

The latest on the State's 100% E Web migration

March 2002 Vol. 2 Issue 3

Send comments and suggestions to *info@enterprisemidamerica.com* Attn: 100% E Editor

Governor Announces Plan to Launch Iowa Portal

Last month Governor Vilsack announced the Iowa Portal as a way to make government services more convenient, accessible and cost efficient for Iowans.

"State government must continue to find ways to improve services while reducing costs. Providing electronic access to government services is a step in the right direction," said the Governor.

As regular readers of this newsletter can attest, the Portal represents the next phase of electronic government services that have emerged under the Governor's 100% E



initiative. Digital government applications are moving forward within and among departments, such as the newly launched Iowa Courts Online with the larger justice integration project, Iowa Court Information Systems.

And, new enterprise-wide tools such as identity authentication systems, a payment engine and electronic forms are already in motion. Richard Varn, State CIO and director of the Information Technology Department, points out that because these structural components will be in place under current budgets, Iowa has the resources in place to begin developing the Portal. Revenue from transaction fees for services may also defray or even fully fund development and administrative costs in the future.

With the startup of the Portal, a greater array of transactional services will emerge. Issuance and renewal of professional licenses, motor vehicle registrations and traffic court

payments are examples of the services that will initially be placed on the Portal. As Portal usage grows, additional services can be added to one day make the site a truly comprehensive electronic gateway for government services.

Initial Portal applications should be operational by Summer 2002. See the next page for a sample promotional sheet. More Portal Stuff

Sample promotion...p. 2

Portal applications from other states....p. 3

Iowa 100% E News

Sample only. These services are under development and not yet available.

Your digital home for doing business with Iowa government

Welcome to

o you ever wish there was an easier way to work with government? All that bureaucracy and red tape, driving to different offices to get a license, pay taxes, getting information.

Portal

- Have you ever added up all the time you and your family spend dealing with confusing government programs with funny names?
- What if there was a one-stop shop where you could take care of most of this business with less hassle and less time?
- How about doing it on the Internet whenever you want, 24 hours a day, seven days a week?
- What about toll-free telephone support to respond to your service questions?
- Or through public access terminals at your local mall or other place where people gather in your community (like ATM machines)?
- Or at a professional business-like facility that combines programs and staff in a convenient location? •

In the future you will be able to do all of these things at lowa Portal[™]. You'll start by registering at our secure web site. Then you'll receive a user ID and a password that will protect your information. After you are registered, you'll be able to transact business with state and local government agencies over the Internet. If you need personal assistance, you can get help from our extensive customer service resources including:

- Toll-free telephone support
- Live, online chats with friendly, helpful customer service representatives
- Face-to-face help from trained, professional staff at one of many local offices or regional service centers.

What will you be able to do online through lowa Portal[™]?

- Renew your driver's license
- Buy a fishing or hunting license
- Pay your property, income and business taxes
- Submit your request for homestead tax and other exemptions
- File permits and many other required applications and forms
- Register to vote
- Pay your traffic and parking tickets
- File accident reports and crime reports
- Complete employment applications
- File for benefits and refunds



Iowa 100% E News

Portal Application Examples

These are few samples of what transaction-based services could look like as part of the Iowa Portal.

mie tekt ven tenontes toos i 4×8act - → - ② ③ ④ ③ ⑤ Addess ● http://www.chanaligov.org/cy	arch 🔟 Forceites මPieda 🕑 🗐 - 🗃 🗐	Construction of the International Property States in the International Property in the Internati	es (Pisa Linka ≫				
No. In such	amping Permi		-				
Check here for Compsite Location Location Check for Campsite Availability Here By Honth Center 2001 Recenter 2001 January 2002 February 2002 March 2002 Anne 2002 Anne 2002 August 2002 August 2002	Welcome to our new Internet Now you have three choices for 1. With a credit card via thi 2. With a check by mail via 3. By visiting our offices on Please read the instructions purchasing a campground perr Cost Structure for Perr the Inter • Adult (18 years old & day plus a \$1.00 tran for a total of \$5.00 p • Junior (13-17 years o plus a \$25 transactic total of \$2.25 per day • Child (12 years old an day	ir purchasing a permit: s system USPS the Island of Hawali and rules below before nit. nits purchased on net over): \$5.00 per saction fee per day in fee per day for a y	Hand	Michigan Renewals The Michigan Dep motorists, includin options for renewir registrations with touch-tome takeph magistrations with sever means at the Sec	Registration	nt tret,	TIGAN
TEXAS D	া আগলেকার উপলক্ষ 🥥 🤮 🗇 🖗 । প EPARTMENT OF PUBLIC SA		in dice without and Note watervard. Watervardt Senae Gran Deor Res Corno so Finatee Banett. Snine Nors	Please Choose o Chine Plate Chine Vate More Plate R	rcraft Renewal Form		Dinternet.
WELCOME DLOGIN DRENEWAL DADDRESS	ver ense and rd Renewal		tem.	Preventee Tools Help	n Foores Galon - Microsoft Internet Galo Favorita: Thistory Son The Commonwealth of Massach William Francis Galvin Secretary of the Commonwealth burton Place, Borton, Massachusetts 0 Telephone (617) 727-9640	usetts 2108-1512	8
ALCELPT ALCELPT ALCELPT ALCENSE ALC	5 simple steps to your Driver Please and cl and renewat and cl customer Identification You Renewal Information. D Ca	ase visit your local Texas DP I have the following items rea- ck the CONTINUE button who ady to proceed In current Texas Driver License	t S Pleas If you on you Cur	e Login with your Customer	ld Number (CID) and PIN. IN please contact our offices at (517) 72/		with the increase
		(Dourhot		wser capable of 128-bit e more information on Online) (• Internet

Iowa 100% E News

IOWA ELECTRONIC STATE Documents Repository is Online



The Iowa State library, in cooperation with ITD, announced the implementation of a website for use by constituents in accessing mandated state reports and other documents that are available in electronic form. Governor Vilsack said, "State government must continue to find ways to improve services while reducing costs. Providing electronic access to government services is a step in the right direction."

In keeping with the spirit of the governor's announcement, the <u>lowa Electronic State Documents</u> <u>Repository</u> (<u>http://www.infoiowa.state.ia.us/reports/index.htm</u>) will provide electronic access to a wide variety of mandated state reports and documents. Richard Varn, ITD director lowa CIO, directed the development of the repository after changes were made to lowa law that allows electronic documents to meet the publication requirements for such reports and documents.

The lowa code, section <u>14B.102</u>, states that ITD is responsible for "recommending and implementing standards for an electronic repository for maintaining mandated agency reports as provided in section 304.13A. Such repository shall be developed and maintained for the purpose of providing public access to such mandated reports. The department shall develop such standards in consultation with the state librarian."

Agencies producing written reports and/or newsletters and making them available for public inspection are now maintaining such reports or newsletters in HTML or PDF format in this electronic repository. Documents are organized by year within each agency directory. Visitors may browse, download or print copies as needed.