between the Nebraska Arts Council (NAC) and the Nebraska State Records Board sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such Nebraska.gov services.

Project: Content maintenance/updating the NAC Web site as requested by the agency.

Price: \$50.00 per hour, with one-hour minimum charge per month. If no work is requested during a month, there is no minimum charge.

Terms: Nebraska.gov will submit a monthly invoice when there is a balance due from the Nebraska Arts Council for work completed under this agreement. Terms of payment are net 45 days.

By: _____ Date: _____
Authorized Officer
Nebraska Arts Council

By: _____ Date: _____
Authorized Officer
Nebraska State Records Board

**Addendum Three
to the
Interagency Agreement Between
Nebraska State Fire Marshal
and
Nebraska State Records Board**

This Addendum Three to the Interagency Agreement between the Nebraska State Fire Marshal (NSFM) and the Nebraska State Records Board sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such Nebraska.gov services.

Project: This project will provide an online application to allow users to obtain Fireworks Permits Online.

Price: This application will be funded through a transactional revenue model. Pricing is as follows:

End-user Cost (Statutory Fee)	Nebraska.gov Convenience and Merchant Fee*	Total cost to end-user	Total Cost to Agency
\$10.00 (Display Permit)	\$1.00 per transaction + 2.5% of transaction amount	\$11.25	\$0.00
\$25.00 (Retail Permit)		\$26.65	\$0.00
\$200.00 (Jobber Permit)	\$2.00 per transaction + 2.5% of transaction amount	\$207.00	\$0.00
\$500.00 (Distributor Permit)	\$5.00 per transaction + 2.5% of transaction amount	\$517.60	\$0.00

Terms: The Nebraska State Fire Marshal will collect all money from all transactions in their merchant account. The State Fire Marshal will pay all merchant fees and convenience fees. Nebraska.gov will invoice the State Fire Marshal for all convenience fees at the close of each month.

By: _____
Authorized Officer
Nebraska State Fire Marshal

Date: _____

By: _____
Authorized Officer
Nebraska State Records Board

Date: _____

**Addendum Two
to the
Interagency Agreement Between
Nebraska State Fire Marshal
and
Nebraska State Records Board**

This Addendum Two to the Interagency Agreement between the Nebraska State Fire Marshal (NSFM) and the Nebraska State Records Board sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such Nebraska.gov services.

Project: This project will provide an online application to allow users to obtain Grain Elevator/Feed Mill Permits Online.

Price: This application will be funded through a transactional revenue model. Pricing is as follows:

End-user Cost (Statutory Fee)	Nebraska.gov Convenience fee and Merchant Account Fee*	Total cost to end-user	Total Cost to Agency
\$15.00 (Feed Mill-Mix)	\$1.00 per transaction + 2.5% of transaction amount	\$16.40	\$0.00
\$25.00 (Feed Mill-Pellet)		\$26.65	\$0.00
\$15.00 (Grain Elevator: < 500,000 bushels)		\$16.40	\$0.00
\$25.00 (Grain Elevator: 500,001-1,499,999 bushels)		\$26.65	\$0.00
\$35.00 (Grain Elevator: 1,500,000-2,499,999 bushels)		\$36.90	\$0.00
\$50.00 (Grain Elevator: > 2,500,000 bushels)		\$52.75	\$0.00

Terms: The Nebraska State Fire Marshal will collect all money from all transactions in their merchant account. The State Fire Marshal will pay all merchant fees and convenience fees. Nebraska.gov will invoice the State Fire Marshal for all convenience fees at the close of each month.

By: _____ Date: _____
Authorized Officer
Nebraska State Fire Marshal

By: _____ Date: _____
Authorized Officer
Nebraska State Records Board

**Addendum Three
to the
Interagency Agreement Between
Nebraska Accountability and Disclosure Commission
and
Nebraska State Records Board**

This Addendum Three to the Interagency Agreement between the Nebraska Accountability and Disclosure Commission (NADC) and the Nebraska State Records Board sets forth certain services to be provided by Nebraska.gov (operated under the auspices and authority of the Nebraska State Records Board), prices to be charged for such Nebraska.gov services, and terms of payment for such services.

Project: Content maintenance/updating the NADC Web site as requested by the agency.

Price: \$50.00 per hour, with one-hour minimum charge per month. If no work is requested during a month, there is no minimum charge.

Terms: Nebraska.gov will submit a monthly invoice when there is a balance due from the Nebraska Accountability and Disclosure Commission for work completed under this agreement. Terms of payment are net 45 days.

By: _____ Date: _____
Authorized Officer
Nebraska Accountability and Disclosure Commission

By: _____ Date: _____
Authorized Officer
Nebraska State Records Board

Nebraska.gov
Project Priority Report

4/14/2006

TEXT = On Schedule

TEXT = Marginally Past Due

TEXT = Critically Past Due

TEXT = Suspended

TEXT = Not Started

Project Name	Project Status	Concept		Planning		Development		Testing		Rollout		Launch Date	Comments
		Start	Due Date	Start	Due Date	Start	Due Date	Start	Due Date	Start	Due Date		
Secretary of State - Web site redesign	Planning			4/17/2006	5-1-2006								Working with agency to create design prototype.
Liquor Control Commission - Online License Renewals	Concept	2/7/2006	2-13/2006										Awaiting completion of Concept document approval process.
Court of Industrial Relations - Opinions Section of Supreme Court & Appeals Court on CIR cases	Concept	1/30/2006	5/5/2006										
Administrative Office of Courts - Web site redesign	Planning			2/16/2006	5-1-2006								Design prototype sent to partner. Determining architecture and redesign requirements.
York County - Marriage license database search	Planning	10/3/2005	12-23/2005	3/1/2006	4-21-2006								Database has been converted from Microsoft Word document system. Need to determine partner-side database hosting environs.
Motor Vehicles - Drivers License Renewals	Planning			2/6/2006	5-1-2006								
Health & Human Services - Natural Resources - Water well drilling application tooling	Planning			5/1/2006	5-26/2006								Working on application changes for original application prior to proceeding further with this application.
Department of Insurance - Company and Producer online search redesign	Planning			12/5/2005	4-21-2006								
Board of Public Accountancy - License Renewal	Planning			3/24/2006	5/19/2006								BPA Board elected to launch application in time for the 2007 renewal year.
County Project - Thayer County Web site redesign	Planning			3-27-2006	5-15-2006								Design prototype sent to partner.
Board of Public Accountancy - Integrated Data System (iDAS) system	Development					4/11/2005	7-28/2006		9/1/2006			10/1/2006	This application is the back-end data system that will support the BPA license renewal and Continuing Education applications.
Board of Public Accountancy - Continuing Education Module	Development					7/5/2005	10-15-2006		11/17/2006			12/1/2006	
Administrative Services - Personnel - State employment application upgrade	Development					11/14/2005	4-18/2006						New project requirements introduced. NI is also awaiting further documentation on additional requirements.
County Project - Hamilton County Web site redesign	Planning			11/7/2005	12/16/2005								Design prototype sent, waiting on partner approval
Governor's Office - Online Budget Estimate Tool for Citizens												4/1/2005	Application was built and it was determined by the Governor's office that they did not want to launch.
Nebraska Real Estate Commission - Online real estate agent and/or broker licenses												5/15/2005	Suspended awaiting partner approval
Fish Market - Online Comment Form													After reviewing this project with the agency, it was determined that this was an internal agency process
County Project - Rock county Web site redesign												5/30/2005	Suspended awaiting partner approval
Chief Information Officer - One-stop business registration													On hold pending participating agency invitation to renew efforts
Arts Council - e-Citizen System Updates and Enhancements													Agency selected another vendor to complete these enhancements and migrate the system.
Secretary of State - UCC Amendment Filings	Not Started												
Motor Vehicles - Vehicle Registration Renewals	Not Started												Awaiting DMV project completion of backend systems required to accommodate online renewals. ETA 01/2007.

Project Name	Project Status	Concept		Planning		Development		Testing		Rollout		Launch Date	Comments
		Start	Due Date	Start	Due Date	Start	Due Date	Start	Due Date	Start	Due Date		
Secretary of State/IRS - Federal Tax Lien Filings	Not Started												
Secretary of State - Online FVY Filings	Not Started												
Secretary of State - Corporate Annual Report Filings	Not Started												
Motor Vehicles - Specialty Plate Ordering	Not Started												
Motor Vehicles - CDL Third-Party Testing Online Reporting System Enhancements	Not Started												
Fire Marshal - Online Searchable Fireworks Database	Not Started												
Department of Revenue - Online Sale of Tax Forms	Not Started												
Accountability & Disclosure Commission - Enhancements to the Lobbyist Report Form Filings	Not Started												
Postsecondary Grant Commission - Web site redesign	Completed											9/15/2005	
Nebraska Chamber of Commerce - Web site redesign	Completed											8/1/2005	
Nebraska Arts Council - Governor's Arts awards online registration	Completed											12/30/2005	
Motor Vehicles - Vehicle Tax Estimator	Completed											10/15/2005	
Motor Vehicles - Insurance Database	Completed											7/4/2004	
Liquor Control Commission - License Search of BMS Licensee status database	Completed											9/15/2005	
Investment Council - Web site design	Completed											12/22/2005	
Health & Human Services - Online License Renewal Emergency Medical Services	Completed											11/1/2005	
Health & Human Services - Online License Renewal Physician Assistant	Completed											4/1/2005	
Health & Human Services - Online License Renewal Medical Nutrition Therapist	Completed											5/1/2005	
Fire Marshal - Online Green Storage Permits	Completed											10/1/2005	
Department of Revenue - Sales Tax Upgrade	Completed											6/1/2005	
Department of Revenue - 1040S updates and revisions	Completed											1/19/2006	
Department of Revenue - 1040N Income Tax online filing application	Completed											3/16/2006	
Cruise Commission Law Enforcement Training Center - Web site redesign & Training	Completed											6/20/2005	
County Project - Morrill County Web site redesign & hosting	Completed											1/3/2006	
County Project - Cassing County Web site redesign & hosting	Completed											10/18/2005	
County Project - Bent County Web site design & hosting	Completed											4/4/2005	

Project Name	Project Status	Concept		Planning		Development		Testing		Rollout		Launch Date	Comments
		Start	Due Date	Start	Due Date	Start	Due Date	Start	Due Date	Start	Due Date		
Community College System - Web site redesign	Completed											8/31/2005	
Chief Information Officer - Forms Automation	Completed											9/22/2005	
Chief Information Officer - Business Portal - Upgrades to Portal structure and administrative functions	Completed											7/5/2005	
Attorney General - Internet Safety Web site design	Completed											7/6/2005	
Attorney General - Computer Vulnerability Survey	Completed											6/29/2005	
Accountability & Discipline Commission - Web site redesign	Completed											9/1/2005	

BUSINESS PLAN

2006



www.nebraska.gov

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EXECUTIVE SUMMARY

Nebraska Interactive, LLC (NI) realizes that eGovernment has and will continue to transform the way citizens and businesses interact with the state of Nebraska. eGovernment has become an essential part of the daily operations of government. Services such as online interactive help and meeting calendars were niceties just a few years ago and have now become vital staples of eGovernment. Citizens and businesses have come to expect government entities to provide access to services previously only available via antiquated paper processes. States and localities continue to be faced with the complex process of automating business services. All levels of government have begun to recognize the emergence of eGovernment as having a profound affect on how they do business, allowing for seamless access worldwide to their services regardless of geographical disparity. With additional recognition placed on the importance of eGovernment comes an increased demand for resources that can provide business process analysis and re-engineering, professional services consulting and development of these complex systems.

This increased demand has required that NI provide renewed focus on creating efficiencies both internally and for our partnering agencies and government entities. In 2005 NI underwent many changes in effort to strengthen our position to provide these services. The most visible of these changes was a restructuring of the NI management team and reporting structure. These changes have brought with them renewed focus on providing an environment conducive to the successful implementation of forward thinking eGovernment services.

NI has adopted, and will continue to mature, additional processes and procedures consistent with our overall vision to be the best partner we can be for the state of Nebraska and NI will continue to seek the most efficient and cost effective ways to serve the state of Nebraska.

Vision

NI's renewed focus on creating a successful portal environment has brought with it the need to further define our vision. NI is limited only by the resources available to us. Our staff is our most valuable resource available to us as the Network Manager. We must continue to focus these resources in engagements that will provide the largest impact to the states citizens, businesses and state and local government agencies. Using our resources we hope to provide the following outcomes:

Citizens and Businesses:

- Improved customer service
- Provide efficiencies through time savings
- Simplify complex processes to create additional government transparency
- Provide easier to understand and more accessible Government Information Services
- Increase economic development

State and Local Government Agencies:

- Improved ability to provide customer service
- Provide efficiencies through time savings
- Automation of complex business processes
- Provide ease of citizen access to critical state information and services

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- Allow State or local government to reallocate critical personnel through high adoption rates of online applications provided by Nebraska.gov

General Assumptions

NI has made certain assumptions regarding the implementation and ongoing management of the *Nebraska.gov* portal.

- *Nebraska.gov* should provide an approach to automating systems and business processes that is customer centric. This requires the cooperation of both NI staff and state and local government staff to provide the appropriate personnel for each engagement.
- *Nebraska.gov* should provide the ability to plan and implement eGovernment services based on prioritization. Several factors such as current engagements, service demand, citizen and business impact and resource availability should be considered as part of the prioritization.
- *Nebraska.gov* planning and implementation should be done using realistic timelines after factoring in NI resource usage.
- *Nebraska.gov* should seek opportunities that leverage cross boundary service delivery across communities of interest.

General Expectations

In efforts to enable NI to implement forward thinking eGovernment services and provide ongoing maintenance and management of the Nebraska.gov portal we have definitive expectations of the state of Nebraska. NI will seek help from NSRB and the state of Nebraska to help ensure these expectations can be satisfied to position our staff to provide a best of breed state portal:

- Provide assistance to NI with marketing efforts for eGovernment services, applications and the *Nebraska.gov* Web portal.
- Provide assistance to NI to pursue and maintain sustainable, long term revenue growth.
- Help promote *Nebraska.gov* and the eGovernment services both internally and to the citizens and businesses who are the primary consumers of these services.
- Assist in resolving policy barriers that inhibit market entry and/or agency participation.
- Allow NI freedom in software development processes and languages.
- Advocate the re-use of solutions and software developed for/in other NIC managed portals regardless of development language

General Dependencies

NI relies on dependencies and critical criteria that will help ensure our success regarding the implementation and ongoing maintenance of the Nebraska.gov portal:

- State of Nebraska provided Governing Authority (NSRB)
- Ability to assess enhanced access fees
- Support of the self-funding model
- Marketing of eGovernment services, applications and *Nebraska.gov*

2005 In Review

2005 brought with it significant progress and change. The Network Manager was faced with obtaining compliancy with the both the Sarbanes Oxley Act of 2002 and the Payment Card Industry Data Security Standard, while also experiencing a complete management team turnover.

As Nebraska Interactive, LLC is a wholly owned subsidiary of NIC Inc., an Olathe Kansas based company that is publicly traded, it must be completely compliant with the Sarbanes Oxley Act of 2002 (SOX). SOX was signed into law on July 30, 2002 by President Bush and is directly related to financial reporting, auditing and risk assessment for publicly traded companies. While most of the effort for becoming compliant with these stringent regulations was spent in 2004 maintaining a compliant status continues to bring with it the need for additional effort and diligence in the many years to come.

The Payment Card Industry Data Security Standard (PCIDSS) was written by MasterCard and VISA and adopted by the other leading credit card vendors. It was officially announced in 2006 with a pass or fail compliancy deadline of June 2005. This standard must be complied with by any entity processing credit card transactions through all four of the major credit card vendors (MasterCard, VISA, American Express & Discover). In June 2005 Nebraska Interactive, LLC became compliant with these regulations. We believe that our thorough understanding and compliant status of PCIDSS should add value to agencies and government entities wanting to process credit card transactions for business services by removing what would be their need to become compliant if they were to process on their own.

Nebraska.gov, through the cooperation of all state agencies, has consistently placed in the top ten of the national Best of the Web contest. 2005 brought with it another top ten finish with the portal receiving honorable mention. The Center for Digital Government's Best of the Web Awards program recognizes the most innovative and user-friendly state and local government portals throughout the county. Providing innovation is at its core one of the most important aspects of portal delivery to NIC. It is through innovation and creativity that NI brings value to the state and making the Nebraska.gov portal easier to use and understand. This honor is once again a testament to the forward thinking produced by state agencies and local governments over the past ten years.

2006 Goals and Strategies

Recognizing the aforementioned assumptions, expectations and dependencies *Nebraska.gov* will embrace the following goals and strategies:

Goal: Participate in the strategic vision of the state of Nebraska

It will be important to ensure that *Nebraska.gov* is moving in the direction that best suits the state of Nebraska. This will require our understanding of the strategic vision of the Nebraska State Records Board and Nebraska Information Technology Commission (NITC), its councils and the state agencies and others.

Strategy: Participate and get involved.

NI will continue to seek input from entities such as the NSRB, NITC and the Chief Information Officer, Brenda Decker (CIO) in efforts to gain additional understanding of how the portals resources can be used as an enabler to achieve the states strategic vision.

Goal: Consistent, accessible and user friendly eGovernment Services

NI should strive to create online eGovernment services that are consistent in nature, accessible to users of all levels and all abilities and are user friendly in order to improving the states ability to provide customer service.

Strategy: Embrace statewide and industry standards.

NI will continue embrace and conform to standards that have been accepted by the state of Nebraska such as the 508 accessibility standards and industry standards that promote ease of use for individuals that are seeking simple answers to complex state business processes.

Goal: Create a structured usable approach to project methodology

NI needs to follow a structured and usable project methodology that provides an avenue for the successful development of eGovernment services.

Strategy: Embrace statewide and industry standards.

NI has created a project methodology that is outlined in further detail later in this business plan. NI will use this methodology to ensure that critical steps in the development process are not left out and will always be covered in thorough detail.

Goal: Promote development of statewide eGovernment policies

NI would like to promote the cooperation and collaboration among state agencies to develop statewide eGovernment policies.

Strategy: Leverage our eGovernment expertise

NI has expertise in the area of eGovernment service development and desires to leverage that expertise in the area of eGovernment policy development. This can be done by further participating with the state of Nebraska in discussions regarding ways to improve the overall online presence of the state.

Goal: Improved communications with NSRB and partnering agencies

Create an environment for improved communications and reporting to the Nebraska State Records Board and all engaged entities.

Strategy: Implement additional tracking tools

NI has implemented additional internal tool sets that will allow for more comprehensive reporting capabilities. These systems will help the Network Manager provide increased transparency to our operations and increased organization and process adherence.

Goal: Justifiable expenditure of portal resources

Allocate our resources in an effective manner allowing NI to provide the greatest possible impact in which the state of Nebraska can improve its ability to provide customer services to its constituents.

Strategy: Implement a project prioritization scoring system

NI will use the project prioritization criteria set forth by the Nebraska State Records Board in 2001 (Reference Appendix D). NI will continue to build upon these criteria with help from NSRB and implement a process designed to involved partnering agencies in assessing the feasibility of each of the eGovernment initiatives that portal resources will be allocated.

Goal: Increase reoccurring revenue stream

Create a reoccurring revenue stream that will position the Network Manager to increase its resources improving NI's ability to respond to the growing need to implement eGovernment services.

Strategy: Seek forward thinking eGovernment revenue opportunities

NI must continue to seek forward-thinking eGovernment applications that provide a reoccurring revenue stream. Implementing a successful self funding business model hinges on the portal's ability to create and maintain a consistent level of revenue growth. This growth will position the portal to increase its resources and facilitate the development of additional value add eGovernment services.

Nebraska Interactive, LLC – Staffing Profile

Nebraska Interactive, LLC (NI) is a wholly owned subsidiary of NIC Inc.

Providing services on the behalf of the Nebraska.gov Web portal, NI is staffed at the management level with a General Manager (1), Director of Marketing and Portal Operations (1), and Director of Development (1).

The remaining staff at the Network Manager include five (5) software and application developers, two (2) creative design web developers, two (2) project manager/marketing associates and one (1) customer support representative/administrative assistant.

Descriptions of the key personal positions are found below:

Network General Manager

The Network General Manager is responsible for execution of the network's fiscal and administrative policies, operational budget, technology budget, and ensuring quality customer support operations. The General Manager will direct the marketing and the development staffs in efforts to create new markets and services.

Director of Marketing and Portal Operations

The Director of Marketing and Portal Operations (DOM) concentrate efforts on developing new market opportunities for state and local government entities. The DOM will also spend time branding and promoting the network and directing Marketing personnel in the education of current and potential users and information sharing partners on the benefits of electronic access, electronic commerce, and electronic exchange of public information through the state portal.

Director of Development

The Director of Development is responsible for project management, development scheduling and task allocation of the program development staff and system administration in coordination with our marketing plan.

Software Engineers/Web Developers

The software developers are responsible for network service development and technical interaction with information suppliers and consumers.

Project Manager/Marketing Associate

The Project Managers are responsible for the carrying out the project methodology for major network applications and programs. Responsibilities also include the promotion of network services.

Customer Service/Office Administrator

The Help Center team provides customer and technical support for NI's growing user base. This position manages billing inquiries and account maintenance requests and are backed up, as needed, by various members of the marketing and development staff.

Nebraska.gov Services

Expertise in eGovernment

Nebraska.gov, in conjunction with the Network Manager, NI, offers state and local government entities the expertise to automate routine, time-consuming tasks into interactive web-enabled applications. The applications are intended for use by citizens, businesses, and governments and save taxpayer dollars as well as streamlining government processes.

Services provided through the Network Manager include:

Project Management

Nebraska.gov works in cooperation with state and local governments to identify services that, when Web-enabled, can provide maximum benefit to agencies and their constituents. Project opportunities may be initiated by agency request, by customer demand or by inspiration from a successful service being provided by other eGovernment portals including, but not limited to the 17 other NIC managed sister state portals. Opportunities are analyzed to determine potential benefits to the agency and its customers as well as technical feasibility. Once identified, services are prioritized and added to the development queue. Generally, there are at least twelve new Web services in various stages of development. Effective project management ensures that all phases of the application development life cycle – project definition, project planning, project execution and project closeout – are performed successfully and on schedule.

Web Application Development

NI has a team of dedicated, talented Web application developers experienced in eGovernment. Rapid, effective development and deployment is critical to the partnership's operations and financial model. Resource and cost overruns are not covered by the taxpayer and the Network Manager earns nothing until taxpayers derive real benefit from a working application. This provides fertile ground for a partnership whose highest priority is being responsive to agency needs while maximally pleasing citizens and businesses.

Web Site and Application Maintenance

A significant portion of the Network Manager's technical team's effort is devoted to ongoing maintenance of the Nebraska.gov Web site, state agency web sites and the individual applications. This includes modifications to existing services at an agency's request or made necessary by changes in back-end systems; upgrades of applications to improve performance; and updates to the Web site.

Web Site and Application Hosting

NI has invested in an infrastructure that provides maximum "up-time" for Nebraska.gov services. Dedicated servers host state Web applications that interface with back-end systems. A secure socket layer (SSL) server is also utilized to encrypt private information such as customer credit card transactions. NI, in cooperation with the NIC Technical Solutions team, continues to actively seek ways to improve overall reliability and operability to support the growing needs of the state of Nebraska.

Marketing

Even the best Web applications are useless if no one knows about them, which is why marketing is a key component to the success of each of Nebraska.gov's online services. NI utilizes a variety of marketing strategies to drive adoption of Web services. Most marketing efforts are geared to business users, who realize significant savings in time and money by

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conducting state business via the Web. The Network Manager delivers the Nebraska.gov message to businesses through trade shows, direct mailings and some trade publication advertising. In addition, NI consults with state agencies to provide promotional materials, branding and information to help agency staff promote their own Web services.

Training

Training is also an effective marketing tool that is utilized by NI staff for agencies to become more familiar with Nebraska.gov services. This occurs not only during Web application development, but is an ongoing effort as agency staff turnover and Nebraska.gov services evolve. Customer training, through trade group and agency-sponsored seminars, is also conducted to help users gain a comfort level with "self-service" via the Web.

Customer Service

An effective Help Desk is vital to the operation of the state portal. When a customer encounters a question while using a state service, assistance is only a phone call, email or online chat away. NI's customer service representatives are well versed in all Nebraska.gov services and are able to assist customers knowledgeably and quickly. When necessary, customers may be referred to an application developer or Project Manager to resolve more complex questions.

Account Management

Because Nebraska.gov is a self-funding portal, several of its services involve the collection of money from customers. Money collected is a combination of agency statutory fees and enhanced access fees. Statutory fees collected through Nebraska.gov subscriber accounts are remitted to the NSRB on a monthly basis, along with a report detailing transaction activity. Currently, NI maintains over 2700 subscription accounts with over 5600 users; each subscription account may have up to ten unique user names and passwords. Accounts are billed by NI monthly for any services used and NI assumes the burden of collection. Regardless of customer collection status, state funds are always remitted to the NSRB as scheduled. To enable credit card transactions, NI utilizes authentication and fund-capturing services, maintains a merchant account with the state credit card vendor and covers all banking fees. Statutory fees collected via credit card transactions are remitted immediately to the agency.

2006 WORK PLAN

Introduction

Operation and enhancement of *Nebraska.gov* 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 2006 Work Plan is presented along these lines.

Maintenance Plan

With 11 years of history, the Nebraska.gov state portal has implemented an impressive number of online batch and interactive services and has assisted with the design and now hosts a large number of local and state government Web sites. NI now hosts over 230 batch or interactive services and over 140 Web sites for local and state government entities (a complete listing of hosted Web sites and eGovernment applications are presented in *Appendix A & B* respectively).

Hosting this large number of eGovernment services and Web sites creates the need to continually increase customer service efficiencies. Our ability to provide customer service to the constituents of the state of Nebraska rests in our ability to provide numerous paths to service. Our maintenance workload consists of providing support for a myriad of various facets of our business. Some of these include direct customer support, application and Web site development, enhancements to existing systems, account management, live help, email support, phone support and the overall support of the network infrastructure.

Additional NI maintenance responsibilities include the official state portal and second-level portals such as Business, Citizen, Education and Local portals. Typical maintenance tasks within each of these portals include items such as:

- 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 sections of the main portal;
- system resource management, regular system backups and network traffic management.

To ensure customer service is at its highest levels NI has established a Help Center to provide support to the Nebraska.gov users. Nebraska.gov dedicated staff currently support all portal subscriber accounts, a host of applications, site visitors and individuals inquiring about general information related to Nebraska. The portal customer service is commonly referred to as the "Nebraska.gov Help Center" or "Help Desk".

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The help center staff have an intimate knowledge about the existing Nebraska applications. They also have expertise in areas such as customer service, Web and computer technical support, accounting, general troubleshooting and administrative support. The staff also helps develop Help Center and other administrative policies and procedures.

This team is charged with answering inquiries that come in the form of phone calls, live help requests, emails, US mail and faxes. They set up new accounts, perform maintenance and assist users with applications and general help with functions on the state portal. Some the techniques used to provide customer service are as follows:

Self-Help

The Help Center is available online on the home page of Nebraska.gov: http://www.nebraska.gov/help_center/index.phtml. This area provides self-help to subscribers and other site visitors. It is continually updated and improved, based upon customer feedback and agency input. The online Help Center provides users with contact information, including a direct phone number and email address (support@nebraska.gov).

Account maintenance can be noted online within a customer's account record as well. Subscribers have the ability to view their billing statements online through this site

Every new application will include a "Helpful Hints" section as well as a "Frequently Asked Questions (FAQ)" to encourage user interaction and self-help. Both the agency involved with the application and the portal Help Center staff will provide enhancements to these standard sections of the applications. In many cases, Help Center staff will work closely with agency personnel and Nebraska.gov project managers to assist customers.

One of the latest additions to the Nebraska.gov Help Center is "Live Help". This service provides for real-time, live assistance from portal personnel via the Internet. "Live Help" has become a popular avenue for user interaction with the portal, with Webmaster feedback emails and phone calls decreasing significantly since its launch. Nebraska.gov administrators receive system-generated reports and statistics that track the chat sessions, as well as summarize the results of the user exit surveys.

The service allows for three live chats to occur simultaneously per customer service representative, and provides for the operator to respond with a pre-determined response, for commonly asked questions. The portal can also literally "push" a user to the appropriate government Web page needed by automatically directing the user's browser to that page.

Email, Fax and Telephone Support

Nebraska.gov provides a dedicated portal help desk that has telephone, fax and email responsibilities, located in our offices. Nebraska.gov provides 8:00 am to 5:00 pm telephone, fax and email technical support with on-call support for non-working hours.

Support Policies and Procedures

Telephone and email support requirements include the following:

- Logging of customer/partner telephone calls and emails, if necessary, to ensure inquiries are properly addressed in a timely fashion.
- Review of telephone calls and email logs to identify and rectify frequent inquiries.

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Technical support service telephone calls are handled through the Nebraska.gov office via toll-free nationwide and local numbers. Initial calls are directed to the help desk staff that will either handle the issue directly, or direct the call to the appropriate staff member.

Specifically, the portal help desk serves as the single point of contact for all customer/partner calls regarding the portal. Specific questions of a policy nature are referred to designated agency contacts. When appropriate, the help desk provides callers with several ways to resolve questions or locate an answer on their own.

Based upon interaction with the customer/partner, the portal customer service staff will develop a list of frequently asked questions and will maintain this list based upon the frequency of customer calls on specific issues. The customer service staff is also responsible for ensuring these questions and other service aids are readily available online through the portal. Our technical support staff supplements the customer service staff and provides answers for any questions beyond the technical scope of our customer service department.

We always want our partners' portals to be known as "one-stop government solutions" and therefore, we take all customer calls very seriously. When a customer calls, we resolve the issue or, if not within the purview of the portal, direct them to someone within the government who can provide an answer.

To provide a clear path to support NI has designed and is implementing a procedure for contacting Nebraska.gov support personnel that includes after hours support. NI will continue to monitor the ongoing success of this procedure and make any necessary adjustments. That support procedure is outlined below:

24X7 Support Procedures (External)

During Normal Operating hours (8am – 5pm)

- Partner/customer will call the NI Help Desk Technician (402-471-7810) or contact via e-mail at support@nebraska.gov and request assistance.
- Help Desk Technician will determine priority through discussion with partner/customer and take appropriate actions based upon agreed priority level.

Level 1 Support Issue: (i.e. login doesn't work, changing access, billing question, etc.)

Partner/customer will call the NI Help Desk Technician (402-471-7810) or contact via e-mail at support@nebraska.gov and request assistance.

- The Help Desk Technician will respond to the inquiry and report back to the partner/customer any outcome or planned action to resolve.

Level 2 Support Issue: (i.e. billing data lost, reporting or file export problems, etc.)

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Partner/customer will call the NI Help Desk Technician (402-471-7810) or contact via e-mail at support@nebraska.gov and request assistance.

- The Help Desk Technician will respond to the Inquiry and report back to the partner any outcome or planned action to resolve the inquiry.
- The Help Desk Technician will attempt to resolve the problem or contact the appropriate personnel who will correct the problem. Also, the Help Desk technician will keep in contact with the partner who paged/contacted them and provide periodic updates as needed.

Level 3 Support Issue: (i.e., DMV server is down, UCC filing application is down, Network is down, etc.)

Partner/customer will call the NI Help Desk Technician (402-471-7810) or contact via e-mail at support@nebraska.gov and request assistance.

- Nebraska.gov Technical Help Desk staff person will respond to inquiry within 15 minutes or less and find out more details about the problem.
- The Help Desk Technician will attempt to resolve the problem or contact the appropriate personnel who will correct the problem. Also, the Help Desk technician will keep in contact with the partner who paged and give them periodic updates if needed.
- If the Help Desk staff is unavailable or does not respond within the 15 minutes with a status of the issue, the partner will contact the individuals named in the Contact List in the following order depending on the nature of the problem:

Problem is of Technical Nature:

1. The partner will start by paging the Senior Developer pager.
2. If no response after 30 minutes, the partner will contact the Director of Development
3. If no response after 15 minutes, the partner will call the Director of Marketing.
4. If no response after 15 minutes, the partner will call the General Manager.

Problem is of Business/Non-Technical Nature

1. The partner will start with the Nebraska.gov Project Manager affiliated with the application in question.
2. If no response after 30 minutes, the customer will contact the Director of Marketing.
3. If no response after 30 minutes, the Customer will call the General Manager.

After Operating hours (5pm – 8am)

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Level 1 After Hours Support Issue: (i.e. login doesn't work, changing access, billing question, etc.)

Partner will call the NI Help Desk Technician (402-471-7810) and leave message or contact via e-mail at support@nebraska.gov and request assistance.

- The Help Desk Technician will respond to the inquiry and report back to the partner/customer any outcome or planned action to resolve the inquiry.

Level 2 After Hours Support Issue: (i.e. billing data lost, reporting or file export problems, etc.)

Partner will call the NI Help Desk Technician (402-471-7810) and leave message or contact via e-mail at support@nebraska.gov and request assistance. (**NOTE:** if the partner believes the issue to be of medium priority but needs resolved prior to next business day proceed to Level 3 support Issue.

- The Help Desk Technician will respond to the inquiry and report back to the partner any outcome or planned action to resolve the inquiry.
- The Help Desk Technician will attempt to resolve the problem or contact the appropriate personnel who will correct the problem. Also, the Help Desk technician will keep in contact with the partner who paged/contacted them and provide periodic updates as needed.

Level 3 After Hours Support Issue: (i.e., DMV server is down, UCC filing application is down, Network is down, etc.)

Partner will follow the following procedure for any Level 3 After Hours Support Issue.

1. The partner will start by paging the Senior Developer pager.
2. If no response after 30 minutes, the partner will contact the Director of Development
3. If no response after 15 minutes, the partner will call the Director of Marketing.
4. If no response after 15 minutes, the partner will call the General Manager.

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Support Contact List

Technical Help Desk:

Help Desk Direct Line:	1-402-471-7813
Help Desk E-mail:	support@nebraska.gov

Nebraska.gov Staff:

Help Desk Technician: Deana Betts	
Nebraska.gov Main Number:	402-471-7810
Toll Free:	800.747-8177

General Manager: Brian Stevenson	
Office:	402-471-6582
Cell:	402-202-6765
E-Mail:	brian@nebraska.gov

Director of Marketing and Portal Operations: Trevor Bair	
Office:	402-471-2154
Cell:	402-416-2593
E-Mail:	trevor@nebraska.gov

Director of Development: Trent Bills	
Office:	402-471-7813
Cell:	402-202-7951
E-Mail:	trent@nebraska.gov

Senior Developer: Dave Pfister	
Office:	402-471-7893
Pager:	402-790-3311
E-Mail:	dave@nebraska.gov

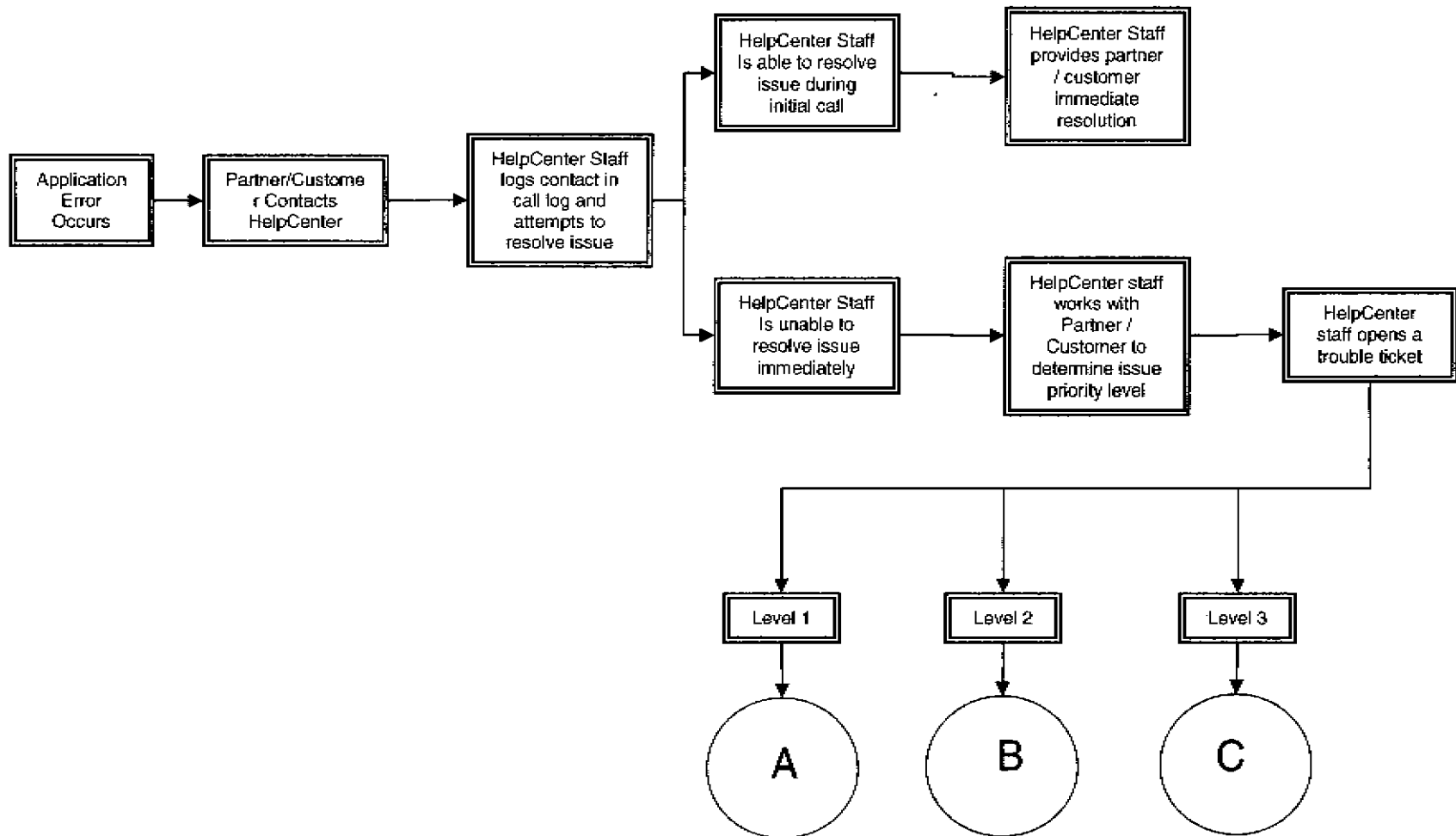
24X7 Support Procedures (Internal)

NI has created additional structure to ensure the following:

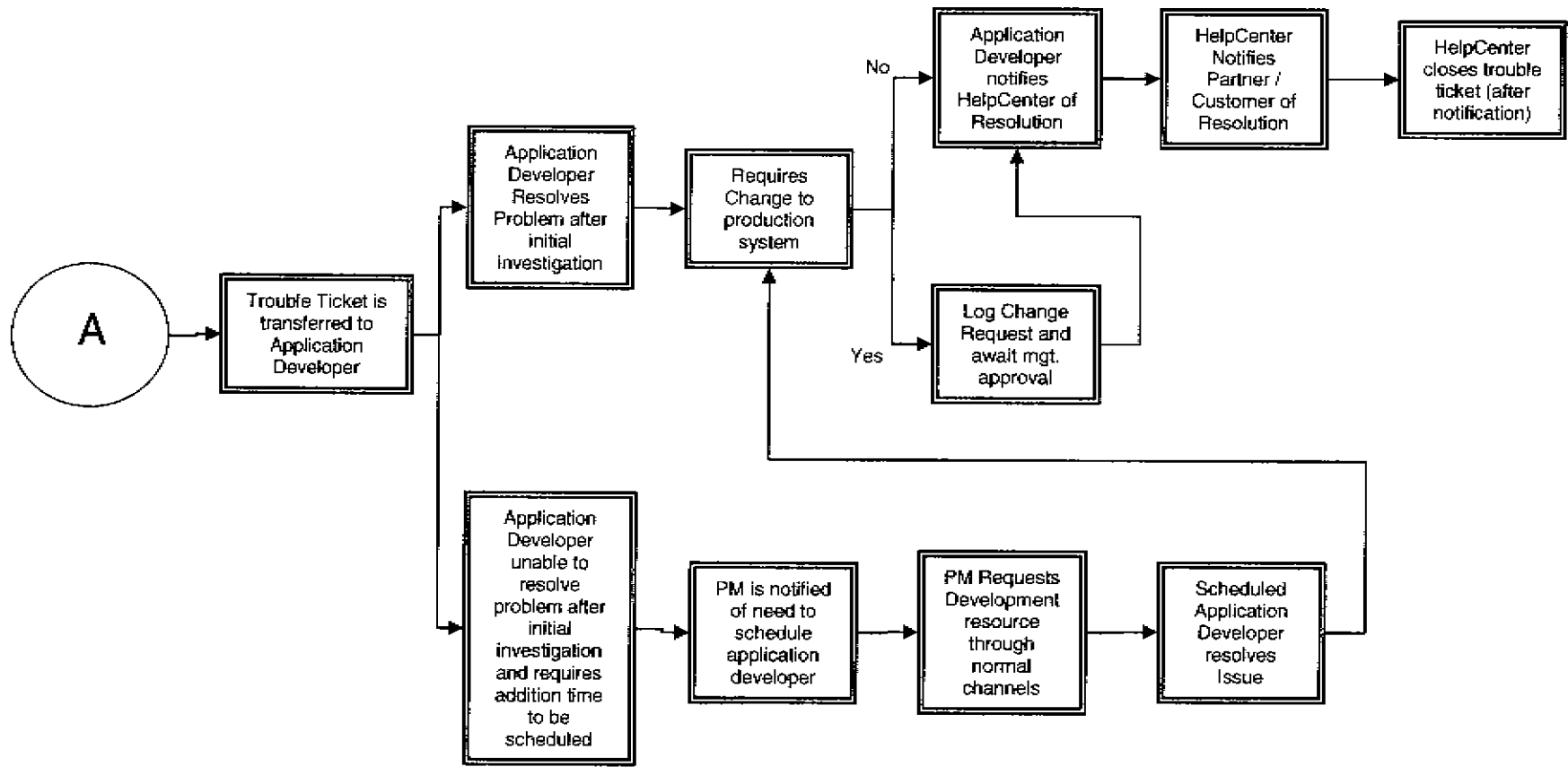
- Process is clearly defined
- Provide accurate and timely responses to customers / partnering agencies
- Provide consistency in the customer / partner support experience
- Provide the ability to produce accurate and Informative reporting on customer service issues.

The following Diagram will be followed each time NI staff is made aware of a potential issue with a partner application:

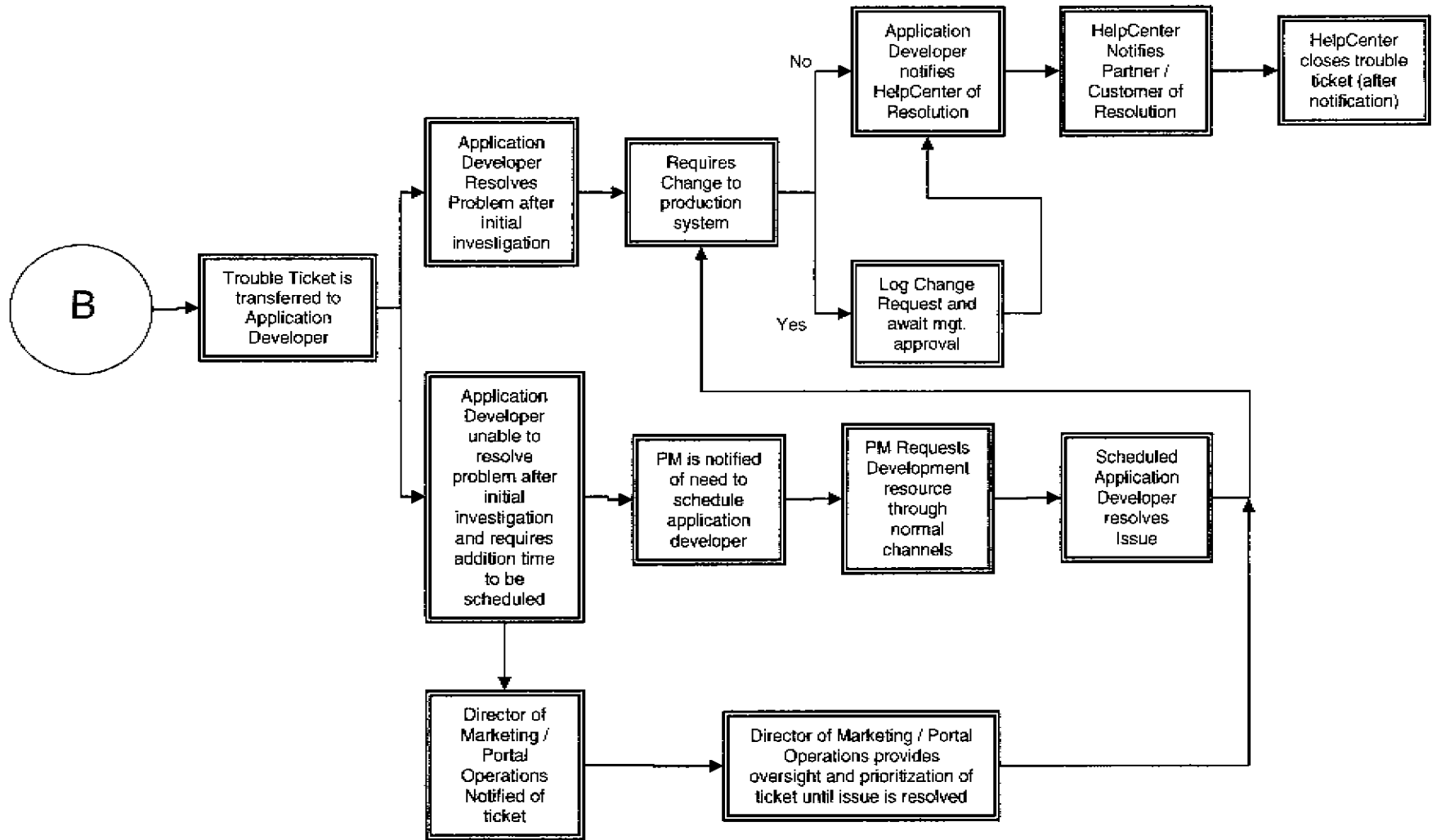
Initial Support Request



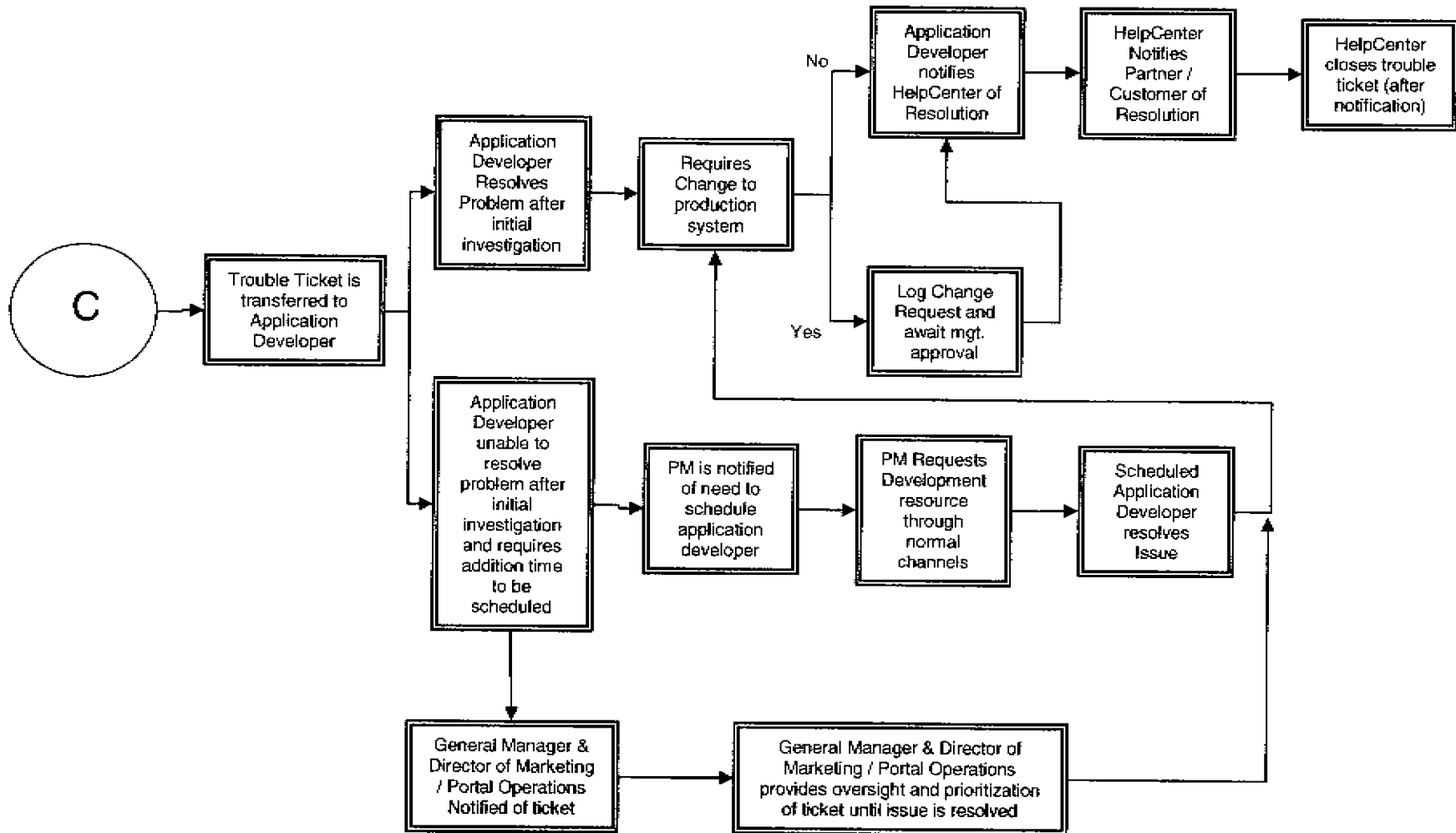
Level 1 Support



Level 2 Support



Level 3 Support



New and Enhanced Services Plan

The 2006 plan for new and enhanced services will focus on creating extendable eGovernment services. Throughout the 11 year history of the Nebraska.gov portal many similar requests have been made for functionality that every state agency could use. Our approach has been to satisfy the immediate need by developing applications that satisfy individual agency's requirements. In an age of heightened need for eGovernment services the portal must become more proficient by creating extensible services that can be used by any agency seeking solutions.

Form mail

One of the most common needs by any agency is to provide a means for two way communication between their constituents and their employees. Common requests range from providing a way for users to provide feedback, ask questions of an agency or signup for an agency service. All of these types of request can be satisfied through the use of form mail.

Form mail is an aged idea that most Web savvy webmasters shy away from due the risks associated with spam. There is a need within state government to provide a means of creating form mail and automating it's delivery in a way that remains secure and does not divulge the email addresses of the anticipated recipient(s).

NI will begin work on creating an extensible form mail product that can be leveraged by any requesting state, local or government entity at no cost. There are some characteristics for form mail that are often requested with this type of functionality. NI will explore providing a service that could satisfy each of these characteristics.

- Easy to implement
- Easy to replicate
- Protect the recipients email address
- Multiple means of delivery
 - Email
 - Download
- Well documented structure

Enterprise Payment Portal

Often agencies are not interested in developing their own online applications that require payment processing. This is sometimes true even for large agencies that have available resources to accommodate such a request. Why? Because adding the ability to accept an online payment also adds a great deal of overhead and risk to a service. Protecting user data such as credit card numbers and bank routing and account numbers is essential.

In efforts to create an online environment that provides the required security needed to protect user data the payment card industry has instituted Payment Card Industry Data Security Standard (PCIDSS). While this standard is needed and does provide

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the means for the payment card industry to monitor the entities accepting online transactions, this standard adds a large amount of overhead to the process.

How can NI help? NI has been compliant since PCIDSS inception and will continue to take any and all necessary steps to remain compliant. NI will begin to explore creating an avenue for any state, local or government agency in Nebraska to process payments online regardless if they or NI builds the application. Once this application has been completed, agencies will no longer need to be intimidated by accepting online payments.

There are a large number of services that have not been created because of this intimidating process.

NI will begin work on creating an extensible payment portal that can be leveraged by any requesting state, local or government entity. There are some characteristics for centralized payment portal that must be met to ensure this service is usable by NI, agencies and the businesses and citizens of Nebraska.

- Should relieve the complexities of accepting payments online by agencies
- Must comply with all industry standards for both Credit card and Automated Clearing House (ACH) payments. These will include PCIDSS for credit cards and the National Automated Clearing House Association (NACHA) standards for ACH payments (Electronic Checks)
- Must provide secure communications between agency and NI
- Must integrate into the NI Payment Engine already in use
- Must allow for seamless money flow between the state & NI
- Must provide ability for agency to audit and validate money flow
- Must be well documented

Enterprise Service Express

Building upon the concepts of the Enterprise Payment Portal and form mail NI will evaluate the feasibility of providing a service that would allow smaller agencies that do not have the needed resources to develop online applications a mechanism to move simple, over-the-counter transactions online. Examples of these over-the-counter transactions that could be easily provided online using this type of service would be conference registrations, city and county ticket payments, rural water bill payments and many more.

This service will quickly provide a great deal of benefit for local and municipal entities as well as state agencies. Providing this service will provide NI with the ability to impact the lives of a wide spectrum of citizens and businesses throughout the state of Nebraska as well as any agency accepting payments through such a service.

This service will quicken NI's ability to provide services without the need to allocate multiple resources to applications that may impact only a small group of individuals. In concept the application should:

- Be easy to set up for a new state, local or government entity
- Provide security for both the users information and the payment processing
- Be configurable enough to accept the information the agency needs to accompany the payment with limited data validation

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- Provide multiple methods of data delivery
 - Email
 - Download
- Must be well documented

This service may magnify a potential road block in providing quick turn around for these online services. Prior to each application being launched NI must gain approval of fees from the NSRB. This service will allow for the creation of services very quickly but NI and NSRB may have to explore ideas on how to allow these services to go online with approved agreements in the absence of an NSRB board meeting. NI will work with NSRB to secure a solution to this issue prior to the development of the application.

Agency Website Development & Support

It continues to be important to provide the option of navigation via the state portal to individual agency websites. NI 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. NI 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 NI) at a fixed monthly cost as agreed to by the agency, or at no charge, depending on the nature of the application.

Interactive Services Development Plan

In addition to adding services that can be leveraged by any state, local and government entity another key aspect of Nebraska.gov service development is to support the specific needs for partnering agencies. The majority of these applications are developed at no direct cost to the agency (i.e. subsidized by transaction revenues from eGovernment services that require the exchange of money or NSRB grants).

The benefits from the development of interactive services are dependant upon the type of application being requested. In 2001 the criteria was established for use by NI in assigning priority to requested eGovernment projects (reference Appendix D). The criteria established consisted of items such as public benefit, time sensitivity, complexity of the service and transactional revenue. These and other criteria have been added to the concept phase of our project methodology (outlined in Appendix C) to enable the NI management team to evaluate both the priority and feasibility of allocating portal resources to implement the requested eGovernment service. NI will

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also seek input and approval from NSRB to elaborate on these criteria so NI will be better positioned to understand how a requested application will further the states goals and objectives.

The following list briefly describes some eGovernment service requests that NI staff will be working on throughout 2006. This list does not constitute in its entirety the list of projects that NI staff is currently in discussions with or depict every agency the portal is currently working on engagements. The listed applications currently range from the initial concept phase to development phase. (NOTE: applications in concept phase have not yet received approval by all parties to continue in to the implementation phases).

SOS - UCC Amendments, EFS Filings & Corporate Annual Report Filing

The Secretary of States office currently provides both UCC Filings and UCC searches via the state portal. This service currently allows users to search for, provide an initial filing, continue and terminate UCC filings. The Secretary of State's Office has expressed interest in NI implementing UCC amendments, and EFS filings during 2006. NI will work closely with the Secretary of States staff to implement this functionality during 2006.

Drivers License Reinstatements

The Nebraska Department of Motor Vehicles (DMV) currently provides a host of driver license and title lien record services through the state portal. The DMV has requested the portal begin working on an eGovernment service that will allow citizens with suspended driver licenses to reinstate their license by making a payment online.

Vehicle Registration Renewals

The DMV has requested that the portal enter into discussions regarding the creation of eGovernment service that will allow citizens to renew their vehicle registrations online. This service will require the participation of all ninety three Nebraska counties. We are currently in the opening stages of the project as the DMV must complete some back-end enhancements prior to moving forward with the effort. These enhancements are expected to be completed toward the end of the second quarter, making this opportunity available for the third and fourth quarter of 2006.

1040N Tax Filings

The Nebraska Department of Revenue currently offers the ability for citizens to file a 1040NS or short form online via the state portal. In late 2004, NI began work on offering the 1040N, or long form, in addition to the 1040NS. Work is currently underway to provide this functionality for the 2006 calendar year. NI staff is in the final phases of this development lifecycle and hope to launch the service in late January 2006.

Other Interactive Services

Throughout 2006, NI will continue to work on and evaluate addition eGovernment service opportunities. Some of these services include the Fire Marshals Fireworks and Grain Permits, Board of Public Accountancy Continuing Education and license renewals and statewide county property tax. NI staff will also continue to work with agencies on Web site redesigns.

2006 MARKETING PLAN

Marketing Plan Overview

The overall success of the self-funded revenue model used to support Nebraska.gov requires that the eGovernment interactive services built by the portal be used and obtain the highest possible adoption rates. Lack of usage does not generate the revenue necessary for ongoing support and growth and thus NI has a substantial interest in driving adoption of Nebraska.gov services through the use of marketing initiatives. The marketing plan focuses on leveraging government, community and private organizations to promote eGovernment and to drive traffic to portal services.

The tenants of the marketing plan include:

- Inform the public about where, when and how they can receive information and services.
- Inform the public about choice, accessibility and convenience of obtaining products and services through the portal.
- Assure the public that the integrity of the services being delivered complies with the state of Nebraska's service principles and practices, including privacy requirements and security.

NI will leverage the developed and executed brand identity and tactical marketing campaigns in place with our seventeen sister state eGovernment portals. The elements contained in the Nebraska.gov marketing plan are based on methodologies that have delivered measurable results for the respective state portal operations.

NI's intent is to make sure that the Nebraska.gov portal and the marketing themes presented communicate the value of online eGovernment services in terms of saving time, having easy access to information and creating efficiencies by transacting business with the state of Nebraska "online versus standing in line." While this approach may seem intuitive, surprisingly the benchmarking of marketing in the eGovernment space shows a high percentage of feature-driven messages - laundry lists of applications, bells and whistles are promoted, but few mention how these features will deliver benefits to the users. As can be expected, such feature-focused marketing campaigns are unsuccessful.

The Foundation of the Marketing Plan:

Nebraska.gov moves into 2006 in a unique position which provides a great deal of opportunity to grow the portal brand and capitalize on the benefits of increased, targeted marketing efforts.

In recent years, the portal's marketing efforts have been focused on providing outreach to the trade associations and users that make up the portal's core subscriber base. These past efforts have been largely successful and, resultantly, have created a core user-base that may potentially become saturated. Stagnation in this market segment has not yet become an issue, but from our own market research, it is apparent that in order to grow the brand, we must continue to look to new, innovative approaches to promoting Nebraska.gov's services while concentrating on driving adoption and revenue for existing services.

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The marketing plan for 2006 will center on adding value to our partners by ensuring they understand the concepts and benefits of the self-funded portal and how their portal works for both state and local government and the citizens of Nebraska. Our primary goal is to build upon the "I didn't know I could do that online" factor through marketing our services to a broader base of state, industry and public users. Throughout 2006, we will focus on 4 primary Goals to create an unforgettable brand.

Goal: Increase adoption and create additional revenue streams

By utilizing proven, high-return marketing tactics for existing application, NI hopes to increase adoption and create additional revenue streams using the existing application base.

Strategies:

Analyze our customer base.

Ask "who, what and where" our customer come from and how they conduct business. This analysis will allow us to determine the strengths and weaknesses of not only our previous marketing efforts, but allow renewed focus on our core user groups.

Determine growth opportunities

Untapped service growth potential is inherent in a portal with hundreds of online applications. Existing applications will be evaluated and markets explored to determine where new demand exists and how targeted marketing can uncover latent demand.

Conduct market research

It is our job to discover the service enhancements and features that will make customers use our product more and refer others to us. By gathering customer feedback and conducting customer surveys, we can gain the insight into how our customers think and what they demand.

Generate the most "bang for the buck"

NI must concentrate our limited marketing budget on the services that will generate the greatest return. Prior to marketing expenditures, the potential return on investment should be evaluated and only those activities and products that provide the greatest opportunity for exposure selected.

Goal: Increase portal brand recognition

NI will use public relations efforts and new marketing opportunities to help create increased portal brand recognition.

Strategies:

Promote the portal's availability as a source of state government news and information

Continue to utilize the dedicated Nebraska.gov RSS feed to deliver news and information to constituents. Promote the available of the RSS feed to agencies and other interested parties (news organizations, etc.)

Evaluate the use of technologies that will deliver news audio to constituents (ex. Pod-Casting).

Support new service launches through "roll-out marketing"

Provide a dedicated marketing plan for any application with revenue potential or considerable public interest/benefit. Coordinate support of other applications with partner agency (press releases, etc.).

Utilize the Governor's office to promote Nebraska's government initiatives

Develop a working relationship with the Governor's media relations staff in order to present a coordinated public relations plan for the Governor's office and Nebraska.gov.

Leverage relationships with agency PIO's and Directors

Develop relationships with appropriate agency PIO's and Directors and provide marketing support for joint projects when possible.

Pursue award opportunities both nationally and within Nebraska

Research and pursue award opportunities that may otherwise be untapped.

Media relations

Develop relationships with media outlets in Nebraska's major TV, radio and print markets. These relationships will be leveraged as outlets for press releases and portal services/news when appropriate.

Cross promotion of portal services

Leverage county-level relationships with Nebraska county governments to cross-promote portal services.

Continue to utilize state association relationships to increase constituent awareness of core and similar portal services.

Incorporate cross promotion into application receipt pages (ex. Secretary of State service suite).

Goal: Deliver High Quality Customer Service

Part of the NI marketing staff is responsible for customer service. One of the most effective ways to create a positive perception of the Nebraska.gov portal is through providing high quality customer service.

Strategies:

Increased exposure of live help/self help

Restore prevalence and accessibility of the portal's help center to direct users to the answers they need. Expand this section to include information about billing questions and other items not specifically related to state services.

Promote customer services through on-hold messages

Utilize on-hold message recordings to promote portal services as well as online customer services (i.e., billing, etc.). Provide support to agencies to offer a similar on-hold message service for applications and services.

Conduct ongoing customer satisfaction survey

Provide customers with a survey to determine customer needs as well as our strengths and weaknesses in meeting those needs.

Keep customers informed of portal activities

Evaluate use of a customer newsletter or opt-in email notifications to keep up to date of portal service launches, scheduled downtime or other issues.

Goal: Leverage Partner Education as a means of marketing

NI intends upon helping agencies understand what we like to call the "how" and "why" of the Nebraska.gov Web portal. Once we have effectively communicated these principals agencies will be better positioned to provide additional assistance in marketing efforts.

Strategies:

Inform new partners of the benefits of partnering with Nebraska.gov

At initial meetings, provide partners with a portfolio that details the benefits of a relationship with NIC/Nebraska.gov. Provide examples of successful past relationships as well as portal capabilities and success metrics.

Provide an emphasis on our core business

Support the divestment in grant projects and web sites while concentrating on exploring and iterating the value of transactional revenue opportunities. Offer websites and grant projects as value-added opportunities, not our core business. Reaffirm this in partner communications.

Continually demonstrate that we are "the experts" in eGovernment
Position ourselves within state government as the relied upon source for online eGovernment applications. Ensure that all projects are reference able and maintain past and present agency relationships.

2006 TECHNICAL ARCHITECTURE

Introduction

As of the beginning of 2006, Nebraska.gov has completed 95% of the migration of the portal web sites and applications to the NIC Central Data Center (CDC). A detailed description of the CDC hardware and software hosting environment is contained in the following section along with upgrades and enhancements planned for 2006. This document also details a number of specific technical goals for the portal, strategies to achieve those goals and metrics to determine the degree of success in reaching the goals.

NIC CDC Hosting Environment

Hardware Architecture

The hardware redundancy of the CDC begins with the redundant power, cooling, and internet connectivity provided by the AT&T datacenter facility. Key features of the AT&T redundancy include:

- battery backup power for a minimum of 15 minutes
- N+1 redundant generators with 3 days of onsite fuel storage
- Dual OC-48 internet connections entering from opposite sides of the building
- Redundant power and network switching, delivering two independent power and network connections to each customer rack.

Security features of the facility include 24x7x365 on-premise security officers, video surveillance, card key access and a "Man Trap" with biometric palm scan and pin code.

The NIC CDC server architecture uses load balancing and clustering to achieve a high degree of fault tolerance and maximize overall availability. The following is a summary of the current hardware architecture:

- 2 load balanced firewalls
- 2 clustered (automatic failover) hardware load balancers (with SSL accelerators)
- 3 load balanced static content web servers
- 6 load balanced application servers
- 2 clustered (automatic failover) database servers
- 2 clustered (automatic failover) storage servers connected to mirrored drive arrays
- Redundant network switches
- 2 load balanced ftp servers
- 2 load balanced LDAP servers

The NIC CDC also currently includes a completely separate development environment.

Plans for upgrading and enhancing the CDC for 2006 include:

- Adding a load balanced test environment to facilitate complete application testing prior to updating production applications.
- Enhancing the disaster recovery capabilities via the creation of a "hot site" at another datacenter facility.
- Upgrade the load balancers to enhance overall performance and throughput
- Upgrade to Oracle 10g/RAC which will eliminate the failover delay if a database server fails.

Software Architecture

The following industry standard software components are used to provide the web and application hosting services:

- Apache web server – static content, CGI applications, PHP applications
- Resin – Java servlet application container
- Oracle 9i database
- Mysql 4.x database
- Veritas storage, backup, and clustering software
- Nagios network/application monitoring software

Nebraska.gov Technical Plan

For 2006, Nebraska.gov has defined the following technical goals for the portal:

Goal: Complete the migration to the CDC

Complete the migration to the CDC and shut down all locally hosted servers and services. Rather than investing in costly upgrades to our local servers and network, we put our efforts into migrating the portal to the NIC CDC which already had a robust server and network architecture. The local servers do not provide a sufficient level of fault tolerance for the web sites and applications still hosted here.

Strategies:

1. Finish moving the web sites (Revenue and Wrk4Neb.org) and applications already in progress.
2. Coordinate with Brenda Decker and ITS to move agency sites that do not want to be hosted "out of state" to ITS hosting services. These sites include the Governor's site, Lt. Governor's site, Energy Office, NITC, IMS, ITS, Governor's ethanol coalition and the DAS site.
3. Coordinate with Brenda Decker and ITS to move the remaining agency nol.org email accounts to one of the two state standard email systems.
4. Discontinue nol.org email services for portal customers and other non-governmental entities.

Goal: Broaden the skill set of our development

Broaden the skill set of our development staff to include Java application development. A number of other NIC portals develop some or all of their applications in Java. In order to enable Nebraska.gov to leverage these components and applications we need to expand the skill set of our development staff.

Strategies:

1. Books and online tutorials to educate our developers.
2. Identifying and scheduling projects so each developer will be able to develop one or more Java application(s) during the year.
3. Arrange for on-site training from another NIC portal that does most/all of their development in Java.

Goal: Increase Automation of server processes

Identify and automate manual processes wherever possible and practical. Our development staff is often distracted and interrupted from their application development efforts by simple support requests for existing production applications. Simple maintenance activities like updating a database and managing usernames/passwords can add up to a substantial amount of work when they're being done for dozens of applications.

Strategies:

1. Identify opportunities for automation. By creating formal processes for handling these kinds of support requests, we hope to get a better understanding of frequency and amount of work involved in fulfilling these requests. From this information we will be able to identify and prioritize automation projects.
2. Include automation analysis in the planning phase for new projects. This will reduce the support required for new applications by identifying and implementing automation components as part of the initial project development.

2006 FINANCIAL PLAN

Nebraska Interactive has relied upon the self-funding business model to generate growth and development of the Nebraska.gov portal since 1995. This relies on the ability of the network manager to develop and maintain complex eGovernment services with no up-front payment from the government partner. The network manager recovers the development cost and retains a reasonable profit over time transaction fees. Each of these transactions requires that the fees be approved by NSRB prior to launching the application.

This model has been successful in Nebraska for over 11 years and has also been leveraged in 17 other states providing eGovernment services online. One focus in this model is maintaining a healthy ratio between funds generated by through services not provided by the Department of Motor Vehicles (DMV) and what we commonly refer to non-DMV revenue or essentially any revenue that does not come from these services. The financial success of the portal is directly connected to a consistent and reasonable rate of growth in non-DMV revenue.

The network manager will continue to actively seek diversification of the revenue base through the implementation of transaction-based application and through actively marketing the existing eGovernment applications. NI will also continue to work with state agencies to suggest ideas for sound investments from the NSRB grant fund.

2006 Network Budget

Budgeted network revenue for 2006 is based on:

- Modest growth in current revenue sources such as DMV, SOS, JUSTICE etc.
- The addition of new revenue through the implementation of transaction based eGovernment opportunities.
- 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.

Budgeted Gross Revenue for 2006 is expected to increase by 5% (\$5 million) over the 2005 actual revenue (\$4.7 million). Budgeted Cost of sales which include the state's portion of any fees collected, communications and data processing costs is expected to grow by 9% (\$3.2 million). This translates to an estimated growth of Gross Profit (profit before operating expenses) at about 5%, or a total of \$1.9 million.

Under the current contract, each month Nebraska Interactive returns 10% of all revenue from transactions enumerated in Appendix B of the 2002 RFP. For 2006, this total is expected to reach \$140,300.

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Budget Summary

Category	2005 Actual	2005 Budget	2006 Budget
Gross Revenue	\$4,766,989	\$4,803,583	\$4,992,474
Cost of Revenue – Paid to State	\$2,731,916	\$2,622,396	\$3,021,718
Cost of Revenue – Other	\$167,947	\$178,767	\$181,322
Total Cost of Revenue	\$2,899,864	\$2,801,164	\$3,203,040
Gross Profit	\$1,867,125	\$2,002,419	\$1,970,756
Operating Expenses	\$1,400,162	\$1,400,162	\$1,385,070
Operating Income (Loss)	\$497,824	\$602,257	\$585,686
Other Income (Expense)	\$13,170	\$0	\$0
Net Pre-Tax Income	\$510,994	\$602,257	\$585,686
Provision for Income Tax	\$204,769	\$359,077	\$234,860
Net After-Tax Income	\$306,225	\$243,180	\$350,826

In Conclusion . . .

The Nebraska.gov network remains sound and robust. Your network manager has a renewed committed to the growth and positive development of Nebraska.gov, and we are excited about providing many eGovernment services for the state of Nebraska. NI will continue to seek new and innovative ways to provide a best of class state Web portal for the state of Nebraska by ensuring that the following principles remain a central point in everything we do:

- Continually seek ways to improve the overall user experience (improved content, functionality and performance of the network).
- Work to seek profitability through the implementation of innovative eGovernment services ensuring the long-term viability of the network manager.
- Strive to create the highest quality eGovernment services for the state of Nebraska.
- Actively market Nebraska eGovernment services in efforts to increase adoption.

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APPENDIX A (WEB SITE HOSTING)

Nebraska.gov Web site Hosting

December 2005

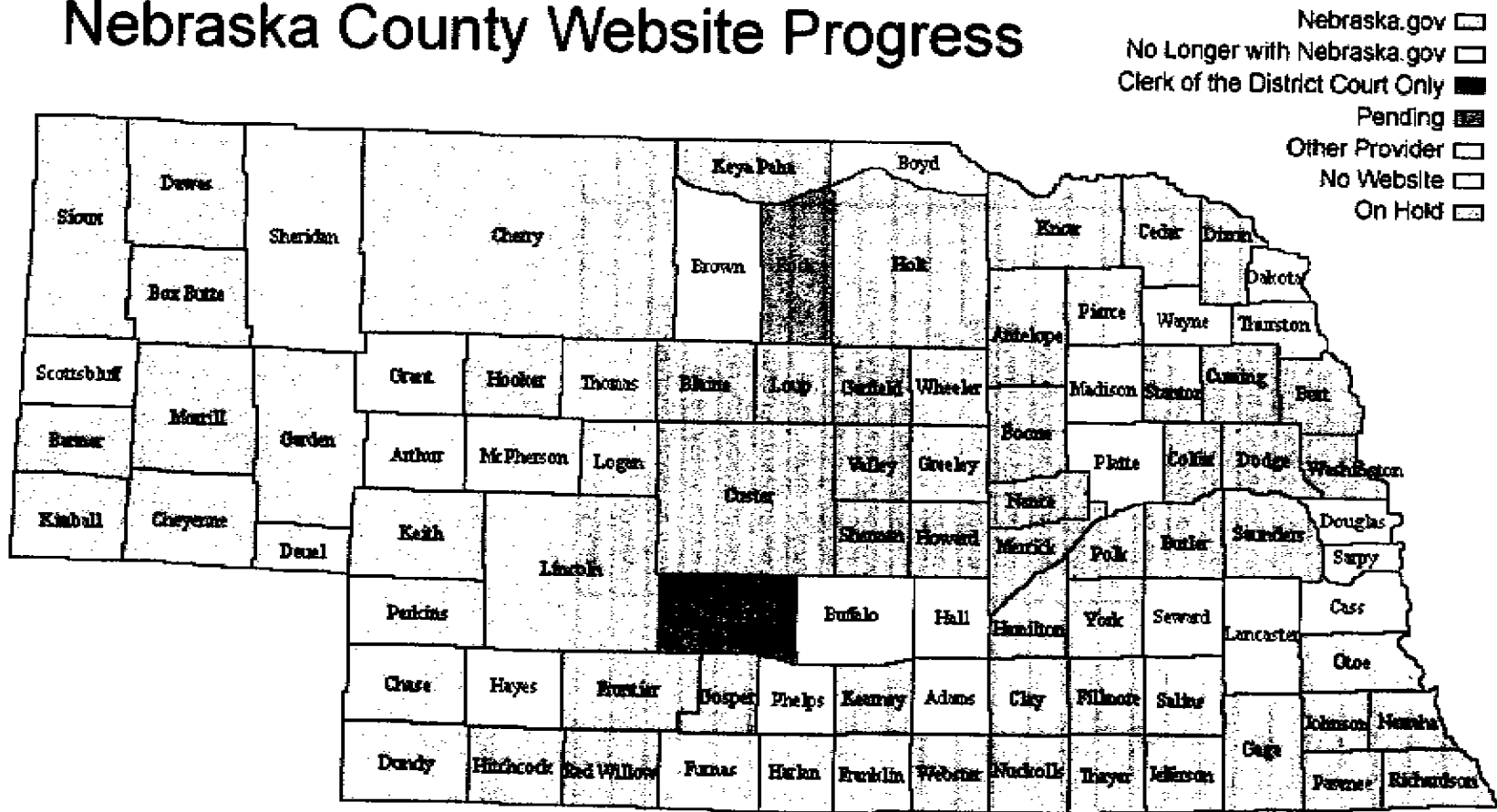
Counties Hosted		
Antelope	www.co.antelope.ne.us	
Banner	www.co.banner.ne.us	
Blaine	www.co.blaine.ne.us	www.blainecounty.ne.gov
Boone	www.co.boone.ne.us	
Box Butte	www.co.box-butte.ne.us	
Burt	www.burtcounty.ne.gov	
Butler	www.co.butler.ne.us	
Cedar	www.co.cedar.ne.us	
Chase	www.co.chase.ne.us	
Cherry	www.co.cherry.ne.us	
Cheyenne	www.co.cheyenne.ne.us	
Clay	www.claycounty.ne.gov	
Colfax	www.colfaxcounty.ne.gov	
Cuming	www.co.cuming.ne.us	
Custer	www.co.custer.ne.us	
Dawes	www.co.dawes.ne.us	
Dawson – Clerk of the District Court	www.dawsoncdc.ne.gov	
Deuel	www.co.deuel.ne.us	
Dixon	www.co.dixon.ne.us	
Dodge	www.dodgecounty.ne.gov	
Dundy	www.co.dundy.ne.us	
Franklin	www.co.franklin.ne.us	
Frontier	www.co.frontier.ne.us	
Gage	www.co.gage.ne.us	
Garden	www.co.garden.ne.us	
Garfield	www.garfieldcounty.ne.gov	
Gosper	www.co.gosper.ne.us	
Hamilton	www.co.hamilton.ne.us	
Hitchcock	www.co.hitchcock.ne.us	
Holt	www.co.holt.ne.us	
Hooker	www.co.hooker.ne.us	
Howard	www.howardcounty.ne.gov	
Jefferson	www.co.jefferson.ne.us	
Johnson	www.co.johnson.ne.us	
Kearney	www.kearneycounty.ne.gov	
Keith	www.co.keith.ne.us	
Keya Paha	www.co.keya-paha.ne.us	

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Counties Hosted		
Kimball	www.co.kimball.ne.us	
Knox	www.co.knox.ne.us	
Lincoln	www.co.lincoln.ne.us	
Loup	www.co.loup.ne.us	
Merrick	www.merrickcounty.ne.gov	
Morrill	www.co.morrill.ne.us	www.morrillcounty.ne.gov
Nance	www.co.nance.ne.us	
Nemaha	www.co.nemaha.ne.us	www.nemahacounty.ne.gov
Nuckolls	www.nuckollscounty.ne.gov	
Otoe	www.co.otoe.ne.us	
Pawnee	www.co.pawnee.ne.us	
Perkins	www.co.perkins.ne.us	
Pierce	www.co.pierce.ne.us	
Polk	www.polkcounty.ne.gov	
Red Willow	www.co.red-willow.ne.us	
Richardson	www.co.richardson.ne.us	
Rock	www.rockcounty.ne.gov	
Saline	www.co.saline.ne.us	
Saunders	www.saunderscounty.ne.gov	
Sherman	www.co.sherman.ne.us	
Sioux	www.co.sioux.ne.us	
Stanton	www.co.stanton.ne.us	
Thayer	www.thayercounty.ne.gov	
Valley	www.co.valley.ne.us	
Washington	www.co.washington.ne.us	
Webster	www.co.webster.ne.us	
York	www.yorkcounty.ne.gov	

County Map (Next Page)

Nebraska County Website Progress



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Agencies Hosted		
Abstracters Board of Examiners	www.abe.state.ne.us	www.abstractors.state.ne.us
Accountability and Disclosure Commission, Nebraska	www.nadc.state.ne.us	
Administrative Services, Department of	www.das.ne.gov	
Administrative Services – Budget Division, Department of	www.budget.ne.gov	
Administrative Services – Information Technology Services	its.ne.gov	www.cio.state.ne.us , www.doc.state.ne.us
Aeronautics, Nebraska Department of	www.aero.state.ne.us	
AgRelations Council, Nebraska	narc.nol.org	
Agriculture, Nebraska Department of	www.agr.ne.gov	www.agr.state.ne.us
Arts Council, Nebraska	www.nebraskaartscouncil.org	
Athletic Commission, State	www.athcomm.state.ne.us	
Attorney General	www.ago.state.ne.us	
Auditor of Public Accounts	www.auditors.state.ne.us	
Banking and Finance, Nebraska Department of	www.ndbf.org	
Barber Examiners, Board of	www.barbers.state.ne.us	
Blind & Visually Impaired, Nebraska Commission for	www.ncbvi.ne.gov	
Brand Committee, Nebraska	www.nbc.ne.gov	
Corn Board, Nebraska	www.nebraskacorn.org	www.nebraskacorn.state.ne.us
Dairy Industry Development Board	www.dairy.state.ne.us	
Deaf and Hard of Hearing, Nebraska Commission for the	www.ncdhh.ne.gov	
Drought Central	www.droughtcentral.org	
Economic Development, Department of	www.neded.org	*.neded.org , www.nediplomats.org , filmnebraska.org
Education Lands and Funds, Board of	www.belf.state.ne.us	
Electrical Board, Nebraska State	www.electrical.state.ne.us	
Emergency Management Agency, Nebraska	www.nema.ne.gov	www.nebema.org
Engineers and Architects, Board of	www.ea.state.ne.us	
Environmental Trust, The Nebraska	www.environmentaltrust.org	
Equal Opportunity Commission, Nebraska	www.neoc.state.ne.us	
Ethanol Board, Nebraska	www.ne-ethanol.org	
Fire Marshal, State	www.sfm.state.ne.us	www.sfm.ne.gov
Foster Care Review Board	www.fcrb.state.ne.us	
Geologists, State of Nebraska Board of	www.geology.state.ne.us	
Golden Sower Award, The	www.goldensower.org	
Governor's Site	www.gov.state.ne.us	gov.nol.org
Grain & Feed Association, Nebraska	www.negfa.org	
Grain Sorghum Board, Nebraska	www.sorghum.state.ne.us	
Historical Society, Nebraska State	www.nebraskahistory.org	

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Agencies Hosted		
Incentive Cooperative Agreement, State	www.nebraskaprevention.gov	
Indian Affairs, Commission on	www.indianaffairs.state.ne.us	
Industrial Relations, Nebraska Commission of	www.ncir.ne.gov	
Insurance, Department of	www.doi.ne.gov	
Investment Council, Nebraska	www.nic.ne.gov	
Judicial Branch, Nebraska	www.court.state.ne.us	
Judicial – Eighth District Court	www.dc8.state.ne.us	
Landscape Architects, Nebraska State Board of	www.landarch.state.ne.us	
Law Enforcement and Criminal Justice, Nebraska Commission on	www.ncc.ne.gov	
Liquor Control Commission, Nebraska	www.lcc.ne.gov	
Lt. Governor's Site	www.ltgov.ne.gov	
Mexican American Commission	www.mex-amer.state.ne.us	
Motor Vehicles, Department of	www.dmv.state.ne.us	dmv.nol.org
Motor Vehicle Industry Licensing Board, Nebraska	mvdealerbd.nol.org	
National Guard, Nebraska	www.neguard.com	www.nmd.state.ne.us
Natural Nebraska	www.naturalnebraska.state.ne.us	
Pardons Board	www.pardons.state.ne.us	
Parole Board	www.parole.state.ne.us	
Poultry & Egg	www.nebraskapoultry.org	
Power Review Board, Nebraska	www.nprb.state.ne.us	
Professional Practices Commission, Nebraska	nppc.nol.org	
Property Assessment and Taxation, Nebraska Dept of	www.pat.state.ne.us	
Public Accountancy, Nebraska Board of	www.nbpa.ne.gov	
Public Advocacy, Nebraska Commission on	www.ncpa.ne.gov	
Public Power Alliance, Governors'	www.publicpoweralliance.org	
Public Service Commission, Nebraska	www.psc.state.ne.us	
Racing Commission, Nebraska State	www.horseracing.state.ne.us	
Real Estate Appraiser Board, Nebraska	www.appraiser.ne.gov	
Real Estate Commission, Nebraska	www.nrec.state.ne.us	
Revenue, Nebraska Department of	www.revenue.ne.gov	www.revenue.state.ne.us
Roads, Department of	www.dor.state.ne.us	www.nebraskatransportation.org www.dorroads.state.ne.us
Safekids.ne.gov	www.safekids.ne.gov	
Secretary of State, Nebraska	www.sos.state.ne.us	
State Capitol, Nebraska	www.capitol.org	
State of Nebraska	www.nebraska.gov	
Student Vote, Nebraska	www.nestudentvote.com	
Tax Equalization & Review Commission, Nebraska	www.terc.ne.gov	

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Agencies Hosted		
Telecommunication Infrastructure Needs Assessment	www.tina.state.ne.us	
Veterans' Affairs, Department of	www.vets.state.ne.us	www.nebraskaveteran.com
Volunteer Service Commission, Nebraska	www.nvsc.ne.gov	
Webmasters' Group, Nebraska	www.webmasters.ne.gov	
West Dodge Project – Nebraska Department of Roads	www.westdodge.info	
Women, Nebraska Commission on the Status of	www.women.ne.gov	
Workers' Compensation Court, Nebraska	www.wcc.ne.gov	

Associations Hosted	
Bankers Association, Nebraska	www.nebankers.org
Grain Sorghum Producers Association, Nebraska	www.nesorghum.com
Nebraska Intergovernmental Risk Management Association	www.nirma.info
International Association of Electrical Inspectors	www.ne-iaei.org
Lincoln Action Program	www.lincoln-action.org
Nebraska Grain & Feed Association	www.negfa.org
Library Association, Nebraska	www.nebraskalibraries.org
Rural Community Schools Association, Nebraska	www.nrcsa.net
Center for Rural Entrepreneurship	www.ruraleship.org
National Management Association, Nebraska Chapter	nma.nol.org
Nebraska Association of Transportation Providers	www.neatp.org
Nebraska Chamber of Commerce & Industry	www.nechamber.com
Community College Association, Nebraska	www.ncca.state.ne.us
Development Network Inc., Nebraska	www.ndn.state.ne.us
Retail Federation, Nebraska	www.nebraskaretail.com
Project Management Institute, Mid-Nebraska Chapter	www.pmi-midnebraska.org
WASHTO 2005	www.washto2005.org
Western Regional BIOMASS Energy Program	www.westbioenergy.org

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APPENDIX B (APPLICATION LISTING)

State, Local or Government Agency	Application Name
ABSTRACTORS	Abstracter Licensee Database Search & Retrieval
ABSTRACTORS	Abstracters Website design
ABSTRACTORS	Abstracting Companies Database Search & Retrieval
ACCOUNTABILITY & DISCLOSURE COMM	Backend System Development
ACCOUNTABILITY & DISCLOSURE COMM	Campaign Contribution Database Search & Retrieval
ACCOUNTABILITY & DISCLOSURE COMM	Campaign Contribution Search Upgrade
ADM SERVICES, DEPT OF	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
AGRICULTURE, 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)
ARTS COUNCIL, NEBRASKA	E-Granting System
ARTS COUNCIL, NEBRASKA	E-Granting System Upgrade
ARTS COUNCIL, NEBRASKA	Governor's Arts Awards Registration
ATTORNEY GENERAL	Consumer Vulnerability Survey
ATTORNEY GENERAL	Interactive Complaint Forms (not in service)
AUDITOR OF PUBLIC ACCOUNTS	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
BANKERS ASSOCIATION	Bank Compliance Document Search Application
BANKING & FINANCE, DEPT OF	Mortgage Bankers Database Search & Retrieval
BANKING & FINANCE, DEPT OF	NDBF Actions & Orders Database Search & Retrieval
BANKING & FINANCE, DEPT OF	NDBF Securities Database Search & Retrieval
BRAND COMMITTEE, NEBRASKA	Available Brands List
BRAND COMMITTEE, NEBRASKA	Brand Database Search & Retrieval
BRAND COMMITTEE, NEBRASKA	Brand Database Search & Retrieval Upgrade (1)
CHIEF INFORMATION OFFICER	Business Portal Forms Inventory Database
CHIEF INFORMATION OFFICER	Business Portal Forms Inventory Edit Tool
CHIEF INFORMATION OFFICER	Citizen Portal
CHIEF INFORMATION OFFICER	Forms Automation (Editable PDFs)
CHIEF INFORMATION OFFICER	Nebraska State Agency Activities Calendar

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State, Local or Government Agency	Application Name
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	Public Meeting Calendar
CRIME COMMISSION	Crime Statistics Search (not active)
DEAF AND HARD OF HEARING, NEBRASKA COMMISSION FOR THE	Searchable databases
DED BUSINESS DEVELOPMENT DIVISION	Conference Registration
DED FILM OFFICE	Film Information Search
DISTRICT COURTS	Court Hearing Scheduler
EDUCATION, DEPARTMENT OF	College Course Search (not active)
EDUCATION, DEPARTMENT OF	Education Portal
ELECTRICAL DIVISION	Contractor Electrical Permits
ELECTRICAL DIVISION	Homeowner Electrical Permits
ELECTRICAL BOARD	Electricians License Renewals
ELECTRICAL BOARD	Electricians License Renewals Update
ELECTRICAL BOARD	Multistate Reciprocity System
ENGINEERS & ARCHITECTS	Engineers & Architects License Renewals
ENGINEERS & ARCHITECTS	Engineers & Architects License Renewals Update
FIRE MARSHAL, STATE	Fire Alarm Inspectors Search
FIRE MARSHAL, STATE	Fire Chief Lookup
FIRE MARSHAL, STATE	Fireworks Display Permits
FIRE MARSHAL, STATE	Fireworks Retailer Licensing
FIRE MARSHAL, STATE	Fireworks Search
FIRE MARSHAL, STATE	Grain Permits
GOVERNOR'S OFFICE	Budget Estimator Tool (not active)
HEALTH & HUMAN SERVICES	Birth Certificate Online Order Form
HEALTH & HUMAN SERVICES	Chiropractors License Renewals
HEALTH & HUMAN SERVICES	Cosmetologist License Renewal
HEALTH & HUMAN SERVICES	Dental Hygienist License Renewals
HEALTH & HUMAN SERVICES	Dentist License Renewals
HEALTH & HUMAN SERVICES	Dispensing Practitioners License Renewals
HEALTH & HUMAN SERVICES	Emergency Medical Technicians License Renewals
HEALTH & HUMAN SERVICES	Environmental Health Specialist License Renewal
HEALTH & HUMAN SERVICES	Hearing Aid Instrument Dispenser & Fitter License Renewals
HEALTH & HUMAN SERVICES	Medical Nutrition Therapists
HEALTH & HUMAN SERVICES	Mental Health, Substance Abuse Conference Registration
HEALTH & HUMAN SERVICES	Nursing Home Administrator License Renewal
HEALTH & HUMAN SERVICES	Occupational Therapists License Renewals
HEALTH & HUMAN SERVICES	Optometrists License Renewals
HEALTH & HUMAN SERVICES	Pharmacy License Renewals
HEALTH & HUMAN SERVICES	Physical Therapists License Renewals
HEALTH & HUMAN SERVICES	Physicians License Renewals
HEALTH & HUMAN SERVICES	Physicians Assistants License Renewals

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State, Local or Government Agency	Application Name
HEALTH & HUMAN SERVICES	Podiatrists License Renewals
HEALTH & HUMAN SERVICES	Practitioner List Sales
HEALTH & HUMAN SERVICES	Psychologist License Renewals
HEALTH & HUMAN SERVICES	Public Health Clinics with Drug Dispensing License Renewals
HEALTH & HUMAN SERVICES	Respiratory Care License Renewals
HEALTH & HUMAN SERVICES	Speech-Language Pathologist License Renewals
HEALTH & HUMAN SERVICES	Veterinarians/Veterinary Technicians License Renewals
HEALTH & HUMAN SERVICES	Water Operators License Renewals
HEALTH & HUMAN SERVICES	Well Drillers License Renewals
HEALTH & HUMAN SERVICES	Wholesale Drug Distributors License Renewals
HEARING IMPAIRED, COMM OF THE	Online Meeting Registration Form
INSURANCE, DEPT OF	Insurance Company Directory
INSURANCE, DEPT OF	Summary of Insurance Business Report
LEGISLATURE, NEBRASKA	Free Bill Tracking
LEGISLATURE, NEBRASKA	Premium Bill Tracking
LIBRARY COMMISSION, NEBRASKA	State Statutes Search
LIQUOR CONTROL COMMISSION	Database Searches
MILITARY DEPARTMENT	NEMA Directors Search
MILITARY DEPARTMENT	Tuition Reimbursement Database Search & Retrieval
MOTOR VEHICLES, DEPT OF	CDL third party testing
MOTOR VEHICLES, DEPT OF	CDL third party testing enhancements
MOTOR VEHICLES, DEPT OF	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	Insurance Database Reporting
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	Vehicle Tax Estimator
NSRB	Google Search Engine
PROPERTY ASSESSMENT & TAXATION	Property Assessor Survey
PUBLIC ACCOUNTANCY	Licensed CPA & Accounting Firm Database Search & Retrieval
REAL ESTATE COMMISSION	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

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State, Local or Government Agency	Application Name
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
REVENUE, DEPT OF	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

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State, Local or Government Agency	Application Name
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
RURAL DEVELOPMENT COMMISSION	Rural Development Database Search
RURAL DEVELOPMENT COMMISSION	Training Seminar Registration
SECRETARY OF STATE	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	Corporate Interactive Search & Retrieval Upgrade & Credit Card Document Sales
SECRETARY OF STATE	Corporation Batch Search & Retrieval
SECRETARY OF STATE	Corporation Special Request Search & Retrieval
SECRETARY OF STATE	County Website Templates
SECRETARY OF STATE	Election Information System (including county reporting)
SECRETARY OF STATE	EFS Interactive Search & Retrieval
SECRETARY OF STATE	Nebraska@ Online Portal Web Site
SECRETARY OF STATE	Nebraska@ Online Portal Upgrade (1)
SECRETARY OF STATE	Nebraska@ Online Portal Upgrade (2)
SECRETARY OF STATE	Online Meeting Registration Form
SECRETARY OF STATE	Quarter Design Voting
SECRETARY OF STATE	Registered Buyers Quarterly Report (not in service)
SECRETARY OF STATE	Registered Buyers Quarterly Report Update (not in service)
SECRETARY OF STATE	Registration for Notary Public Seminars
SECRETARY OF STATE	Rules & Regulations Search
SECRETARY OF STATE	Rules & Regulations Tracking
SECRETARY OF STATE	Student Vote
SECRETARY OF STATE	UCC Batch Search & Retrieval
SECRETARY OF STATE	UCC Interactive Batch Refillings
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 Refillings (not in service)
SECRETARY OF STATE	UCC/EFS Special Request Search & Retrieval
STATE HISTORICAL SOCIETY	Nebraska Atlas/Plat Book Search
STATE HISTORICAL SOCIETY	Nebraska City/County Directories Search

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State, Local or Government Agency	Application Name
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
SUPREME COURT	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
TRAVEL & TOURISM DIVISION	Conference Registration
TREASURER, STATE	Child Support Payment PayFuse Integration
TREASURER, STATE	Unclaimed Property Database Search (not in service)
TREASURER, STATE	Unclaimed Property Search Upgrade (not in service)
VOLUNTEER SERVICE COMMISSION, NEBRASKA	Calendar and Conference Registration
WOMENS COMMISSION, NEBRASKA	Health Conference Registration
WOMENS COMMISSION, NEBRASKA	Online Computer Course Survey
WORKERS COMPENSATION COURT	WCC Information & Reporting

APPENDIX C (PROJECT MANAGEMENT LISTING)

Concept Phase

- Create Project Folder
- Initial Project Meeting
- Pricing Model Creation
- Preliminary Project Analysis Creation
- Nebraska.gov Mgt Review/Signoff of PPA
- Partner Review/Signoff of PPA

Planning Phase

- Assemble Project Team
- Business Process Analysis Creation
- Prototyping & Functional Specifications Creation

Development Phase

- Marketing
 - Contract Addendums and Service Level Agreements
 - Marketing Plan
 - Merchant Account Setup
 - Testing Plan
- Development
 - Programming
 - Database
 - System Changes
 - Payment Engine Setup
 - Billing Process
 - Development Testing
 - Deployment Plan
- Design
 - Promotional Design

Testing Phase

- Execute Testing plan
- Fix bugs

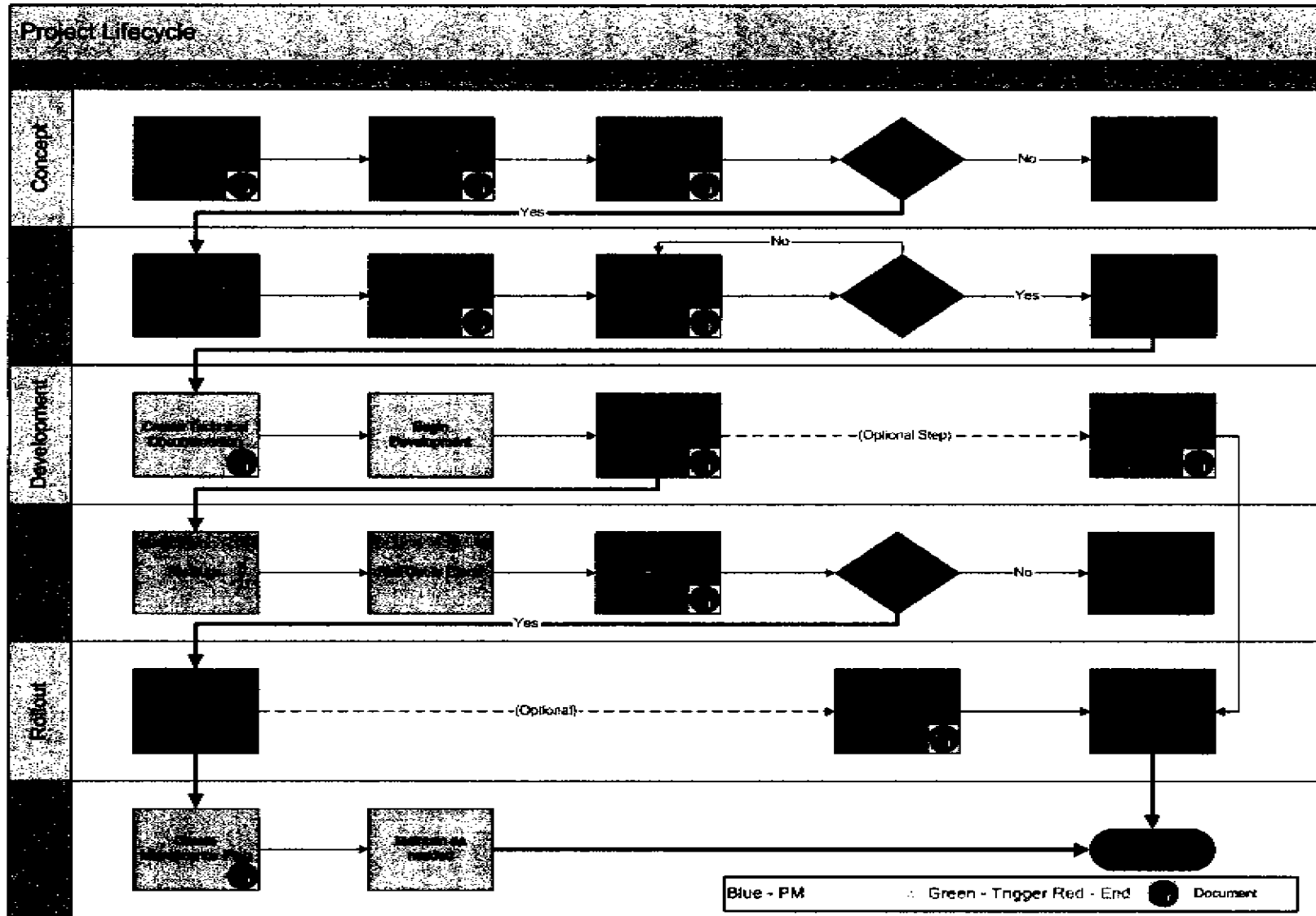
Rollout Phase

- Receive acceptance letter
- Rollout of Application

Maintenance Phase

- Ongoing maintenance

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APPENDIX D (PROJECT PRIORITY CRITERIA)

Project Priority Criteria
September, 2003

The State Records Board established criteria in 2001 for use by NOL in assigning priority to our project work. When the criteria were adopted, there was concern that we were getting behind and the board wanted to provide guidance in setting priorities, and also a yardstick by which we could say "no" to certain projects. Following are the criteria, what they are intended to assess, and the classifications within each:

1. **Public Benefit** – Intended to assess the size of the "market" for each service. Projects that benefit a wider audience are intended to receive higher priority.
 - a. **Extensive** – benefits a high percentage of citizens or businesses. Examples include NOL site redesigns, corporate search, etc.
 - b. **Large** – benefits a large market share of citizens or businesses (such as banks). Examples include UCC upgrades, health practitioner lists, etc.
 - c. **Moderate** – benefits a relatively modest market share. Examples include specific agency website upgrades, password-protected services for a modest-sized group, etc.
 - d. **Small** – benefits a small percentage of citizens or businesses. Examples include website upgrades for agencies with a small constituency, password-protected areas available only to agency staff, etc.

2. **Time Sensitivity** – intended to assess whether there are circumstances (license renewal periods, statutory requirements, etc.) that place time restrictions on when a project must be completed.
 - a. **Rigid** – Statutory requirements or renewal periods require that a project be completed by a date certain. Examples include upgrade of the corporation search to remove the fee, license renewal periods that begin and end on specific dates, etc.
 - b. **Firm** – Seasonal requirements or agency requests indicate a strong desire to complete a project on or near a date certain. Examples include annual updates of audit/budget information for the Auditor's office, online license plate voting, etc.
 - c. **Flexible** – There is no compelling need to complete a project by a date certain (which should not be interpreted as an excuse to delay projects unnecessarily). Examples include agency website upgrades, database searches, etc.

3. **Complexity** – intended to assess how difficult a particular project will be to complete.
 - a. **Extremely high** – Involves a high degree of skill, intricate interfaces with databases, or other similar factors. Examples include UCC search/filing upgrades, Accountability & Disclosure database conversion, etc.
 - b. **Very High** – Involves significant skills, detailed interfaces with databases or other similar factors. Examples include agency site intranets, NOL site upgrade, etc.
 - c. **High** – Involves work that may not be extremely complex but requires significant time to complete. Examples include marriage license application, site conversions to Zope, etc.
 - d. **Moderate** – Involves some degree of skill and time to complete. Examples include taking the fee off corporation searches, website design assistance, etc.
 - e. **Low** – Those 30 minute to 2-hour projects we occasionally receive.

4. **Payment** – Intended to maintain balance between fee and non-fee services
 - a. **Transaction Fee** – indicates we have or intend to secure an interagency agreement for ongoing transaction revenue
 - b. **Fixed Cost** – indicates we have or intend to secure an interagency agreement for one-time, fixed cost payment for a project. This may include ongoing payment for services such as updating website content. An example of this is the NEMA agreement that is pending signature by the Secretary of State.

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- c. Grant – indicates and agency has or intends to obtain grant funding from the Records Board for one-time payment on a project. To date there has been no ongoing revenue from these types of projects.
- d. Appropriation – indicates that an appropriation has been made to pay NOL for certain projects. The only example of this currently is the county project.
- e. Non-Fee – indicates a project will be subsidized from other revenue sources and no direct payment to NOL will occur.



Nebraska Information Technology Commission

STANDARDS AND GUIDELINES

Web Cookie Policy

Category	E-Government Architecture
Title	Web Cookie Policy
Number	

Applicability	<input checked="" type="checkbox"/> State Government Agencies
	<input checked="" type="checkbox"/> All..... Policy <input type="checkbox"/> Excluding..... Not Applicable
	<input type="checkbox"/> State Funded Entities - All entities receiving state funding for matters covered by this document..... Not Applicable
	<input type="checkbox"/> Other: Not Applicable
Definitions:	
Standard - Adherence is required. Certain exceptions and conditions may appear in this document, all other deviations from the standard require prior approval of _____.	
Guideline - Adherence is voluntary.	
Policy - A high-level set of principles and acceptable procedures.	

Status	<input type="checkbox"/> Adopted <input checked="" type="checkbox"/> Draft <input type="checkbox"/> Other: _____
Dates	Date: April 11, 2006 Date Adopted by NITC: Other:

Prepared by: Technical Panel of the Nebraska Information Technology Commission
 Authority: Neb. Rev. Stat. § 86-516(6)
<http://www.nitc.state.ne.us/standards/>

1.0 Policy

Nebraska.gov and state agencies may use cookies to store user information subject to the following:

1.1 Permanent Cookies

- 1.1.1 Will not contain personal identifying information (e.g. names, date of birth, social security number, hint answers).
- 1.1.2 May be used to save personalized web site settings (e.g. font size, color, text type, etc.).
- 1.1.3 May include an expiration date if appropriate.

1.2 Session Cookies

- 1.2.1 Will be erased when a user's web browser session ends or the user logs out of the application.
- 1.2.2 Will only be accessible to the specific application(s) in use.

1.3 Any use of cookies can be made known to the user through the use of appropriate browser settings.

1.4 The Web Cookie Policy is available on the State Portal.

2.0 Purpose and Objectives

The purpose of this policy is to establish guidance for the use of web cookies on web sites, web pages, and web applications created by State of Nebraska agencies, boards and commissions.

3.0 Definitions

3.1 Web Cookie

Any technique of saving state or tokens stored on a user's computer to be exchanged between a web browser and a web server is considered a cookie (an example of an additional type of cookie is a PIE - Persistent Identification Element).

3.2 Web Page

A document stored on a server, consisting of an XHTML file and any related files for scripts and graphics, viewable through a web browser or the World Wide Web. Files linked from a web page such as Word (.doc), Portable Document Format (.pdf), and Excel (.xls) files are not web pages, as they can be viewed without access to a web browser.

3.3 Web Site

A set of interconnected web pages, usually including a homepage, generally located on the same server, and prepared and maintained as a collection of information by a person, group or organization.

3.4 Web Application

An application that is accessed with a web browser over a network such as the Internet or an intranet.

4.0 Applicability

This policy shall apply to all State of Nebraska agencies, boards and commissions.