

**NEBRASKA STATE RECORDS BOARD
MEETING: February 8, 2012**

Nebraska State Capitol
Room 1507
Lincoln, NE
February 8, 2012
9:00 A.M.

NEBRASKA STATE RECORDS BOARD AGENDA

Nebraska State Capitol
Room 1507
Lincoln, NE
February 8, 2012 – 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
 - a) **Action Item:** Approval of Agenda
5. APPROVAL OF MINUTES
 - a) **Action Item:** Approval of October 26, 2011 meeting minutes
6. PUBLIC COMMENT
7. CHAIRMAN'S REPORT
 - a) AGREEMENTS & ADDENDA
 1. Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and. Signed by Chairman Gale.
 2. Addenda to the Electronic Government Service Level Agreements Signed by Chairman Gale.
8. NETWORK MANAGER OPERATIONS REVIEW SUBCOMMITTEE REPORT (John Gale, Chair)
 - a) **Action Item:** Legislative changes to the Records Management Act
9. EXECUTIVE DIRECTOR'S REPORT
 - a) **Action Item:** NSRB Cash Fund Balance
 - b) NSRB Grant Status Report
10. ORIENTATION AND POLICIES/GUIDELINES SUBCOMMITTEE (Julie Beno, Chair)
 - a) **Action Item:** Approve grant application (page 6) changes
 - b) **Action Item:** Approve grant program to open for FY12-13 and total amount available for grants
 - c) **Action Item:** Approve maximum individual grant amount for FY12-13 awards
11. NEBRASKA.GOV REPORTS
 - a) General Manager's Report
 - b) **Action Item:** Project Priority Report
 - c) **Action Item:** Approve 2012 Business Plan
 - d) Demonstrate application for Sarpy County Treasurer Real Estate Tax Payments
12. DATE FOR NEXT MEETING
Wednesday, April 11, 2012
9:00 A.M.
Room 1507
State Capitol
Lincoln, NE
13. ADJOURNMENT
Action Item: Move to adjourn

2/01/2012



NEBRASKA STATE RECORDS BOARD

MINUTES

Meeting of October 26, 2011

Chairman Gale introduced, welcomed and administered the Oath of Office to new board member Brian Buescher, appointed by Governor Heineman on August 3, 2011. Mr. Buescher represents the Legal Profession and replaces Mr. Tom Freimuth.

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 October 26, 2011, 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;
Brenda L. Decker, representing the Governor;
Michael D. Foley, Auditor of Public Accounts;
Don Stenberg, State Treasurer;
Scott Keene, representing the Insurance Industry;
Leslie S. Donley, representing the Attorney General;
Timothy L. Loewenstein, representing the General Public;
Julie A. Beno, representing Libraries;
Brian Buescher, representing the Legal Profession;
Mike Konz, representing the Media

Absent:

Carlos Castillo, Director of Administrative Services;
Ryne D. Seaman, representing the Banking Industry

Staff in attendance:

Cathy Danahy, Executive Director;
Colleen Byelick, Legal Counsel;
Kacey Nelkin Pedersen, 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 right 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 on September 26, 2011 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 Ms. Beno.

Voting For:	Beno Gale	Buescher Keene	Decker Konz	Donley Loewenstein	Foley Stenberg
Voting Against:	None				
Absent:	Castillo	Seaman			

The motion carried.

Agenda Item 5. APPROVAL OF MINUTES

Chairman Gale asked for a motion to approve the minutes of the July 20, 2011 meeting. Mr. Loewenstein moved to approve the minutes; seconded by Ms. Beno.

Voting For:	Beno Keene	Decker Konz	Donley Loewenstein	Foley Stenberg	Gale
Voting Against:	None				
Not Voting:	Buescher				
Absent:	Castillo	Seaman			

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 any of the agenda items. No audience member indicated a desire to provide public comment.

Agenda Item 7. CHAIRMAN'S REPORT**Agenda Item 7.a. AGREEMENTS & ADDENDA**

Agenda Item 7.a. 1. Electronic Government Service Level Agreements between Nebraska Interactive, LLC, the NE State Records Board and the NE Accountability and Disclosure Commission; NE Board of Public Accountancy; NE Commission for the Deaf and Hard of Hearing; NE Department of Corrections; NE Dairy Industry Development Board; NE Ethanol Board; NE Supreme Court; Dundy County; Hitchcock County; Lancaster County; Sarpy County and Wheeler County; all signed by Chairman Gale pursuant to Board authority.

Mr. Brent Hoffman, General Manager, Nebraska Interactive, LLC explained the revised Addendum Electronic Service Level Agreement between Nebraska Interactive, LLC, the Nebraska State Records Board and the identified government agencies.

Agenda Item 7.a. 2. Addendum Ten to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the NE Supreme Court – Court Case Payment Monitoring. Signed by Chairman Gale on July 22, 2011; pursuant to Board authority.

Mr. Hoffman explained the Supreme Court Case Payment Monitoring Service.

Agenda Item 7.a. 3. Addendum One to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and Dundy County

Treasurer, Hitchcock County Treasurer, Lancaster County Clerk and Wheeler County Treasurer – Over the Counter Payment. Signed by Chairman Gale pursuant to Board authority.

Mr. Hoffman explained the Over the Counter Payment addenda for the identified government agencies.

Agenda Item 7.a. 4. Addendum One to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and Sarpy County - Real Estate Tax Payments for Sarpy County Treasurer.

Mr. Hoffman explained the Real Estate Tax Payments service for Sarpy County. After discussion, Ms. Beno moved to approve Addendum One to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and Sarpy County; seconded by Ms. Decker. Mr. Hoffman will demonstrate the application after it is developed at the next board meeting.

Voting For:	Beno Gale	Buescher Keene	Decker Konz	Donley Loewenstein
Voting Against:	Foley	Stenberg		
Absent:	Castillo	Seaman		

The motion carried

Agenda Item 7.a.5. Addendum Eight to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the NE Department of Economic Development – Conference Registrations.

Mr. Hoffman explained the NE Department of Economic Development Conference Registrations application. Mr. Stenberg moved to approve Addendum Eight to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the Nebraska Department of Economic Development; seconded by Mr. Keene.

Voting For:	Beno Gale	Buescher Keene	Decker Konz	Donley Loewenstein	Foley Stenberg
Voting Against:	None				
Absent:	Castillo	Seaman			

The motion carried.

Agenda Item 7.a.6. Addendum Six to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the NE Liquor Control Commission – Liquor License Renewals.

Mr. Hoffman explained the Liquor Control Commission – Liquor License Renewals application. Ms. Donley moved to approve Addendum Six to the Electronic Government Service Level Agreement between Nebraska Interactive, LLC, the NE State Records Board and the NE Liquor Control Commission; seconded by Ms. Decker.

Voting For:	Beno Gale	Buescher Keene	Decker Konz	Donley Loewenstein	Foley Stenberg
Voting Against:	None				
Absent:	Castillo	Seaman			

The motion carried.

Agenda Item 7.a.7. Rebranding Nebraska.gov service for online payments as PayPort and lowering fees charged for credit card transactions.

Mr. Hoffman explained the rebranding Nebraska.gov service for online payments as PayPort and lowering fees charged for credit card transactions. Mr. Stenberg moved to approve Addendum Six; seconded by Mr. Loewenstein. After discussion, Mr. Stenberg withdrew his motion. Mr. Keene made the following motion: *Whereas, On May 5, 2010, the State Records Board approved allowing the Chairman of the State Records Board, during the time period between meetings, to sign addenda with local government agencies for the use of "Over the Counter" payment processing programs at a rate of \$1.75 per electronic check and 2.49% plus \$1.75 for credit card transactions, with the Board receiving 10% of Nebraska Interactive's portal fee for such services. It was clarified at a later meeting that said addenda did not need to be ratified by the Board but simply needed to be reported to the Board at the next regularly scheduled meeting.*

Whereas, recent review by Nebraska Interactive has determined that the portal fee for credit card payments should be lowered to 2.49% and that the service should be known as "PayPort."

Now Therefore, I Move to approve the rate change for credit card transactions to 2.49%, with the Board continuing to receive 10% of the Nebraska Interactive portal fee for such service. The additional \$1.75 for credit card payments will no longer be charged. The rate for electronic check transactions to remain unchanged. I further move to continue the Chairman's authority to sign such agreements during the time period between Board meetings. I further move that existing addenda for this service be revised to reflect the new price and name for the service and allow the Chairman to sign said revised addenda; seconded by Mr. Stenberg.

Voting For:	Beno Gale	Buescher Keene	Decker Konz	Donley Loewenstein	Foley Stenberg
Voting Against:	None				
Absent:	Castillo	Seaman			

The motion carried.

Chairman Gale declared a recess at 10:15 A.M.

Chairman Gale reconvened the meeting at 10:35 A.M.

**Agenda Item 8. NETWORK MANAGER OPERATIONS REVIEW
SUBCOMMITTEE REPORT (Mike Foley, Chair)**

Accept the PricewaterhouseCoopers Annual Audit of Nebraska Interactive, LLC December 31, 2010 and 2009.

Mr. Foley reported the Subcommittee (Mr. Foley, Mr. Keene and Mr. Seaman) met on October 14, 2011 and reviewed the annual audit report. Mr. Foley reported the audit was for calendar year 2010 and it is the first calendar year under the new contract. Mr. Foley pointed out the net income for Nebraska Interactive went from \$157,000 the prior year to approximately \$210,000 in 2010. For the same period, the revenue sharing to the State Records Board went from \$174,000 to \$209,000. Mr. Foley also pointed out the fees which go to the parent company in Kansas from Nebraska Interactive had been increasing substantially over the years have now seemed to stabilize at approximately \$828,000. Mr. Foley indicated the Subcommittee was satisfied with the report and recommended the Board formally receive the audit report. Ms. Beno moved to accept the receipt of the PricewaterhouseCoopers annual Audit Report of Nebraska Interactive, LLC for December 31, 2010 and 2009; seconded by Ms. Donley.

Voting For:	Beno	Buescher	Decker	Donley	Foley
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	Gale	Keene	Konz	Loewenstein	Stenberg
Voting Against:	None				
Absent:	Castillo	Seaman			

The motion carried.

**Agenda Item 9. NETWORK MANAGER OPERATIONS REVIEW
SUBCOMMITTEE REPORT (John Gale, Chair)**

Chairman Gale identified the Subcommittee consisting of John Gale, Mike Foley, Brenda Decker, Don Stenberg, Leslie Donley and Colleen Byelick as counsel. Ms. Byelick gave the history of the Records Management Act and presented and explained the changes recommended by the Subcommittee. In summary, the changes included changing the term “gateway” to “portal”, update definition of “Portal” to mean the state-sponsored electronic information system; expand the role and duties of the Board to include approving fees for electronic information, products, and services; update the role and definition of the network manager; remove the eighteen month provision regarding fees established by the Board; require state agencies, other than the court or Legislature entering into agreement to provide electronic information, products, and services for a fee to request approval from the Board; change reporting period to annual rather than quarterly; remove public record statute (84-1205.06) due to inconsistencies with other public records laws; remove the requirement that state officials charging convenience fees have to follow the operating rules of the credit card company and provides that surcharge or convenience fees (including percentage fees) charged by a state official shall be honored by the state’s credit card provider.

Ms. Decker, representing the Governor, stated the Administration was not comfortable with the proposed changes as written. The Administration feels the State Records Board was created to manage the network manager and that the State Records Board has jurisdiction over agreements going through the network manager, but other agreements agencies may need to enter into would be getting into the businesses of the agencies and as such would not require approval of the Board. She indicated the Administration agrees there are many things in the proposed legislation that do need to be updated as proposed. Ms. Decker said the Policy Research Office would be willing to work with the Board to find compromises in the proposed legislation so that the Administration could support the legislation.

Mr. Stenberg moved the Nebraska State Records Board approve the legislative changes presented by the Network Operations Subcommittee and detailed in the draft legislation dated October 21, 2011 in substance and grant the Chairperson authority to pursue legislative enactment of the changes with the assistance of the Network Operations Subcommittee. He further moved to grant the Chairperson authority to make technical or other editorial changes suggested by the bill drafter’s office and grant the Network Operations Subcommittee authority to make other changes necessary to advance legislation; seconded by Mr. Keene.

Voting For:	Beno Keene	Buescher Konz	Donley Loewenstein	Foley Stenberg	Gale
Voting Against:	None				
Not Voting:	Decker				
Absent:	Castillo	Seaman			

The motion carried.

Agenda Item 10. EXECUTIVE DIRECTOR’S REPORT

Agenda Item 10.a. NSRB Cash Fund Balance Report

Ms. Danahy presented the 09/30/2011 Cash Fund Balance report. Ms. Donley moved to approve the Cash Fund Balance Report; seconded by Ms. Decker.

Voting For:	Beno	Buescher	Decker	Donley	Foley
	Gale	Keene	Konz	Loewenstein	Stenberg

Voting Against: None

Absent: Castillo Seaman

The motion carried.

Agenda Item 10.b. NSRB Grant Status Report

Ms. Danahy presented the 09/30/2011 State/Local Grant Project Status Report.

Agenda Item 11. ORIENTATION AND POLICIES/GUIDELINES SUBCOMMITTEE (Julie Beno, Chair)

Agenda Item 11.a. Grant Review Subcommittee Grant Program Recommendations

Ms. Beno summarized the changes distributed to the Board members to the Grant Process, the Grant Application and the scoring mechanism recommended by the Grant Review Committee (GRC). Mr. Loewenstein moved to approve the changes to the grant program as outlined in the documents distributed and Ms. Beno’s oral presentation; seconded by Mr. Konz.

Voting For:	Beno	Buescher	Decker	Donley	Foley
	Gale	Keene	Konz	Loewenstein	Stenberg

Voting Against: None

Absent: Castillo Seaman

The motion carried.

Agenda Item 11. NEBRASKA.GOV REPORTS

Agenda Item 11.a. General Manager’s Report

Mr. Brent Hoffman, General Manager, Nebraska.gov presented the General Manager’s Report.

Chairman Gale left the meeting at 11:35 A.M.

Ms. Beno left the meeting at 11:40 A.M.

Chairman Gale returned to the meeting at 11:45 A.M.

Ms. Beno returned to the meeting at 11:45 A.M.

Agenda Item 11.b. Project Priority Report

Mr. Hoffman gave the Project Priority Report. Ms. Donley moved to approve the Project Priority Report; seconded by Mr. Loewenstein.

Voting For:	Beno	Buescher	Decker	Donley	Foley
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Gale Keene Konz Loewenstein Stenberg

Voting Against: None

Absent: Castillo Seaman

The motion carried.

Agenda Item 13. DATE FOR NEXT MEETING

Chairman Gale announced the next NE State Records Board meeting will be held on Wednesday, February 8, 2012 at 9:00 A.M. in Room 1507, State Capitol Building, Lincoln, Nebraska.

Agenda Item 14. ADJOURNMENT

Mr. Stenberg moved to adjourn the meeting; seconded by Mr. Konz. All members present signified by saying "aye". Chairman Gale declared the meeting adjourned at 12 Noon.

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

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.

	NSRB Chairman <u>Signature</u>
Brand Committee	1/26/2012
Dakota County	11/22/2011
Garfield County	12/19/2011
Knox County	1/26/2012

**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 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

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.

Summary 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

Dakota County Treasurer

**NSRB Chairman
Signature**

11/22/2011

Garfield County Treasurer

12/19/2011

Knox County Treasurer

1/26/2012

Revised PayPort Addenda

Arthur County Court

**NSRB Chairman
Signature**

11/22/2011

Arthur County Treasurer

11/22/2011

Blaine County Treasurer

11/22/2011

Cheyenne County Treasurer

11/22/2011

City of Bellevue

12/19/2011

Custer County Treasurer

11/22/2011

Douglas County Clerk

12/19/2011

Dundy County Treasurer

12/19/2011

Howard County Treasurer

11/22/2011

Keith County District Court

11/22/2011

Lancaster County Clerk

11/22/2011

Logan County Treasurer

11/22/2011

McPherson County Treasurer

11/22/2011

Valley County Treasurer

11/22/2011

Wheeler County Treasurer

11/22/2011

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

This Addendum One 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 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: PayPort for (Partner)
Revenue Type: Instant Access
Implementation: 2012

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

Service	(Partner) Fee	Nebraska.gov Portal Fee	NSRB Share
PayPort Credit Card	Full statutory/assessed fee charged by Partner	2.49%	10% of Nebraska.gov Portal Fee
PayPort Electronic Check	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: _____
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 govt. of NE)

LEGISLATURE OF NEBRASKA

ONE HUNDRED SECOND LEGISLATURE

SECOND SESSION

LEGISLATIVE BILL 719

Introduced by Price, 3.

Read first time January 04, 2012

Committee: Government, Military and Veterans Affairs

A BILL

1 FOR AN ACT relating to government; to amend sections 44-113,
2 50-114.03, 52-1313.01, 60-3,161, 77-2705.04, 81-118.01,
3 84-712, 84-1201, 84-1202, 84-1204, 84-1205, 84-1205.01,
4 84-1205.02, 84-1205.03, 84-1205.05, 84-1206, 84-1207,
5 84-1209, 84-1212, 84-1213, 84-1214, 84-1214.01, 84-1215,
6 84-1216, 84-1217, 84-1218, 84-1219, 84-1222, 84-1224, and
7 84-1225, Reissue Revised Statutes of Nebraska, section
8 84-1227, Revised Statutes Cumulative Supplement, 2010,
9 and section 9-523, Uniform Commercial Code, Reissue
10 Revised Statutes of Nebraska; to change fee provisions
11 relating to electronic payments; to change provisions of
12 the Records Management Act relating to intent, the State
13 Records Board, the network manager, the technical
14 advisory committee, fees, reports, agency procedures, and
15 a fund; to provide requirements for certain electronic
16 information and services; to eliminate provisions
17 relating to public bidding and certain public records

1 requests; to define and redefine terms; to harmonize
2 provisions; to repeal the original sections; and to
3 outright repeal sections 84-1205.04, 84-1205.06, and
4 84-1223, Reissue Revised Statutes of Nebraska.

5 Be it enacted by the people of the State of Nebraska,

1 Section 1. Section 44-113, Reissue Revised Statutes of
2 Nebraska, is amended to read:

3 44-113 The Department of Insurance shall transmit to the
4 Governor, ten days prior to the opening of each session of the
5 Legislature, a report of its official transactions, containing in a
6 condensed form the statements made to the department by every
7 insurance company authorized to do business in this state pursuant to
8 ~~the provisions of Chapter 44, as audited and corrected by it,~~
9 arranged in tabular form or in abstracts, in classes according to the
10 kind of insurance, which report shall also contain (1) a statement of
11 all insurance companies authorized to do business in this state
12 during the year ending December 31 next preceding, with their names,
13 locations, amounts of capital, dates of incorporation, and of the
14 commencement of business and kinds of insurance in which they are
15 engaged respectively; and (2) a statement of the insurance companies
16 whose business has been closed since making the last report, and the
17 reasons for closing ~~the same, such businesses,~~ with the amount of
18 their assets and liabilities, so far as the ~~same amount of their~~
19 assets and liabilities are known or can be ascertained by the
20 department. The report shall also be transmitted to the Clerk of the
21 Legislature. Each member of the Legislature shall receive a copy of
22 such report by making a request for it to the director. The
23 department may transmit the report by electronic format through the
24 ~~gateway or electronic network portal~~ established under section
25 84-1204 after notification of such type of delivery is given to the

1 recipient. The department shall maintain the report in a form capable
2 of accurate duplication on paper.

3 Sec. 2. Section 50-114.03, Reissue Revised Statutes of
4 Nebraska, is amended to read:

5 50-114.03 (1) The Clerk of the Legislature shall
6 periodically prepare and distribute to all members of the Legislature
7 a list of all reports received from state agencies, boards, and
8 commissions. Such lists shall be prepared and distributed to each
9 legislator no less frequently than once during the first ten days of
10 each legislative session. Upon request by a legislator, the clerk
11 shall arrange for any legislator to receive a copy of any such
12 report.

13 (2) A state agency, board, or commission or other public
14 entity which is required to provide a report to the Legislature may
15 present the report by electronic format through the ~~gateway~~ or
16 ~~electronic network portal~~ established under section 84-1204 after
17 notification of such type of delivery is given to the Clerk of the
18 Legislature. Such report shall be listed by the clerk as provided in
19 subsection (1) of this section, and a member of the Legislature may
20 receive a paper copy of the report upon request to the clerk.

21 Sec. 3. Section 52-1313.01, Reissue Revised Statutes of
22 Nebraska, is amended to read:

23 52-1313.01 (1) The record of effective financing
24 statements maintained by the Secretary of State may be made available
25 electronically through the ~~gateway~~ or ~~electronic network~~ portal

1 established under section 84-1204. For batch requests, there shall be
2 a fee of two dollars per requested effective financing statement
3 record accessed through the ~~electronic network, portal,~~ except that
4 the fee for a batch request for one thousand or more effective
5 financing statements shall be two thousand dollars. Effective
6 financing statement data accessed through the ~~gateway portal~~ shall be
7 for informational purposes only and shall not provide the protection
8 afforded a buyer registered pursuant to section 52-1312.

9 (2) All fees collected pursuant to this section shall be
10 deposited in the Records Management Cash Fund and shall be
11 distributed as provided in any agreements between the State Records
12 Board and the Secretary of State.

13 Sec. 4. Section 60-3,161, Reissue Revised Statutes of
14 Nebraska, is amended to read:

15 60-3,161 (1) The department shall keep a record of each
16 motor vehicle and trailer registered, alphabetically by name of the
17 owner, with cross reference in each instance to the registration
18 number assigned to such motor vehicle and trailer. The record may be
19 destroyed by any public officer having custody of it after three
20 years from the date of its issuance.

21 (2) The department shall issue a copy of the record of a
22 registered or titled motor vehicle or trailer to any person after
23 receiving from the person the name on the registration, the license
24 plate number, the vehicle identification number, or the title number
25 of a motor vehicle or trailer, if the person provides to the

1 department verification of identity and purpose pursuant to section
2 60-2906 or 60-2907. A fee of one dollar shall be charged for the
3 copy. An extract of the entire file of motor vehicles and trailers
4 registered or titled in the state or updates to the entire file may
5 be provided to a person upon payment of a fee of eighteen dollars per
6 thousand records. Any fee received by the department pursuant to this
7 subsection shall be deposited into the Department of Motor Vehicles
8 Cash Fund.

9 (3) The record of each motor vehicle or trailer
10 registration or title maintained by the department pursuant to this
11 section may be made available electronically through the ~~gateway or~~
12 ~~electronic network~~ portal established under section 84-1204 so long
13 as the Uniform Motor Vehicle Records Disclosure Act is not violated.
14 There shall be a fee of one dollar per record for individual records.
15 For batch requests for multiple motor vehicle or trailer title and
16 registration records selected on the basis of criteria of the
17 individual making the request, there shall be a fee of fifty dollars
18 for every request under two thousand records and a fee of eighteen
19 dollars per one thousand records for any number of records over two
20 thousand, plus a reasonable programming fee not to exceed five
21 hundred twenty dollars. All fees collected pursuant to this
22 subsection for electronic access to records through the ~~gateway~~
23 portal shall be deposited in the Records Management Cash Fund and
24 shall be distributed as provided in any agreements between the State
25 Records Board and the department.

1 Sec. 5. Section 77-2705.04, Reissue Revised Statutes of
2 Nebraska, is amended to read:

3 77-2705.04 The record of sales tax permits maintained by
4 the Department of Revenue may be made available electronically
5 through the ~~gateway or electronic network~~ portal established under
6 section 84-1204. There shall be a fee of five dollars and fifty cents
7 for a monthly listing of all new sales tax permits. All fees
8 collected pursuant to this section for electronic access to records
9 through the ~~gateway~~ portal shall be deposited in the Records
10 Management Cash Fund and shall be distributed as provided in any
11 agreements between the State Records Board and the department.

12 Sec. 6. Section 81-118.01, Reissue Revised Statutes of
13 Nebraska, is amended to read:

14 81-118.01 (1) Any state official or state agency may
15 accept credit cards, charge cards, or debit cards, whether presented
16 in person or electronically, or electronic funds transfers as a
17 method of cash payment of any tax, levy, excise, duty, custom, toll,
18 interest, penalty, fine, license, fee, or assessment of whatever kind
19 or nature, whether general or special, as provided by section
20 77-1702.

21 (2) The total amount of such taxes, levies, excises,
22 duties, customs, tolls, interest, penalties, fines, licenses, fees,
23 or assessments of whatever kind or nature, whether general or
24 special, paid for by credit card, charge card, debit card, or
25 electronic funds transfer shall be collected by the state official or

1 state agency.

2 (3) Any state official or state agency operating a
3 facility in a proprietary capacity may choose to accept credit cards,
4 charge cards, or debit cards, whether presented in person or
5 electronically, or electronic funds transfers as a means of cash
6 payment, and may adjust the price for services to reflect the
7 handling and payment costs.

8 (4) The state official or state agency shall obtain, for
9 each transaction, authorization for use of any credit card, charge
10 card, or debit card used pursuant to this section from the financial
11 institution, vending service company, credit card or charge card
12 company, or third-party merchant bank providing such service.

13 (5) The types of credit cards, charge cards, or debit
14 cards accepted and the payment services provided for any state
15 official or state agency shall be determined by the State Treasurer
16 and the Director of Administrative Services with the advice of the
17 committee convened pursuant to subsection (5) of section 13-609. The
18 State Treasurer and the director shall contract with one or more
19 credit card, charge card, or debit card companies or third-party
20 merchant banks for services on behalf of the state and those
21 counties, cities, and political subdivisions that choose to
22 participate in the state contract for such services. Any negotiated
23 discount, processing, or transaction fee imposed by a credit card,
24 charge card, or debit card company or third-party merchant bank shall
25 be considered, for purposes of this section, as an administrative

1 expense.

2 (6) A state official or state agency obtaining, for each
3 transaction, authorization for use of any credit card or charge card
4 used pursuant to this section may, but is not required to, impose a
5 surcharge or convenience fee upon the person making a payment by
6 credit card or charge card so as to wholly or partially offset the
7 amount of any discount or administrative fees charged to the state
8 agency, but the surcharge or convenience fee shall not exceed the
9 surcharge or convenience fee imposed by the credit card or charge
10 card companies or third-party merchant banks which have contracted
11 under subsection (5) of this section. ~~The surcharge or convenience~~
12 ~~fee shall be applied only when allowed by the operating rules and~~
13 ~~regulations of the credit card or charge card involved or when~~
14 ~~authorized in writing by the credit card or charge card company~~
15 ~~involved.~~ Any surcharge or convenience fee imposed by a state
16 official or state agency pursuant to this subsection shall have the
17 force of law and shall be honored by the credit card or charge card
18 company or third-party merchant bank. Any credit card or charge card
19 company or third-party merchant bank doing business in the State of
20 Nebraska shall not assess any fee or penalty against the state, state
21 agency, state official, or merchant-processing bank if the state,
22 state agency, or state official imposed a surcharge or convenience
23 fee as a percentage of the transaction. When a person elects to make
24 a payment to a state agency by credit card or charge card and such a
25 surcharge or convenience fee is imposed, the payment of such

1 surcharge or convenience fee shall be deemed voluntary by such person
2 and shall be in no case refundable. If a payment is made
3 electronically by credit card, charge card, debit card, or electronic
4 funds transfer as part of a system for providing or retrieving
5 information electronically, the state official or state agency shall
6 be authorized but not required to impose an additional surcharge or
7 convenience fee upon the person making a payment.

8 (7) For purposes of this section, electronic funds
9 transfer means the movement of funds by nonpaper means, usually
10 through a payment system, including, but not limited to, an automated
11 clearinghouse or the Federal Reserve's Fedwire system.

12 Sec. 7. Section 84-712, Reissue Revised Statutes of
13 Nebraska, is amended to read:

14 84-712 (1) Except as otherwise expressly provided by
15 statute, all citizens of this state, and all other persons interested
16 in the examination of the public records, as defined in section
17 84-712.01, are hereby fully empowered and authorized to (a) examine
18 ~~the same, such records,~~ and make memoranda, copies using their own
19 copying or photocopying equipment in accordance with subsection (2)
20 of this section, and abstracts therefrom, all free of charge, during
21 the hours the respective offices may be kept open for the ordinary
22 transaction of business and (b) except if federal copyright law
23 otherwise provides, obtain copies of public records in accordance
24 with subsection (3) of this section during the hours the respective
25 offices may be kept open for the ordinary transaction of business.

1 (2) Copies made by citizens or other persons using their
2 own copying or photocopying equipment pursuant to subdivision (1)(a)
3 of this section shall be made on the premises of the custodian of the
4 public record or at a location mutually agreed to by the requester
5 and the custodian.

6 (3)(a) Copies may be obtained pursuant to subdivision (1)
7 (b) of this section only if the custodian has copying equipment
8 reasonably available. Such copies may be obtained in any form
9 designated by the requester in which the public record is maintained
10 or produced, including, but not limited to, printouts, electronic
11 data, discs, tapes, and photocopies.

12 (b) Except as otherwise provided by statute, the
13 custodian of a public record may charge a fee for providing copies of
14 such public record pursuant to subdivision (1)(b) of this section,
15 which fee shall not exceed the actual cost of making the copies
16 available. For purposes of this subdivision, (i) for photocopies, the
17 actual cost of making the copies available shall not exceed the
18 amount of the reasonably calculated actual cost of the photocopies,
19 (ii) for printouts of computerized data on paper, the actual cost of
20 making the copies available shall include the reasonably calculated
21 actual cost of computer run time and the cost of materials for making
22 the copy, and (iii) for electronic data, the actual cost of making
23 the copies available shall include the reasonably calculated actual
24 cost of the computer run time, any necessary analysis and
25 programming, and the production of the report in the form furnished

1 to the requester. State agencies which provide electronic access to
2 public records through a ~~gateway service~~ portal established under
3 section 84-1204 shall obtain approval of their proposed reasonable
4 fees for such records pursuant to sections 84-1205.02 and 84-1205.03,
5 if applicable, and the actual cost of making the copies available may
6 include the approved fee for the ~~gateway service~~ portal.

7 (c) This section shall not be construed to require a
8 public body or custodian of a public record to produce or generate
9 any public record in a new or different form or format modified from
10 that of the original public record.

11 (d) If copies requested in accordance with subdivision
12 (1)(b) of this section are estimated by the custodian of such public
13 records to cost more than fifty dollars, the custodian may require
14 the requester to furnish a deposit prior to fulfilling such request.

15 (4) Upon receipt of a written request for access to or
16 copies of a public record, the custodian of such record shall provide
17 to the requester as soon as is practicable and without delay, but not
18 more than four business days after actual receipt of the request,
19 either (a) access to or, if copying equipment is reasonably
20 available, copies of the public record, (b) if there is a legal basis
21 for denial of access or copies, a written denial of the request
22 together with the information specified in section 84-712.04, or (c)
23 if the entire request cannot with reasonable good faith efforts be
24 fulfilled within four business days after actual receipt of the
25 request due to the significant difficulty or the extensiveness of the

1 request, a written explanation, including the earliest practicable
2 date for fulfilling the request, an estimate of the expected cost of
3 any copies, and an opportunity for the requester to modify or
4 prioritize the items within the request.

5 Sec. 8. Section 84-1201, Reissue Revised Statutes of
6 Nebraska, is amended to read:

7 84-1201 The Legislature declares that:

8 (1) Programs for the systematic and centrally correlated
9 management of state and local records will promote efficiency and
10 economy in the day-to-day record-keeping activities of state and
11 local ~~governments~~ agencies and will facilitate and expedite
12 governmental operations;

13 (2) Records containing information essential to the
14 operations of government, and to the protection of the rights and
15 interests of persons, must be safeguarded against the destructive
16 effects of all forms of disaster and must be available as needed.
17 ~~It ; wherefore it is~~ necessary to adopt special provisions for the
18 selection and preservation of essential state and local records,
19 thereby insuring the protection and availability of such information;

20 (3) The increasing availability and use of computers is
21 creating a growing demand for electronic access to public records,
22 and state and local agencies should use new technology to enhance
23 public access to public records;

24 (4) There must be public accountability in the process of
25 collecting, sharing, disseminating, and accessing public records;

1 (5) The Legislature has oversight responsibility for the
2 process of collecting, sharing, disseminating, and providing access,
3 including electronic access, to public records and establishing fees
4 for disseminating and providing access;

5 (6) Several state agencies, individually and
6 collectively, are providing electronic access to public records
7 through various means, including ~~gateways; and the portal;~~

8 (7) New technology has allowed state agencies to offer
9 electronic information and services through various means, including
10 the portal;

11 (8) As technology becomes available, state and local
12 agencies should continue to explore providing electronic information
13 and services to individuals, businesses, and other entities; and

14 ~~(7)-(9)~~ There is a need for a uniform policy regarding
15 the management, operation, and oversight of systems providing
16 electronic access to public records or electronic information and
17 services.

18 Sec. 9. Section 84-1202, Reissue Revised Statutes of
19 Nebraska, is amended to read:

20 84-1202 For purposes of the Records Management Act,
21 unless the context otherwise requires:

22 (1) ~~Agency~~ State agency means any department, division,
23 office, commission, court, board, or elected, appointed, or
24 constitutional officer, except individual members of the Legislature,
25 or any other unit or body, however designated, of the executive,

1 judicial, and legislative branches of state government; ~~or of the~~
2 ~~government of any local political subdivision;~~

3 (2) Agency head means the chief or principal official or
4 representative in any such agency or the presiding judge of any
5 court, by whatever title known. When an agency consists of a single
6 official, the agency and the agency head are one and the same;

7 ~~(3) State agency means an agency of the state government;~~

8 ~~(4) (3) Local agency means an agency of a local political~~
9 ~~subdivision, including any entity created pursuant to the Interlocal~~
10 ~~Cooperation Act or the Joint Public Agency Act;~~ (5) Local political
11 ~~subdivision means~~ any county, city, village, township, district,
12 authority, or other public corporation or political entity, whether
13 existing under charter or general law, including any entity created
14 pursuant to the Interlocal Cooperation Act or the Joint Public Agency
15 Act. Local political subdivision does not include a city of the
16 metropolitan class or a district or other unit which by law is
17 considered an integral part of state government;

18 ~~(6) (4) Record~~ means any book, document, paper,
19 photograph, microfilm, sound recording, magnetic storage medium,
20 optical storage medium, or other material regardless of physical form
21 or characteristics created or received pursuant to law, charter, or
22 ordinance or in connection with any other activity relating to or
23 having an effect upon the transaction of public business;

24 ~~(7) (5) State record~~ means a record which normally is
25 maintained within the custody or control of a state agency or any

1 other record which is designated or treated as a state record
2 according to general law;

3 ~~(8)~~ (6) Local record means a record of a local political
4 subdivision or of any agency thereof unless designated or treated as
5 a state record under general law;

6 ~~(9)~~ (7) Essential record means a state or local record
7 which is within one or the other of the following categories and
8 which shall be preserved pursuant to the Records Management Act:

9 (a) Category A. Records containing information necessary
10 to the operations of government under all conditions, including a
11 period of emergency created by a disaster; or

12 (b) Category B. Records not within Category A but which
13 contain information necessary to protect the rights and interests of
14 persons or to establish or affirm the powers and duties of state or
15 local governments in the resumption of operations after a disaster;

16 ~~(10)~~ (8) Preservation duplicate means a copy of an
17 essential record which is used for the purpose of preserving the
18 record pursuant to the act;

19 ~~(11)~~ (9) Disaster means any occurrence of fire, flood,
20 storm, earthquake, explosion, epidemic, riot, sabotage, or other
21 conditions of extreme peril resulting in substantial injury or damage
22 to persons or property within this state, whether such occurrence is
23 caused by an act of nature or of humans, including an enemy of the
24 United States;

25 ~~(12)~~ (10) Administrator means the State Records

1 Administrator;

2 ~~(13)~~(11) Board means the State Records Board;

3 ~~(14)~~(12) Electronic access means electronically
4 collecting, sharing, disseminating, and providing access to (a)
5 public records ~~electronically~~; or (b) electronic information and
6 services;

7 (13) Electronic information and services means any data,
8 information, or service that is created, generated, collected,
9 maintained, or distributed in electronic form by a state agency or
10 local agency through transactions with individuals, businesses, and
11 other entities by means of electronic access;

12 ~~(15)~~Gateway~~(14)~~ Portal means ~~any~~the state's
13 centralized electronic information system by which public records or
14 electronic information and services are provided ~~through dial-in~~
15 ~~modem or continuous link~~; using electronic access;

16 ~~(16)~~(15) Public records includes all records and
17 documents, regardless of physical form, of or belonging to this state
18 or any agency, branch, department, board, bureau, commission,
19 council, subunit, or committee of this state except when any other
20 statute expressly provides that particular information or records
21 shall not be made public. Data which is a public record in its
22 original form shall remain a public record when maintained in
23 computer files; and

24 ~~(17)~~(16) Network manager means an individual, a private
25 entity, a state agency, or any other governmental subdivision

1 responsible for providing the infrastructure and services needed to
2 implement and operate the portal and for directing and supervising
3 the day-to-day operations and expansion of a gateway. the portal.

4 Sec. 10. Section 84-1204, Reissue Revised Statutes of
5 Nebraska, is amended to read:

6 84-1204 (1) The State Records Board is hereby
7 established. The board shall:

8 (a) Advise and assist the administrator in the
9 performance of his or her duties under the Records Management Act;

10 (b) Provide electronic access to public records or
11 electronic information and services through a gateway; the portal;

12 (c) Develop and maintain ~~a gateway or electronic network~~
13 the portal for accessing providing electronic access to public
14 records or electronic information and services;

15 (d) Provide appropriate oversight of a network manager;

16 (e) Approve reasonable fees for electronic access to
17 public records or electronic information and services pursuant to
18 sections 84-1205.02 and 84-1205.03 and submit contracts for public
19 bidding; pursuant to section 84-1205.04;

20 (f) Have the authority to enter into or renegotiate
21 agreements regarding the management of the ~~network portal~~ in order to
22 provide citizens individuals, businesses, and other entities with
23 electronic access to public records or electronic information and
24 services;

25 (g) Explore ways and means of expanding the amount and

1 ~~kind type of public records or electronic information and services~~
2 ~~provided through the gateway or electronic network, increasing the~~
3 ~~utility of the public records provided and the form in which the~~
4 ~~public records are provided, expanding the base of users who access~~
5 ~~public records electronically, portal and, if when appropriate,~~
6 ~~implementing implement changes necessary for to effect such purposes;~~

7 (h) Explore ~~technological ways and new technologies as a~~
8 means of improving ~~citizen and business~~ access to public records or
9 electronic information and services by individuals, businesses, and
10 other entities and, if appropriate, implement the technological
11 ~~improvements; new technologies;~~

12 (i) Explore options of expanding the ~~gateway or~~
13 ~~electronic network portal~~ and its services to ~~citizens and~~
14 individuals, businesses, and other entities;

15 (j) Have the authority to grant funds to a state or local
16 ~~agency political subdivisions~~ for the development of programs and
17 technology to improve electronic access to public records ~~by citizens~~
18 ~~and businesses or electronic information and services~~ consistent with
19 the act; and

20 (k) Perform such other functions and duties as the act
21 requires.

22 (2) In addition to the administrator, the board shall
23 consist of:

24 (a) The Governor or his or her designee;

25 (b) The Attorney General or his or her designee;

1 (c) The Auditor of Public Accounts or his or her
2 designee;

3 (d) The State Treasurer or his or her designee;

4 (e) The Director of Administrative Services or his or her
5 designee;

6 (f) Three representatives appointed by the Governor to be
7 broadly representative of banking, insurance, and law groups; and

8 (g) Three representatives appointed by the Governor to be
9 broadly representative of libraries, the general public, and
10 professional members of the Nebraska news media.

11 (3) The administrator shall be chairperson of the board.
12 Upon call by the administrator, the board shall convene periodically
13 in accordance with its rules and regulations or upon call by the
14 administrator.

15 (4) Six members of the board shall constitute a quorum,
16 and the affirmative vote of six members shall be necessary for any
17 action to be taken by the board. No vacancy in the membership of the
18 board shall impair the right of a quorum to exercise all the rights
19 and perform all the duties of the board.

20 (5) The representatives appointed by the Governor shall
21 serve staggered three-year terms as the Governor designates and may
22 be appointed for one additional term. Members of the board shall be
23 reimbursed for actual and necessary expenses as provided in sections
24 81-1174 to 81-1177.

25 Sec. 11. Section 84-1205, Reissue Revised Statutes of

1 Nebraska, is amended to read:

2 84-1205 (1) The board may employ or contract with a
3 network manager. A network manager may ~~include~~be an individual, a
4 private entity, a state agency, or another governmental subdivision.
5 The board shall prepare criteria and specifications for the network
6 manager in consultation with the Department of Administrative
7 Services. Such criteria shall include procedures for submission of
8 proposals by an individual, a private entity, a state agency, or
9 another governmental subdivision. Selection of the network manager
10 shall comply with all applicable procedures of the department. The
11 board may negotiate and enter into a contract with the selected
12 network manager which provides the duties, responsibilities, and
13 compensation of the network manager.

14 (2) The network manager shall provide the infrastructure
15 and services needed to implement and operate the portal and shall
16 direct and supervise the day-to-day operations and expansion of a
17 ~~gateway or electronic network to make public records available~~
18 ~~electronically, including the initial phase of operations necessary~~
19 ~~to make the gateway operational.~~ the portal. The network manager
20 shall (a) attend meetings of the board, (b) keep a record of all
21 ~~gateway, electronic network, and related portal~~ operations, which
22 shall be the property of the board, (c) maintain and be the custodian
23 of all financial and operational records, and (d) annually update and
24 revise the business plan for the ~~gateway or electronic network,~~
25 portal in consultation with and under the direction of the board.

1 (3) The board shall finance the operation and maintenance
2 of the ~~gateway or electronic network portal~~ from revenue generated
3 pursuant to sections 52-1316, 60-483, and 84-1205.02 and subsection
4 (d) of section 9-525, Uniform Commercial Code.

5 Sec. 12. Section 84-1205.01, Reissue Revised Statutes of
6 Nebraska, is amended to read:

7 84-1205.01 The board shall establish a technical advisory
8 committee to assist it in the performance of its duties. The
9 committee shall consist of individuals who have technical experience
10 and expertise in electronic access and information technology. The
11 committee shall have three members. The members shall include a
12 representative from a state agency that is responsible for providing
13 public records, a representative from ~~the information management~~
14 ~~services division~~ of the office of Chief Information Officer, and a
15 representative from the computer services group of the Legislative
16 Council.

17 Sec. 13. Section 84-1205.02, Reissue Revised Statutes of
18 Nebraska, is amended to read:

19 84-1205.02 ~~(1) Until July 1, 2001, except as provided in~~
20 ~~sections 49-509, 52-1316, and 60-483 and section 9-411, Uniform~~
21 ~~Commercial Code, the board may establish reasonable fees for~~
22 ~~electronic access to public records through the gateway.~~

23 ~~(2) Beginning on July 1, 2001, except~~ Except as provided
24 in sections 49-509, 52-1316, and 60-483 and article 9, Uniform
25 Commercial Code, the board may establish reasonable fees for

1 electronic access to (1) public records or (2) electronic information
2 and services, through the gateway. ~~(3) The fees portal. Fees for~~
3 electronic access to public records shall not exceed the statutory
4 fee for distribution copies of the public records in other forms. Any
5 fee established by the board under this section may be collected for
6 an eighteen month period and shall terminate at the end of such
7 period unless enacted by the Legislature. Any fees collected under
8 this section shall be deposited in the Records Management Cash Fund.

9 Sec. 14. Section 84-1205.03, Reissue Revised Statutes of
10 Nebraska, is amended to read:

11 84-1205.03 (1) Any state agency other than the courts or
12 the Legislature desiring to enter into an agreement with a private
13 vendor or the network manager to ~~or otherwise~~ provide electronic
14 access to public records or electronic information and services
15 ~~through a gateway~~ for a fee shall make a written request for approval
16 of such fee to the board. The request shall include (a) a copy of the
17 contract under consideration if the electronic access is to be
18 provided through a contractual arrangement, (b) the public records or
19 electronic information and services which are the subject of the
20 contract or proposed ~~electronic access~~ fee, (c) the anticipated or
21 actual timeline for implementation, and (d) any security provisions
22 for the protection of confidential or sensitive records. The board
23 shall take action on such fee request in accordance with section
24 84-1205.02 and after a public hearing ~~within thirty days after~~
25 receipt. held at its next regularly scheduled meeting that is at

1 least thirty days after receipt of the request. The board may request
2 a presentation or such other information as it deems necessary from
3 the requesting state agency.

4 (2) A state agency other than the courts or the
5 Legislature may charge a fee for electronic access to public records
6 without the board's approval for a one-time sale in a unique format.
7 The purchaser may object to the fee in writing to the board, and the
8 one-time fee shall then be subject to approval by the board according
9 to the procedures and guidelines established in sections 84-1205 to
10 ~~84-1205.04.~~ 84-1205.03.

11 (3) Courts or the Legislature providing electronic access
12 to public records ~~through a gateway or~~ electronic information and
13 services for a fee shall make a written report. The report shall be
14 filed with the State Records Board by the State Court Administrator
15 for the courts and the chairperson of the Executive Board of the
16 Legislative Council for the Legislature. The report shall include (a)
17 a copy of the contract under consideration if the electronic access
18 is to be provided through a contractual arrangement, (b) the public
19 records or electronic information and services which are the subject
20 of the contract or proposed ~~electronic access~~ fee, (c) the
21 anticipated or actual timeline for implementation, and (d) any
22 security provisions for the protection of confidential or sensitive
23 records. The State Records Board may request a presentation or such
24 other information as it deems necessary. The courts and the
25 Legislature shall take into consideration any recommendation made by

1 the State Records Board with respect to such fees.

2 (4) Courts and the Legislature may charge a fee for
3 electronic access to public records for a one-time sale in a unique
4 format without providing a report to the board as required under
5 subsection (3) of this section.

6 Sec. 15. Section 84-1205.05, Reissue Revised Statutes of
7 Nebraska, is amended to read:

8 84-1205.05 The board shall provide ~~quarterly~~ annual
9 reports to the Executive Board of the Legislative Council and
10 Nebraska Information Technology Commission on its activities pursuant
11 to sections 84-1205 to ~~84-1205.04.~~ 84-1205.03.

12 Sec. 16. Section 84-1206, Reissue Revised Statutes of
13 Nebraska, is amended to read:

14 84-1206 (1) With due regard for the functions of the
15 state and local agencies concerned, and with such guidance and
16 assistance from the board as may be required, the administrator
17 shall:

18 (a) Establish standards, procedures, and techniques for
19 the effective management of public records;

20 (b) Make continuing surveys of paperwork operations, and
21 recommend improvements in current records management practices,
22 including, but not limited to, the economical use of space,
23 equipment, and supplies employed in creating, maintaining, storing,
24 preserving, and servicing records;

25 (c) Establish standards for the preparation of schedules

1 providing for the retention of records of continuing value, and for
2 the prompt and orderly disposal of records no longer possessing
3 sufficient administrative, legal, historical, or fiscal value to
4 warrant their further retention; and

5 (d) Obtain from the state or local agencies concerned
6 such reports and other data as are required for the proper
7 administration of the records management program, including
8 organizational charts of agencies concerned.

9 (2) The administrator shall establish standards for
10 designating essential records, shall assist state and local agencies
11 in identifying essential records, and shall guide ~~them~~ such agencies
12 in the establishment of programs for the preservation of essential
13 records.

14 (3) The administrator may advise and assist members of
15 the Legislature and other officials in the maintenance and
16 disposition of their personal or political papers of public interest
17 and may provide such other services as are available to state and
18 local agencies, within the limitation of available funds.

19 Sec. 17. Section 84-1207, Reissue Revised Statutes of
20 Nebraska, is amended to read:

21 84-1207 In accordance with general law, and with ~~such the~~
22 rules and regulations ~~as shall be~~ adopted and promulgated by the
23 administrator and the board as provided in section 84-1216, ~~such the~~
24 head of any state or local agency, ~~department, board, council,~~
25 ~~legislative or judicial branch, and political subdivision~~ shall:

1 (1) Establish and maintain an active, continuing program
2 for the efficient and economical management of the record-keeping
3 activities of the agency;

4 (2) Make and maintain records containing adequate and
5 proper documentation of the organization, functions, policies,
6 decisions, procedures, and essential transactions of the agency,
7 designed to furnish information to protect the legal and financial
8 rights of the state, and of persons directly affected by the agency's
9 activities;

10 (3) Make~~7~~ and submit to the administrator~~7~~ schedules
11 proposing the length of time each record series warrants retention
12 for administrative, legal, historical~~4~~ or fiscal purposes, after it
13 has been made in or received by the agency, and lists of records in
14 the custody or under the control of the agency which are not needed
15 in the transaction of current business~~7~~ and do not possess sufficient
16 administrative, legal, historical~~4~~ or fiscal value to warrant their
17 further retention;

18 (4) Inventory the records in the custody or under the
19 control of the agency~~7~~ and submit to the administrator a report
20 thereon, containing such data as the administrator shall prescribe,
21 ~~and~~ including his or her recommendations as to which ~~if any of~~ such
22 records, if any, should be determined to be essential records. He or
23 she shall review his or her inventory and report periodically and, as
24 necessary, shall revise his or her report so that it is current,
25 accurate~~4~~ and complete; and

1 (5) Comply with the rules, regulations, standards, and
2 procedures issued and set up by the administrator and the board, and
3 cooperate in the conduct of surveys made by the administrator
4 pursuant to ~~sections 84-1201 to 84-1226.~~ the Records Management Act.

5 Sec. 18. Section 84-1209, Reissue Revised Statutes of
6 Nebraska, is amended to read:

7 84-1209 The administrator may establish storage
8 facilities for essential records, preservation duplicates, and other
9 state records and may provide for a system of charges to allocate the
10 cost of providing such storage among the state agencies ~~and~~
11 ~~departments~~ utilizing the storage services. The system of charges
12 shall, as nearly as may be practical, cover the actual costs of
13 operating the storage facilities.

14 Sec. 19. Section 84-1212, Reissue Revised Statutes of
15 Nebraska, is amended to read:

16 84-1212 The administrator shall review periodically, and
17 at least once each year, the program for the selection and
18 preservation of essential records, including the classification
19 thereof and the provisions for preservation duplicates and for the
20 safeguarding of essential records and preservation duplicates to
21 insure that the purposes of ~~sections 84-1201 to 84-1226~~ the Records
22 Management Act are accomplished.

23 Sec. 20. Section 84-1213, Reissue Revised Statutes of
24 Nebraska, is amended to read:

25 84-1213 (1) All records made or received by or under the

1 authority of, or coming into the custody, control, or possession of
2 state or local agencies in any of the three branches of the state
3 government, or of any local political subdivision, in the course of
4 their public duties, are the property of the ~~government~~ state or
5 local agency concerned, and shall not be mutilated, destroyed,
6 transferred, removed, damaged, or otherwise disposed of, in whole or
7 in part, except as provided by law.

8 (2) Any person who ~~shall willfully mutilate, destroy,~~
9 ~~transfer, remove, damage, mutilates, destroys, transfers, removes,~~
10 damages, or otherwise dispose disposes of such records or any part of
11 such records, except as provided by law, and any person who ~~shall~~
12 ~~retain and continue~~ retains and continues to hold the possession of
13 any such records, or parts thereof, belonging to the state ~~government~~
14 or to ~~any local political subdivision, agency~~ and ~~shall refuse~~
15 refuses to deliver up such records, or parts thereof, to the proper
16 official under whose authority such records belong, upon demand being
17 made by such officer or, in cases of a defunct office, to the
18 succeeding agency or to the State Archives of the Nebraska State
19 Historical Society, shall be guilty of a Class III misdemeanor.

20 Sec. 21. Section 84-1214, Reissue Revised Statutes of
21 Nebraska, is amended to read:

22 84-1214 Whenever any state agency desires to dispose of
23 records which are not listed on an approved records retention and
24 disposition schedule applicable to ~~that~~ such agency, the state agency
25 head shall prepare and submit to the administrator, on forms provided

1 by the administrator, a list of the records sought to be disposed of,
2 and a request for approval of their disposition, which list and
3 request shall be referred to the board for action at its next regular
4 or special session. On consideration thereof, the board may approve
5 such disposition thereof as may be legal and proper, or may refuse to
6 approve any disposition, and the records as to which such
7 determination has been made may thereupon be disposed of in
8 accordance with the approval of the board.

9 Sec. 22. Section 84-1214.01, Reissue Revised Statutes of
10 Nebraska, is amended to read:

11 84-1214.01 The State Archives of the Nebraska State
12 Historical Society has the authority to acquire, in total or in part,
13 any document, record, or material which has been submitted to the
14 board for disposition or transfer when such material is determined to
15 be of archival or historical significance by the State Archivist or
16 the board. The head of any state or local agency shall certify in
17 writing to the society the transfer of the custody of such material
18 to the State Archives. No state or local agency shall dispose of, in
19 any other manner except by transfer to the State Archives, that
20 material which has been appraised as archival or historical without
21 the written consent of the State Archivist and the administrator. If
22 such material is determined to be in jeopardy of destruction or
23 deterioration and such material is not necessary to the conduct of
24 daily business in the state or local agency of origin, it shall be
25 the prerogative of the State Archivist to petition the administrator

1 and the state or local agency of origin for the right to transfer
2 such material into the safekeeping of the State Archives. It shall be
3 the responsibility of the administrator to hear arguments for or
4 against such petition and to determine the results of such petition.
5 The State Archivist shall prepare invoices and receipts in triplicate
6 for materials acquired under this section, shall retain one copy, and
7 shall deliver one copy to the administrator and one copy to the state
8 or local agency head from whom the records are obtained.

9 Sec. 23. Section 84-1215, Reissue Revised Statutes of
10 Nebraska, is amended to read:

11 84-1215 (1) If not otherwise prohibited by law, nonrecord
12 materials, not included within the definition of records as contained
13 in section 84-1202, may be destroyed at any time by the state or
14 local agency in possession thereof, without the prior approval of the
15 administrator or board. The administrator may formulate procedures
16 and interpretations to guide in the disposal of nonrecord materials,
17 but nothing therein shall be contrary to any provision of law
18 relating to the transfer of materials of historical value to the
19 State Archives of the Nebraska State Historical Society.

20 (2) Members of the Legislature and other officials are
21 encouraged to offer their personal and political papers of public
22 interest to the State Archives for preservation subject to any
23 reasonable restrictions concerning their use by other persons.

24 Sec. 24. Section 84-1216, Reissue Revised Statutes of
25 Nebraska, is amended to read:

1 84-1216 The administrator shall adopt and promulgate such
2 rules and regulations as may be necessary or proper to effectuate the
3 purposes of ~~sections 84-1201 to 84-1226.~~ the Records Management Act.
4 Those portions thereof which relate to functions specifically
5 delegated to the board shall be approved and concurred in by the
6 board.

7 Sec. 25. Section 84-1217, Reissue Revised Statutes of
8 Nebraska, is amended to read:

9 84-1217 ~~All provisions of the~~ The Records Management Act
10 shall apply to all state and local agencies as defined in subdivision
11 ~~(1) of section 84-1202~~ and the administrator shall advise and assist
12 in the establishment of programs for records management and for the
13 selection and preservation of essential records of ~~such~~ the
14 executive, judicial, and legislative branches, and, as required by
15 such branches, shall provide program services pursuant to the
16 ~~provisions of sections 84-1201 to 84-1226.~~ act.

17 Sec. 26. Section 84-1218, Reissue Revised Statutes of
18 Nebraska, is amended to read:

19 84-1218 The governing bodies of all ~~local political~~
20 ~~subdivisions~~ local agencies in this state, with the advice and
21 assistance of the administrator and pursuant to the rules and
22 regulations ~~established by him,~~ adopted and promulgated pursuant to
23 the Records Management Act, shall establish and maintain continuing
24 programs to promote the principles of efficient records management
25 for local records, and for the selection and preservation of

1 essential local records, which programs, insofar as practicable,
2 shall follow the patterns of the programs established for state
3 records as provided in ~~sections 84-1201 to 84-1226.~~ the act. Each
4 such governing body shall promulgate ~~such~~ rules and regulations as
5 are necessary or proper to effectuate and implement the programs so
6 established, but nothing therein shall be in violation of the
7 provisions of general law relating to the destruction of local
8 records.

9 Sec. 27. Section 84-1219, Reissue Revised Statutes of
10 Nebraska, is amended to read:

11 84-1219 The administrator shall prepare a biennial report
12 on the status of programs established by him or her as provided in
13 ~~sections 84-1201 to 84-1226,~~ the Records Management Act and on the
14 progress made during the preceding biennium in implementing and
15 effectuating such programs. Copies of this report shall be furnished
16 to the Governor, the Speaker of the Legislature, and such other
17 officials and state and local agencies as the Governor or the board
18 shall direct.

19 Sec. 28. Section 84-1222, Reissue Revised Statutes of
20 Nebraska, is amended to read:

21 84-1222 ~~After May 18, 1977, no~~ No state agency shall
22 purchase any microfilm system or equipment prior to the approval of
23 the State Records Administrator. The administrator shall not approve
24 internal microfilm activities of any state agency unless such
25 activities may not be feasibly provided by the central microfilming

1 agency and are necessary to a particular operation within the state
2 agency. Any equipment purchased under this section shall become the
3 property of the State Records Administrator, ~~and shall be subject to~~
4 ~~the provisions of section 84-1223.~~

5 Sec. 29. Section 84-1224, Reissue Revised Statutes of
6 Nebraska, is amended to read:

7 84-1224 The State Records Administrator shall:

8 (1) Be empowered to review the microfilm systems within
9 every state agency; ~~of the state;~~

10 (2) Be empowered to cause such systems to be merged with
11 a central microfilm agency in the event that a cost analysis shows
12 that economic advantage may be achieved;

13 (3) Be empowered to permit the establishment of
14 microfilming services within any state agency ~~or department of the~~
15 ~~state~~ if a potential economy or a substantial convenience for the
16 state would result; and

17 (4) ~~After July 1, 1978, be~~ Be empowered to determine the
18 operating locations of all micrographic equipment in his or her
19 possession.

20 Sec. 30. Section 84-1225, Reissue Revised Statutes of
21 Nebraska, is amended to read:

22 84-1225 The State Records Administrator shall provide for
23 a system of charges for micropublishing services and computer output
24 microfilm services rendered by the central microfilming agency to any
25 other ~~department or state agency of the state~~ when these charges are

1 allocable to a particular project carried on by such microfilming
2 agency. Such charges shall, as nearly as may be practical, reflect
3 the actual cost of services provided by the central microfilming
4 agency. ~~On July 1, 1978, and thereafter the~~ The State Records
5 Administrator shall extend this system of charges to include source
6 document microfilming. The State Records Administrator shall extend
7 this system of charges and user fees for all micrographic equipment
8 which is the property of the administrator and which is used by any
9 other state agency. ~~or department.~~

10 Sec. 31. Section 84-1227, Revised Statutes Cumulative
11 Supplement, 2010, is amended to read:

12 84-1227 There is hereby established in the state treasury
13 a special fund to be known as the Records Management Cash Fund which,
14 when appropriated by the Legislature, shall be expended by the
15 Secretary of State for the purposes of providing records management
16 services and assistance to ~~political subdivisions,~~ local agencies,
17 for development and maintenance of a ~~gateway or electronic network~~
18 ~~for accessing the portal for providing electronic access to public~~
19 records or electronic information and services, and for grants to a
20 state or local agency ~~political subdivisions~~ as provided in
21 subdivision (1)(j) of section 84-1204. All fees and charges for the
22 purpose of records management services and analysis received by the
23 Secretary of State from the ~~political subdivisions~~ local agencies
24 shall be remitted to the State Treasurer for credit to such fund.
25 Transfers may be made from the fund to the General Fund at the

1 direction of the Legislature. Any money in the Records Management
2 Cash Fund available for investment shall be invested by the state
3 investment officer pursuant to the Nebraska Capital Expansion Act and
4 the Nebraska State Funds Investment Act.

5 Sec. 32. Section 9-523, Uniform Commercial Code, Reissue
6 Revised Statutes of Nebraska, is amended to read:

7 9-523 Information from filing office; sale or license of
8 records.

9 (a) If a person that files a written record requests an
10 acknowledgment of the filing, the filing office shall send to the
11 person an image of the record showing the number assigned to the
12 record pursuant to section 9-519(a)(1) and the date and time of the
13 filing of the record. However, if the person furnishes a copy of the
14 record to the filing office, the filing office may instead:

15 (1) note upon the copy the number assigned to the record
16 pursuant to section 9-519(a)(1) and the date and time of the filing
17 of the record; and

18 (2) send the copy to the person.

19 (b) If a person files a record other than a written
20 record, the filing office shall communicate to the person an
21 acknowledgment that provides:

22 (1) the information in the record;

23 (2) the number assigned to the record pursuant to section
24 9-519(a)(1); and

25 (3) the date and time of the filing of the record.

1 (c) The filing office shall communicate or otherwise make
2 available in a record the following information to any person that
3 requests it:

4 (1) whether there is on file on a date and time specified
5 by the filing office, but not a date earlier than three business days
6 before the filing office receives the request, any financing
7 statement that:

8 (A) designates a particular debtor;

9 (B) has not lapsed under section 9-515 with respect to
10 all secured parties of record; and

11 (C) if the request so states, has lapsed under section
12 9-515 and a record of which is maintained by the filing office under
13 section 9-522(a);

14 (2) the date and time of filing of each financing
15 statement; and

16 (3) the information provided in each financing statement.

17 (d) In complying with its duty under subsection (c), the
18 filing office may communicate information in any medium. However, if
19 requested, the filing office shall communicate information by issuing
20 its written certificate.

21 (e) The filing office shall perform the acts required by
22 subsections (a) through (d) at the time and in the manner prescribed
23 by filing-office rule, but not later than two business days after the
24 filing office receives the request.

25 (f)(1) The Secretary of State shall offer to sell or

1 license to the public on a nonexclusive basis, in bulk, copies of all
2 records filed in the office of the Secretary of State under this
3 part, in every medium from time to time available to the filing
4 office.

5 (2) Records filed in the office of the Secretary of State
6 under this part may be made available electronically through the
7 ~~gateway or electronic network portal~~ established under section
8 84-1204, Reissue Revised Statutes of Nebraska. For batch requests,
9 the fee is two dollars per record accessed through the ~~electronic~~
10 ~~network, portal,~~ except that the fee for a batch request for one
11 thousand or more records is two thousand dollars. All fees collected
12 pursuant to this subdivision shall be deposited in the Records
13 Management Cash Fund and shall be distributed as provided in any
14 agreements between the State Records Board and the Secretary of
15 State.

16 Sec. 33. Original sections 44-113, 50-114.03, 52-1313.01,
17 60-3,161, 77-2705.04, 81-118.01, 84-712, 84-1201, 84-1202, 84-1204,
18 84-1205, 84-1205.01, 84-1205.02, 84-1205.03, 84-1205.05, 84-1206,
19 84-1207, 84-1209, 84-1212, 84-1213, 84-1214, 84-1214.01, 84-1215,
20 84-1216, 84-1217, 84-1218, 84-1219, 84-1222, 84-1224, and 84-1225,
21 Reissue Revised Statutes of Nebraska, section 84-1227, Revised
22 Statutes Cumulative Supplement, 2010, and section 9-523, Uniform
23 Commercial Code, are repealed.

24 Sec. 34. The following sections are outright repealed:
25 Sections 84-1205.04, 84-1205.06, and 84-1223, Reissue Revised

1 Statutes of Nebraska.

NSRB - CASH FUND BALANCE
State Records Board - Revenues & Expenditures

FY 11-12

	<u>Oct, 2011</u>	<u>Prior Year Oct, 2010</u>	<u>Nov, 2011</u>	<u>Prior Year Nov, 2010</u>	<u>Dec, 2011</u>	<u>Prior Year Dec, 2010</u>
<u>Revenues:</u>						
Sale of Service	\$483,453.66	\$470,156.62	\$459,150.83	\$475,889.84	\$524,022.11	\$485,210.18
General Business Fees	\$130.87	\$126.30	\$118.87	\$168.73	\$108.75	\$122.43
Driver Records	\$1,310.00	\$1,023.00	\$1,387.00	\$1,054.00	\$892.00	\$2,274.00
Investment Income	\$1,534.15	\$2,572.04	\$1,728.86	\$2,561.04	\$2,113.18	\$1,839.18
Total	\$486,428.68	\$473,877.96	\$462,385.56	\$479,673.61	\$527,136.04	\$489,445.79
<u>Expenditures:</u>						
State Agency Payment	\$308,034.63	\$305,976.47	\$293,109.55	\$307,730.79	\$335,975.09	\$314,119.35
NIC	\$158,777.93	\$148,367.42	\$148,684.12	\$150,931.32	\$168,879.80	\$153,369.94
Other Contractual Services	\$3,270.00	\$53,186.00		\$40,612.00	\$53,000.00	\$87,554.50
Personal Services	\$2,982.53	\$894.33	\$2,982.56	\$3,181.46	\$2,982.56	\$2,908.90
Operating Transfer Out						59077
Misc. Expense	\$889.18	\$3.10	\$576.85	\$216.48	\$451.61	\$195.00
Total	\$473,954.27	\$508,427.32	\$445,353.08	\$502,672.05	\$561,289.06	\$617,224.69
<u>Profit (Loss)</u>	\$12,474.41	(\$34,549.36)	\$17,032.48	(\$22,998.44)	(\$34,153.02)	(\$127,778.90)
<u>Fund Balance:</u>	\$683,836.81	\$719,698.14	\$700,869.29	\$696,699.70	\$666,716.27	\$568,920.80

Grant Encumbrances

\$152,036.31

Unencumbered Funds

\$514,679.96



Nebraska State Records Board

440 S. 8th St. Suite 210, Lincoln, NE 68508 402-471-2745

John A. Gale, Chairman

APPLICATION FOR STATE RECORDS BOARD GRANT TO IMPROVE ACCESS TO PUBLIC INFORMATION

1. Name of agency applying for grant _____

2. Grant amount requested \$ _____

3. Title of project _____

4. Brief description of project:

Responses are required to all questions in Parts I & II and all associated documents that may be requested must be included in this submission in order to be considered for funding.

The Nebraska State Records Board is sponsoring a grant program for Nebraska government agencies for the development of programs and technology to improve electronic access to Nebraska government information and services by citizens and businesses with emphasis on web-enabled services. The State Records Board has set the maximum amount of any grant awarded at \$25,000.00 for this grant period. The grants may be used for the creation or enhancement of electronic access and delivery of government services and information, but not to fund ongoing operations. Nebraska government agencies wishing to apply for these grants may want to first contact Nebraska.gov to establish feasibility and scope of the project.

NOTE: Loss of Funding. The NE State Records Board may be unable to award grant funds, in whole or in part, in the event funding is no longer available.

Grant Criteria

Grant projects requesting funding must meet criteria #1-3.

1. Enhance the delivery of local government agency services and improve the public and business access to those services with emphasis on web-enabled services.
2. Meet the all applicable Nebraska Information Technology Commission Standards and Guidelines. State's technology access clause for providing equal access to services for persons with disabilities. A copy of the technology access clause is available at: <http://www.nitc.state.ne.us/standards/index.html> under 2. Accessibility Architecture.
3. If the project or service created or improved pursuant to the grant application involves the licensing, permitting or regulation of businesses, then the project or service must allow integration with the State of Nebraska's Business Portal at: <http://www.nebraska.gov/index.phtml?section=business>, and the One-Stop Online Business Registration System at: <http://www.nebraska.gov/osbr/cgi/domestic.cgi?osbraapplication/init/init/None>.

In addition, the following criteria will be considered when reviewing applications:

- Does the project enhance the delivery of state/local government agency services and improve the public, government and business access to those services?
- Does the project enhance or create an online presence?
- Does the project span more than one office or agency?
- What is the size of the customer base for this service and the geographic impact?
- Is there financial and or in kind contribution from other partners?
- Is there documented community support for the project?

Responses are required to all questions in Parts I & II and all associated documents that may be requested must be included in this submission in order to be considered for funding.

10. Please describe how this project will enhance the delivery of on-line government agency services and improve the public and/or business access to those services.

11. Does the project involve the licensing, permitting or regulation of business? If yes, explain how the project or service will allow integration with the State of Nebraska's Business Portal, located at: <http://www.nebraska.gov/index.phtml?section=business>, and the One-Stop Online Business registration system located at: <https://www.nebraska.gov/osbr/index.cgi>

12. Community Support. Please include letters of support to document the public expression that has caused you to implement this application.

13. If the grant is to create an on-line application, is the application to have a fee associated with its use for accessing public records, or is the application free for use by the public, businesses and other governmental agencies?

If there is to be a fee, provide any statutory authorization for assessing the fee.

14. If the grant application is for a Geographic Information System project, do you and the agency you represent agree to share the data collected in that project, without costs, with other interested government agencies in the State that may have a need for such data?

Responses are required to all questions in Parts I & II and all associated documents that may be requested must be included in this submission in order to be considered for funding.

Part II. Technical Information

1. Describe the hardware, software, and communications needed for this project and explain why these choices were made.

2. Address any technical issues with the proposed technology including:
 - Conformity with general accepted industry standards. Projects which interface with other state systems (such as distance learning systems) must meet NITC technical standards and guidelines. (The NITC standards and guidelines are located at: <http://www.nitc.state.ne.us/standards/>).
 - Compatibility with existing institutional and/or statewide infrastructure.
 - Reliability, security and scalability (future needs for growth or adaptation).

3. Describe how the project will comply with the State's Technology Access Clause: meet all applicable Nebraska Information Technology Commission Standards and Guidelines. Copies of the Standards are available at: <http://www.nitc.state.ne.us/standards/index.html>, under 2. Accessibility Architecture.

4. Agencies submitting grant applications for funding of a Geographic Information System (GIS) project must in addition to the standard grant application complete and submit the *Supplemental Questionnaire for State Funded Entities on Land Record Information and Mapping-Related Grant Application* found on the Boards website page "Grant Information" at www.staterrecordsboard.ne.gov.

5. Describe how technical support will be provided.

Part III. EXPECTATIONS

It is the expectation of the Nebraska State Records Board that the grantee recognize the project as an ongoing effort to make public documents and or transactions more accessible. As this application relates to public documents the goal encompasses not only the availability of current documents as described in this application but the ongoing addition of new and updated documents in a timely manner. This goal recognizes the public's interest in not only historical information but the expectation that current data is obtainable. The Nebraska State Records Board recognizes that this is a long term commitment on the part of the grantee and anticipates the continued financial support of the grantee to maintain these expectations.

Responses are required to all questions in Parts I & II and all associated documents that may be requested must be included in this submission in order to be considered for funding.

Part IV. STATE LAW COMPLIANCE

Nebraska law, sections 4-108 through 4-114 state that no political subdivision of the State shall provide public benefits, to include grants or contracts, to a person not lawfully present in the United States. If this application is awarded in whole or in part, and during the time the grant is in effect, the undersigned, on behalf of the political subdivision grant applicant, by signing this grant application, affirmatively states and acknowledges that the political subdivision will comply with this law.

Part V. CONTACT INFORMATION & SIGNATURE

Contact person, and title, for any questions regarding this application:

Printed Name Title

Phone # _____ E-mail _____

Physical Address:

I, the Authorized Representative of _____, certify to the Nebraska State Records Board that the applicant/agency has the necessary authority to undertake the proposed project, will comply with Affirmative Action requirements and provide a drug free workplace environment.

Signed this ____ day of _____, 20__

Agency Director

Please return completed application to:

**Executive Director
Nebraska State Records Board
440 South 8th Street, Suite 210
Lincoln, NE 68508-2294
(402) 471-2745
(402) 471-2406 (fax)**

(Last updated 02/08/2012)

Responses are required to all questions in Parts I & II and all associated documents that may be requested must be included in this submission in order to be considered for funding.

General Manager's Report
4th Quarter Business Plan Update

October 2011 – December 2011

NEBRASKA . GOV

Brent Hoffman, General Manager
Nebraska.gov
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NEBRASKA.GOV *Executive Summary*

As I write this, we have just officially closed the books on 2011. Of course as one year is ending, another is beginning, so while we want to reflect on the biggest accomplishments of the past year, we are starting in on our 2012 initiatives.

What is quickly becoming one of our most high volume applications is Court Document eFiling. This was a project that began as a small pilot program in 2008 with a handful of civil filing types and 2 courts. In 2011 the December integration of probate case types has culminated in a service that connects attorneys with all 186 county and district courts for filing of 100's of different types of documents on all four different major case types, the other 3 being civil, criminal and juvenile. In fact, there were over 225,000 court documents filed electronically through Nebraska.gov in 2011, resulting in approximately 15,000 clerk office staff hours saved according to the courts' own calculations.

Court Document eFiling is a primary example of what we refer to as "subjective" style online filing services. These services are specifically designed to handle filings that require a review by trained, authorized office personnel in order to be filed. Another example of this is the new Secretary of State Corporate Document eDelivery service which was launched in December 2011. These styles of services require more sophisticated programmatic structures, as compared to the standard form-based, direct database insert style of filings. However, Nebraska.gov has the ability to leverage our existing code to bring new subjective filing services to market and being able to offer these to our partner will open a whole new world of possibilities for online filing in Nebraska. As you see in our 2012 business plan, we are actively pursuing expansion of the number and breadth of these subjective filing services.

In your review of our 2012 business plan initiatives, you will see that we are still focused on the core goals as the network manager for the State of Nebraska; reduce dependence on DMV revenue, launch innovative services, reach new partners and strengthen relationships with our existing ones, and continue to improve our technical architecture. Enhancing significantly in 2012 is our method of keeping you as board members abreast of the effectiveness of our efforts. Starting with the 1st quarter GM report, you will see a new format focused on quantitative measurement of the results of the portal's work on the identified objectives. Rather than a report filled with the details of all our activities, we want to give you the information most relevant to you: what is and what is not effective as we try to push the needle in the most positive direction for the state.

To end this 4th quarter update financially, we have ended on a positive note. State gross revenues for the month of December were \$536,812. Of that total, the agencies' net revenue was \$263,824 the NSRB net revenue was \$18,931, and Nebraska.gov net revenue was \$25,776. The total NSRB net revenue for 2011 was \$230,390 compared to \$209,078 prior year.

Sincerely,
Brent Hoffman
President, Nebraska Interactive, LLC

Financial Reports
December 2011 Financial Report

	Month Ended 12/31/2011	Month Ended 12/31/2010	Year to Date 12/31/2011	Year to Date 12/31/2010
State of Nebraska Gross Revenue	\$536,812	\$510,485	\$6,796,807	\$6,258,068
Revenue Other (Adjustments)	\$87	\$7	\$1734	\$72
Total Gross Revenue	\$536,898	\$510,492	\$6,796,542	\$6,258,141
10% NSRB Partner Share	\$18,931	\$18,206	\$230,390	\$209,078
Agency Share	\$263,824	\$260,798	\$3,494,523	\$3,294,613
COR Other (Communication Costs)	\$37,613	\$30,742	\$361,389	\$279,645
Total Cost of Revenue	\$320,369	\$309,747	\$4,086,302	\$3,783,336
Nebraska Interactive Gross Revenue	\$216,530	\$200,746	\$2,710,240	\$2,474,805
Nebraska Interactive Operating Expenses	\$173,166	\$202,434	\$2,144,501	\$2,125,773
Nebraska Interactive Operating Income	\$43,364	(\$1,689)	\$565,738	\$349,032
Nebraska Interactive Other Income	(\$373)	\$0	(\$373)	\$0
Nebraska Interactive Net Pre-Tax Income	\$42,991	(\$1,689)	\$565,365	\$349,032
Nebraska Interactive Provision for Income Tax	\$17,215	\$2,565	\$226,517	\$143,155
Nebraska Interactive Net After-Tax Income	\$25,776	(\$4,254)	\$338,848	\$205,877

2011 Revenue Contribution Report

	2011 %	2010 %	2011 \$	2010 \$
Dept. of Motor Vehicles (Drivers Records)	32%	38%	\$1,072,224	\$1,134,819
Interactive & Other Services	57%	50%	\$1,898,130	\$1,487,305
Secretary of State Services (Interactive/Batch)	10%	10%	\$315,686	\$302,807
Other (Subscriptions, Special Projects, etc.)	0	1%	\$15,979	\$38,596

Nebraska.gov 2011 Goals

Goal: Launch innovative services with our State partners

Working with our partners to launch new and innovative applications in 2011 is at the top of our priorities. Applications targeted to launch in 2011 are:

The applications listed are all revenue generating applications:

1. Department of Roads- Payment Portal
Targeted Launch: 1st quarter 2011
Market Potential: 2,000
Target Revenue for 2011: \$3,500

1st quarter status:

A concept meeting is scheduled for April 4th.

2nd quarter status:

Nebraska.gov met with the DOR project team to present a business case proposal for work on the Storefront/Payment Portal on May 13th. The partner is reviewing internally, to determine if they wish to proceed with the Nebraska.gov concept.

3rd quarter status:

After review of the Nebraska.gov proposal the partner has decided to pursue an internal IT option.

4th quarter status:

After review of the Nebraska.gov proposal the partner has decided to pursue an internal IT option.

2. State Patrol- Criminal History Searches
Targeted Launch: 2nd quarter 2011
Market Potential: 30,000
Target Revenue for 2011: \$4,500

1st quarter status:

Nebraska.gov continues to hold weekly project planning meetings to determine design and functionality requirements. New target launch is for 3rd quarter 2011.

2nd quarter status:

The planning phase of this project is nearly complete. Nebraska.gov prototype and functional specifications are pending State Patrol approval. State Patrol is proceeding with creating a test environment and web services necessary for development of the online application.

3rd quarter status:

This project is temporarily suspended pending a review by the Governor's

Policy Research Office.

4th quarter status:

The online Criminal History request project is now in development. New target launch date is June 2012.

3. SOS- Electronic Document Delivery
Targeted Launch: 2nd quarter 2011
Market Potential: 450
Target Revenue for 2011: \$900

1st quarter status:

Functional Specifications and prototype have been finalized and project is ready for April-May 2011 development.

2nd quarter status:

Functional specifications and prototype were signed on April 19th by Secretary of State. Development began at the beginning of May, and project will be ready for testing by August.

3rd quarter status:

Partner testing is on track to be completed in October. At that time the project will be reviewed by a beta testing group from the private sector and an official launched date will be set.

4th quarter status:

The new online service had its official public launch on December 20th. Thirty filings were submitted before the end of the year. In January 2012, the Business Services Division will be including envelope inserts provided by Nebraska.gov in their mailings to help raise awareness of the new service.

4. DMV- Certified Driving Record Request
Targeted Launch: 2nd quarter 2011
Market Potential: 10,000
Target Revenue for 2011: \$6,000

1st quarter status:

This project is currently in the planning phase. Prototype and Functional Specifications have yet to be finalized.

2nd quarter status:

This project is currently in the development phase and project will be ready for testing by August.

3rd quarter status:

This project is currently in the testing phase and will be ready for deployment by November.

4th quarter status:

This application was deployed to production in November. DMV and Nebraska.gov have been contacting County Attorney Offices to have them beta test the system. Once that is completed, the application will officially be linked up the end of January.

5. State Electrical Division Inspection Requests
Targeted Launch: 3rd quarter 2011

Market Potential: 5000
Target Revenue for 2011: \$5,000

1st quarter status:

This project is currently in the planning phase. Prototype and Functional Specifications have yet to be finalized.

2nd quarter status:

This project is currently in the development phase. Testing will begin in July.

3rd quarter status:

This project launched September 20th, 2011.

4th quarter status:

This application continues to provide convenience for Contractors to request inspections online.

Goal: Identify marketing strategies to increase awareness and adoption rates

Driving adoption on existing revenue generating applications through marketing efforts with our partners. Utilizing past successful strategies and developing new in order to increase usage.

1. Court eFiling - Expand upon available electronic filing services with County/District Courts to new services such as Juvenile and Probate case filings. Work with the large collection agencies to help them take advantage of the bulk electronic filing option. In 2010, we processed approximately 48,000 transactions. For 2011, it is our goal to reach over 72,000 transactions through the expansion of new services.

1st quarter status:

Updated version of Court eFiling, eFiling 2.0 is currently in testing and will include Juvenile case types on roll out, which will broaden the range of attorneys who are able to utilize the system.

Nebraska.gov is currently working with a second large law firm to help them begin taking advantage of the bulk filing system in 2nd quarter 2011. Douglas County District Court will be added as an available court for eFiling in May 2011. January – March of 2011 over 19,000 fee filings were processed, and as of April 2011, 1700 attorneys are subscribed to eFiling

- See 2011 Nebraska.gov Marketing Goals section for adoption statics associated with current marketing campaigns.

2nd quarter status:

eFiling 2.0 was launched on May 17th. Incorporated in the upgraded service were criminal and civil filings in Douglas District Court, and Juvenile case filing across the rest of the state. The number of users subscribed for eFiling between April 2011 to June 2011 has increased from 1700 to more than 1950. Probate case filings are scheduled to be added to the eFiling service in the 3rd quarter.

Nebraska.gov implemented several strategies to promote the new features of eFiling 2.0 which expand the customer base for the service. A link to the new online demo was placed on the old service several weeks prior to roll out, which announced the addition of Juvenile case filing. The

announcement of Douglas District Court inclusion for eFiling was sent out in an email blast to all attorneys practicing in Nebraska, including those from out of state. The court clerk's office itself was provided with marketing materials by Nebraska.gov to distribute directly to the attorneys currently filing in their jurisdiction.

- See 2011 Nebraska.gov Marketing Goals section for adoption statics associated with current marketing campaigns.

3rd quarter status:

On August 4th Nebraska.gov launched an attorney portal www.nebraska.gov/attorney as a method of providing a one-stop access to online services targeted for this industry group, to raise awareness of the full suite of services available, and to have a place to highlight new services as they are launched. There have been over 5500 visits to the attorney portal since launch, and over 1000 on the day of the press release for the new portal alone.

Nebraska.gov will be a sponsor for the fall State Bar Association meeting. Informational marketing materials on eFiling have been created and will be distributed to the attendees.

- See 2011 Nebraska.gov Marketing Goals section for adoption statics associated with current marketing campaigns.

4th quarter status:

Probate case types were added to eFiling on December 6th. This is the fourth and final major case type to be made available for eFiling. There were over 225,000 court documents filed electronically through Nebraska.gov in 2011, resulting approximately 15,000 staff hours saved according to the courts' calculations.

- See 2011 Nebraska.gov Marketing Goals section for adoption statics associated with current marketing campaigns.

2. Court ePayments – Reach out to the larger collection agencies to ask them to partner with us in raising awareness of the availability of online payments for judgments and garnishments. We will offer to provide inserts for their mailings, and educate their customer service staff. In 2010, we processed approximately 7000 transactions and our goal is to reach 44,000 transactions in the year 2011.

1st quarter status:

Nebraska.gov gave a presentation at the February Nebraska Collector's Association meeting which included a Q & A session on how they can help to encourage adoption of online payments. Attendees gave feedback that a court case payment notification service would be very helpful for them. Nebraska.gov and AOC are proceeding with planning for this new subscriber service. Douglas County District Court will be added as an available court for ePayment in April 2011, and marketing materials will be provided to them by Nebraska.gov. Nebraska.gov has also coordinated with the State Bar Association to use their attorney email listserv to send information regarding the addition of Douglas County District Court to JUSTICE, and the ePayments system.

- See 2011 Nebraska.gov Marketing Goals section for adoption statics associated with current marketing campaigns.

2nd quarter status:

The planning for the new subscriber Court Payment Monitoring service is complete. Nebraska.gov will charge \$100/month for this service; fees to be shared between the portal and the Administrative Office of the Courts. Project will go into development in July. The development of this service is in part, a strategy to increase adoption of the public ePayments service. Customers of the new Payment Monitoring Service, once launched, have committed to working with Nebraska.gov to use their resources to promote online payments for courts.

Douglas County District Court was added as an available court for ePayment on April 4th. Strategies to inform the target audience of the addition of Douglas County District Court included an email blast coordinated with the Nebraska Bar Association, posters announcing the service in the court clerk offices, mailing inserts, URL printed on court documents, and over-the-counter hand out materials.

- See 2011 Nebraska.gov Marketing Goals section for adoption statics associated with current marketing campaigns.

3rd quarter status:

Nebraska.gov held a marketing strategy meeting with Administrative Office of the Courts on July 18th to discuss new ways to raise adoption of court epayments. Courts agreed to add a direct link to the service on all county and district court websites that they host and manage. This was completed in August. Courts will also be adding to the URL to small claims court documents. This will not be completed until 2012. Nebraska.gov is providing training and marketing materials for a Chief probation officers' meeting in October. The Chiefs will then train and distribute materials to their local staff creating new awareness of the service.

The new court payment monitoring service will launch in October. Nebraska.gov will take advantage of the attorney portal to promote it, and will offer information to attorneys at the State Bar Association meeting as well. Nebraska.gov has already done some pre-launch marketing through webinars and email blasts, through contacts with the Nebraska Collectors Association.

- See 2011 Nebraska.gov Marketing Goals section for adoption statics associated with current marketing campaigns.

4th quarter status:

Court ePayments was presented to the Chief Probation officers at their annual meeting, and to the District Court Clerks at their annual meeting. Both groups were provided with take-away materials.

- See 2011 Nebraska.gov Marketing Goals section for adoption statics associated with current marketing campaigns.

3. Wellness Survey – Coordinate with our DHHS partner at WorkWell to present this survey at national wellness councils, and also provide on-demand webinars. Expand the variety of available marketing materials. While this project was launched in the 4th quarter 2010, we are not projecting to have transactions this year. For 2011, it is our goal to reach 300 company subscriptions and have 150,000 employees from those companies take the survey.

1st quarter status:

Nebraska.gov is creating marketing materials to be used by our WorkWell partner to help promote the survey. Additionally, Nebraska.gov is in discussion with a health insurance broker on partnering to help promote adoption of the survey by their clients.

2nd quarter status:

Nebraska.gov submitted award nominations to both the Center for Digital Government and the National Association of State Chief Information Officers to help raise awareness of the unique service.

Nebraska.gov added examples of aggregate and benchmark reports, as well as an individual report to the online demo to better illustrate to potential customers the usefulness of the tool.

3rd quarter status:

Nebraska.gov is partnering with WorkWell to follow up on all leads on interest in the survey. Currently Indiana and Kansas contacts have requested more information. Nebraska.gov is also meeting with DAS to discuss any possibilities for the State of Nebraska to evaluate using the survey.

4th quarter status:

Nebraska.gov and WorkWell gave a webinar to representatives of Pfizer and the 3 national railroad companies who are interested in the survey. Follow-up with these groups is scheduled for the first week of January.

4. Over the Counter Payments – Utilize opportunities provided through NACO and Courts' conferences/meetings to present our Nebraska Over the Counter Payment application (eGov Payments). Demonstrate our solution for state agency partners with Nebraska.gov online services currently processing payments through our payment

engine (TPE). These partners are already familiar with our financial reporting and disbursement methods, and adding OTC would be a natural and simple implementation for them. Currently we have 5 County Treasurer's, 1 County Court and 1 District Court signed up for this service. Our goal through demonstrating this service is to add 3 new users each month throughout 2011.

1st quarter status:

The City of Bellevue is the first city entity in the state to start using the payment system. A presentation was given to the Bellevue City Council to show them the system, to gain approval of using the system. They are excited to offer their citizens the option to use their credit cards for making payments. An article was printed in Omaha World Herald to alert people to the new payment option. It can be found at <http://www.omaha.com/article/20110225/NEWS2001/702239794>

The organizations that are currently using the service were given cards to increase awareness of the credit card payment option. The cards are posted at the counters and in the windows at the office.



New organizations continue to be contacted to start using the system. We continue to visit with various offices, such as clerks and courts.

2nd quarter status:

Interest in the payment system continues to grow. Demonstrations continue for the county treasurers, as well as county clerks and cities.

The Howard County Treasurer started using the system in April.

In May, the Douglas County Clerk's office began accepting credit card payments in May. This is the first county clerk's office in the state to use this service. One of the tasks for the clerk's office is to issue marriage licenses. In the past, cash was the only accepted form of payment. With the new system, they are able to offer another payment option.

State agencies continue to request the ability to use this system. They want to have the option to offer credit card payments to their customers, with no cost to the agency. At this time, only city and county agencies are able to use the payment service offered through Nebraska.gov.

On June 8th, the Nebraska Association of County Treasurer's held their summer conference. All county treasurers were invited and encouraged to attend. Natalie Bacon was given the opportunity to talk to the group. Over 70 different counties were represented at the conference. Positive comments were given by those in the group that are currently using the system. After the presentation, there were people that requested more information. As of June 23, there are four new county treasurers that are in the process of getting set up to begin using the payment service.

3rd quarter status:

In September, the Lancaster County Clerk’s office staff was trained on how to use the credit card payment system. They are excited about the new options this will offer to the people that use their services.

A presentation was given to officials in Dakota County. There is interest in having every office within the county use the system. We are currently in the set up process for the Treasurer’s office.

In addition, Wayne and Thurston county officials were visited and given information about the credit card system.

4th quarter status:

There are two new partners that have started using the system during the fourth quarter. They are the Dakota and Garfield County Treasurers.

The rate charged to customers, using the credit card payment option, for this service was lowered, following approval by the Nebraska State Records Board. Each partner was contacted and provided a revised addendum, stating the new lower rate for the service. At this time, the name of the service was changed to PayPort.

A new advertisement was created for partners to display in their offices.



In December, the main competition for this service discontinued offering VISA as a payment option. Many county treasurers that are currently using the competition have contacted Nebraska.gov to learn more about PayPort.

Natalie Bacon spoke to the County Treasurers at the NACO (Nebraska Association of County Officials) meeting held in Kearney in December. Many people expressed an interest in learning more about the system.

An advertisement was placed in the packet of everyone who attended the NACO meeting. One side of the advertisement was dedicated to featuring the benefits of PayPort.

PAYPORT
NEBRASKA.GOV

ONLINE POINT OF SALE SOLUTION FOR CREDIT CARDS AND CHECKS

PayPort is an online application which allows Nebraska state government entities the ability offer their walk-in customers the same electronic payment convenience as those customers who use their services online.

FEATURES

Services:
An unlimited amount of services can be added. The application provides the flexibility to add services at any time.

Users:
Any number of users may be set up to use the system. There are different levels of access that can be assigned to each user.

Refunds:
The user has the ability to issue refunds for up to 30 days from the date of the transactions

Credit Cards:
The application accepts Visa, MasterCard, Discover and American Express.

Payment Card Industry (PCI) Level 1 Compliant:
PayPort is certified by PCI Data Security Standard (DSS).

Disbursement of Funds:
The funds are disbursed following a set schedule, no matter what type of card is used.

BENEFITS

No Merchant Fees:
The partner is not responsible for paying any merchant fees

No Monthly Minimum Fees:
There are no minimum requirements for charges.

Enhancements and Updates:
Any upgrades to the system are provided at no cost

Customer Support:
Our locally operated customer support staff is located in Lincoln, Nebraska.

Reporting System:
PayPort utilizes the same in-depth reporting system as other Nebraska.gov services. Customized reports, including detailed disbursement information, are provided at no additional cost. You will have access to the information you need, in the time frame you want.

For more information about PayPort, please contact Natalie Bacon at nbacon@egov.com or 800.747.8177.

NEBRASKA.GOV

5. License Plate Renewals – Continue to work with County Treasurers and the DMV to increase adoption for this service. Douglas County sends the renewal notice postcards in envelopes. Nebraska.gov worked with the Treasurer and their vendor to have text added on the front of all envelopes to alert people to the online option. We will continue to look for new opportunities to raise awareness. Current adoption rate for the year 2010 stands at 3.5%. Through additional marketing efforts, our goal is to increase the usage rate to 10% for the year 2011.

1st quarter status:

Nebraska.gov is in discussion with the DMV on the possibility of Kiosks. Some of the Driver Examining Stations in Lancaster County currently only offer driver license services. The stations are noticing citizens wanting to also renew their license plate, but are not able to and have to drive to a different location to do so. By putting a Kiosk machine at locations of interest, citizens would be able to renew their license plates and walk away with their printed stickers. The Lancaster County Treasurer expressed interest in this idea of putting a Kiosk at locations of need. However, with the New Plate Year it might be best to wait until 2012.

We are looking to update the sticker and insert to include a QR code for smart phones. A QR code is a specific barcode that stores addresses and URL's and is readable by smart phones. A user can easily scan the image of a QR code and it will direct them to a specific URL, such as License Plate Renewal. It is anticipated that this will be implemented early in the second quarter.



- See 2011 Nebraska.gov Marketing Goals section for adoption statics associated with current marketing campaigns.

2nd quarter status:

The mailing inserts were updated to now include a QR code, which will allow DMV and Nebraska.gov to track the number of hits coming from the mailing inserts. The "renew online" stickers for the renewal postcards have also been updated with a QR code. Tracking is in place to see how many hits come from the postcards as well.

Our Business Manager attended and presented at a workshop for the Nebraska Association of County Treasurers in Ogallala and handed out several marketing materials. Marketing was discussed and suggestions were given on how each county can increase awareness and adoption of the online services.

One new marketing piece was the creation of a new card with a QR code. The goal is to have County Treasurers place these cards on their front doors for people who come to the office when it is closed. The cards are supposed to be in a place where citizens can scan the QR code with their smartphones and access their online DMV services without having to come back. At the workshop, several new counties signed up to put stickers on their renewal postcards, in addition to taking extra marketing pieces for their offices.

We Never Close

Access services you need 24-hrs/day with one click.



NEBRASKA .GOV

www.ClickDMV.ne.gov



The Douglas County Treasurer and their printing vendor worked with Nebraska.gov to prepare for next year's mailings. A QR code graphic was provided, along with the text, Renew Online and the website address. With the reduction in budget and staffing in Douglas County, the Treasurer is very willing to work with Nebraska.gov to increase adoption for online services.

John W. Ewing, Jr.
Douglas County Treasurer
1819 Farnam Street STE H-03
Omaha NE 68183-0003

FIRST-CLASS
U.S. POSTAGE
PAID
OMAHA NE
PERMIT NO 140

Auto License Renewal



3rd quarter status:

County Treasurers continue to contact Nebraska.gov to obtain stickers to be placed on the license renewal notification postcards. The most recent order that was placed sent 100,000 stickers between twelve different counties. The treasurers have commented on what a huge impact they have seen when the stickers have been placed on the postcards. Magnets were also ordered to be placed at the DMV counters. They market "Renewing Online" along with a QR code for mobile access.



4th quarter status:

Nebraska.gov met with both Lancaster and Douglas County to discuss current adoption rates and new marketing tactics to implement. Both counties are now sending out one-page renewal notices. With that, Nebraska.gov worked with both counties in making sure renewing online at ClickDMV was highlighted. Since the end of the year is the lowest # of renewals for the bigger counties, the full effect of the one page notices will be analyzed after the New Year. If adoption seems to be going down based on the monthly trends, more discussion will take place on marketing.

One marketing tactic currently in progress is the idea of implementing kiosks in the bigger counties, such as Douglas, Lancaster and Sarpy. All three counties have express strong interest in this idea. With 2011 being a new plate year, the kiosk idea could not be implemented. The goal is to have kiosks operating by mid 2012.

Goal: Update existing applications to be more efficient for partners, more user-friendly, and increase adoption and revenue

Older existing applications can generate new revenue if re-worked, and a portal fee is added.

1. The Office of Vital Records Birth Certificate Requests service is due for a rewrite, and this will be worked into the development queue in conjunction with including a portal fee to sustain the service. Anticipated revenue for 2011 is \$36,000.

1st quarter status:

DHHS would like to put the re-write on hold in order to explore with Nebraska.gov the possibility of developing a more comprehensive online application that could incorporate death certificate, divorce and marriage certificates.

2nd quarter status:

A productive meeting was held with Keri Winterer and Dr. Schaefer in April. They are very interested in not only updating the current online birth certificate system but evaluating if we can also incorporate additional vital statistic services such as marriage certificates, divorce certificates etc. They are in the process of replacing their director and will re-engage once the new replacement has been named.

3rd quarter status:

Nebraska.gov met with the new Chief Administrator for the Division of Public Health in July to discuss the proposed re-write and addition of a user fee. DHHS is still discussing internally, and would like a review by the Governor's Policy Research Office. A follow-up meeting is scheduled for October 25th.

4th quarter status:

Nebraska.gov met with representatives of DHHS on October 25th to discuss what opportunities to create efficiencies within Vital Records that a rewrite of the service would provide. It was agreed that in order for Nebraska.gov to create a full proposal, they would need to be allowed to observe the in-office processing of orders. This 'shadowing' of the process was completed on November 7th. Nebraska.gov is writing up their proposal and will be presenting it to DHHS in early 2012.

2. The State Fire Marshal's office would like to go paperless in 2011, and we will be working with them to program their current online fireworks permitting so that it will meet all of their needs. Anticipated revenue for 2011 is \$1000

1st quarter status:

Planning is underway for this project. Meetings are being held to discuss the details and review the requirements for the applications.

2nd quarter status:

The planning for this project continues to progress. The first draft of the functional specifications has been completed. The graphic designer is in the process of creating a prototype for the agency to review.

3rd quarter status:

The prototype has been created and is in the final stages of reviewing and making changes. Meetings continue to be held to make sure all items and features are discussed and approved prior to starting the development process.

4th quarter status:

The functional specifications were approved and the development of this service has started. Due to the large scope of this project, the launch date has been delayed until July 2012.

3. Liquor License Renewals remains one service with a relatively low adoption rate. We will be looking to expand the current program to incorporate more functionality that will increase operational efficiencies as well as draw more users. Anticipated revenue for 2011 is \$5000.

1st quarter status:

We are having meetings with local officials to incorporate the local entities into this online service. The revised system will also create efficiencies for the office, as they currently have to type the information into their system that is received online. By making the information available to them, this will save their office time and reduce the possibility of human error. The planning phase is on hold, due to a key NLCC staff member being on medical leave.

2nd quarter status:

The planning for this project resumed, with the return of the key staff member for the Liquor Control Commission. A meeting was held with a staff member of the Office of the CIO. That office currently retains the data. Nebraska.gov is currently reviewing the information provided by the CIO's office to verify that the system will be able to handle the new method for receiving information.

3rd quarter status:

The planning meetings have been held for this project, with the functional specifications been written. The prototype is currently being created. Once completed, a meeting will be held with the Liquor Control Commission staff to review the prototype. Meetings have been held to discuss the contacting of local officials to obtain their banking information and type and amount of fees that are collected. A presentation has been scheduled for the December meeting of County Clerks.

4th quarter status:

The functional specifications and prototype were approved and the development was completed. Testing for this service is currently underway. The launch date for this new service is scheduled for February 1, 2012.

Natalie Bacon gave a presentation to the County Clerks at the NACO meeting, held in December. At that time, each clerk in attendance was given information about the project and the benefits it will provide to their office. A packet was distributed, with forms to be completed with the necessary information to start collecting the local fees due for the liquor license renewal. Packets were mailed to those clerks who did not attend the meeting. A selected number of city clerks will be sent the same information.

Goal: Drive business development for 2012

Business development will focus on a specific list of targeted, high-impact applications for the State of Nebraska.

1. Department of Revenue- Tax Form 6
Nebraska.gov can play a valuable role when it comes to coordinating inter-agency projects. In our unique position as network manager we have the ability to put together services that combine processes from different levels/areas of government. We will be working with the Department of Revenue and the Department of Motor Vehicles to position Nebraska.gov as the provider of this new service in 2012.

1st quarter status:

Nebraska.gov met with the Department of Revenue in January to discuss this service. They agreed that 2011 is the time to initiate high-level concept discussions with all the stakeholders in order to be prepared to move forward in 2012. In February Doug Ewald and Beverly Neth discussed next steps, and decided to start in on the Concept phase for this project after the close of the current legislative session. Nebraska.gov will follow up to set the first concept meeting.

2nd quarter status:

We have initiated new conversations with Beverly Neth and she is ready to take the next steps to evaluate what we have to do. It appears that there may be an opportunity to start with a portion of

the Tax form 6 on the DMV side. We are planning to have a meeting with the DMV around the 2nd week of July.

3rd quarter status:

Conversations continue to take place between DMV and Nebraska.gov on moving forward with this process. At this time, the next step is an Interim Study that will be held in October. Nebraska.gov will be participating by demonstrating other NIC "Temporary Tag" systems.

4th quarter status:

Nebraska.gov and the Montana.gov portal presented the Montana "Temporary Tag" system to the Interim Study group in October.

2. Department of Motor Vehicles – Temporary Tags

This service has been found to be very valuable to citizens and law enforcement in the states where it has already been implemented. Issuance of temporary tags to purchasers of new vehicles at the dealership is also a natural complement to the Tax Form 6 service. We will be in discussions with the Department of Motor Vehicles about making this available for 2012.

1st quarter status:

This service will go hand in hand with the Department of Revenue- Tax Form 6 project, which discussion will be taking place soon in order to move forward.

2nd quarter status:

This is part of the project mentioned about regarding the Tax form 6 and we will have a meeting with the DMV the second week of July.

3rd quarter status:

This is part of the project mentioned about regarding the Tax form 6.

4th quarter status:

See related update above for the Tax Form 6.

3. Judicial Branch – Court Case Monitoring

Nebraska.gov is already providing a large suite of services for the Administrative Office of the Courts and we are very happy that this branch of Nebraska government continues to look to the portal to provide new and innovative applications for them. For 2012, we will be evaluating providing a monitoring services for court cases, and defining what this service will consist of.

1st quarter status:

Further discussion of this new service is on hold pending completion of eFiling 2.0 and Court Case Payment Monitoring.

2nd quarter status:

Further discussion of this new service is on hold pending completion of eFiling 2.0 and Court Case Payment Monitoring.

3rd quarter status:

Nebraska.gov will be looking at the possibilities for the service with the AOC again in 2012.

4th quarter status:

Nebraska.gov will be looking at the possibilities for the service with the AOC again in 2012.

Goal: Implement the latest Web technologies to further enhance the delivery of services on our portal

Nebraska.gov prides itself in being a leader when it comes to cutting edge advancement around the delivery of eGovernment services:

1. Mobile applications taking payments

For the coming year, we would like to mobilize our portal payment instance increasing the number of specifically designed mobile applications offered for Nebraska government, with a focus on revenue generating applications. We would also like to introduce a subscriber application, for making payments and conducting searches for certain services. Court Justice searches also provide PDF's of the filed court documents, increasing the number of searches.

1st quarter status:

Nebraska.gov is in the process of making all portal services mobile accessible by adding new mobile style sheets to the templates.

2nd quarter status:

Nebraska.gov is 75% completed with making all portal services mobile accessible.

3rd quarter status:

Nebraska.gov has completed 90% of the work to make all portal services mobile accessible.

4th quarter status:

Work to retro-fit existing services with mobile style sheets is completed. Nebraska.gov will be continuing and expanding this initiative in 2012. All new services will be created using a base template that is tested and accessible across all devices whether that is desktop, laptop, tablet or phone.

2. We have identified services to modify which could utilize HTML 5 to provide a whole host of mobile payments available to the public.

1st quarter status:

Nebraska.gov's creative services division is doing research on different Internet browsers' capability to read HTML 5 effectively.

2nd quarter status:

HTML 5 requires Firefox 4 or Internet Explorer version 9 to have an effect on the users' web experience. These browsers still have low adoption, and Nebraska.gov is continuing at this time to ensure that state web-based services and websites are using code that is compatible with the browsers most used by the general public and our state partners.

3rd quarter status:

Nebraska.gov is developing a new cross-device mobile application using an open source software, Titanium. This will allow for more efficient development as the programmer can write one application that will then be compatible with multiple mobile operating systems. (iPhone, Android)

4th quarter status:

The open source version of the software that Nebraska.gov had been testing and was looking to use for cross-device mobile development was determined to be insufficient to allow for services to include

the sophisticated features most used in mobile apps. In 2012 Nebraska.gov will be evaluating the cost/benefit of licensing software for this purpose.

3. Create an enhanced version of our iPhone/iPad court calendar application, which would require a fee to download or integrate subscriber access. This version would be targeted for attorneys and would allow them to search by a specific case number, as well as day or defendant name, for court hearing dates, and add hearing times to their calendars. The application will also allow subscribers to conduct court record searches allowing the searches to be conducted directly from the courtroom.

1st quarter status:

Nebraska.gov has no programming resource available for this enhancement at this time. The original version of the iDevice application has been downloaded nearly 500 times.

2nd quarter status:

Nebraska.gov has no programming resource available for this enhancement at this time. The original version of the iDevice application has been downloaded over 600 times.

3rd quarter status:

The mobile court case calendar application was upgraded to include new features including direct access to court pay services for case detail searches. The download of the app is still free. Nebraska.gov has also created and launched a new Android version of the mobile app for the same application. The app is available for free download from the Android market.

4th quarter status:

The new Android version of the court calendar app has a 4.7 out of 5 star rating on the Android Market, and has had over 500 downloads.

4. Expand the use of GovDelivery information on the Nebraska.gov portal to assist our partners who would like to take advantage of this service.

1st quarter status:

Five agencies are taking advantage of the GovDelivery service, with the Judicial Branch being added in April. Nebraska.gov is hosting another presentation for a group of state agencies on April 5th.

2nd quarter status:

The Nebraska Judicial Branch is now utilizing GovDelivery. The service was presented to representatives from six other agencies in April. At this time, the cost is prohibitive to some of the interested agencies.

3rd quarter status:

The service was presented to more representatives from 3 other agencies in July. At this time, the cost is prohibitive to some of the interested agencies.

4th quarter status:

Nebraska.gov will revisit with the office of the CIO other options for helping to sign up the smaller and medium sized boards and agencies interested in GovDelivery in 2012.

5. Migrate our current content management system, which is offered for free to counties, to a new system which would be provided for a monthly fee.

1st quarter status:

Nebraska.gov is evaluating the cost and resources that would be involved to complete this migration.

2nd quarter status:

Nebraska.gov is evaluating the process of converting our current counties to Drupal from Zope.

3rd quarter status:

The new software Drupal has been implemented on the Nebraska.gov server in a test environment. The next stage is to start creating layouts. An NSRB grant was awarded to Arthur County for a new website, so Drupal will be utilized in created their new site.

4th quarter status:

The next step in creating Arthur County’s template is to set up a production environment. The original NSRB implementation date was Dec. 2011. With the holidays and everyone’s schedules, Arthur County requested a letter of extension to change it to February 2012, which was approved.

The Nebraska.gov 2011 Technical Plan

For 2011, Nebraska.gov has defined the following technical goals towards leveraging the whole host of services available to the portal. The local technical staff have identified these goals as important and valuable to the Nebraska portal and its agencies and users.

Goal: Mobile Platform Development

We will focus on making all new applications mobile friendly. We will also work on legacy applications as we have time to re-tool them to be more mobile friendly. This will help make the services more accessible to people who are using their phones and allow us to reach a new market.

Strategies:

- Design all new applications with mobile style sheet and layout in mind.
- Research the impact of HTML 5.
- Monitor the status of HTML 5 capable browsers to determine with it is ready for mainstream use.
- Identify and work on legacy applications that can be modified for mobile use.

1st quarter status:

Nebraska.gov creative services division is doing research on different Internet browsers’ capability to read HTML 5 effectively. Nebraska.gov is in the process of making all portal services more mobile accessible by adding new mobile style sheets to the templates.

List of Websites and Services with mobile friendly style sheets deployed:

- Nebraska.gov
- Education Portal
- Subscriber Portal
- Partner Portal
- Click DMV
- Governor’s Wellness Award
- Board of Engineers & Architects (website and services)

2nd quarter status:

List of Websites and Services with mobile and print style sheets:

- State Electrical Division
- Board of Public Accountancy

- Agriculture Pesticide
- Secretary of State Website
- Bill Tracker
- Accountability and Disclosure Commission
- Branding Commission
- Liquor Control Commission
- Business One-Stop
- Fire Marshal
- State Patrol

3rd quarter status:

List of Websites and Services with mobile and print style sheets:

- Healthcare Professional License Monitoring

4th quarter status:

List of Websites and Services with mobile and print style sheets:

- Department of Motor Vehicles (services only)
 - License Plate Renewal
- Department of Agriculture (services only)
 - Ag Reporting
 - Ag Device Registration
 - Ag Applicator
 - Ag Food

Goal: Utilize Cloud Computing Services

We will research the viability of using emerging cloud computing services. If we determine that there are reliable services out there that we can utilize we will work to integrate them in. The area we need to be particularly careful about and may prevent adoption of these goals is the service must be extremely reliable and must be secure.

Strategies:

- Evaluate new cloud computing services as they are made available to the public to determine their usefulness.
- Research existing services that are out there to determine their usefulness, reliability, and security.
- Any services that pass the above requirements, we will utilize within projects that can best take advantage of them.

1st quarter status:

Nebraska.gov is in discussions with the Department of Agriculture to use Google mapping API's to create a new Pesticide Sensitive Crop Locator online application.

2nd quarter status:

The office of the CIO is evaluating this project to be sure it conforms to the NITC GIS standards.

3rd quarter status:

The Department of Agriculture decided to join a group that has a national solution for this service. Nebraska.gov is currently evaluating what new cloud services can be utilized in the development of a portal redesign and for mobile applications.

4th quarter status:
See 3rd quarter update.

Goal: Broaden the Development skill set of our development team

Continue to grow the knowledge base of our development team. New technologies and methods are always emerging. To remain competitive we must continue to monitor and research these as they develop. Also to stay on top of security concerns we must stay up to date as to what the latest threats are.

Strategies:

- Technical literature, cross portal expertise and training to educate our developers.
- Continue to develop internal tools and libraries to help facilitate the development of our applications.
- Security training for developers.
- Monitor the OWASP top 10 and other security bulletins for emerging attacks and vulnerabilities.

1st quarter status:

Nebraska.gov continues to program new applications using a Java based platform – Grails. Programmers are building a library of core modules, or plug-ins, which will be shared in order to decrease development times.

2nd quarter status:

A new core module for utilizing the Nebraska.gov customer database to payment engine instant pay service was developed and implemented with the rollout of eFiling 2.0. This module will allow for more secure payment processing, and can be re-used with the upcoming Secretary of State Electronic Document Delivery service.

Weekly developer meetings include Grails training demonstrations and collaborative code analysis.

3rd quarter status:

Members of the Nebraska.gov development team attended a national NIC conference in September where they discuss, compare and contrast programming methodologies being used in other state portals across the country. They also received a full day of training on the most up-to-date security practices.

4th quarter status:

Nebraska.gov development team developed an internal library to help manage access to services. When services are marked as down, users will get a message stating why. Nebraska.gov took precautions to protect our websites and applications from the hash DOS vulnerability.

Goal: Evaluate Opportunities for hosting virtual services for our partners

Nebraska.gov has the capability to host virtual servers and environments for our partners. We will continue to communicate with our partners to understand their needs in order to offer the best solution

Strategies:

- Evaluate emerging internal and external opportunities
- Educate partners as to the depth of services we have available

1st quarter status:

Nebraska.gov is discussing possibilities for a virtual hosting solution for a 3rd party software program with the Public Health Division of the Department of Health and Human Services.

2nd quarter status:

Nebraska.gov has had further inquiries for 3rd part hosting from other agencies. Currently consulting with the office of the CIO and working on a draft agreement.

3rd quarter status:

Nebraska.gov continues to pursue the possibilities for offering hosting of 3rd party software through its data center, as partners are still requesting this type of service.

4th quarter status:

Nebraska.gov will continue to look at the options available for the portal to provide virtual hosting where requested by state/local partners in 2012.

The Nebraska.gov Network Report**Uptime Report for Nebraska.gov servers:****October:**

Uptime: 100%

Avg. response time: 0.51 s

November:

Uptime: 100%

Avg. response time: 0.766 s

December:

Uptime: 99.57%

Avg. response time: 0.577. s

Network Issues Detail Report

Scheduled Storage maintenance	12/10/2011 11:00 PM	12/11/2011 2:45 AM	3:45	Replace a networking card on the VADC Equallogic storage device.	All systems were down during this maintenance.
Mysql Migration	12/3/2011	12/4/2011	4:45	A migration	Almost all of our

	10:15 PM	3:00 AM		and upgrade of our database to a new server.	applications were down during this window. The web site was not affected.
Networking outage issues	11/3/2011 1:20 PM	11/3/2011 5:10 PM	3:50	The data center was experiencing sporadic connectivity issues in the Ashburn facility.	This appeared to have only effected TPE, so only applications that use credit card or check for payment processing were affected.

Nebraska.gov 2011 Marketing Goals

Goal: Target six different applications to focus our marketing efforts

With our higher revenue generating applications, there is still plenty of room to increase adoption rates through marketing tactics. In 2011, our goal is to utilize the methods below for the following services.

1. Criminal History – New

- Press Release, Marketing application url through Facebook and Twitter, Posters, Advertisement, and GovDelivery

1st quarter status:

This project is in the planning phase at this time. Nebraska.gov has created an initial marketing plan and shared it with State Patrol for review. The plan details pre-launch and post-launch marketing tasks and strategies.

2nd quarter status:

State Patrol is putting together a short list of companies to use as a focus group to present the prototype of the online service to before development begins. Nebraska.gov will present to this group for feedback on anything that would make the service more user-friendly for them, therefore assuring adoption. Nebraska.gov is starting work on a mailing insert/over-the-counter distribution piece that will be used to promote the online service. This insert will be refined during the development phase of the project so it is ready to go pre-launch.

3rd quarter status:

This project is temporarily suspended. Waiting for partner to reinstate.

4th quarter status:

Nebraska.gov has started development on the new online service for criminal history requests, and is now revisiting the marketing plan with State Patrol. Marketing work will begin in early 2012, including scheduling demos for targeted customers and designing marketing materials that can be used for mailing inserts and counter hand-outs.

2. Driver License renewals

- Marketing application url through Facebook and Twitter, Husker Nation Advertising, TV Advertising, College Newspaper Ad, and GovDelivery

1st quarter status:

Starting in March we did inserts for DMV mailings. Approximately 160,000 inserts were printed to be used for DMV's general mailings.

This is the first year of the Driver License Renewal being online, so there are no comparisons to make over 2010. However, based on the adoption rate, the #'s are exceeding our budget. Nebraska.gov budgeted approximately 2550 transactions per month. The following months below show the transactions have been doubling based on the marketing efforts and also the DMV no longer sending out paper forms.

- January: 5353
- February: 4467 (DMV took down service for a total of 4 days to do updates)
- March: 4980 (DMV took down service for a total of 4 days to do updates)

2nd quarter status:

Nebraska.gov created a QR code for the DMV to place on their renewal postcards. The new postcards will be going out late June.

The number of transactions continue to stay around the same range month to month, with a small degree of variance. There are approximately 4000 renewal postcards sent out weekly. Not all are eligible to renew online. There are approximately 90,000 in a given year that are eligible to use the online system.

- April:4466
- May:4742
- June: 5233

3rd quarter status:

The number of transactions continues to stay around the same range month to month, with a small degree of variance.

- July:4466
- August:4686
- September: 4433

4th quarter status:

This is the first full year that the Driver License Renewal service has been online. The total # of online renewals for 2011 was 56,888 out of an approximate 90,000 citizens who are eligible to renew online in a given year.

- October: 4135
- November: 4493
- December: 4637

3. License plate renewals

- Inserts for DMV mailings, Marketing application url through Facebook and Twitter, Stickers on Registration Renewal postcards, and GovDelivery

1st quarter status:

Starting in February Nebraska.gov put an ad on Facebook that showcases “Renewing Online” to Nebraska citizens.



Lancaster and Douglas County along with several other Counties continue to put “renew online” stickers on the renewal postcards. Stickers have proven to be a successful marketing tool. There are fourteen different counties that are placing the stickers on the renewal notice postcards. Adoption rates are showing the impact of the marketing efforts with the numbers dramatically increasing each month.



- Jan 2011: 6,734 (compared to 5,500 in Jan 2010)
- Feb 2011: 7,131 (compared to 5,311 in Feb 2010)
- Mar 2011: 10,030* (compared to 5,805 in Mar 2010)

* This is a record amount of transactions for this online service.

2nd quarter status:

Nebraska.gov continues to work with the County Treasurer’s on new marketing materials to place in their offices, such as new cards. Nebraska.gov created the cards with the goal that the counties would place them in their front door for people who arrive during non-business hours. These citizens can use their smartphone to scan the QR code on the posters and access their DMV services online. In addition, several new counties are participating in putting the “renew online” stickers on their renewal postcards. New stickers have been created with a QR code as well.



The results of the Facebook ad show that there were approximately 3,844,485 Impressions (# of potential views) in February 2011. There were 381,184 people who saw the ad. Now starting in April those numbers jumped. In April there were 5,645,456 Impressions (# of potential views) and 407,221 people who saw the ad.

- April 2011: 9872 (compared to 5,899 in April 2010)
- May 2011: 9863 (compared to 6,868 in May 2010)

- June 2011: 9515 (compared to 5,793 in June 2010)

3rd quarter status:

County Treasurers continue to contact Nebraska.gov to obtain stickers to be placed on the license renewal notification postcards. The most recent order that was placed sent 100,000 stickers between twelve different counties. The treasurers have commented on what a huge impact they have seen when the stickers have been placed on the postcards. 50,000 magnets were ordered to be placed at DMV counters. The magnets have "Renew Online" at ClickDMV along with a QR code.

The Lancaster County Treasurer started mailing renewal notices as a one page letter, in an envelope, rather than the postcard. In large letters, it tells people of the online option for renewals.

July 2011: 10,505 (compared to 6,898 in July 2010)
 August 2011 : 9,762 (compared to 6,773 in August 2010)
 September 2011: 7,668 (compared to 6,094 in September 2010)

4th quarter status:

The 2011 year ended with a total of 104,789 online renewals compared to 73,564 in 2010 and 35,872 in 2009. Nebraska.gov will continue to work on implementing new marketing tactics for 2012. One idea currently in progress is the idea of kiosks.

- October: 7889 (compared to 5609 in October 2010)
- November: 7636 (compared to 5858 in November 2010)
- December: 8145 (compared to 7137 in December 2010)

4. Court Document eFiling

- Press Release/Bar Association Articles, Posters, Mailing Inserts, Web 2.0 HTML email, Booth/Sponsor- Bar Association, and GovDelivery

1st quarter status:

Nebraska.gov recorded an eFiling webinar for the office of Continuing Legal Education and all practicing Nebraska attorneys were sent a link to it via email. The link is also posted on the Supreme Court website:

<http://supremecourt.ne.gov/court-information-tech/e-filing.shtml>

Nebraska.gov also did a presentation for the Nebraska Trial Attorneys Association in February, and distributed an eFiling FAQ to all attendees.

Court offices continue to use the envelope inserts produced by Nebraska.gov in mailings to attorneys.

- January 2011: 6491 fee filings (compared to 1833 in January 2010)
- February 2011: 5866 fee filings (compared to 2652 in February 2010)
- March 2011: 7153 fee filings (compared to 3661 in March 2010)

2nd quarter status:

Nebraska.gov wrote copy for an email blast distributed by the office of Continuing Legal Education, notifying Nebraska attorneys that Douglas District Court is now available for criminal and civil case filing through the eFiling system and that Juvenile cases are now available for electronic filing as well.

eFiling marketing materials were provided to Douglas District Court, mailing inserts for

envelopes, as well as eFiling tear-off pads.

Nebraska.gov created a new interactive HTML demo for the eFiling 2.0 application: <http://www.nebraska.gov/courts/efile/efiledemo2.0/Justice%20E-File%20System.html> and links were posted on the Nebraska.gov portal, subscriber portal, and the Supreme Court website.

- April 2011: 6345 fee filings (compared to 4108 in April 2010)
- May 2011: 6246 fee filings (compared to 4488 in May 2010)
- June 2011: 7638 fee filings (compared to 4495 in June 2010)

Current adoption as of April 2011: 52% of all new County Court civil case filings and 9% of all new District Court civil case filings were received electronically.

3rd quarter status:

Nebraska.gov has added a new firm to the bulk eFiling service, and the number of monthly filings continues to grow.

A new attorney portal for online services was created and launched and a press release went out to promote then new site. The release was picked up by the Lincoln Journal Star.

- July 2011: 5977 fee filings (compared to 4453 in July 2010)
- August 2011: 7313 fee filings (compared to 5017 in August 2010)
- September 2011: 6375 fee filings (compared to 4992 in September 2010)

Nebraska.gov now has over 2100 attorney users subscribed to the eFiling service.

Probate case types will be added to eFiling in the 4th quarter.

4th quarter status:

Nebraska.gov included eFiling in their online services seminar for the Nebraska State Bar Association conference in October.

Probate case filing was integrated in eFiling in early December.

- October 2011: 7064 fee filings (compared to 5572 in October 2010)
- November 2011: 6249 fee filings (compared to 6697 in November 2010)
- December 2011: 8153 fee filings (compared to 6108 in December 2010)

Court ePayments

- Mailing Inserts, Posters, Marketing application url through Facebook and Twitter, Speaking, Cross Marketing, and GovDelivery

1st quarter status:

Nebraska.gov presented for the Nebraska Collectors Association in February. A new magnetic marketing piece has been created for distribution to court staff with the Tiny URL for ePayments to assist them in easily referring constituents to the online service.



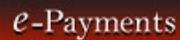
A link to the service was also included on the homepage of the new Legal Self Help website.

<http://www.legalselfhelp.ne.gov/>

- January 2011: 978 payments (compared to 642 in January 2010)
- February 2011: 1135 payments (compared to 785 in February 2010)
- March 2011: 1092 payments (compared to 644 in March 2010)

2nd quarter status:

Nebraska.gov worked with Douglas District Court to post a highly-visible icon, with a direct link to the Court Case ePayment application from their website in April.

A dark red rectangular button with the text "e-Payments" in a white, serif font.

Marketing materials were provided to Douglas District Court by Nebraska.gov; posters, as well as mailing inserts for envelopes, and over-the-counter hand out.

Nebraska.gov wrote copy for an email blast distributed by the Nebraska Bar Association, notifying Bar members that Douglas District Court had been successfully integrated into JUSTICE, and the ePayments are now available.

- April 2011: 954 payments (compared to 632 in April 2010)
- May 2011: 1031 payments (compared to 623 in May 2010)
- June 2011: 1028 payments (compared to 658 in June 2010)

3rd quarter status:

The epayments service has been feature on the Nebraska Supreme Court homepage throughout August and September and an icon for direct link to the service was added to County and District court websites hosted by the AOC offices.

- July 2011: 1022 payments (compared to 710 in July 2010)
- August 2011: 1121 payments (compared to 751 in August 2010)
- September 2011: 1150 payments (compared to 809 in September 2010)

Nebraska.gov is putting together training materials to be provided to the court probation officers/chiefs. Court probation personnel will help to raise awareness and promote usage of the ePayments service.

4th quarter status:

Nebraska.gov included ePayments in their online services seminar for the Nebraska State Bar Association conference in October.

ePayments training was given at both the Chief Probation officers and the District Court Clerks conferences in December.

- October 2011: 1130 payments (compared to 833 in October 2010)
- November 2011: 1113 payments (compared to 817 in November 2010)
- December 2011: 1159 payments (compared to 892 in December 2010)

5. LiveWell Survey

Press Release, Travel to National Conference, Revised Brochures, Inserts for WorkWell mailer, Webinars, and GovDelivery

1st quarter status:

Nebraska.gov is creating a new, in-depth marketing piece (brochure) to help promote the survey. Additionally, Nebraska.gov is in discussion with a health insurance broker on partnering to help promote adoption of the survey by their clients.

2nd quarter status:

Nebraska.gov submitted award nominations to both the Center for Digital Government and the National Association of State Chief Information Officers to help raise awareness of the unique service.

Nebraska.gov added examples of aggregate and benchmark reports, as well as an individual report to the online demo to better illustrate to potential customers the usefulness of the tool.

Two new wellness councils, both within Nebraska, signed on to license and promote the LiveWell Survey in the second quarter of 2011.

3rd quarter status:

Nebraska.gov is partnering with WorkWell to follow up on all leads on interest in the survey. Currently Indiana and Kansas contacts have requested more information. Nebraska.gov is also meeting with DAS to discuss any possibilities for the State of Nebraska to evaluate using the survey.

4th quarter status:

Nebraska.gov and WorkWell gave a webinar to representatives of Pfizer and the 3 national railroad companies who are interested in the survey. Follow-up with these groups is scheduled for the first week of January 2012.

Goal: Increase awareness of Nebraska.gov services

There are numerous opportunities to reach citizens, businesses, and agencies to increase awareness of Nebraska.gov and the services that are provided. In the text below, there are specific marketing plans to identify ways to reach this goal.

1. Trade Show Participation and Speaking Opportunities
 - NE Bar Association, NE Association of County Officials (NACO).

1st quarter status:

There were no trade shows opportunities during this period. Jennifer Rasmussen has had the opportunity to speak at two association meetings (Collectors and Trial Attorneys) to promote the online services available to attorneys and those involved with legal documents.

2nd quarter status:

The Nebraska Association of County Treasurers held their summer workshop in June. Natalie Bacon was invited to attend and give a presentation to the group. Over 70 different counties were represented at the conference. It was a wonderful opportunity to continue to expand awareness for Nebraska.gov. After the workshop, Natalie was invited to participate in future events for the Treasurers.

3rd quarter status:

Arrangements have been made for two staff members to give presentations at the December conference of the Nebraska Association of County Officials. The courts, treasurers, and clerks have reserved time for us to provide information at their meetings. We continue to look for additional opportunities.

Nebraska.gov will have a presence at the State Bar Association meeting as a trade show vendor and packet sponsor and will use both avenues to distribute information materials on services relevant to attorneys, such as eFiling and Secretary of State business filings.

4th quarter status:

During the Nebraska State Bar Association annual conference Nebraska.gov participated as a vendor at the trade show, gave demo of a new DMV service to the County Attorneys group, and gave a one hour seminar on online courts' services.

Nebraska.gov gave three presentations at the NACO conference in December, one for District Court Clerks, one for County Treasurers, and one for County Clerks.

- 2. Nebraska.gov presents a Nebraska Spirit Art Contest with the Secretary of State's Office. This event is open to children in kindergarten through fifth grades. This opportunity builds statewide awareness and goodwill.

1st quarter status:

The Nebraska Spirit Art Contest has been deferred.

2nd quarter status:

The Nebraska Spirit Art Contest has been deferred.

3rd quarter status:

The Nebraska Spirit Art Contest has been deferred.

4th quarter status:

The Nebraska Spirit Art Contest has been deferred.

- 3. Leveraging our relationship with NIC providing press releases through national providers. Services today, such as Foreign Corporation Tax reporting has a global audience which affects Nebraska.

1st quarter status:

Press Releases:

- Nonprofit Biennial Reporting – Secretary of State
- DMV services adoption – Department of Motor Vehicles
- New License Reciprocity Application – Board of Engineers and Architects
- Legal Self Help website launch – Administrative Office of the Courts

2nd quarter status:

Press Releases:

- No new press releases were issued this quarter.

3rd quarter status:

Press Releases:

- CSI- Cornhusker State Industries- Website Redesign/Application.
- DMV- ClickDMV portal for Digital Government Achievement Award (Govt to Citizen).
- Courts- Attorney Portal

4th quarter status:

Press Releases:

- Probate Case Filing – Administrative Office of the Courts
- ClickDMV DGAA Award – Department of Motor Vehicles
- Certified Driver Record – Department of Motor Vehicles
- Corporate Document eDelivery – Secretary of State

4. Award Submissions

- Best of the Web, Digital Government (Govt to Business), GovMark, Recognition Award for Outstanding Achievement (Govt to Citizen), Recognition Award for Outstanding Achievement (Govt to Business).

1st quarter status:

Award submissions will begin within the early part of the 2nd quarter.

2nd quarter status:

There were six awards submitted on behalf of our Agencies for this year. The results will be revealed early fall.

- GovMark Award – ClickDMV
- Best of the Web – Nebraska.gov, state portal
- NASCIO – Government to Business – the LiveWell Health Appraisal Survey
- NASCIO – Government to Citizen – Click DMV
- DGAA – Government to Business – the LiveWell Health Appraisal Survey
- DGAA – Government to Citizen – Click DMV

3rd quarter status:

The Department of Motor Vehicles had a winning submission in the Government to Citizen category of the DGAA, for ClickDMV.

4th quarter status:

A nomination was submitted for the National Association of Secretaries of State (NASS) IDEAS (Innovation/Dedication/Excellence/Achievement in Service) award. The submission was for the Nebraska State Agency Proposed Rules and Regulations Tracking and Email Notification System.

Goal: Expand a presence in the community

We realize the importance of social responsibility to our communities and always looking for new ways to give back and volunteer.

1. Staff from Nebraska.gov participates in the Lincoln Chamber of Commerce Meetings and events. A staff member belongs to the American Marketing Association, which has been a wonderful resource.

1st quarter status:

Natalie Bacon has been attending meetings hosted by the Lincoln Chamber of Commerce. There are monthly Chamber meetings, where local officials are invited to give updates to the attending members.

Brent Hoffman and Natalie Bacon attended a Face the Chamber luncheon, where Governor Heineman was the featured speaker. It is a good opportunity to network with members of the community.

2nd quarter status:

Natalie Bacon continues to attend various meetings hosted by the Lincoln Chamber of Commerce.

At the June Face the Chamber meeting, a Lincoln Public School board member spoke about the devastating fire that destroyed the district office, including their

computer servers. Nebraska.gov contacted this board member and offered assistance to get the computer system running.

3rd quarter status:

Natalie Bacon attends the monthly meeting held at the Chamber of Commerce where elected officials in the community give updates. It continues to be a good resource to increase awareness for Nebraska.gov and the services provided.

Brent Hoffman attended the September Face the Chamber luncheon, where the featured speaker was from Nebraska Global. It was an opportunity to reach out to a new group.

Brent also attended the Legislative Summit, where all members of the Nebraska Congressional delegation attended. Each member was given an opportunity to speak in front of the group and provide information. There was also a young professionals group that had a session. It was another chance to meet people interested in online opportunities.

4th quarter status:

Natalie Bacon continues to attend various events organized by the Lincoln Chamber of Commerce. This included the Chamber Coffee, Business after Hours, and the Business to Business Trade show.

Various staff members attended the WorkWell banquet, held at the Roccoco Theater. This event was to honor those people and businesses that have been focused on healthy lifestyle choices.

2. We have staff members that have been or are currently involved with:
 - i. Creating the "Green Scene" website that showcases different environmental saving methods.
 - ii. Making Strides against Breast Cancer Awareness Walk
 - iii. Big Brothers Big Sisters

1st quarter status:

Our Staff continues to be a part of the above community involvements. Initial planning has started for the "Green Scene" website.

2nd quarter status:

A staff member continues to be a Big Sister for a young girl in the Community. They get together weekly for fun activities. She is a positive influence and role model for this girl.

The walk against Breast Cancer is in the planning stage. The walk is scheduled for Sunday, October 23 at 1pm, at Holmes Lake Park. Please contact Natalie Bacon if you are interested in participating or donating.

The planning for the "Green Scene" website continues.

There are staff members of Nebraska.gov that actively participate in their church. One is a leader for young girls participating in a bible club that meeting weekly. Another one was elected to be a Board Member for the church.

3rd quarter status:

Nebraska.gov decided to sponsor a family for the upcoming holidays. We will be collecting various food and non-perishable items for the family.

Christmas presents for each member of the young family will be purchased and wrapped. Please contact Jessica Zywiec or Natalie Bacon if you would like to help contribute.

The Walk Against Breast Cancer will be held on October 23. Natalie Bacon has formed a team and invites anyone to participate or donate to the cause.

Progress continues to be made for the Green Scene website.

Individuals continue to be involved with activities at their respective churches.

4th quarter status:

Nebraska.gov for the first time sponsored a family in the community for the holidays. Staff members contributed presents that were donated to the family. The young mother of three children was so excited for the generosity of the staff and for giving her the ability to give her children presents at Christmas. Food and non-perishable goods were also donated to the family.

Natalie Bacon and members of her family participated in the Making Strides Against Breast Cancer walk, held at Holmes Lake in October. The weather was perfect and money was raised for a good cause.

Some staff members continue to participate in activities at their respective churches.



Title	Project Start Date	Target Launch Date	Partner	Project Phase	Owner	Revenue Type	Work scope	Comments
Student Election application enhancements	1/10/2012	8/1/2012	Secretary of State	Concept	Rasmussen, Jennifer	Free	Application Enhancement	On target.
Website redesign for Student Elections	1/10/2012	8/1/2012	Secretary of State	Concept	Rasmussen, Jennifer	Free	N/A	On target.
Property Appraiser Renewals	1/9/2012	10/1/2012	Real Property Appraiser Board	Concept	Bacon, Natalie	Transaction	New Application	On target.
Real Estate License Renewal rewrite	11/10/2010	9/1/2012	Real Estate Commission	Planning	Bacon, Natalie	Transaction	Application Enhancement	On target.
Public Service Commission- Orders System	11/8/2011	5/7/2012	Public Service Commission	Planning	Zywiec, Jessica	Free	Application Enhancement	On target.
DMV- Queuing System for Driver License Renewal	8/3/2011	3/28/2012	Motor Vehicles, Department of	Planning	Zywiec, Jessica	Free	New Application	On target.
Guardian/Conservator Public Search	8/15/2011	1/2/2012	Court Administrator, State	Planning	Rasmussen, Jennifer	Free	New Application	New target launch date requested by partner to allow more time for database changes on their side.
Dept of Ag - Grape and Wine reports	1/17/2012	7/2/2012	Agriculture, Department of	Planning	Bacon, Natalie	Transaction	New Application	On target.
Dept of Ag - Potato report	1/17/2012	7/2/2012	Agriculture, Department of	Planning	Bacon, Natalie	Transaction	New Application	On target.
Court Citation Payment Rewrite	1/1/2012	6/1/2012	Court Administrator, State	Planning	Rasmussen, Jennifer	Transaction	New Application	On target.
Fireworks rewrite (Display and Retail applications)	2/17/2011	7/16/2012	Fire Marshal, State	Development	Bacon, Natalie	Transaction	Application Enhancement	On target.
Limited Criminal History Searches	6/29/2010	6/1/2012	Patrol, Nebraska State	Development	Rasmussen, Jennifer	Transaction	New Application	On target.
DMV- Handicap Permits	4/12/2011	4/23/2012	Motor Vehicles, Department of	Development	Zywiec, Jessica	Transaction	New Application	On target.
Arthur County	8/3/2011	2/22/2012	County Government	Development	Zywiec, Jessica	Grant/Time and Materials	New Application	On target.
Sarpy County- Real Estate Tax Payments	9/14/2011	2/15/2012	County Government	Development	Zywiec, Jessica	Transaction	New Application	On target.
ServeNebraska new Resource Library website	7/20/2011	1/2/2012	Volunteer Service Commission (ServeNebraska)	Testing	Rasmussen, Jennifer	Free	N/A	New target launch requested by partner to allow time to gather more content - March 2012.
Liquor License renewal re-write	2/1/2011	2/1/2012	Liquor Control Commission	Rollout	Bacon, Natalie	Transaction	Application Enhancement	To be launched 2/1/2012.

Green = Launch on target

White = Launched

Red = Launch may be delayed

Title	Project Start Date	Target Launch Date	Partner	Project Phase	Owner	Revenue Type	Work scope	Comments
Liquor Control Commission Website redesign	7/6/2011	2/1/2012	Liquor Control Commission	Rollout	Bacon, Natalie	Free	Application Enhancement	To be launched 2/1/2012.
Motor Registration-New Plate Year	1/1/2009	1/5/2011	Motor Vehicles, Department of	Maintenance	Zywiec, Jessica	Transaction	Application Enhancement	Launched 1/5/2011.
DMV- Organizational Plates	3/24/2010	5/11/2011	Motor Vehicles, Department of	Maintenance	Zywiec, Jessica	Transaction	Application Enhancement	Launched 05/11/2011.
DNR- Water Well Registration Enhancement	11/29/2010	1/3/2011	Natural Resources, Department of	Maintenance	Zywiec, Jessica	Free	Application Enhancement	Launched 1/12/2011.
Auditor Searches Updates for 2010	12/6/2010	1/3/2011	Auditor of Public Accounts	Maintenance	Rasmussen, Jennifer	Free	Application Enhancement	Launched 01/06/2011.
License renewals enhancement	1/11/2011	3/21/2011	Fire Marshal, State	Maintenance	Bacon, Natalie	Transaction	Application Enhancement	Launched 03/21/2011.
eFiling enhancement - rewrite IFP	8/2/2010	1/31/2011	Court Administrator, State	Maintenance	Rasmussen, Jennifer	Transaction	Application Enhancement	Launched 02/01/2011
BPA- 2011 License Renewal Period	2/3/2011	4/11/2011	Public Accountancy, Board of	Maintenance	Zywiec, Jessica	Transaction	Application Enhancement	Launched 5/2/2011.
SED- Inspector Request	1/3/2011	8/8/2011	Electrical Division, State	Maintenance	Zywiec, Jessica	Transaction	Application Enhancement	Launched 9/20/2011
Mediator Continuing Education Reporting enhancements	2/23/2011	4/15/2011	Court Administrator, State	Maintenance	Rasmussen, Jennifer	Free	Application Enhancement	Launched 07/11/2011.
License Search enhancement for facility inspection documents	11/3/2010	1/1/2011	Health & Human Services, Department of	Maintenance	Bacon, Natalie	Free	Application Enhancement	Launched 01/06/2011
Food Establishment Permits Enhancements	2/8/2011	7/5/2011	Agriculture, Department of	Maintenance	Bacon, Natalie	Transaction	Application Enhancement	Launched 6/29/2011
Pesticide Dealers and Product Registration Renewal enhancements	2/8/2011	11/1/2011	Agriculture, Department of	Maintenance	Bacon, Natalie	Transaction	Application Enhancement	Launched 11/1/2011.
NREC - Enhancements for Licensing system	5/17/2011	8/31/2011	Real Estate Commission	Maintenance	Bacon, Natalie	Transaction	Application Enhancement	Launched 9/9/2011.
Auditor Reports Search - return results by issued date	6/8/2011	6/30/2011	Auditor of Public Accounts	Maintenance	Rasmussen, Jennifer	Free	Application Enhancement	Launched 06/27/2011.

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Title	Project Start Date	Target Launch Date	Partner	Project Phase	Owner	Revenue Type	Work scope	Comments
Remove SSN and Tax ID number from UCC and Statutory Lien search results display	6/6/2011	7/15/2011	Secretary of State	Maintenance	Rasmussen, Jennifer	Transaction	Application Enhancement	Launched 07/13/2011.
DNR- Water Well Enhancements		9/5/2011	Natural Resources, Department of	Maintenance	Zywiec, Jessica	Transaction	Application Enhancement	Launched 8/16/2011
DHHS - Individual license name display change	8/5/2011	8/31/2011	Health & Human Services, Department of	Maintenance	Bacon, Natalie	Free	Application Enhancement	Launched 9/7/2011
DMV- Driver License Enhancements	7/20/2011	8/27/2011	Motor Vehicles, Department of	Maintenance	Zywiec, Jessica	Transaction	Application Enhancement	Launched 8/26/2011
DEQ - Add question to Business One Stop Startup Questionnaire	8/8/2011	9/19/2011	Environmental Quality, Department of	Maintenance	Rasmussen, Jennifer	Free	Application Enhancement	Launched 09/12/2011
Budget and Audit Searches rewrite for new website	8/5/2011	9/26/2011	Auditor of Public Accounts	Maintenance	Duffy, Ryan	Free	Application Enhancement	Launched 10/17/2011.
Corporation Search Enhancement for new LLC Designated Office	7/27/2011	10/3/2011	Secretary of State	Maintenance	Rasmussen, Jennifer	Transaction	Application Enhancement	Launched 10/17/2011.
Governor's Wellness Award enhancements for union barriers	9/30/2011	11/1/2011	Health & Human Services, Department of	Maintenance	Rasmussen, Jennifer	Free	Application Enhancement	Launched 12/01/2011.
Probate case filing enhancements for eFiling	10/26/2011	12/15/2011	Court Administrator, State	Maintenance	Rasmussen, Jennifer	Transaction	Application Enhancement	Launched 12/06/2011
SFM Enhancement - Add ACH option to services	11/4/2011	12/30/2011	Fire Marshal, State	Maintenance	Bacon, Natalie	Transaction	Application Enhancement	Launched 11/30/2011
Governor's Agri-Tourism registration updates for 2012	11/21/2011	12/15/2011	Economic Development, Department of	Maintenance	Rasmussen, Jennifer	Grant/Time and Materials	Application Enhancement	Launched 12/07/2011
Agriculture Conference Registration 2012 updates	11/29/2011	12/12/2011	Agriculture, Department of	Maintenance	Rasmussen, Jennifer	Transaction	Application Enhancement	Launched 12/12/2011.
E&A- Enhancement Request	12/12/2011	12/30/2011	Engineers and Architects, Board of	Maintenance	Zywiec, Jessica	Transaction	Application Enhancement	Launched 12/21/2011.
Judge Review enhancements	12/1/2011	1/31/2012	Court Administrator, State	Maintenance	Rasmussen, Jennifer	Transaction	Application Enhancement	Launched 12/28/2011.

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Title	Project Start Date	Target Launch Date	Partner	Project Phase	Owner	Revenue Type	Work scope	Comments
Auditor Budget Search enhancements for 2012	1/6/2012	1/18/2012	Auditor of Public Accounts	Maintenance	Rasmussen, Jennifer	Free	Application Enhancement	Launched 01/12/2012.
NEMA website redesign	5/7/2010	9/1/2010	Nebraska Emergency Management Agency	Maintenance	Rasmussen, Jennifer	Free	N/A	Launched 03/01/2011.
Court Self-Help Center Website	11/8/2010	3/1/2011	Court Administrator, State	Maintenance	Rasmussen, Jennifer	Free	N/A	Launched 02/28/2011.
Probation Division Intranet Website Redesign	1/28/2011	7/1/2011	Court Administrator, State	Maintenance	Rasmussen, Jennifer	Free	N/A	Delivered templates to 09/06/2011.
Drug Court New Website	3/2/2011	5/2/2011	Court Administrator, State	Maintenance	Rasmussen, Jennifer	Free	N/A	Launched 06/21/2011.
Auditor web site redesign	3/24/2011	7/4/2011	Auditor of Public Accounts	Maintenance	Rasmussen, Jennifer	Free	N/A	Launched 10/17/2011.
Attorney Portal	7/7/2011	8/31/2011	Nebraska.Gov Internal	Maintenance	Rasmussen, Jennifer	Free	N/A	Launched 08/4/2011.
Engineers & Architects- Applications for Licenses	6/24/2009	2/16/2011	Engineers and Architects, Board of	Maintenance	Zywiec, Jessica	Transaction	New Application	Launched 2/16/2011.
Cornhusker State Industries (CSI)- App	8/24/2009	6/6/2011	Correctional Services, Department of	Maintenance	Zywiec, Jessica	Transaction	New Application	Launched 7/19/2011.
Nonprofit Biennial Reporting	2/1/2010	1/3/2011	Secretary of State	Maintenance	Rasmussen, Jennifer	Transaction	New Application	Launched 01/03/2011.
Corporate document electronic delivery service	5/7/2010	6/30/2011	Secretary of State	Maintenance	Rasmussen, Jennifer	Transaction	New Application	Launched 12/06/2011.
Governor's Ag Conference registration form	12/15/2010	2/2/2011	Agriculture, Department of	Maintenance	Rasmussen, Jennifer	Transaction	New Application	Launched 02/02/2011
Court Document eFiling 2.0	1/17/2011	5/30/2011	Court Administrator, State	Maintenance	Rasmussen, Jennifer	Transaction	New Application	Launched 05/17/2011.
DMV- Certified Driver Record	1/3/2011	8/15/2011	Motor Vehicles, Department of	Maintenance	Zywiec, Jessica	Transaction	New Application	Launched 1/17/2012.
NLCC- Password Reset App	1/3/2011	2/2/2011	Liquor Control Commission	Maintenance	Zywiec, Jessica	Free	New Application	Launched 02/02/2011.
Court Payment Monitoring	2/9/2011	6/1/2011	Court Administrator, State	Maintenance	Rasmussen, Jennifer	Transaction	New Application	Launched 10/12/2011.

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Title	Project Start Date	Target Launch Date	Partner	Project Phase	Owner	Revenue Type	Work scope	Comments
Corn/Wheat/Grain/Ethanol - Quarterly Reporting System	2/8/2011	7/5/2011	Agriculture, Department of	Maintenance	Bacon, Natalie	Transaction	New Application	Launched 07/05/2011.
2011 NCBVI Staff Survey	2/17/2011	4/4/2011	Blind and Visually Impaired	Maintenance	Zywiec, Jessica	Free	New Application	Launched 4/4/2011.
Imported Egg Quarterly Reporting	2/8/2011	7/5/2011	Agriculture, Department of	Maintenance	Bacon, Natalie	Transaction	New Application	Launched 7/5/2011
Dry Bean Fee Form - Quarterly Reports	2/8/2011	7/5/2011	Agriculture, Department of	Maintenance	Bacon, Natalie	Transaction	New Application	Launching 7/5/2011
DOL- Contractor Registration	3/1/2011	7/7/2011	Labor, Department of	Maintenance	Zywiec, Jessica	Transaction	New Application	Launched 7/7/2011.
Public Service Commission- Website Redesign	6/7/2011	9/5/2011	Public Service Commission	Maintenance	Zywiec, Jessica	Free	New Application	CD delivered on 8/25/2011
Nebraska Travel Conference Online Registration	7/1/2011	8/15/2011	Economic Development, Department of	Maintenance	Zywiec, Jessica	Transaction	New Application	Launched 7/7/2011.
Ag - Dairy Fee Monthly Report	7/6/2011	1/3/2012	Agriculture, Department of	Maintenance	Bacon, Natalie	Transaction	New Application	Launched 1/3/2012
Ag - Egg Fee Monthly Report	7/6/2011	1/3/2012	Agriculture, Department of	Maintenance	Bacon, Natalie	Transaction	New Application	Launched 1/3/2012
Ag - Turkey Fee Monthly Report	7/6/2011	1/3/2012	Agriculture, Department of	Maintenance	Bacon, Natalie	Transaction	New Application	Launched 1/3/2012
Auditor Reports Searches for new website	6/30/2011	10/3/2011	Auditor of Public Accounts	Maintenance	Rasmussen, Jennifer	Free	New Application	Launched 10/17/2011.
Auditor Budget and Audit Submission Forms	6/30/2011	10/3/2011	Auditor of Public Accounts	Maintenance	Rasmussen, Jennifer	Free	New Application	Launched 10/17/2011.
Housing & Homelessness Conference Registration	7/20/2011	8/1/2011	Economic Development, Department of	Maintenance	Zywiec, Jessica	Free	New Application	Launched 8/18/2011.
DHHS - Sample Water Kit email forms	7/25/2011	8/29/2011	Health & Human Services, Department of	Maintenance	Bacon, Natalie	Free	New Application	Launched 8/10/2011
NLCC - Beer Territory Database Display	7/27/2011	8/31/2011	Liquor Control Commission	Maintenance	Bacon, Natalie	Free	New Application	Launched 8/31/2011

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2012 BUSINESS PLAN

Submitted to the Nebraska State Records Board

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STATE OF THE PORTAL

CONTRACTUAL FACTOIDS

Original Contract Start Date:	February 1, 1993
Current Contract Start Date:	February 1, 2010
Number of Potential Renewals and Number of Potential Years:	Four year contract with one 2 year renewal
Current Contract End Date:	January 31, 2014

2012 KEY METRICS

DMV Revenue \$ and (% growth over 2011)	\$1,135,396	1%
Non-DMV revenue \$ and (% growth)	\$2,491,620	16%
Time & Materials revenue \$ and (% growth)	\$28,770	77%
Total Revenue \$ and (% growth)	\$3,655,785	11%
Expense \$ and (% growth)	\$1,532,175	8%
Operating income \$ and (% growth)	\$1,468,555	16%
# of revenue/non revenue generating applications to be launched in 2012 compared to 2011	10	
# of Proposed Staff Additions	0	

EXECUTIVE SUMMARY

Nebraska Interactive has evolved into a portal that, although we have established the majority of fundamental applications for Nebraska state government, we continue to be innovative, creative and aggressive in pushing new boundaries and opportunities. This attitude starts with my vision and is executed because I build on the strengths of my strong management team. The reason we continue to be successful at what we do is simple: we are never satisfied with the status quo. We strive to outperform ourselves each year, whether that is going out and looking for new business opportunities, immersing ourselves in the latest technology and innovations or increasing services' adoption through marketing.

Our management team is tenured and committed to progressive professional development. We all have key strengths that complement each other and foster an environment of evolving growth. We concentrate on a team environment where no matter what position an individual holds, they are capable of performing outside their normal day to day responsibilities. This in turn allows management to challenge the growth and knowledge of our employees and identify key strengths for future advancement within NIC.

Each year we identify what services are already in place and what new services we can build for our partners. Our business development and project management team continue to provide top service to our partners by identifying needs and ensuring we are meeting expectations. Not only that, we want to take our partners to the next stage in technology. Whether this is identifying new ideas such as mobile accessibility to existing services or utilizing the top technology innovations such as social media, for new services, we ensure our partners are staying abreast of the latest advancements. We want to educate partners that we are here not only for providing eGovernment service to the citizens, but also to create new efficiencies for the partners themselves. Our future holds many exciting and new advancements in technology which will further our skills in technology and position us as a leading innovative provider.

The fact that Nebraska Interactive has maintained such a strong connection with our partners and our continued work in exposing eGovernment to citizens, already gives us an advantage that ensures success year after year. We maintain solid and trustworthy relationships with partners, striving to showcase our solid business process and expertise in eGovernment and new technology advancements. What we have done in the past to make us successful, we expand on that each year to reach even higher and maximize our potential and abilities. For 2012, we will be fully engaged with our top three agency providers throughout the year. There are enough projects in the queue for 2012 to keep our team working hard and guaranteeing increases in revenue as well as focuses on adding new innovations and social media engagements.

With the goal of a portal redesign for 2012, we will bring more innovation into the portal by expanding into the business community and engaging feedback to bring in an outside voice. Nebraska maintains a strong focus on building new business and fostering an environment for the younger generation to excel as entrepreneurs. We want to bring new life to the portal through diverse mobile-friendly applications, which bridge multiple agencies or user groups. Through engagement with the business community, doors open for new opportunities helping our portal increase and diversify non-DMV revenue, keeping the portal strong.

PORTAL STRATEGIES

In 2012 Nebraska.gov will be implementing long term revenue strategies for maintenance and upgrades of new and current services to increase base revenues. As more demand is placed on portal resources, pricing left unchanged will have a negative effect long term in services for users and key partners. Our strategies for implementing the long term revenue generation plans include:

- Evaluating key metrics based on user feedback, support and usage to provide tangible measures of value and costs of existing services.
- Develop brand penetration into key industry groups and educate decision makers on the value and costs of using and providing an online service.
- Engage key agency decisions makers directly with analytics and best practices.

Expanding on “subjective” filing style applications is one of our greatest opportunities for increasing the number of portal-provided services. There are hundreds if not thousands of filing types which require a narrative, usually a legal document, as opposed to filling out a standard form. Filing of these documents depends upon the subjective agency reader to approve, and then receipt in payment. These “subjective” forms are coming in by fax to agencies every day, while payment is being sent via snail mail or courier. Providing a way for our partners to begin taking these types of filings electronically, combined with our ability to process electronic payments is an excellent opportunity for us to give them “quick win” services.

Nebraska.gov has built a great foundation for potential offerings of subjective types of services, starting with the statewide court eFiling system which we continue to expand and make more robust. With an eye toward code reuse for these styles of services, in 2010 we rebuilt the courts’ application using the Grails programming structure. The new version “eFiling 2.0” is a modular and portable enterprise wide solution. We were subsequently able to leverage parts of the code and the knowledge base from Court eFiling when developing a new service for the Secretary of State Business Division. This office also receives many legal documents filed throughout the course of the year, which are not form-based. The launch of this service is going to open up a whole new world of opportunities for this office to receive electronic filings with electronic payments, which previously had not been possible. In addition, Nebraska.gov developed a similar style non-revenue service for the office of the State Auditor. In 2012, we will continue to open up the number/types of filings available for our current partners, and look for opportunities to offer a these services to additional agencies. The Tax Equalization and Review committee is one entity that Nebraska.gov can approach with our solution in 2012.

Driver’s license records (DLR) are a cornerstone of the self-funded model, and it has always been a goal to convert all “offline” methods to obtain a DLR to an online process. With the launch of the new Certified Driver Record subscriber service targeted specifically for County/City attorneys, Nebraska.gov in partnership with the DMV will have achieved this goal. The majority of DLR non-certified record requests are already being done online, however, the requests for certified records required by this industry group are all still currently done on paper. Starting with 2012, we will be able to tap the last sector of non-electronic requests, and move further towards 100% online adoption for DLR’s.

Nebraska.gov continues to make every effort to raise the profile of and the recognition for state partners by promoting services through multiple channels. Each time a new service is launched, a national press release is sent out. We work with our partners to create a release that will ultimately help gain exposure

for a new service and reach out to a broad audience. In addition, Nebraska.gov submits multiple awards annually on behalf of their Partners. This is yet another example, not only for the service itself but for the agency and Portal to gain recognition on a national level. We will continue to submit for the following national awards throughout the year: Best of the Web (BOW), Center for Digital Government, GovMark, and NASCIO.

Ultimately the goal of increased recognition is results driven success. This means not only seeking it in the eGovernment sector, but in the private sector, where our customers are. We can start with our partners who utilize GovDelivery to send out information on services to their subscribers. Then go one step further with maximizing our use of social media. Something this simple can help reach and expose eGovernment to so many individuals. Our social media strategy will gain the portal greater national exposure not just from the government focus but from the business community.

Creating a collaborative environment which allows everyone to have accountability is the key to Nebraska continued growth. The Nebraska.gov portal takes pride in each of the employees here. We focus on a team environment that allows everyone to participate and gain exposure at multiple levels of the business. From the business development aspect to the financial and marketing aspects, each employee is involved to help our company grow and come up with new and innovative ideas. With this office environment, management is able to identify strengths and abilities of its employees and foster a learning environment that helps each individual achieve their goals for professional growth.

PORTAL MARKETING PLAN SUMMARY

Our goals for 2012 will include focusing marketing efforts and resources on our top existing online applications where the potential to increase adoption is the greatest. We have specifically identified, and will track adoption for: License Plate Renewal, Driver License Renewal, Court Case ePayments, OTC, and Document eDelivery Service. Starting in 2011, we created a statistical spreadsheet that outlines each of these services and the actual online #'s versus budget and in office numbers. This allows us to analyze where we can increase marketing in order to increase adoption. The spreadsheet also identifies the months we put marketing tactics in place in order to see how the numbers change. With Google Analytics and Urchin in place, we can track our visitor statistics and the effects of our marketing efforts more readily.

We plan to continue building upon our success with Facebook advertising and utilizing social media to connect citizens to online services. We have analyzed the right timeframes to focus our marketing efforts to ensure we are reaching out to our audience effectively. From our statistics, we can see that Facebook impressions and clicks are proving to provide exposure to such items, as the ClickDMV portal. Our goal is to continue to place Facebook "Likes" and Twitter "Tweets" on receipt pages of our most popular online services and then follow through to see the market outreach. Many of our DMV and Court applications already contain social media features on the receipt pages, as well as cross-promoting other services. Social media helps us brand our online services and reach out to a broad audience for greater exposure.

We are exploring the possibility and potential of implementing kiosks for DMV License Plate Renewal among a few other DMV services. We have made contact with Vermont.gov as they utilized kiosks for 10% of their License Plate renewals. We are continuing to identify companies that provide the software and hardware and work with the top 3 counties for License Plate Renewal to get them on board. Kiosks would help serve the citizens who want to stand in line, instead of go online.

Currently we have a handful of agencies utilizing GovDelivery and our goal for 2012 is to continue to promote this service to agencies that would benefit the most from this service. Since the Agencies are controlling the messages going out to citizens, we can work with them to brand their messages and push online services marketing out to the citizens. Specifically, Secretary of State and the Nebraska Supreme Court could benefit from the ability of GovDelivery to push information out about available online services. The groups of users that have already demonstrated that they do consistent business with these entities by subscribing for GovDelivery updates are exactly the target audience we are looking for. This is a cost-effective marketing approach that will gain more exposure and possibly higher adoption rates.

Creating a new web presence for county governments which incorporates payment services will be the next key to growing the portal's local governments business. Utilizing a new website content management system (CMS) to implement county websites will allow Nebraska to cross market services and ideas. Growing our county web presence allows us to have an additional 93 points of entry for citizens to find online services. Funneling traffic from these local markets and cross promotion can have a significant impact. We have identified Drupal as the CMS software we will be working with, and Arthur County is the first county to utilize this for their website. We will identify a handful of counties each month to work with migrating to Drupal. We will continue to offer the eGov Payment Counter, aka OTC service at the county and city levels. However, in 2012 this service will be rebranded as PayPort. We feel that this new name is easier to remember and will make us stand out from the competition. We are also changing the banner and image that appears at

the top of the online site. The new logo will also be used on marketing collateral. We are redesigning the advertisements that are posted in the offices of partners that use the service. We are looking to increase awareness of the service for those people that are in the office. There are different opportunities to reach a wide variety of customers by the ever expanding social media opportunities and we are currently working with young business groups to key into new opportunities.

A rewrite of an existing service with the Liquor Control Commission will gain exposure for Nebraska.gov and the services we provide at the local level. The redesign of the Liquor License Renewal service includes the opportunity for those renewing their liquor licenses to pay the fees due at the local level at the same time. The current online service only accepts payment of the fees owed at the state level. We are working with the Liquor Control Commission to reach out to local clerks, county and city, to make them aware of the new service. The rewrite is being designed to create efficiencies for the state-level agency, as the renewals will be automatically updated in their back end system. In the past, the agency, no matter what method was used for renewal, would have to manually update the renewal information on their system.

TECHNOLOGY SUMMARY

Nebraska.gov will continue to utilize the Grails framework for the majority of our application development. We have developed core Grails plugins to help simplify the interaction with common NIC and Nebraska.gov components. We will also continue to support and do occasional development with Perl for smaller applications where a framework adds too much overhead.

We have currently identified a single point of failure in some of our services. It revolves around only having one license of a library tool set called PDFlib. This library is critical to our Justice E-filing, Secretary of State's Corporation filings and Document filings applications. In order to address this shortcoming we will be purchasing two more licenses to allow us to add it directly to our Tomcat servers and cluster these services. The cost for this is \$2195.00 per license for a total of \$4390.00. We are hoping to get this implemented in the first quarter of 2012.

In 2012 we will be coordinating with the CDC to have permanent virtual servers running in the Allen, TX datacenter. These will be used to improve the speed of our disaster recovery plan. These servers will be actively synced with our Ashburn servers to keep them current. Please see the Disaster Recovery section below for more information.

Currently our mobile phone development has been iPhone only. We are looking at expanding to other phone platforms. To simplify the expansion to other platforms we are researching various cross platform development tools. The solutions we are currently researching are Pyxis, Titanium, Rhomobile and PhoneGap.

We are researching various ways to better leverage social networks. We are looking at various social media "dashboards" to see if the one we are currently using is the best. Having the proper dashboard and tools can help us manage the social networks easier. We are also investigating the possibilities of using these social networks as a way to expand our help desk and the states as ways to answer the questions and interact with the citizens of Nebraska.

Security

Being 100% hosted at the corporate data center, the majority of our networking and system security is handled by the CDC teams. We utilize the experience and expertise of the CDC teams to help keep us operating in a secure environment. We coordinate with them on keeping the latest security updates applied to our systems and looking for potential vulnerabilities. This frees up our development team to focus on application security.

For application security we are applying standard coding practices to our development methodology. These include but are not limited to following coding standards, code audits, peer code reviews, and automated application scanning tools. We are currently still implementing Appscan for our automated scanner. We are also working the Corporate Security team to evaluate Netspark as a possible replacement.

We are keeping our developers educated on security. We review the OWASP top 10 lists. We will continue to take advantage of the security training classes that are being offered annually at the NIC Technology Conference. We also send developers to security training classes that are offered by local colleges and by the State of Nebraska.

Our on-site Cybertrust audit has taken place in 2011. At the time of writing this we are happy to report that no high severity items have been found. Upon receiving any security audit reports we immediately review and act on it. We identify and research solutions as quickly as possible in order to get them implemented. We coordinate with the Corporate Security team to ensure that all of our solutions and practices are acceptable and meet corporate and PCI/DSS policies.

Disaster Recovery

Disaster recovery of hardware and services is handled by the CDC. Our entire environment is almost entirely contained within virtual servers. These virtual servers can easily have a snapshot done, but backed up, and cloned in the Allen, TX data center. This will allow for us to move our entire setup very quickly from one data center to another.

We are planning on setting up permanent hot-site servers in the Allen, TX data center. For each cluster of servers we have in Ashburn, VA, a single server will be in Allen, TX. This server will get updates from the Ashburn, VA server pushed to it to keep it current. Then in the event of a disaster at the Ashburn, VA facility, the single servers in Allen, TX can be quickly cloned to scale the servers up to production levels and activated. This will greatly minimize the downtime as virtual servers can be cloned quickly and no data recovery will have to take place.

At the time of writing this document, our current disaster recovery process has not been fully tested by us. We are working with the CDC team to come up with a testing plan and procedure.

Code Reuse within NIC

Our development focus is in the Grails framework. Grails can take advantage of native Java libraries and frameworks. This allows us to easily take other portals Java libraries and integrate them into our applications. Grails also has a plugin system that allows for customized, sharable plugins across applications and portals.

NIC recently added the new software collaboration wiki. This is an extremely useful tool to share code across portals. Not only does it allow portals to submit and download code from each other, but it also opens channels of communication for enhancements and bug fixes. We have already contributed grails plugins along with documentation to it that we feel will be useful to other portals. As part of our code reuse plan we will also monitor this wiki for new components and application that we will be able to consume within our portal.

NEBRASKA.GOV: 2012 TECHNICAL ARCHITECTURE

Introduction

Nebraska.gov utilizes Enterprise hosting services provided by the NIC Central Data Center which offers Nebraska State and local governments a state of the art, high performing, fully secure hosting operation responsible for processing billions of dollars. What's more, the team of technicians support this environment, has more than 20 decades of combined IT experience.

Hosting Services

- Hardened Tier-4 facility protected by multiple security measures

- Network architecture is built for reliability and flexibility , with:
 - Redundant dual OC48 uplinks directly connected to AT&T global IP Backbone-Burstable to 100Mbps
 - Designed for flexibility to meet network requirements
 - Minimum N+1 redundancy factor on all critical infrastructure systems
 - Internet connectivity to Nebraska cage or rack via Ethernet handoff
- Best-in-Class fire suppression features – VESDA
- Extensive power-supply management and planning to ensure continuity with redundant geographic power grids
- Flexibility to accommodate new technologies as they are introduced

Technical Team

- Committed to building and supporting a centralized, technical center of excellence
- Utilize ITIL (Information Technology Infrastructure Library) methodology to manage operations
- Focused on continuous improvement
- Diverse skill-sets, including;
 - Networking and security
 - Systems and networking architecture
- Application development
- Project management
- Database design and administration
- Internal and external network monitoring

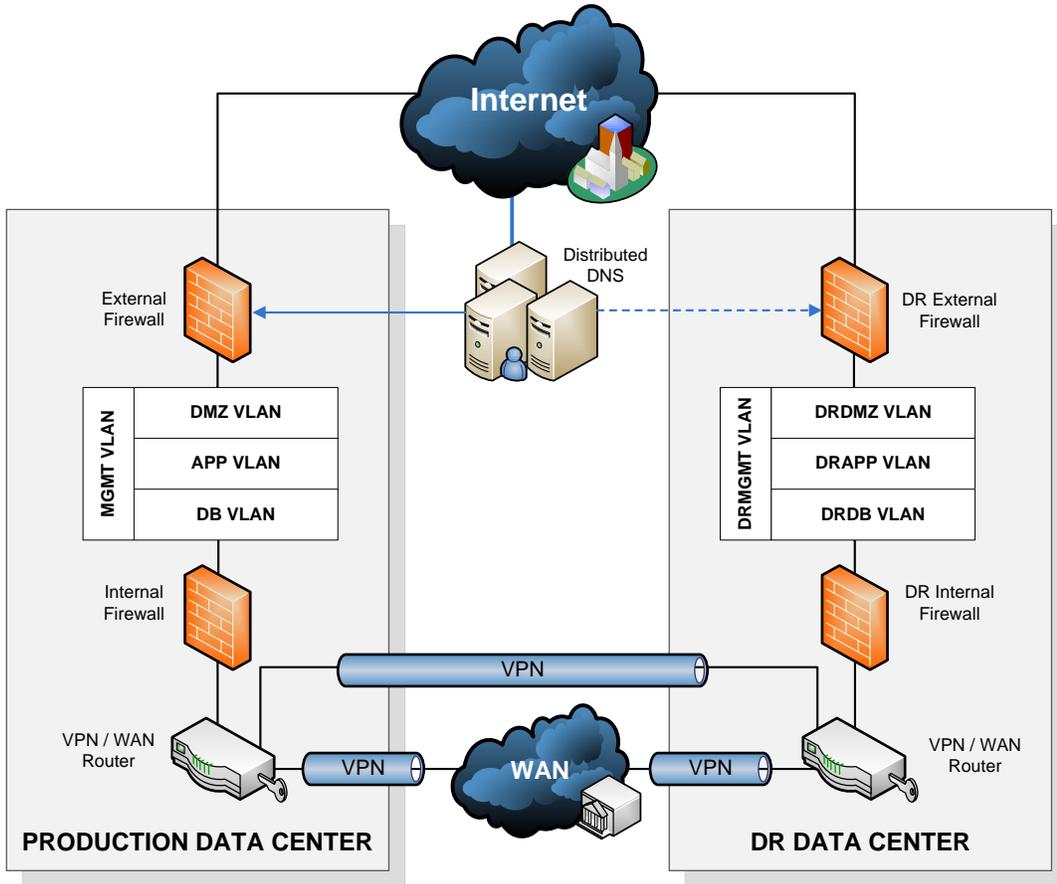
NIC Central Data Center Offerings

- Secure billing and payment processing
- Virtualized architecture leveraged for redundancy, security, segmentation and scalability
- Provide both Unix/Linux and Microsoft hosting environments
- Software as a service and cloud computing capabilities
 - Complete hosting environments
- Customer Relationship and Content Management Systems
- Email/calendaring solutions
- Unified Communications

Additional

- Dual AT&T data-centers
- Microsoft Certified Partner
- PCI DSS Level 1 Service Provider Certification
- CyberTrust/Verizon Business Certification
- Cisco, F5, Dell, Sun and EMC enterprise technologies
- Enterprise Oracle, Microsoft and MySQL processing

Technical Architecture Diagram



2012 PORTAL OBJECTIVES

1. Continually grow and diversify the portal revenue base. Increase non-DMV services revenue by 2%.
2. Develop and provide innovative applications and services.
3. Expand services for local government.
4. Speed time to market for services.
5. Marketing to maximize adoption of services.
6. Gain national recognition for Nebraska.
7. Optimize reliability and response time of portal technology.

In 2012, Nebraska.gov will focus on these key objectives and measure progress toward goals and strategic implementations quantitatively. The Board's quarterly updates will use a dashboard view to show the portal's achievements at a glance. We want to focus on showing the results of the efforts of the portal team to the Board, rather than the many details of the process.



SARPY COUNTY NEBRASKA

Tuesday, February 7, 2012

Online Credit Card Tax and E-Check Payments

ONLINE CREDIT CARD TAX PAYMENTS

The Sarpy County Treasurer's office is pleased to announce that taxpayers have the ability to pay their Real Estate and/or Personal Property taxes (Not Motor Vehicle Tax) online.

This service allows you to pay your taxes in a single transaction using a credit card or electronic check. This service is provided by a third party working in partnership with the State of Nebraska. The price of item purchased through this service includes funds to develop, maintain and enhance the state's official web portal, Nebraska.gov.

You will be able to pay one half or all of the current year's tax very easily. If you have multiple years taxes or a tax sale on the property to redeem, you must first call the treasurer's office for a quote and to receive an authorization PIN number. Our phone number is (402) 493-2138. You will receive a receipt in the mail after the Treasurer's office has received your validated credit card or eCheck payment. If you are unsure of your tax, use the property search to find your parcel.

For insufficient funds, your eCheck would be returned as non-payable and you will incur an additional \$30 NSF (non-sufficient funds) fee when you make this check good. Until that time your taxes will remain unpaid.



Enter

Enter your 9 digit Parcel ID or 8 character payment PIN.



SARPY COUNTY NEBRASKA

Tuesday, February 7, 2012

Online Credit Card Tax and E-Check Payments

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You will be able to pay one half or all of the current year's tax very easily. If you have multiple years taxes or a tax sale on the property to redeem, you must first call the treasurer's office for a quote and to receive an authorization PIN number. Our phone number is (402) 593-2138. You will receive a receipt in the mail after the Treasurer's office has received your validated credit card or eCheck payment. If you are unsure of your tax, use the property search to find your parcel.

For insufficient funds, your eCheck would be returned as non-payable and you will incur an additional \$30 NSF (non-sufficient funds) fee when you make this check good. Until that time your taxes will remain unpaid.



Enter

Enter your 9 digit Parcel ID or 8 character payment PIN.

Statement		
Statement 2011-0042153RP	Roll Year	2011
Taxpayer HILL/SEAN E & DEANA R	Tax Year	2011
Parcel # 011310545	Source	REAL
	Gross Tax	\$4,109.90
	GreenBelt	\$0.00
	Homestead	\$0.00
	Taxes Due	\$3,972.74
	Drainage	\$0.00
	Penalty Tax	\$0.00
	Cert Fees	\$0.00
	Advertising	\$0.00
	Tax Credit	\$137.16
	Total Due	\$3,972.74
	Tax Paid	\$0.00
	Tax Due	\$3,972.74
	Interest Due	\$0.00
	Total Due	\$3,972.74

Make a First Half Payment		
Description	Tax Owed	
First Half Payment for Statement # 2011-0042153RP	\$1,986.37	Pay thru Nebraska.gov

Make a Full Payment		
Description	Tax Owed	
Full Payment for Statement # 2011-0042153RP	\$3,972.74	Pay thru Nebraska.gov

Payment Information

Application Logo
goes here.

Please do not use the browsers back button.

Contact Information

► indicates a required field

- **Name:** (as shown on account)
- **Address:**
- **City:**
- **State/Province:** Nebraska
- **Zip Code:** (i.e. 00000-0000)
- **Country:** United States
- **Phone Number:** (i.e. 000-000-0000)
- **Email Address:**

It is our policy not to use your telephone number or e-mail address for any purpose other than to contact you regarding this online transaction.

Account Information

Please select payment type (electronic check or credit card) and enter information for that option. For some transactions, selection of electronic check will give you a discount on your total purchase.

Electronic Check

Credit Card

► indicates a required field

- **Card Number:** 
- **Expiration Date:** (01)Jan 2014

Nebraska.gov Order Total (includes price of the item(s) below)

Description	ID	Quantity	Amount
Full Payment for Statement # 2011-0042153RP	2011-0042153RP	1	\$ 3972.74
Item Total:			\$ 3972.74
Purchase now thru Nebraska.gov			\$ 4091.92

For technical assistance contact Nebraska.gov at (402) 471-7810, toll free 1-800-747-8177 or email: ne-support@egov.com



Verify Information and Submit Payment

Please review the information below.

If there are changes you need to make, select the "Make Changes" button to edit the information.

After verifying all the information is correct, select the "I Agree" button to proceed.

Application Logo
goes here.

Contact Information

Name: Jon Smith

Address: 14th N Avenue

City: Lincoln

State/Province: Nebraska

Zip Code: 68504

Country: United States

Phone Number: 402-555-1212

Email Address: jon.smith@yahoo.com

Make changes

Account Information

Card Type: Visa Card

Card Number: *****2923

Expiration Date: 01/2014

Make changes

Nebraska.gov Order Total (includes price of the item(s) below)

Description	ID	Quantity	Amount
Full Payment for Statement # 2011-0042153RP	2011-0042153RP	1	\$ 3972.74
Item Total:			\$ 3972.74
<u>Purchase now thru Nebraska.gov</u>			\$ 4091.92

Agreement to Pay

I understand that the above amount will be charged to my credit card, and that my credit card billing statement will show this amount as paid to "Sarpy Prop Tax".

Please be patient once you have hit the "I Agree / Submit Payment" button, it may take up to 60 seconds before your order is completed. Upon completion you will be returned to the "Sarpy County Property Tax Payments".

I Agree / Submit Payment

I Disagree / Cancel Order

For technical assistance contact Nebraska.gov at (402) 471-7810, toll free 1-800-747-8177 or email: ne-support@egov.com

[Purchase now thru Nebraska.gov](#)

What is included in my total?

This online service is provided by a third party working in partnership with the state of Nebraska. The price of item/s purchased through this service includes revenue used to develop, maintain, and enhance the state's official web portal, Nebraska.gov



SARPY COUNTY NEBRASKA

Tuesday, February 7, 2012

Payment Receipt

Jon Smith
14th N Avenue
Lincoln NE 68504

Date	Receipt #	Payment Type	Total Amount
2/7/2012	1957099	Credit Card (2923)	\$4,091.92