

**NEBRASKA STATE RECORDS BOARD  
MEETING: March 16, 2016**

Nebraska State Capitol  
Room 1507  
Lincoln, NE  
March 16, 2016  
9:00 A.M.

# AFFIDAVIT OF PUBLICATION

State of Nebraska }  
LANCASTER COUNTY, } ss.

**MEETING RESCHEDULED**  
Notice is hereby given that the public meeting of the Nebraska State Records Board scheduled for February 10, 2016 has been canceled. The meeting has been rescheduled and will be held Wednesday March 16, 2016 at 9:00 AM, Nebraska State Capitol, Room 1507, Lincoln, NE. The agenda, which is kept continually current, is available at the Office of the Secretary of State, Suite 2300, State Capitol, Lincoln, NE for public inspection during regular business hours.  
#585882 11 Feb 3 9128677

The undersigned, being first duly sworn, deposes and says that she/he is a Clerk of the Lincoln Journal Star, legal newspaper printed, published and having a general circulation in the County of Lancaster and State of Nebraska, and that the attached printed notice was published in said newspaper one successive time(s) the first insertion having been on January 29, 2016 and thereafter on \_\_\_\_\_, 20\_\_\_\_

and that said newspaper is the legal newspaper under the statutes of the State of Nebraska. The above facts are within my personal knowledge and are further verified by my personal inspection of each notice in each of said issues.

Anna Mintmyer  
Subscribed in my presence and sworn to before me on Jan 29, 2016  
UVA K BOONE Notary Public

RECORDS MANAGEMENT  
DIVISION  
FEB 03 2016  
RECEIVED

GENERAL NOTARY - State of Nebraska  
UVA K BOONE  
My Comm. Exp. Jan. 31, 2017

Cost \$9.61 Reference # 585882

<b>Organization</b>	Nebraska State Records Board
<b>Activity</b>	Public Hearing
<b>Date of Activity</b>	Wednesday, 03/16/2016
<b>Time of Activity</b>	Meeting starts at 9:00 AM Central
<b>Last Updated</b>	Friday, 01/15/2016
<b>Location</b>	Room 1507 NE State Capitol
<b>Details</b>	Quarterly meeting of the NE State Records Board
<b>Meeting Agenda</b>	<a href="http://www.staterecordsboard.nebraska.gov/agenda.html">http://www.staterecordsboard.nebraska.gov/agenda.html</a>
<b>Meeting Materials</b>	<a href="http://">http://</a>
<b>Person to Contact for Additional Information:</b>	
<b>Name</b>	Tracy Marshall
<b>Title</b>	Administrative Assistant
<b>Address</b>	440 South 8th Street Suite 210 Lincoln, NE 68508
<b>Telephone</b>	(402) 471-2550
<b>Fax</b>	(402) 471-2406
<b>E-Mail</b>	<a href="mailto:tracy.marshall@nebraska.gov">tracy.marshall@nebraska.gov</a>
<b>Agency Homepage</b>	<a href="http://www.staterecordsboard.nebraska.gov/">http://www.staterecordsboard.nebraska.gov/</a>

# NEBRASKA STATE RECORDS BOARD AGENDA

Nebraska State Capitol

Room 1507

Lincoln, NE

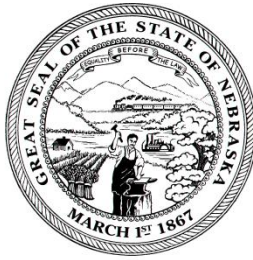
March 16, 2016

9:00 A.M.

1. CALL TO ORDER, ROLL CALL
2. ANNOUNCEMENT OF NEBRASKA OPEN MEETING ACT  
The Act and reproducible written materials to be discussed at the open meeting are located in the back of the meeting room. A copy of the Open Meetings Act is posted in the back of the meeting room.
3. NOTICE OF HEARING
4. ADOPTION OF AGENDA  
**Action Item:** Approval of Agenda
5. APPROVAL OF MINUTES  
**Action Item:** Approval of December 9, 2015 meeting minutes
6. PUBLIC COMMENT
7. CHAIRMAN'S REPORT
  - a) AGREEMENTS & ADDENDA
    - 1) **Non-Action Item: Electronic Government Service Level Agreements** between Nebraska Interactive, LLC, the NE State Records Board and the City of Alma, the City of Fairfield, the City of Gibbon, the Village of Giltner, the City of Oakland and the City of Wood River. Signed by Chairman Gale pursuant to Board Authority.
    - 2) **Non-Action Item:** Addenda (PayPort, Local) to the Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and the City of Alma, the City of Fairfield, the City of Gibbon, the Village of Giltner, the City of Oakland and the City of Wood River. Signed by Chairman Gale pursuant to Board Authority.
    - 3) **Non-Action Item:** Addenda (Event Registration) to the Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and the Nebraska Emergency Management Agency and the Nebraska Supreme Court – Public Guardian. Signed by Chairman Gale pursuant to Board Authority.
    - 4) **Action Item:** Addendum 8 (Special Designated License Payments) to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the Liquor Control Commission.
    - 5) **Action Item:** Addendum 3 (On-line Boiler Inspection) to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the Department of Labor.
  - b) **Action Item:** Review and approve revised EGSLA, Statement of Work and Addendum Templates-Authorize Chairman to sign.

- c) **Action Item:** NE Interactive letters regarding outages on September 20, 2015 and November 7, 2015.
  - d) **Action Item:** NSRB Cash Fund Balance Report
  - e) Grant update and discussion
  - f) GIS WORKSHOP Update (Joe Heieck – Owner & CEO – GIS Workshop, LLC)
8. NEBRASKA.GOV REPORTS
- a) Treasurer - Update on State Payment Processing transition
  - b) General Manager's Report
  - c) **Action Item:** Project Priority Report
9. DATE FOR NEXT MEETING
- Wednesday, May 11, 2016  
9:00 A.M.  
Room 1507  
State Capitol
10. ADJOURNMENT
- Action Item:** Move to adjourn

Updated 3/2/2016



## NEBRASKA STATE RECORDS BOARD

### MINUTES

#### Meeting of December 9, 2015

##### **Agenda Item 1. CALL TO ORDER, ROLL CALL**

The meeting of the Nebraska State Records Board was called to order by Chairman John A. Gale at 9:05 A.M. on December 9, 2015 in Room 1507 of the State Capitol, Lincoln, Nebraska.

A Roll Call was taken. The following Board members were present:

John A. Gale, Secretary of State, State Records Administrator and Chairman;  
Mike Foley, representing the Governor;  
Phil Olsen, representing the Auditor of Public Accounts;  
Scott Keene, representing the Insurance Industry;  
Brenda Ealey, representing Libraries;  
Leslie Donley, representing the Attorney General;  
Byron Diamond, Director of Administrative Services;  
Brian Buescher, representing the Legal Profession;  
Don Stenberg, State Treasurer;  
Mike Konz, representing the Media;  
Crystal Wichita, representing the Banking Industry

Absent:

Greg Osborn, representing the General Public

Staff in attendance:

Colleen Byelick, Legal Counsel  
Cathy Danahy, Executive Director;  
Tracy Marshall, Recording Clerk

##### **Agenda Item 2. ANNOUNCEMENT OF NEBRASKA OPEN MEETINGS ACT**

Chairman Gale announced that in accordance with the Nebraska Open Meetings Act, reproducible written materials to be discussed at the open meeting and a copy of the Nebraska Open Meetings Act are located to the left of the public seating area.

##### **Agenda Item 3. NOTICE OF HEARING**

Chairman Gale announced public notice of the meeting was duly published in the Lincoln Journal Star August 16, 2015 and on the state's website Public Meeting Calendar. The public notice and proof of publication relating to the meeting will be attached to and made a part of the meeting minutes.

##### **Agenda Item 4. ADOPTION OF AGENDA**

Mr. Stenberg moved to adopt the agenda as presented; seconded by Mr. Keene.

Voting For:	Buescher	Diamond	Ealey	Foley	Gale
	Keene	Konz	Olsen	Donley	Stenberg
	Wichita				

Voting Against: None

Absent: Osborn

The motion carried.

**Agenda Item 5. APPROVAL OF MINUTES**

Chairman Gale asked for a motion to approve the minutes of the September 16, 2015 meeting. Mr. Keene moved to approve the minutes; seconded by Mr. Foley.

Voting For:	Buescher	Diamond	Ealey	Foley	Gale
	Keene	Konz	Olsen	Donley	Stenberg
	Wichita				

Voting Against: None

Absent: Osborn

The motion carried.

**Agenda Item 6. PUBLIC COMMENT**

Chairman Gale asked the members of the audience if anyone wished to come forward to provide public comment on anything other than items listed on the agenda. No audience member indicated a desire to provide public comment.

**Agenda Item 7. CHAIRMAN'S REPORT**

Chairman Gale presented a Resolution recognizing Cathy Danahy, Executive Director, upon her retirement December 31, 2015. Mr. Diamond motioned to adopt the Resolution; seconded by Mr. Foley. Chairman Gale read the Resolution into record.

Voting For:	Buescher	Diamond	Ealey	Foley	Gale
	Keene	Konz	Olsen	Donley	Stenberg
	Wichita				

Voting Against: None

Absent: Osborn

The motion carried.

**a) Agenda Item 7. a. AGREEMENTS & ADDENDA**

Mr. Brent Hoffman, General Manager, Nebraska Interactive, LLC introduced the following Agreements and Addenda:

**Agenda Item 1. Electronic Government Service Level Agreements** between Nebraska Interactive, LLC, the NE State Records Board and the Village of Alda, NE and the City of Genoa, NE. Signed by Chairman Gale pursuant to Board Authority.

**Agenda Item 2. Addenda (PayPort) (Local) to the Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board** and the Village of Alda, NE Village of Ceresco, NE, and the City of Genoa, NE. Signed by Chairman Gale pursuant to Board Authority.

**Agenda Item 3. Addenda (PayPort) (State) to the Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and the Department of Health and Human Services.** Signed by Chairman Gale pursuant to Board Authority.

**Agenda Item 4. Addendum 13 (eFiling) to the Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and the Supreme Court.** Signed by Chairman Gale pursuant to Board Authority.

**Agenda Item 5. Addendum 8 (PayPort, Local) to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and Sarpy County.** Mr. Stenberg moved to approve Addendum 8; seconded by Mr. Keene.

Voting For:	Buescher	Diamond	Ealey	Foley	Gale
	Keene	Konz	Olsen	Donley	Stenberg
	Wichita				
Voting Against:	None				
Absent:	Osborn				

The motion carried.

**Agenda Item. 7.b. NETWORK MANAGER OPERATIONS SUBCOMMITTEE REPORT**  
 Chairman Gale reported the subcommittee met to discuss the OCIO service agreement soon to expire and the upcoming retirement of Executive Director Cathy Danahy. He said a revised OCIO contract may be available at the February 2016 meeting. He also reported the subcommittee discussed the Board’s responsibility to act as a consultant to the Secretary of State’s Records Management operation. Many agencies are in desperate need of paper document conversion to digital records. A grant from the NSRB may be extremely helpful in this conversion project. He requested the Grant Review Subcommittee review the current policies to this program to possibly include this type of grant.

Chairman Gale introduced and welcomed Mr. Scott Somerhalder, Vice President, Operations, NIC and Mr. Steve Kovzan, Chief Financial Officer, NIC who were in attendance at the meeting.

**Agenda Item 7. c. PRICEWATERHOUSECOOPERS ANNUAL AUDIT OF NEBRASKA INTERACTIVE, LLC DECEMBER 31, 2014 AND 2013**

Mr. Foley, Chairman of the Finances Review Subcommittee, reported the subcommittee (Mr. Foley, Mr. Keene, Ms. Wichita, and Mr. Stenberg) met to review the audit report along with Phil Olson and Craig Kubicek with the Auditor’s Office. He said it was the subcommittee’s unanimous recommendation that the full board accept the audit. Mr. Stenberg asked Mr. Kovzan to explain how the decision was made to transfer the accumulated earnings of Nebraska Interactive to the parent company. Mr. Kovzan explained in detail the rationalization for this decision. He indicated this practice was very common to decentralized companies, such as NIC, with multi subsidiaries. Chairman Gale asked him to explain how the cost of allocating centralized services is determined. Mr. Kovzan explained NIC uses a very standard methodology that is identical across all thirty subsidiaries of their state portal businesses. Some costs are based on head count, others on a pro rata basis. Chairman Gale asked if there was type of “bottom line” return expectation from their subsidiaries. Mr. Kovzan said as a for profit organization the key for NIC is to balance a good return for their shareholders and investing and reinvesting their businesses. We have profit targets for their portals to achieve, but Nebraska Interactive has the ability to do what they need to do or the state of Nebraska needs. Mr. Foley moved to formally receive the audit report; seconded by Mr. Stenberg.

Voting For:	Buescher	Diamond	Ealey	Foley	Gale
	Keene	Konz	Olsen	Donley	Stenberg



Wichita

Voting Against: None

Absent: Osborn

The motion carried.

**Agenda Item 8. EXECUTIVE DIRECTOR'S REPORT**

**Agenda Item 8.a. NSRB Cash Fund Balance Report**

Ms. Danahy presented the September 30, 2015 Cash Fund Balance Report. There was a discussion about the Secretary of State receiving a grant to digitize the paper records in the State Records Center. Mr. Diamond said the Secretary of State provided detailed data points such as boxes stored, storage costs, scanning costs, etc. to him in a letter. Mr. Diamond suggested these statistics be added to the data points provided by the Secretary of State regarding the State Records Management services such as boxes stored, scanning costs, etc. Mr. Diamond suggested adding this information to the Executive section of the quarterly report so the entire Board may see what the current record storage/scanning status is and if the trend lines are up or down. Mr. Diamond moved to approve the Cash Fund Balance Report; seconded by Ms. Wichita.

Voting For:	Buescher	Diamond	Ealey	Foley	Gale
	Keene	Konz	Olsen	Donley	Stenberg
	Wichita				

Voting Against: None

Absent: Osborn

The motion carried.

**Agenda Item 10. NEBRASKA.GOV REPORTS**

**Agenda Item 10.a. New VISA Transparency Rule – update**

Mr. Stenberg said this item may be deleted from future agendas since all parties concerned agree on how to handle this issue from this point forward. Mr. Hoffman agreed.

**Agenda Item 10.b. General Manager's Report**

Mr. Brent Hoffman, General Manager, Nebraska.gov presented the 3rd Quarter 2015 General Manager's Report.

**Agenda Item 10.c. Project Priority Report**

Mr. Hoffman presented the Project Priority Report. Mr. Diamond would like the *actual* launch date included in future Project Priority reports. Mr. Konz moved to approve the Project Priority Report; seconded by Mr. Diamond.

Voting For:	Buescher	Diamond	Ealey	Foley	Gale
	Keene	Konz	Olsen	Donley	Stenberg
	Wichita				

Voting Against: None

Absent: Osborn

The motion carried.

Chairman Gale declared a recess at 10:55 A.M.

Chairman Gale reconvened the meeting at 11:13 A.M.

**Agenda Item 11. NETWORK MANAGER RFP (CLOSED SESSION)**

Ms. Donley moved the Board go into closed session at 11:15 a.m. for the limited purpose of discussing and reviewing the extension of the current Network Manager contract and the approval and awarding of the proposed negotiated contract resulting from RFP 4877 Z1 to Nebraska Interactive, LLC including discussing and reviewing all negotiated contract documents and for the protection of the public interest; seconded by Mr. Buescher. Chairman Gale repeated the motion.

Voting For:	Buescher	Diamond	Ealey	Foley	Gale
	Keene	Konz	Olsen	Donley	Stenberg
	Wichita				

Voting Against: None

Absent: Osborn

The motion carried.

Ms. Donley moved that the Nebraska State Records Board adjourn from closed session; seconded by Mr. Stenberg.

Voting For:	Buescher	Diamond	Ealey	Foley	Gale
	Keene	Konz	Olsen	Donley	Stenberg
	Wichita				

Voting Against: None

Absent: Osborn

The motion carried.

Chairman Gale gave a report on the discussion of RFP contract, addenda and escrow agreement of the contract for operation and maintenance of Nebraska.gov network.

Ms. Donley moved that the Nebraska State Records Board extend the current contract for the operation and maintenance of Nebraska.gov network between the State of Nebraska and Nebraska Interactive, LLC to March 31, 2016 and approve and authorize the Chair to sign Addendum Four to Contract 406226 04 for this purpose. She further moved that the Board approve and award the proposed negotiated contract for the Management and Administration of the State’s Online Information Portal to Nebraska Interactive, LLC and approve and authorize the chair to sign Addendum 1 and Addendum II to Contract 69584 04 for Management and Administration of the State’s Online Information Portal as presented to the Board. She further moved that the Board approve and authorize the Chair to sign Rider C to the escrow agreement between Nebraska Interactive, NCC Group Escrow Associates, and the State of Nebraska as presented to the Board. She further moved that the Board approve the Guarantee of Performance presented to the Board and finally she moved that the Chair be authorized to sign any additional documents necessary to effectuate the contract; seconded by Mr. Stenberg.

Chairman Gale recognized the RFP/Contract negotiation team, Mike Foley, Byron Diamond, Leslie Donley and Dave Hattan, Elaine Monnier of the OCIO’s office, Colleen Byelick, Cathy Danahy, Tracy Marshall of the Secretary of State’s Office and Ed Toner, OCIO for their hard work.

Voting For:	Buescher	Diamond	Ealey	Foley	Gale
	Keene	Konz	Olsen	Donley	Stenberg
	Wichita				

Voting Against: None

Absent: Osborn

The motion carried.

**Agenda Item 12. DATE FOR NEXT MEETING**

Chairman Gale announced the next NE State Records Board meeting will be held on Wednesday, February 10, 2016 at 9:00 A.M., Room 1507, NE State Capitol, Lincoln, NE.

**Agenda Item 13. ADJOURNMENT**

Mr. Diamond moved to adjourn the meeting; seconded by Mr. Konz. All members present signified agreement by saying “aye”. Chairman Gale declared the meeting adjourned at 11:56 A.M.

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John A. Gale  
Secretary of State  
State Records Administrator  
Chairman, State Records Board

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Date

## Summary List Electronic Government Service Level Agreements

Nebraska.gov submits these signed Electronic Government Service Level Agreements to the Board. The agreements use the approved template, and replace the original Interagency Agreements signed between these agencies and the Nebraska State Records Board. No action necessary.

<b><u>New EGSLA</u></b>	<b><u>NSRB Chairman Signature</u></b>
Alma, City of	02/29/2016
Fairfield, City of	12/11/2015
Gibbon, City of	12/11/2015
Giltner, Village of	02/08/2016
Oakland, City of	02/08/2016
Wood River, City of	02/08/2016

**Electronic Government Service Level Agreement  
with  
<Partner Name>**

This Agreement is made by and among Nebraska Interactive, LLC, a Nebraska Limited Liability Company (Manager), the Nebraska State Records Board (the "NSRB"), and <Partner Name>, (a state, county or local government agency of Nebraska) ("Partner").

This Agreement is subordinate to the State of Nebraska Contract between NSRB and Manager to operate and manage the Nebraska.gov Network ("the Master Contract") and is subject to all terms and conditions therein.

WHEREAS, Partner is a data providing/collecting entity with which electronic communication is desired; and

WHEREAS, Manager desires to access and/or electronically collect such data in order to develop, maintain, and enhance electronic services to Partner.

NOW, THEREFORE, in consideration of the mutual conditions, covenants, and premises contained in this Agreement, the parties agree as follows:

- 1) **PURPOSE** – The purpose of this Agreement is to grant Manager the access and authority to electronically collect data for the purpose of providing electronic services which may include interface and database development, application development and support, and payment processing hardware and support, and to set forth conditions and responsibilities associated with said electronic services. Any desired services and associated charges or fees will be set forth in an addendum to this Agreement.
- 2) **INTERFACE AND DATABASE DEVELOPMENT** – Manager will provide a customer friendly interface to successfully update application data and/or accept and complete user Electronic Payments. Manager will establish a database to properly store the payment information and provide appropriate reporting to the Partner offices. Manager will provide online access to the Partner to view transactions for any particular day or cumulative timeframe and their subsequent status via the Internet.
- 3) **APPLICATION SUPPORT**
  - a) Manager agrees to provide support to users who require access to an online service set forth in an addendum to this Agreement. Such support shall include answering user questions and addressing problems related to screen or report formats, codes, abbreviations, billing policy, error messages, problems and other access concerns.
  - b) It is agreed that the Partner will be responsible for answering all user questions related to the Partner's business processes, as well as the Partner's rules and regulations, policies and procedures applicable to an addendum to this Agreement.
  - c) Manager agrees to participate in any and all meetings that the Partner identifies as necessary in order for Manager to provide a high level of customer support. The Partner agrees to supply Manager with all information necessary so that Manager can assist user as indicated above.

- d) The Partner agrees to grant access to information necessary for Manager to perform updates or maintenance for electronic access to public records for services set forth in addendums related to this Agreement.
  - e) The Partner agrees to update and keep Manager informed on substantive changes in the law relating to electronic services provided by Manager.
- 4) SERVICE HARDWARE SUPPORT (if applicable)
- a) Manager shall provide hardware support for payment processing service cards and/or swipe hardware, if such hardware is used by Partner and if it has been obtained through Manager. Such support shall be directed to answering Partner questions and resolving problems related to installation, use of the check/card swipe hardware, codes, abbreviations, and error messages.
  - b) Manager shall repair or replace any defective card swipe hardware furnished through Manager to Partner. If required, replacement card swipe hardware will be shipped to arrive within two business days.
  - c) Manager agrees to participate in all meetings that the Partner identifies as necessary in order for Manager to provide hardware Service support. Partner agrees to supply Manager with all information necessary (within Partner's control) to aid Manager to assist Partner staff users at the Service hardware support level agreed above.
- 5) HARDWARE OWNER – Partner agrees that the card and/or check swipe hardware and all related equipment, supplies, or materials supplied to the Partner under this Agreement are owned by Manager.
- 6) CHANGES IN NETWORK - Both parties will provide thirty (30) days written notice of any planned, material changes in Network operations affecting the Partner's online service, unless otherwise agreed to by both parties. A "material change" is defined as a change that adds to the complexity of an Application or diminishes the services provided. These changes will include, but are not limited to file format changes, changes in data transfer and retrieval procedures, Application coding changes, URL migrations and interface content changes.
- 7) PARTNER FEES – Partner is responsible for correctly calculating any Partner fees and providing those fee calculations to Manager. Manager will not assume liability for Partner Application fee miscalculations that have been approved by the Partner as functionally correct. Also, Manager will not assume liability for Partner fee miscalculations due to system errors not caused by any act or omission on the part of Manager.
- 8) COSTS AND COMPUTER SYSTEMS FOR ELECTRONIC PAYMENT – Manager shall be responsible for all costs in supplying electronic payment reports and payment transaction confirmation numbers to the user. This includes the cost for Manager's interface with the Partner's system in order to provide such electronic payment reports and user payment transaction confirmation number. Such system shall:
- a) Supply the payment confirmation number to the user in an understandable and logical format acceptable to the Partner;
  - b) Supply reports to the Partner in an understandable and logical format; and

- c) Be tested, reviewed, and approved by the Partner before it is offered to the user.
- 9) ONLINE CARD SECURITY – Manager is responsible for online security consistent with online payment card industry standards, specifically, The Payment Card Industry’s Data Security Standards (“PCI DSS”).
- 10) TECHNOLOGY STANDARD –Manager agrees to comply with all published Nebraska Information Technology Commission (NITC) standards. NITC standards are available at <http://nitc.ne.gov/standards/>
- 11) CONFIDENTIALITY All materials and information provided by the Partner or acquired by the Manager on behalf of the Partner shall be regarded as confidential information. All materials and information provided by the Partner or acquired by the Manager on behalf of the Partner shall be handled in accordance with Federal and State Law, and ethical standards. The Manager shall treat, and shall require that its agents, employees, affiliates, parent company, and subcontractors treat such materials or information as confidential, as required by Federal and State Law. The Manager shall not be responsible for treatment contrary to State and Federal Law by the State, any agency, members of the public, or others not under the control of Manager.
- 12) AGREEMENT REPRESENTATIVES AND NOTICES - All matters relating to this Agreement shall be directed to the following persons. These designations may be changed following written notice from each party to the other party to this Agreement.

Mailing address: <Partner Name>  
<Partner Address>  
<Partner City, State, Zip Code>  
Phone: <Contact Phone>  
Fax: <Contact Fax>  
Email: <Contact Email>

Mailing Address: General Manager/Network Manager  
301 S 13, Suite 301  
Lincoln, NE 68508  
Phone: 402 471 7810  
Fax: 402-471-7817  
Email: [ne-general-manager@nicusa.com](mailto:ne-general-manager@nicusa.com)

Mailing Address: Secretary of State  
1445 K Street, Suite 2300  
Lincoln, NE 68509  
Phone: 402-471-1572  
Fax: 402-471-3237

13) TERMINATION OF CONTRACT -

- a) Either Partner or the Manager shall have the right to terminate this Agreement or any addendum, for cause, subject to cure, by providing written notice of termination, to the other parties. Such notice shall specify the “for cause” reason, including citation to any specific provision of this Agreement, which gives rise to the notice and shall specify

action that can be taken by the other party to avoid termination of the Agreement or any addendum. A reasonable period of time of not less than sixty (60) days shall be given to cure, unless as otherwise agreed to by the parties.

For purposes of this Agreement, the phrase “for cause” shall mean any material breach by any party to this Agreement of the terms or conditions of this Agreement and any addendum.

In any instance of material breach by any party to this Agreement, the rights to pursue any and all remedies are available to the parties under the State Contract Claims Act.

b) At the option of the Manager and with thirty (30) days advance written notice to the Partner and NSRB, the Manager may terminate an addendum to this Agreement for a particular service if:

- i) There is insufficient interest in such service as demonstrated by low use and inadequate funding; or
- ii) There is a continuing failure by the Partner to update and make necessary information available to Manager as required by this agreement.

14) **TERM OF AGREEMENT** - This Agreement shall commence on the date of execution by all parties and shall be co-terminal with the Master Contract and any extensions or renewals thereof, unless earlier terminated in accordance with the terms of this Agreement.

15) **RELATIONSHIP OF PARTIES** - Notwithstanding any other provisions contained herein, it is expressly agreed that Manager is an Independent Contractor in the performance of each and every part of this Agreement and not an agent or employee of the NSRB or the Partner.

16) **CHANGES, MODIFICATIONS OR AMENDMENTS** - This Agreement may be changed, modified or amended at any time by an instrument in writing signed by the NSRB, Manager and the Partner.

17) **MARKETING** - Partner may provide reasonable marketing space in its publications (if and/or when such exists) at no charge, to allow promotion of Manager or its services.

18) **EXHIBIT SPACE** - The Partner may provide NSRB or Manager complimentary exhibit space and/or speaker time at any appropriate conventions and/or seminars, which Partner may host (if and/or when such exist).

19) **PAYMENT OF FEES** – Users of payment services set forth in an addendum to this Agreement will have several payment methods provided by Manager. The following outlines the Agreement for these payment methods.

- a) **Electronic Check Payments**—When Manager is providing payment processing services, Manager will split the fee collected from the user into two transactions: 1. the portal fee and 2. the Partner fee. Manager will send the Partner fee collected from the user to the designated Partner bank account. Manager will send the portal fee amount to an account designated by Manager. The portal fee payable to Manager is outlined in any addendum to this Agreement. Funds will be disbursed to the appropriate Partner bank account within three (3) business days of Manager receiving such funds. Manager shall provide



Partner a detailed accounting report (with sensitive identifying information removed) showing all receipts and disbursements described in this section.

- b) Credit Card Payments - When Manager is providing payment processing services, Manager will split the fee collected from the user into two transactions: 1. the portal fee and 2. the Partner amount due. Manager will send the Partner fee collected from the user to the designated Partner bank account. Manager will send the portal fee amount to an account designated by Manager. The portal fee payable to Manager is outlined in any addendum to this Agreement. Funds will be disbursed to the appropriate Partner bank account within three (3) business days of Manager receiving such funds. Manager shall provide Partner a detailed accounting report (with sensitive identifying information removed) showing all receipts and disbursements described in this section.
- c) Return/Chargeback - In the event a return/chargeback is received, user may incur an additional \$15.00 charge by Manager for the recovery of the handling and processing of these returns/chargebacks. The amount charged by Manager for the recovery of the handling and processing of these returns/chargebacks is subject to change without notification to the Partner. Manager will provide online access to a report to the Partner detailing all returns/chargebacks and reasons for the returns/chargebacks on each business day.
- d) Refunds --Refunds (funds credited back to the customer) will be initiated by the Partner based on the method provided to the Partner by the Manager. Refunds will be deducted from future Partner disbursements based on the transaction date of the refund.
- e) Credit Card Chargebacks--Manager will be responsible for the initial handling and recovery of all monies associated with chargebacks. In the event the Manager is unable to collect funds within sixty (60) days from receipt of notice, Manager will deduct chargeback from a future Partner disbursement. Partner will then be responsible for any business process needed to recover funds for chargebacks.
- f) Check Returns--Returned checks will be deducted from Partner Disbursement at the time the return is processed. The Partner will be responsible for collection of any returned checks due to insufficient funds, closed accounts, etc.
- g) Fees -Manager will be responsible for all electronic check processing fees, all credit card merchant account fees and chargeback account fees for the Manager merchant ID and for the Partner merchant ID unless otherwise set forth in an addendum to this Agreement.
- h) Subscription Services – When Manager is providing subscriber services, such services will be provided in accordance with terms and conditions set forth in the Master Contract Section III, FF –PAYMENT, and any amendments.

20) RECORDS AND FINANCES – All Manager’s documents and records relating to Electronic Payment transactions made via the Manager payment processing service shall be available for inspection and auditing in accordance with the Audit Requirements section of the Master Contract.

21) EXISTING SERVICES –All addendums for existing services between Manager and Partner in full force and effect as of one day prior to the date of this Agreement shall remain in full force

and effect under this new agreement until such time as they are cancelled, terminated, or amended in accordance with the terms of this agreement or expire under their own terms and shall be considered addendums to this new agreement.

22) ENTIRE AGREEMENT - This Agreement constitutes the complete and exclusive statement of the agreement between the parties hereto and supersedes all other prior written or oral contracts between the parties with respect to the subject matter hereof.

23) GOVERNING LAW – This Agreement shall be governed in all respects by the laws and statutes of the State of Nebraska.

24) SEVERABILITY - If any term or condition of the Agreement is declared by a court of competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and conditions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Agreement did not contain the particular provision held to be invalid.

25) ORDER OF PRECEDENCE – In the event of an inconsistency between the documents of this Agreement, the inconsistency will be resolved by giving precedence in the order indicated to the following:

- a. Any amendments to the Master Contract
- b. The Master Contract
- c. An addendum to this Agreement
- d. This Agreement

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed by their duly authorized official or officers.

Nebraska Interactive, LLC (Manager)

<Partner Name>

\_\_\_\_\_  
General Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
<Authorized Person Title>

\_\_\_\_\_  
Date

Nebraska State Records Board (NSRB)

\_\_\_\_\_  
Chairman

\_\_\_\_\_  
Date

## **Local List PayPort Payments Addenda**

Nebraska.gov submits these signed Addenda to the Electronic Government Service Level Agreements to the Board. The agreements are for the PayPort Payment online application provided by Nebraska.gov, and use the approved template. No action necessary.

### **New PayPort Addenda**

### **NSRB Chairman Signature**

Alma, City of	Addendum 1	02/29/2016
Fairfield, City of	Addendum 1	12/11/2015
Gibbon, City of	Addendum 1	02/08/2016
Giltner, Village of	Addendum 1	02/08/2016
Oakland, City of	Addendum 1	02/08/2016
Wood River, City of	Addendum 1	02/08/2016

**Addendum <Number>  
to the  
Electronic Government Service Level Agreement Between  
Nebraska Interactive, LLC,  
Nebraska State Records Board,  
and  
Partner (a state, county or local government agency of Nebraska)**

This Addendum <number> to the Electronic Government Service Level Agreement made by and among Nebraska Interactive, LLC (hereinafter referred to as Nebraska.gov), the Nebraska State Records Board (NSRB), and Partner (a state, county or local government agency of Nebraska) 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. The (Partner) has authority to assess and collect the fees described herein.

**Project:** PayPort for Partner (a state, county or local government agency of Nebraska)

**Revenue Type:** Instant Access

**Implementation:** (Year)

**Price Structure is subject to a 10% share of portal revenues.**

Service	(Partner) Fee	Nebraska.gov Portal Fee	NSRB Share
<b>PayPort Credit Card</b>	Full statutory/assessed fee charged by Partner	2.49%	10% of Nebraska.gov Portal Fee
<b>PayPort Electronic Check</b>	Full statutory/assessed fee charged by Partner	\$1.75	10% of Nebraska.gov Portal Fee

**Terms:** Nebraska.gov will process the total of all transactions through the Nebraska Interactive merchant account. The shared revenue received pursuant to this addendum shall be deposited by Nebraska.gov in the accounts designated by (Partner) and the NSRB.

**Security:** A list of Nebraska.gov security provisions may be found at <http://www.nebraska.gov/securitypolicy.html>

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Authorized Officer  
Nebraska Interactive, LLC

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Authorized Officer  
Nebraska State Records Board

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Authorized Officer  
Partner (a state, county, or local government agency)

(OTC Payments adopted 5/5/2010; rebranded to PayPort 10-26-2011)

**Summary**  
**Nebraska City and County Government**  
**Blanket Addendum**

**Project:** PayPort

This Addendum covers all fees related to the collection of fees for PayPort.

**Current Process:**

PayPort is a service that was developed and has been in use by city and county government offices. Since this service was built so additional offices can be added at any time, a blanket addendum was approved by the Nebraska State Records Board.

**Project Overview/Proposal:**

New users since the last meeting include:

- City of Alma
- City of Fairfield
- City of Gibbon
- Village of Giltner
- City of Oakland
- City of Wood River

**Market Potential/Target Audience:**

The market potential for this service is anyone that needs to pay fees owed to local government. PayPort offers the option for people to use a credit card when making a payment.

**Information on what the fee presented is based upon:**

This is a service fee that is unique, in that other vendors are offering ways to collect online payments. In order to be competitive, we set a rate of 2.49% for credit cards and \$1.75 for ACH. A blanket addendum was approved by the Nebraska State Records Board.

**Anticipated volume of users of the application and what percentage of the total potential users is the anticipated volume.**

The anticipated volume is not easily predicted. This is not a mandatory service. There are other options available to the customer.

Services that can be paid using this system may include licenses, swimming pool passes, hall rental fees, utilities and motor vehicle titles.

**Expected rate of return over a period of time:**

The service continues to expand and offer new options. This involves continued development, testing and training. Customer service is always provided to the users. The expected rate is not able to be estimated at this time. There are always fees that will be incurred with operating the online service.

**NI's investment in this application (any costs incurred):**

There was an initial investment to get the service ready to use. There is time spent to set up the service for new offices, including testing and training. There are additional, ongoing fees for running online applications such as customer service, security, back up servers, etc.

**NI's risk in providing this application:**

Anytime a transaction is completed online, there is a certain element of risk. NI provides the money to the partner, at times prior to receipt of that money. If there are any returns, NI has to research and gain those funds back from the partner.

## **Event Registration List Payments Addenda**

Nebraska.gov submits these signed Addenda to the Electronic Government Service Level Agreements to the Board. The agreements are for the PayPort Payment online application provided by Nebraska.gov, and use the approved template. No action necessary.

### **New PayPort Addenda**

### **NSRB Chairman Signature**

Nebraska Emergency Management Agency	Addendum 3	12/28/2015
Nebraska Supreme Court – Public Guardian	Addendum 14	11/12/2015

**Addendum <Number>**  
**to the**  
**Electronic Government Service Level Agreement Between**  
**Nebraska Interactive, LLC,**  
**Nebraska State Records Board,**  
**and**  
**Partner (a state, county or local government agency of Nebraska)**

This Addendum <number> to the Electronic Government Service Level Agreement made by and among Nebraska Interactive, LLC (hereinafter referred to as Nebraska.gov), the Nebraska State Records Board (NSRB), and Partner (a state, county or local government agency of Nebraska) 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. (Partner) has authority to assess and collect the fees described herein.

**Project:** Event Registration for Partner (a state, county or local government agency of Nebraska)  
**Revenue Type:** Instant Access  
**Implementation:** 2013

**Price Structure is subject to a 10% share of portal revenues.**

<b>Service</b>	<b>(Partner) Fee</b>	<b>Nebraska.gov Portal Fee</b>	<b>NSRB Share</b>
<b>Event Registration Credit Card</b>	Full statutory/assessed fee charged by Partner	10.00%	10% of Nebraska.gov Portal Fee
<b>Event Registration Electronic Check</b>	Full statutory/assessed fee charged by Partner	10.00%	10% of Nebraska.gov Portal Fee

**Terms:** Nebraska.gov will process the total of all transactions through the Nebraska Interactive merchant account. The shared revenue received pursuant to this addendum shall be deposited by Nebraska.gov in the accounts designated by (Partner) and the NSRB.

**Security:** A list of Nebraska.gov security provisions may be found at <http://www.nebraska.gov/securitypolicy.html>

By: \_\_\_\_\_ Date: \_\_\_\_\_  
 General Manager – Brent Hoffman  
 Nebraska Interactive, LLC

By: \_\_\_\_\_ Date: \_\_\_\_\_  
 Chairman – Secretary of State John Gale  
 Nebraska State Records Board

By: \_\_\_\_\_ Date: \_\_\_\_\_  
 Authorized Officer  
 Partner (a state, county, or local government agency of Nebraska)



**Summary  
State Government  
Blanket Addendum**

**Project:** Event Registration

This addendum covers all fees related to the collection of fees for Event Registration

**Current Process:**

Event Registration is a service that was developed and has been in use in both Local and State Government offices. Since this service was built so additional offices can be added at any time, a blanket addendum was approved by the Nebraska State Records Board.

**Project Overview/Proposal:**

New users since the last meeting include:

- Nebraska Supreme Court – Public Guardian
- Nebraska Emergency Management Agency

**Market Potential/Target Audience:**

The market potential for this service is anyone that needs to pay fees owed to state government. PayPort offers the option for people to use a credit card when making a payment

**Information on what the fee presented is based upon:**

This is a service fee that is unique, in that other vendors are offering ways to collect online payments. In order to be competitive, we set a rate of 10% for credit cards and 10% for Electronic Check. A blanket addendum was approved by the Nebraska State Records Board.

**Anticipated volume of users of the application and what percentage of the total potential users is the anticipated volume:**

The anticipated volume is not easily predicted. This is not a mandatory service. There are other options available to the customer.

**Expected rate of return over a period of time:**

The service continues to expand and offer new options. This involves continued development, testing and training. Customer service is always provided to the users.

The expected rate is not able to be estimated at this time. There are always fees that will be incurred with operating the online service.

**NI's investment in this application (any costs incurred):**

There was an initial investment to get the service ready to use. There is time spent to set up the service for new offices, including testing and training. There are additional, ongoing fees for running online applications such as customer service, security, back up servers, etc.

**NI's risk in providing this application:**

Anytime a transaction is completed online, there is a certain element of risk. NI provides the money to the partner, at times prior to receipt of that money. If there are any returns, NI has to research and gain those funds back from the partner.

**Addendum Eight  
to the  
Electronic Government Service Level Agreement Between  
Nebraska Interactive, LLC,  
Liquor Control Commission,  
and  
Nebraska State Records Board**

This Addendum Eight to the Electronic Government Service Level Agreement made by and among Nebraska Interactive, LLC (hereinafter referred to as Nebraska.gov), the Nebraska State Records Board (NSRB), and the Nebraska Liquor Control Commission 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. The Nebraska Liquor Control Commission has authority to assess and collect the fees described herein.

**Project: Special Designated License Payments** for Nebraska Liquor Control Commission

**Revenue Type:** Instant Access

**Implementation:** 2016

**Price Structure is subject to a 10% share of portal revenues.**

Service	Liquor Control Commission Fee	Nebraska.gov Portal Fee	NSRB Share
<b>Special Designated License Payments Electronic Check</b>	Full statutory/assessed fee charged by Partner	\$1.75	10% of Nebraska.gov Portal Fee
<b>Special Designated License Payments Credit Card</b>	Full statutory/assessed fee charged by Partner	2.49% + \$1.75	10% of Nebraska.gov Portal Fee

**Terms:** Nebraska.gov will process the total of all transactions through the State Treasurer's merchant account. The shared revenue received pursuant to this addendum shall be disbursed by State Treasurer in the accounts designated by the Nebraska Liquor Control Commission and the NSRB.

**Security:** A list of Nebraska.gov security provisions may be found at <http://www.nebraska.gov/securitypolicy.html>

By: \_\_\_\_\_ Date: \_\_\_\_\_  
General Manager – Brent Hoffman  
Nebraska Interactive, LLC

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Chairman – Secretary of State John Gale  
Nebraska State Records Board

By: \_\_\_\_\_ Date: \_\_\_\_\_  
Executive Director - Hobert Rupe  
Liquor Control Commission

**Summary  
Liquor Control Commission  
Addendum Eight**

**Project: Special Designated License Payments**

**Current Process:**

This is currently no online solution for single day licenses, nor is there an option for electronic check or credit card payment when purchasing.

**Project Overview/Proposal:**

Liquor Control Commission (NLCC) is currently in the process of working with the Office of the Chief Information Officer to develop an online application for Single Day Licenses. At the request of NLCC, this application would integrate with the Nebraska.gov user interface enterprise solution, Common Checkout Page (CCP) and process payments using the Nebraska.gov Transaction Payment Engine (TPE). TPE is currently used to process payments for online services developed by Nebraska.gov and would allow for consistent and familiar reporting.

**Market Potential/Target Audience**

SDL	Portal Fee	CC % Fee	Est. CC Costs*	Est Trans	Total Fee/Trans	Gross Rev/Trans	Gross Rev	Est Merchant Cost/Trans	10% NSRB	Net Rev/Trans Potential	Net Rev/Trans Potential
1	1.75	2.49%	3.00%	1546	\$42.79	\$2.79	\$4,312.68	\$1.25	\$0.28	\$1.26	\$1,945.05
2	1.75	2.49%	3.00%	108	\$83.79	\$3.79	\$408.84	\$2.45	\$0.38	\$0.95	\$103.09
3	1.75	2.49%	3.00%	57	\$124.78	\$4.78	\$272.55	\$3.65	\$0.48	\$0.65	\$37.10
4	1.75	2.49%	3.00%	17	\$165.78	\$5.78	\$98.22	\$4.85	\$0.58	\$0.35	\$5.90
5	1.75	2.49%	3.00%	15	\$206.77	\$6.77	\$101.60	\$6.05	\$0.68	\$0.04	\$0.66
6	1.75	2.49%	3.00%	13	\$247.77	\$7.77	\$101.00	\$7.25	\$0.78	-\$0.26	-\$3.38
<b>Average</b>								<b>\$4.25</b>	<b>\$0.53</b>	<b>\$0.50</b>	
<b>Total</b>				<b>1756</b>			<b>\$5,294.90</b>				<b>\$2,088.42</b>

\*Nebraska.gov acknowledges that target market for transactions is most likely businesses uses business credit cards (with higher rates)

**Information on what the fee presented is based upon:**

Transaction volumes estimates were provided by the Nebraska Liquor Control Commission and based upon historical transactions. At this time, the full statutory/assessed fee charged by the Nebraska Liquor Control Commission can be \$40-\$240.

**Anticipated volume of users of the application and what percentage of the total potential users is the anticipated volume:**

Referencing historical information, an annual estimate of less than 21,500 transactions is the total market potential.

**NI's investment in this application (any costs incurred):**

Nebraska.gov has minimal upfront costs and investments associated with this project. There is no guarantee that anyone will use the services developed and no guaranteed rate of return.

**NI's risk (in providing this service):**

As with all applications that Nebraska.gov provides for the State of Nebraska, all costs related to hosting, hardware, licensing, security etc., are assumed by Nebraska.gov. Every project involves project management, development, testing and ongoing customer support that is not charged to the partner.

**Addendum Three  
to the  
Electronic Government Service Level Agreement  
between  
Nebraska Interactive, Nebraska Department of Labor  
and the Nebraska State Records Board**

This Addendum Three to the Electronic Government Service Level Agreement made by and among Nebraska Interactive, LLC (hereinafter referred to as Nebraska.gov), the Nebraska State Records Board (NSRB), and the Nebraska Department of Labor 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. The Nebraska Department of Labor has authority to assess and collect the fees described herein.

**Project:** Online Boiler Inspections  
**Revenue Type:** Instant Access  
**Implementation:** 2016

Price structure is subject to a 10% share of portal revenues.

<b>Service</b>	<b>Department of Labor Fee</b>	<b>Nebraska.gov Portal Fee</b>	<b>NSRB Share</b>
Online Boiler Inspections Electronic Check	Full statutory/assessed fee charged by Partner	\$3.00	10% of Nebraska.gov Portal Fee
Online Boiler Inspections Credit Card	Full statutory/assessed fee charged by Partner	\$3.00	10% of Nebraska.gov Portal Fee

**Terms:** Nebraska.gov will process the total of all transactions through the Nebraska State Treasurer’s merchant account. The shared revenue received pursuant to this addendum shall be deposited by the Nebraska State Treasurer, in the accounts designated by Nebraska Department of Labor and the NSRB.

**Security:** A list of Nebraska.gov security provisions may be found at <http://www.nebraska.gov/securitypolicy.html>

By: \_\_\_\_\_ Date: \_\_\_\_\_  
 General Manager – Brent Hoffman  
 Nebraska Interactive, LLC

By: \_\_\_\_\_ Date: \_\_\_\_\_  
 Chairman – Secretary of State John Gale  
 Nebraska State Records Board

By: \_\_\_\_\_ Date: \_\_\_\_\_  
 Director of Administrative Services/IT – Terri Slone  
 Nebraska Department of Labor

By: \_\_\_\_\_  
Director of Public Safety – Christopher Cantrell  
Nebraska Department of Labor

Date: \_\_\_\_\_

## Summary

### Nebraska Department of Labor Boiler Inspections

#### Addendum Three

**Project:** Nebraska Department of Labor Boiler Inspections

#### **Current Process Overview**

Nebraska's Boiler Inspection Act, [Sections 48-701 through 48-743](#), requires that all boilers, (such as pool heaters, hot water heating units, hot water supply units, steam heating and supply units, process steam units) be inspected at least once every 12 months to determine if the boilers are safe and in satisfactory operating condition. Unfired pressure vessels and hot water heaters must be inspected externally every two years. Currently, this process is manual.

#### **Project Overview/Proposal**

Boiler inspections and the payment for those inspections will now be available online. NDOL inspectors will now be able to capture all of the information online and depending on the type of inspection, the individual or business will be charged the statutory fee and have the opportunity to pay online using credit card and electronic check (ACH).

#### **Information on what the fee presented is based upon**

Invoices average \$18-\$2,500 with the majority being less than \$50. The \$3 fee is consistent with all of the other Department of Labor fees with Nebraska Interactive and includes the online service, payment of merchant fees and the usage on the Transaction Payment Engine.

#### **Anticipated volume of users and what percentage of the total potential users is the anticipate volume**

In 2015, there were 3,874 invoices. The anticipated volume is around 90% = 3,486 invoices.

#### **Expected rate of return (in what time period)**

3,486 invoices x \$3 = \$10,458 Gross Profit. Merchant fees for corporate business cards average 3%; Total fees from Inspection Boiler program in 2015 were \$256,338 x 3% = \$7,690 (fees) \$10,458 gross-\$7,690 fees = **\$2,768 net profit per year.**

#### **NI's investment in the application (any costs incurred)**

Nebraska Interactive absorbs partial development upfront cost and investments integrating with a 3<sup>rd</sup> party vendor and implementing the CommonCheckout application, as well as paying all merchant fees.

#### **NI's risk (in providing this service)**

NI will be absorbing the upfront costs and risks of development to implement CommonCheckout as well as paying all merchant fees. As will all applications that NI provides for the State of Nebraska, all costs related to hosting, hardware, licensing, security, etc. are assumed by NI. Every project involves internal costs of project

management, development, testing and ongoing customer support that is not charged to the partner.



DATE: November 9, 2015  
TO: Cathy Danahy, NSRB Executive Director  
FROM: Brent Hoffman, NI President/ Nebraska.gov General Manager  
SUBJECT: Nebraska.gov Service Issues 09/20/2015

Ms. Danahy,

This memo is to serve as a formal follow-up regarding two network events which affected Nebraska.gov services Sunday evening September 20, 2015.

### Executive Summary

On Sunday evening, September 20, 2015, NIC experienced two network events that affected our online services. The first event was caused by a network device, which intermittently disrupted access to all our services for 60 minutes. The second related event affected NIC's Transaction Payment Engine (TPE) which affected the payment screens of Nebraska Interactive online services for 190 minutes. Both service disruptions were due to a switch failure within the Ashburn Data Center and not associated with any change activities by NIC's Technical Teams or Nebraska Interactive. As a result of this incident, NIC has identified and is committed to implementing near and long term improvement opportunities through our people, process, and technology stack. While future hardware failures are not 100% preventable, NIC is confident the implementation of these initiatives will significantly reduce or eliminate service degradation should a potential failure occur.

On behalf of Nebraska Interactive and NIC, I want to apologize for the unavailability of Nebraska.gov services during this time frame. Our company works very hard to minimize risks to keep Nebraska services highly available to the citizens and businesses of Nebraska. I hope you will find our after incident action steps taken reflect our seriousness of the situation.

### Impact

The first outage affecting all Nebraska.gov services for 60 minutes intermittently, means all Nebraska.gov services were unavailable during this time. Regarding the second outage affecting TPE, the outage began at 6:30 PM CT and lasted for 190





minutes on Sunday, the lightest user traffic day of the week. We have determined there was a full loss of functionality to the NIC Transaction Payment engine (TPE) during this event. While users were able to access the websites and online services, they were unable to make a payment on those services. Our applications displayed a “service down” message to inform the user of the inability to take payment. This prevented users from entering information and becoming frustrated when they are not able to make payment. Nebraska Interactive has received no calls from partners nor customers relative to the outage. TPE is an electronic service hosted out of a NIC-affiliate operated site and is included in the Penalty clause of our contract. The event began on a Sunday night within 30 minutes of the peak usage period conclusion and was resolved within the 3 hours of off-peak usage hours.

### Cause

The issue was identified as a Spanning Tree Protocol (STP) loop that caused the outage in the Ashburn vBlock and core network. A STP is designed to prevent loops by blocking one or more links in a bridged Ethernet local area network. Current analysis supports that the 3560 Catalyst® switch B went into a hung state. It stopped sending Spanning Tree messages to the directly connected 5k and 7k Cisco® switches. This in effect removed the 3560 Catalyst switch B from the Spanning Tree Domain. The resulting impact was a loop at the Cisco® 7k core. Power cycling the 3560 Catalyst Switch B restarted the processes on that device. This restored our Spanning Tree environment and returned the Ashburn network to a healthy state.

### Improvement Strategies

NIC has developed an extensive post mortem list related to process, people and technology. All tasks associated with this outage have been completed, including but not limited to; Implementing the STP loop guard configuration to mitigate future outages, reviewing and validating current infrastructure monitoring schemas to ensure accurate event detection.

After concluding a post mortem review of the incident, NIC has identified six areas of opportunity that will help to prevent such a significant service disruption in the



future. These areas include improving internal and external communications, network design evaluation, holistic event detection and monitoring, further definition of incident response team roles, responsibilities and procedures, further enhancement of technical documentation, and evaluation of event management toolset.

NIC is committed to continued action with focus on both long and short-term solutions. We believe the cumulative effect of these items will allow NIC to provide you a stable, optimized and secure egovernment services both today and into the future.

We thank you again for your partnership.

A handwritten signature in black ink, appearing to read 'Brent A Hoffman', with a long, sweeping horizontal line extending to the right.

Brent A Hoffman



DATE: November 23, 2015  
TO: Cathy Danahy, NSRB Executive Director  
FROM: Brent Hoffman, NI President/ Nebraska.gov General Manager  
SUBJECT: Nebraska.gov Service Outage 11/07/2015

Ms. Danahy,

This memo is to serve as a formal request for relief from Performance based on what we believe to be a Force Majeure Event that affected Nebraska.gov services Saturday November 7<sup>th</sup>, 2015 thru Sunday November 8<sup>th</sup>, 2015.

### [Executive Summary](#)

On Saturday November 7th, 2015 at approximately 2:11 PM CST, the State experienced a network event at their Lincoln Data Center. This network event affected all State systems, internal and external, consequently affecting functionality of all our State online services. Many of our State online services rely on state data or a state connection to provide information being requested by the public. Services impacted include but are not limited to: All business subscriber services such as, Electronic Court Filing, Uniform Commercial Code (UCC), and Driver History Records and Instant Access services, such as Motor Vehicle Renewals, Voter Registration and Court Citation Payments. All of these services and many more were unavailable during most of this event.

All of the Nebraska Interactive and NIC-affiliate services such as TPE, PayPort, NebPay and state agency websites hosted by Nebraska Interactive were up and operational during this outage because they do not rely on state data or state connection to operate.

Nebraska Interactive was able to report our loss of functionality to the OCIO helpdesk at the start of the event on 11/7/2015. It was not until 11/8/2015 or 24 hours later, when we received the official notification from the state of the critical nature of this event. Our project managers managed to work through all the applications to evaluate their operational condition and make appropriate contacts with partners. I made direct notifications to appropriate partner IT



contacts. I later followed up with those contacts with a status assessment of their services, so we were prepared to address any potential issues Monday morning. We communicated with our users, by displaying messages they may run into technical difficulties when using an application.

As a result of this incident, Nebraska Interactive has been involved in post-mortem activities in cooperation with Office of the CIO (OCIO). I believe the OCIO is committed to implementing short and long term improvement opportunities through their people, process, and technology. While future Network events are not 100% preventable, the OCIO is taking the appropriate steps to begin mitigating potential future events.

### Impact

Nebraska Interactive operates on a completely separate network by design, which was fully operational during this event. Since the State's network is not owned or operated by Nebraska Interactive we have been unable to directly monitor the network to determine the exact up and down time of individual State network services. We are able to send "synthetic" transactions from our applications, which awaits a response from the State host. This is affective in determining a connection to a server, it cannot not discern the server functionality is available for retrieval of data. However, we can make some reasonable assertions of the impact based upon the service transactions of high volume services. The following services have enough volume during weekend hours for us to reasonably determine some timelines for the loss of functionality.

**Motor Vehicle Renewal** the last recorded transaction was on 11/7/2015 at 2:12 PM CST. The next renewal was not received until 11/8/2015 at 12:01 AM CST for a total of 9 hours and 49 minutes.

**Court citation Payment** the last recorded transaction was on 11/7/2015 at 2:11 PM CST. The next citation payment was not received until 11/7/2015 at 8:59 PM for a total of 6 hours and 48 minutes.



**Driver's License Renewal** the last recorded transaction was on 11/07/2015 at 2:15 PM CST. The next Driver License renewal was not received until 11/08/2015 at 08:19 AM for a total of 18 hours and 4 minutes.

Monitoring transactions does not mean other services did or did not lose functionality, only that there is not enough transactional volume to for us to determine the loss of service functionality.

### Cause

The network event occurred due to circumstances outside the control of Nebraska Interactive and the NIC-Affiliate, therefore we are unable to determine a root cause.

### Improvement Strategies

The OCIO is evaluating opportunities for improvement for positive outcomes. Nebraska Interactive being directly involved with the post-mortem activities of the OCIO is one example of their efforts. During these activities together, we identified areas Nebraska Interactive can assist the state in improving external communications, notifications, areas of involvement in response team activities and responsibilities.

I appreciate your thoughtful consideration of our request for relief of performance and I thank you again for your partnership.

A handwritten signature in black ink, appearing to read 'Brent A Hoffman', with a long, sweeping horizontal line extending to the right.

Brent A Hoffman

**NSRB - CASH FUND BALANCE**  
**State Records Board - Revenues & Expenditures & Transfers**  
**October 1, 2015 through December 31, 2015**  
 With comparative figures for October 1, 2014 through December 31, 2014  
**FY 15-16**

	<u>Oct, 2015</u>	<u>Prior Year Oct, 2014</u>	<u>Nov, 2015</u>	<u>Prior Year Nov, 2014</u>	<u>Dec, 2015</u>	<u>Prior Year Dec, 2014</u>	<u>Year to Date FY15-16</u>	<u>Year to Date FY14-15</u>
<b><u>Revenues:</u></b>								
Sale of Subscriber Services	\$640,163.60	\$621,949.55	\$643,848.38	\$636,349.02	\$584,669.97	\$545,718.27	\$3,803,834.56	\$3,586,659.09
General Business Fees	\$64.56	\$66.12	\$71.25	\$64.82	\$70.22	\$67.05	\$348.29	\$346.86
Driver Records	\$605.00	\$470.00	\$583.00	\$507.00	\$408.00	\$1,770.00	\$3,564.00	\$4,740.00
Investment Income	\$1,996.43	\$1,373.35	\$2,831.27	\$1,313.71	\$2,325.86	\$1,237.03	\$12,921.35	\$8,315.53
<b>Total</b>	<b>\$642,829.59</b>	<b>\$623,859.02</b>	<b>\$647,333.90</b>	<b>\$638,234.55</b>	<b>\$587,474.05</b>	<b>\$548,792.35</b>	<b>\$3,820,668.20</b>	<b>\$3,600,061.48</b>
<b><u>Expenditures &amp; Transfers:</u></b>								
State Agency Transfers	\$385,509.93	\$379,094.42	\$386,336.59	\$390,042.88	\$351,437.92	\$330,949.68	\$2,287,009.73	\$2,212,854.99
NIC	\$220,017.28	\$213,525.34	\$220,576.40	\$218,598.06	\$196,856.19	\$186,045.19	\$1,300,897.81	\$1,197,651.46
Grant Payments	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$57,326.00
OCIO RFP	\$0.00	\$9,402.98	\$0.00	\$0.00	\$0.00	\$0.00	\$282.17	\$12,869.18
Personal Services	\$5,965.39	\$5,101.34	\$5,624.72	\$4,793.55	\$24,346.55	\$4,793.60	\$50,512.56	\$29,069.55
Misc. Expense	\$301.65	\$147.37	\$303.48	\$349.15	\$296.11	\$373.32	\$2,579.58	\$1,704.98
<b>Total</b>	<b>\$611,794.25</b>	<b>\$607,271.45</b>	<b>\$612,841.19</b>	<b>\$613,783.64</b>	<b>\$572,936.77</b>	<b>\$522,161.79</b>	<b>\$3,641,281.85</b>	<b>\$3,511,476.16</b>
<b><u>Profit (Loss)</u></b>	<b>\$31,035.34</b>	<b>\$16,587.57</b>	<b>\$34,492.71</b>	<b>\$24,450.91</b>	<b>\$14,537.28</b>	<b>\$26,630.56</b>	<b>\$179,386.35</b>	<b>\$88,585.32</b>
<b><u>Fund Balance:</u></b>	<b>\$1,173,014.72</b>	<b>\$801,650.99</b>	<b>\$1,207,507.43</b>	<b>\$826,101.90</b>	<b>\$1,222,044.71</b>	<b>\$852,732.46</b>	<b>\$1,222,044.71</b>	<b>\$852,732.46</b>
<b>Grant Encumbrances</b>							\$0.00	\$10,080.00
<b>Unencumbered Funds</b>							<b>\$1,222,044.71</b>	<b>\$842,652.46</b>

**NSRB - CASH FUND BALANCE**  
**State Records Board - Revenues & Expenditures & Transfers**  
**July 1, 2015 through September 30, 2015**  
 With Comparative figures for July 1, 2014 through September 30, 2014  
**FY 15-16**

	<u>July, 2015</u>	<u>Prior Year Jul, 2014**</u>	<u>Aug, 2015</u>	<u>Prior Year Aug, 2014</u>	<u>Sep, 2015</u>	<u>Prior Year Sep, 2014</u>	<u>Year to Date FY15-16</u>	<u>Year to Date FY14-15</u>
<b>Revenues:</b>								
Sale of Subscriber Services	\$649,048.03	\$574,468.52	\$645,166.71	\$582,336.65	\$640,939.87	\$625,837.08	\$1,935,154.61	\$1,782,642.25
General Business Fees	\$80.76	\$47.50	\$29.34	\$46.83	\$32.16	\$54.54	\$142.26	\$148.87
Driver Records	\$726.00	\$582.00	\$791.00	\$922.00	\$449.00	\$489.00	\$1,966.00	\$1,993.00
Investment Income	\$1,726.66	\$1,504.06	\$1,770.16	\$1,532.27	\$2,270.97	\$1,355.11	\$5,767.79	\$4,391.44
<b>Total</b>	<b>\$651,581.45</b>	<b>\$576,602.08</b>	<b>\$647,757.21</b>	<b>\$584,837.75</b>	<b>\$643,692.00</b>	<b>\$627,735.73</b>	<b>\$1,943,030.66</b>	<b>\$1,789,175.56</b>
<b>Expenditures &amp; Transfers:</b>								
State Agency Transfers	\$399,389.20	\$361,960.61	\$382,206.00	\$366,466.17	\$382,130.09	\$384,341.23	\$1,163,725.29	\$1,112,768.01
NIC	\$219,065.02	\$181,438.43	\$222,873.16	\$186,944.24	\$221,509.76	\$211,100.20	\$663,447.94	\$579,482.87
Grant Payments		\$57,326.00		\$0.00			\$0.00	\$57,326.00
OCIO RFP			\$282.17	\$3,466.20			\$282.17	\$3,466.20
Personal Services	\$5,034.79	\$4,793.76	\$4,817.73	\$4,793.58	\$4,723.38	\$4,793.72	\$14,575.90	\$14,381.06
Misc. Expense	\$227.18	\$172.45	\$1,239.60	\$474.12	\$211.56	\$188.57	\$1,678.34	\$835.14
<b>Total</b>	<b>\$623,716.19</b>	<b>\$605,691.25</b>	<b>\$611,418.66</b>	<b>\$562,144.31</b>	<b>\$608,574.79</b>	<b>\$600,423.72</b>	<b>\$1,843,709.64</b>	<b>\$1,768,259.28</b>
<b>Profit (Loss)</b>	\$27,865.26	(\$29,089.17)	\$36,338.55	\$22,693.44	\$35,117.21	\$27,312.01	\$99,321.02	\$20,916.28
<b>Fund Balance:</b>	<b>\$1,070,523.62</b>	<b>\$735,057.97</b>	<b>\$1,106,862.17</b>	<b>\$757,751.41</b>	<b>\$1,141,979.38</b>	<b>\$785,063.42</b>	<b>\$1,141,979.38</b>	<b>\$785,063.42</b>

Grant Encumbrances

\$0.00 \$67,406.00

Unencumbered Funds

**\$1,141,979.38** **\$717,657.42**

\*\*July 1, 2014 Beginning Fund Balance was restated for a prior period error



# Presents the Nebraska.gov General Manager's Report & Business Plan Update

Fourth Quarter  
October 2015 – December 2015



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## Glossary of Terms

- **Free Service:** An application or website developed, hosted, and maintained by Nebraska Interactive that does not process payments.
- **Self Funded Service:** An application developed, hosted, and maintained by Nebraska Interactive that processes payments. Revenue from the service may or may not cover the cost of service, self fund.
- **Revenue:** Funds collected via a portal fee (user/statutory/partner) before revenue share to NSRB, hosting, merchant fees, marketing, etc.
- **Grant:** New application or enhancement funded by a grant obtained by the partner.
- **Time & Materials:** A new application or enhancement funded by the partner on a time and materials rate.
- **Margin Share:** Are typically non-transactional services which are not subject to a 10% Margin share due to the NSRB. These service do not include transactions such as T&M, Annual Subscriber revenues or are not subject to the NSRB through Legislation such as Courts and the Legislature

## Overview of Nebraska Interactive Financials and Margin Share

	2015	2014	2015	2014
	Sept	Sept	Jan-Sept	Jan-Sept
NI Revenue	\$470,147	\$448,117	\$5,975,897	\$5,311,209
10% NSRB Margin Share**	(\$32,140)	(\$31,507)	(\$401,496)	(\$366,439)
<b>Gross Margin</b>	<b>\$438,008</b>	<b>\$416,610</b>	<b>\$5,574,401</b>	<b>\$4,944,771</b>
<b>Operating Expenses</b>	<b>(\$374,038)</b>	<b>(\$300,437)</b>	<b>(\$3,973,241)</b>	<b>(\$3,632,434)</b>
<b>Nebraska Interactive Pre-Tax Income</b>	<b>\$63,970</b>	<b>\$116,173</b>	<b>\$1,601,160</b>	<b>\$1,312,336</b>
<b>Nebraska Interactive Provision for Income Tax Expense</b>	<b>(\$25,637)</b>	<b>(\$33,739)</b>	<b>(\$641,689)</b>	<b>(\$515,980)</b>
<b>Nebraska Interactive Net After-Tax Income</b>	<b>\$38,333</b>	<b>\$82,434</b>	<b>\$959,471</b>	<b>\$796,356</b>

\*\* This revenue is deposited into the NSRB Cash fund and reported in the NSRB Cash Fund Balance Report in the Executive Director's report. This Partner share is the primary contributor to the NSRB Cash fund.

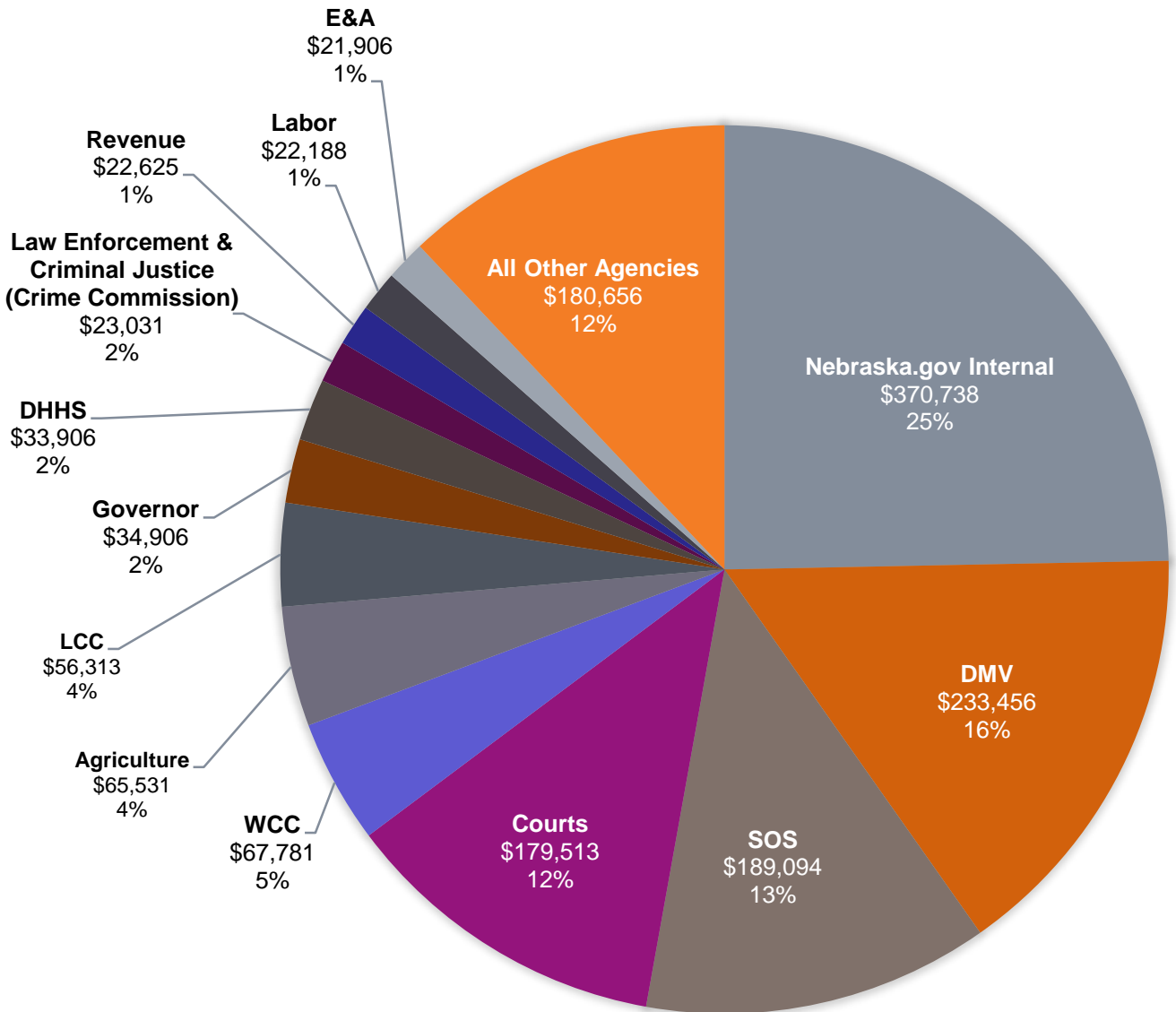
### Nebraska Interactive Revenue Subject to 10%

There are a very limited number of services which are not subject to a 10% Partner share. These services do not include transactions such as T&M, Annual Subscriber revenues or are not subject to the NSRB through Legislation such as Courts and the Legislature.

NI Revenue	\$470,147	\$448,117	\$5,975,897	\$5,311,209
Courts, Subscriber and T&M (not included in NSRB 10%)	\$148,747	\$133,047	\$1,960,937	\$1,646,819
<b>NI Revenue Subject to 10%</b>	<b>\$321,400</b>	<b>\$315,070</b>	<b>\$4,014,960</b>	<b>\$3,664,390</b>

**Business Plan Portal Strategy #1: Expanding the Network**

**Project Management & Development Cost Avoidance  
Q1 - Q4 2015 = \$1,501,644**



## Quarter 4 Projects Launched and 2015 Projects Launched

### 4<sup>th</sup> Quarter Projects Launched

#### Abstracters Board of Examiners

- Company & Individual License Search Re-templates (*Enhancement*) – 11/16/2015
- License Searches - Additional changes to license & company search (*Enhancement*) – 11-16/2015
- Abstracters Board of Examiners Website Redesign (*Website*) – 11/16/2015

#### Department of Agriculture

- NDA Quarterly Report - Price Change for Dry Bean (*Enhancement*) – 10/14/2015
- NDA Quarterly Reports Remove Natl Fees CR (*Enhancement*) – 10/14/2015

#### Nebraska Coordinating Commission for Postsecondary Education (CCPE)

- CCPE website (*Website*) – 11/23/2015

#### State Court Administrator

- Court Public Guardian Event Registration (*Enhancement*) – 10/26/2015
- Court Citation Payments - Add Middle Initial to App & WS (*Enhancement*) – 12/21/2015
- Courts ePub Display & sort order change (*Enhancement*) – 12/16/2015

#### State Electrical Division

- SED-Contractor Permits - Add Field Irrigation Option & Correct Fees (*Enhancement*) – 11/10/2015

#### Nebraska Emergency Management Agency

- Event Registration NEMA (*Enhancement*) – 11/19/2015

#### Board of Engineers and Architects

- NBEA (Engineers & Architects) website redesign (*Website*) – 12/9/2015
- Comity - Data Validation/Text Changes (*Enhancement*) – 11/10/2015
- E&A Event Reg (*Enhancement*) – 10/26/2015

#### Department of Health and Human Services

- DHHS License Search Enhancement (Filter Functionality Changes) (*Enhancement*) – 12/14/2015
- DHHS Practitioner List Retemplate (*Enhancement*) – 12/21/2015

#### Department of Labor

- DOL-Unemployment Overpayments-CCP (*New Application*) – 12/17/2015

#### Local Government

- OTC - City of Gibbon (*Enhancement*) – 12/10/2015
- OTC - City of Fairfield (*Enhancement*) – 12/21/2015

Continued on page 7

## Quarter 4 Projects Launched and 2015 Projects Launched (continued)

### Department of Motor Vehicles

- Fleet Motor Vehicle Registration Renewal Application (*Enhancement*) – 10/1/2015
- DMV, Motor Vehicle Registration Renewal eNotice (*New Application*) – 10/30/2015
- CDL Database - Federal Regulation Requirements (*Enhancement*) – 10/1/2015
- CDL - Desk Audit Enhancement (*Enhancement*) – 10/1/2015
- CDL Fed/Med in Batch Driver Record Search (*Enhancement*) – 10/1/2015
- Driver Record Changes - CDL Final Rule (*Enhancement*) – 10/1/2015
- DMV, CDL Desk Audit Ad Hoc Reports (*Enhancement*) – 10/1/2015
- DMV, Specialty Sesquicentennial Plate (*Enhancement*) – 10/1/2015
- DMV-Specialty Plate Military Honors (*Enhancement*) – 12/7/2015
- DMV, CDL Testing & Appointment System, Add VI form (*Enhancement*) – 10/1/2015
- DMV, CDL Audit Calendar Location Edit function (*Enhancement*) – 12/17/2015
- DMV, eNotice Enhancement (*Enhancement*) – 12/7/2015
- DMV, Vehicle Reg\_eNotice integration (*Enhancement*) – 12/17/2015

### Nebraska.gov (Internal)

- 2015 portal updates (*Website*) – 12/31/2015
- Nebraska Interactive website [www.nebraska-interactive.com](http://www.nebraska-interactive.com) (*Website*) – 10/15/2015

### Secretary of State

- Add Verification IDs to e-mail receipt (credit card) (*Enhancement*) – 10/26/2015

### Department of Veterans' Affairs

- VA Registry Enhancement Request for Military Plate (*Enhancement*) – 10/5/2015
- VA Website - Add Mail Form: DD214 Request Form (*Website*) – 12/28/2015

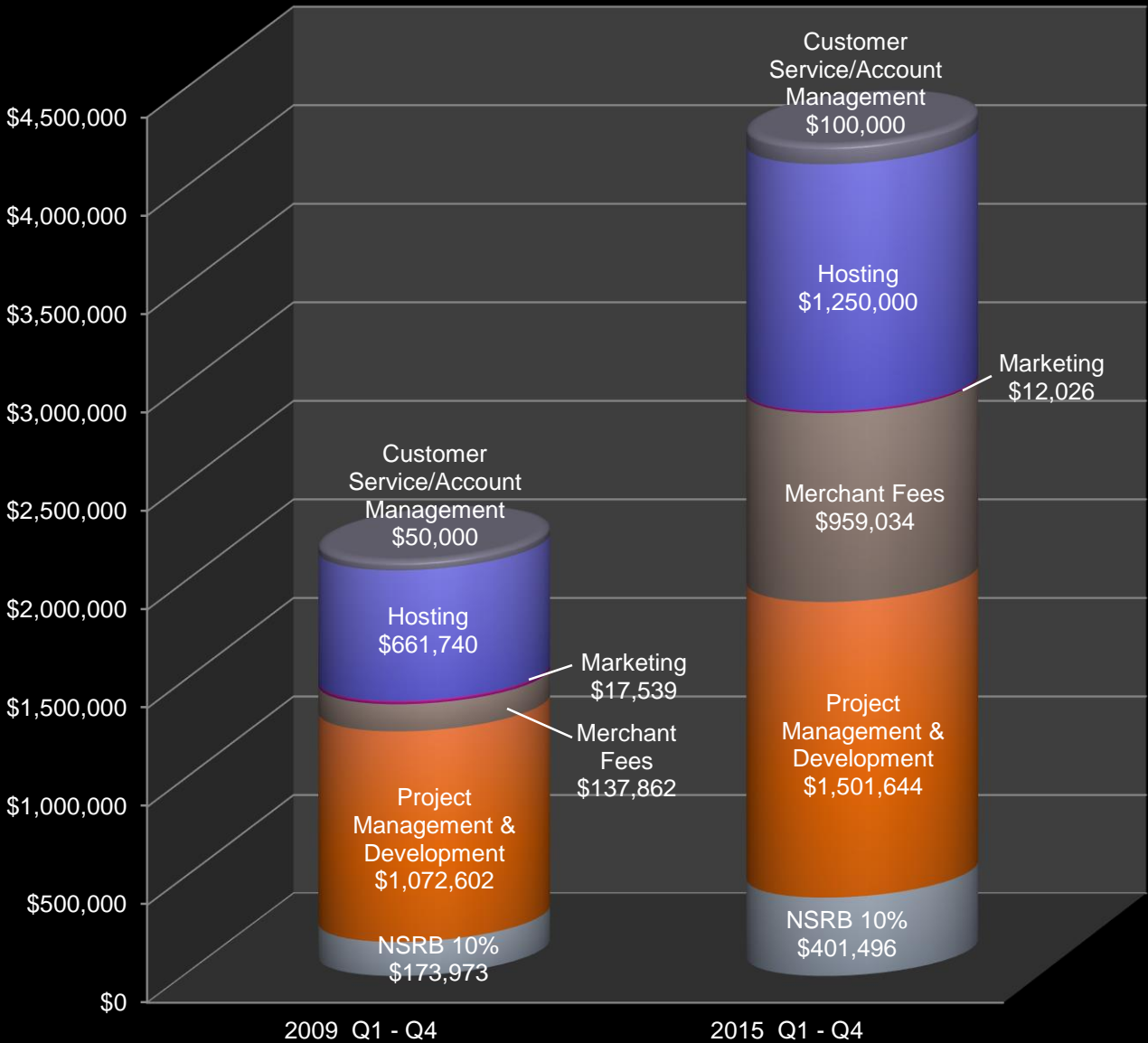
## Deployments

Applications Deployed	Q4 2015	2015 Total
Self-Funded Application	5	7
Non-revenue Application	0	2
Grant/Time & Materials Application	0	1
Websites deployed	6	11
Self-Funded application enhancements	19	44
Non-revenue application enhancements	7	9
Grand/Time & Materials application enhancements	0	0
Number of implemented changes*	72	382

\*Changes include code enhancements as well as bug fixes, security updates, requested text changes, etc.

Overview of Portal Financial Value

## 2009 vs 2015 Self-funded Value for the State of Nebraska



Note: The above graph is not all inclusive.

Displayed values are based on the top 6 classifications.

**Recognition of Excellence from 2009-2015**



**2009** Finalist – Nebraska Court eFiling System (NACIO Awards)

**2013** Finalist – Nebraska Handicap Parking Permit Application and Management System (NACIO) Cross-Boundary Collaboration & Partnerships)



**2009** Nebraska.gov ranked in the top 10 best state government websites (State Portal Category), sponsored by the Center for Digital Government

**2012** Nebraska.gov ranked in the top 10 best state government websites (State Portal Category), sponsored by the Center for Digital Government

**2013** Nebraska.gov ranked in the top 10 best state government websites (State Portal Category), sponsored by the Center for Digital Government

**2013** Winner – Nebraska Handicap Parking Permit Application and Management System (Driving Digital Government State Government Category)

**2014** Nebraska.gov ranked in the top 10 best state government websites (State Portal Category), sponsored by the Center for Digital Government



**2010** Honorable Mention – Nebraska Judicial Branch Internet Payment System (Center for Digital Government Category).

**2011** Winner – Nebraska ClickDMV (Center for Digital Government-to-Citizen State and Federal Government Category).



**2012** Winner – Nebraska Online Rules and Regulations Tracking System (National Association of Secretaries of State (NASS) IDEAS Award)



## Recognition of Excellence from 2009-2015 continued



**2014** The Nebraska Department of Motor Vehicles (DMV) was awarded the Pioneer Institute Better Government Competition Runner Up award for the Handicap Parking Permit Application and Management System.



**2015** Nebraska Interactive's work on [www.nebraska.gov](http://www.nebraska.gov) received a Gold Award Winner in the Website Features – Home Page Category. The W<sup>3</sup> Awards honors creative excellence on the web, and recognizes the creative and marketing professionals behind award winning sites, videos and marketing programs.



**2015** Nebraska Interactive's work on [www.governor.nebraska.gov](http://www.governor.nebraska.gov) received a Silver Award Winner in the General Website – Government Category. The W<sup>3</sup> Awards honors creative excellence on the web, and recognizes the creative and marketing professionals behind award winning sites, videos and marketing programs.



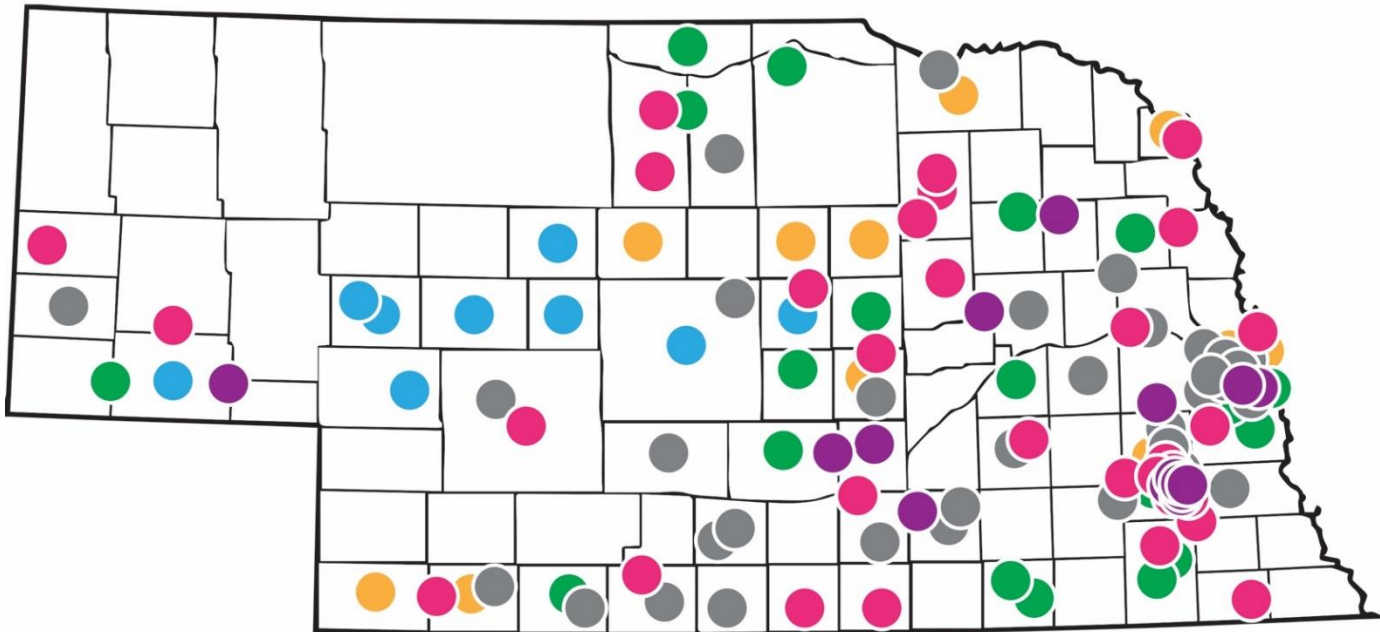
**2015** The Nebraska Department of Veterans' Affairs Military and Veteran's Registry Application was awarded a State Scoop Award for State IT Program.



**2015** Nebraska Interactive's work on [www.nebraska.gov](http://www.nebraska.gov) received a Silver Award of Distinction in the Government websites category. The Communicator Awards is the leading international awards program recognizing big ideas in marketing and communications.

Local Business Initiatives

A Contract in Review: **PAYPORT**<sup>®</sup> Implementations



- 2009 = 0 Implementations
- 2010 = 9 Implementations
- 2011 = 11 Implementations
- 2012 = 19 Implementations
- 2013 = 35 Implementations
- 2014 = 34 Implementations
- 2015 = 15 Implementations

**123** **PAYPORT**<sup>®</sup> Implementations

The easiest, safest and most cost effective way to accept credit cards in the office or online.

## 2015 and into the Future, Our Growth Trajectory

### In order to drive success in the company we must be Willing to be Accountable for that which is Necessary to build Trust

#### Willing

- The foundational principle required by all stakeholders to continue to deliver successful services to constituents.

#### Accountable

- Manage the benefits and risks of the State portal
- Grow the company financially and physically to meet the expectations of the constituents
- Mitigate operational risks and challenges with the portal
- Electronic reporting for a more dynamic information

#### Necessary

- Data driven services - Gamification, Predictive, Insightful services
- Full life cycles services - eProcurement, Enterprise Payments, Game Check, Modernized Tax Filing, Vital Statistics
- Enterprise services - OnTheGo payments, eGovExpress, Gov2Go
- Single Sign-on to create a cohesive user experience across all State services
- Project Process Evaluation for efficiency
- Investment in Business tools to increase visibility to partners
- Service Portfolios for agencies to understand available services
- Grow company headcount to meet demands
- Increasing transaction volumes to lower state costs

#### Trust

- Expand Security and integrity of the State enterprise
- Utilize the portal as a valued and trusted partner for delivering government services
- IT cost efficiencies, revenue recovery and cost avoidance across the state enterprise
- Portal revenues support increased resources and company expansion
- Expand eGovernment platforms to make it easier to do business in Nebraska

***“Trust is the glue of life. It’s the most essential ingredient in effective communication. It’s the foundational principle that holds all relationships.”***

– Stephen Covey

## Network Uptime, Response Time, Issues Quarterly Reporting

### UPTIME REPORT

OCTOBER	NOVEMBER	DECEMBER
100%	99.97%	99.96%

### RESPONSE TIME REPORT

OCTOBER	NOVEMBER	DECEMBER
Avg. response time 506 ms	Avg. response time 504 ms	Avg. response time 528 ms

### NETWORK ISSUES DETAIL REPORT

	Start Time	End Time	Time*	Description	Impact
11/7/2015 To 11/9/2015	2:10 PM	9:00 AM	18:50	State of Nebraska had a power outage during a scheduled network maintenance. This took down their networking. Recovery efforts started immediately and various services were available at different times through out this incident.	Any service that communicates to State of Nebraska systems were unavailable at various times. Due to the nature of the event, as different parts of the State's networking went up and down, so did the service that depends on it.
11/20/2015	11:40 AM	11:45 AM	:05	A standard load balancer rule was being made for abstracter.nebraska.gov to send traffic to their new site. An unexpected error happened that broke other rules. The change was immediately rolled back.	NI hosted websites were temporarily unavailable. All applications and services were still up and responding to users.
12/13/2015	4:00 AM	4:15 AM	:15	The latest system patches were applied to our servers.	Websites and services were not available.

\* Downtime reporting tool rounds the time to 5 minute increments, actual downtime may be less.

## NIC projects and portals in the news

### Arkansas Community Corrections Launches Online Resident Banking

Finance.yahoo.com | 12.01.15

<http://finance.yahoo.com/news/arkansas-community-corrections-launches-online-130000035.html>



Citizens can now securely send money to a resident's trust account online.

### Taking death records digital: The Iowa experience

GCN.com | 09.25.15

[http://gcn.com/articles/2015/09/25/digital-death-records.aspx?admgarea=TC\\_STATELOCAL](http://gcn.com/articles/2015/09/25/digital-death-records.aspx?admgarea=TC_STATELOCAL)



As digital death certification becomes standard, states like Iowa -- with an established system in place -- are taking a step back to evaluate what works, what doesn't and if they are happy with the results.

### Illinois ponders digital driver's license

Watchdog.org | 12.09.15

<http://watchdog.org/250739/illinois-ponders-digital-drivers-license/>

Tired of carrying a wallet? Ready to go all digital, including your state ID?



### Georgia, North Carolina take aim at tax fraud with new app

StateScoop.com | 10.06.15

<http://statescoop.com/georgia-north-carolina-take-aim-tax-fraud-new-app/>

A simple “selfie” could soon help prevent tax fraud in Georgia and North Carolina, thanks to a new federal grant.

The direction of computing is only going in one way—to the cloud.



**PROJECT PRIORITY REPORT**

**SURVEY PAGE  
BRENT'S CONTACT  
FEEDBACK LINK**

- 1. DID YOU LIKE THE FORMAT OF THE ELECTRONIC REPORT? Y/N**
- 2. COMMENTS BOX (OPTIONAL)**
- 3. NAME (OPTIONAL)**

**ADD COMMENT ABOUT OUR DOORS ALWAYS OPEN, COME VISIT AND ASK  
QUESTIONS**

**FUTURE PLANS:  
LESS PAPER!!**

**PEOPLE TO HELP ASSIST THE BOARD MEMBERS IF THEY HAVE TECHNICAL  
DIFFICULTIES:  
ASHLY**

## Nebraska.gov Project Priority Report - Page 1 of 2

Title	Partner	Revenue Type	Work scope	Project Start Date	Target Launch Date	Completed Date
DMV MVR Add Plate Types	Motor Vehicles, Department of	Self-funded	Application Enhancement	12/18/15	1/1/16	1/4/16
DMV-Motor Voter Screen Conversion & UI Changes	Motor Vehicles, Department of	Self-funded	Application Enhancement	10/30/15	1/1/16	1/1/16
DMV TLR Add Plate Types	Motor Vehicles, Department of	Self-funded	Application Enhancement	11/23/15	1/1/16	1/11/16
SOS-2016 Annual & Biennial Report Filings	Secretary of State	Self-funded	Application Enhancement	7/28/15	1/2/16	1/2/16
NCC-Arrest Data Query - Re-template	Law Enforcement and Criminal Justice, Commission	Non-revenue	Application Enhancement	5/8/15	1/11/16	1/11/16
NCC-Offense Data Query - Re-template	Law Enforcement and Criminal Justice, Commission	Non-revenue	Application Enhancement	5/8/15	1/11/16	1/11/16
NCC-Basic JCR Query - Re-template	Law Enforcement and Criminal Justice, Commission	Non-revenue	Application Enhancement	5/8/15	1/11/16	1/11/16
NCC-Enhanced JCR Query - Re-template	Law Enforcement and Criminal Justice, Commission	Non-revenue	Application Enhancement	5/8/15	1/11/16	1/11/16
NCC-Offense Rates & Population Data Query - Re-template	Law Enforcement and Criminal Justice, Commission	Non-revenue	Application Enhancement	5/8/15	1/11/16	1/11/16
NCC-County Map of Arrest & Offense Rates - Re-template	Law Enforcement and Criminal Justice, Commission	Non-revenue	Application Enhancement	5/8/15	1/11/16	1/11/16
NCC-Agency Traffic Stop Data Reports - Re-template	Law Enforcement and Criminal Justice, Commission	Non-revenue	Application Enhancement	5/8/15	1/11/16	1/11/16
DHHS License Search Enhancement (Filter Functionality Changes)	Health & Human Services, Department of	Self-funded	Application Enhancement	7/6/15	1/15/16	12/14/15
NDR-Motor Fuels Active Licensee Database Search - Re-template	Revenue, Department of	Self-funded	Application Enhancement	8/19/15	2/2/16	2/2/16
NDR-Motor Fuels Tax Form Filings - Re-template	Revenue, Department of	Self-funded	Application Enhancement	8/19/15	2/2/16	2/2/16
NDR-Motor Fuels Filings - New Tax Rates for Forms 74/74a & 86/86a	Revenue, Department of	Self-funded	Application Enhancement	12/23/15	2/2/16	2/2/16
OTC - Village of Giltner	Local Government	Self-funded	Application Enhancement	11/18/15	2/8/16	2/5/16
SOS-Voter Reg - DL Statuses/Permits & Voter Age	Secretary of State	Grant/Time and Materials	Application Enhancement	1/4/16	2/15/16	
VA - Registry SSN need for Military Plates - CR 012016	Veterans' Affairs, Department of	Grant/Time and Materials	Application Enhancement	1/19/16	2/26/16	
WCC eFiling Image Links	Workers Compensation Court	Self-funded	New Application	10/1/15	2/29/16	
SOS-Rules & Regs Proposed & Current Website Automation	Secretary of State	Non-revenue	Application Enhancement	10/31/13	2/29/16	
SOS-Redaction for UCC & EFS Filings	Secretary of State	Revenue	N/A- Website	1/1/14	2/29/16	
SFM Website	Fire Marshal, State	Grant/Time and Materials	N/A- Website	3/2/15	2/29/16	
SOS-UCC Filing Image Corrections	Secretary of State	Self-funded	Application Enhancement	5/18/15	2/29/16	
National Guard-State Tuition Assistance Changes	Military Department	Non-revenue	Application Enhancement	7/2/15	2/29/16	
Event Registration - DHHS Public Health	County Government	Self-funded	Application Enhancement	11/10/15	2/29/16	
OTC - Village of Gurley	Local Government	Self-funded	Application Enhancement	11/20/15	2/29/16	
OTC - City of Wood River	Local Government	Self-funded	Application Enhancement	1/15/16	2/29/16	
E&A-Create Comity Admin & Add PDF Reports	Engineers and Architects, Board of	Self-funded	Application Enhancement	1/22/16	2/29/16	
OTC - City of Alma	Local Government	Self-funded	Application Enhancement	1/29/16	2/29/16	
OTC - City of Fairbury	Local Government	Self-funded	Application Enhancement	1/29/16	2/29/16	
Brand Committee (NBC) Website Redesign	Brand Committee	Grant/Time and Materials	N/A- Website	11/16/15	3/1/16	
CommonCheckout Implementation	Nebraska.Gov Internal	Non-revenue	Application Enhancement	4/29/15	3/1/16	
NBC Brand Book Retemplate	Brand Committee	Grant/Time and Materials	Application Enhancement	11/17/15	3/1/16	
Polk County Website Redesign	County Government	Grant/Time and Materials	N/A- Website	11/23/15	3/1/16	
DMV-Specialty Plates Admin & Staff - Re-templates	Motor Vehicles, Department of	Self-funded	Application Enhancement	1/4/16	3/1/16	
NI Print Marketing materials- Leave Behind	Nebraska.Gov Internal	Non-revenue	Application Enhancement	8/14/15	3/7/16	
OTC - City of Oakland	Local Government	Self-funded	Application Enhancement	11/18/15	3/7/16	
Attorney General Consumer Fraud "Protect the Good Life" website	Attorney General's Office	Grant/Time and Materials	N/A- Website	6/1/15	3/7/16	
DMV eNotice Prepopulate Data	Motor Vehicles, Department of	Non-revenue	Application Enhancement	1/18/16	3/15/16	
OTC - Village of Clarks	Local Government	Self-funded	Application Enhancement	2/19/16	3/21/16	
SOS - Corp Search Change Request - 012016	Secretary of State	Self-funded	Application Enhancement	1/27/16	3/25/16	
NDOL-Elevator Inspection Payments	Labor, Department of	Self-funded	New Application	11/23/15	3/28/16	
OTC - City of St. Edward	Local Government	Self-funded	Application Enhancement	11/18/15	3/31/16	
OTC - Village of Unadilla	Local Government	Self-funded	Application Enhancement	11/18/15	3/31/16	
OTC - City of Burwell	Local Government	Self-funded	Application Enhancement	11/20/15	3/31/16	
OTC - Village of Hyannis	Local Government	Self-funded	Application Enhancement	11/24/15	3/31/16	
NCC-Criminal Justice Directory	Law Enforcement and Criminal Justice, Commission	Grant/Time and Materials	New Application	9/1/15	3/31/16	
OTC NCDHH	Blind and Visually Impaired	Self-funded	Application Enhancement	8/28/15	3/31/16	
Court JUSTICE Bulk - New tier rate	Court Administrator, State	Revenue	Application Enhancement	9/1/15	3/31/16	
Migration-Elavon, SPS, ACH Pay, WorldPay	Nebraska.Gov Internal	Non-revenue	New Application	11/12/15	3/31/16	
DHHS License Search CR (#2) & Add Child Age Ranges	Health & Human Services, Department of	Non-revenue	Application Enhancement	11/20/15	3/31/16	
APA - Reports Issued App Separate County and County Courts and Reports by Year ER - 012016	Auditor of Public Accounts	Non-revenue	Application Enhancement	1/11/16	3/31/16	
NLCC Licensee Search Retemplate	Liquor Control Commission	Non-revenue	Application Enhancement	3/7/16	3/31/16	

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Title	Partner	Revenue Type	Work scope	Project Start Date	Target Launch Date	Completed Date
NLCC Active License Holders Retemplate	Liquor Control Commission	Non-revenue	Application Enhancement	3/7/16	3/31/16	
DMV-Change of Address	Motor Vehicles, Department of	Self-funded	Application Enhancement	9/1/15	4/1/16	
APA - Admin Interface	Auditor of Public Accounts	Non-revenue	New Application	2/1/16	4/1/16	
Appeals Court and Supreme Court eFiling	Court Administrator, State	Self-funded	Application Enhancement	3/17/15	4/4/16	
SOS-Corporate Document eDelivery Re-template	Secretary of State	Self-funded	Application Enhancement	6/23/14	4/4/16	
NLCC SDL License System- Payment Processing ONLY	Liquor Control Commission	Self-funded	New Application	10/1/15	5/1/16	
SOS-UCC Batch Filing	Secretary of State	Self-funded	New Application	8/19/13	5/2/16	
Court Judge Portal	Court Administrator, State	Grant/Time and Materials	Application Enhancement	3/9/15	5/31/16	
NCBVI website redesign	Blind and Visually Impaired	Grant/Time and Materials	N/A- Website	5/28/15	6/15/16	
Courts eFiling Web Service Enhancement (CHARTS & New Civil)	Nebraska.Gov Internal	Self-funded	Application Enhancement	12/28/15	6/27/16	
DMV-Certificate of Completion	Motor Vehicles, Department of	Non-revenue	Application Enhancement	8/10/15	7/1/16	
TERC Appeal Application	Tax Equalization & Review Commission	Non-revenue	Application Enhancement	11/2/15	11/27/16	
DMV Specialty Plate, Historic	Motor Vehicles, Department of	Self-funded	Application Enhancement	1/1/16	12/1/16	
Nebraska.gov Portal Updates 2016	Nebraska.Gov Internal	Non-revenue	N/A- Website	8/3/15	12/30/16	
DHHS Website Redesign	Health & Human Services, Department of	Grant/Time and Materials	N/A- Website	6/15/15	12/31/16	
DMV DLR Batch	Motor Vehicles, Department of	Self-funded	Application Enhancement	9/15/15	1/1/17	
Handicap Permit - Online Renewals	Motor Vehicles, Department of	Non-revenue	Application Enhancement	7/1/17	1/1/18	

- Self-funded = Enhancement or new application tied to an existing revenue generating application
- Revenue = New application that generates revenue
- Non-revenue = New application or enhancement that has no associated revenue
- Grant/T&M = New application or enhancement funded by a grant or the partner