State of Utah

Annual Technology Report

November 20, 2002

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Letter of Introduction

November 20, 2002

To: The Honorable Michael O. Leavitt, Governor, State of Utah
Members of the Utah State Legislature
Public Utilities and Technology Committee
Information Technology Commission

This report is respectfully submitted in accordance with Utah Code requiring an annual report concerning the use of information technology in state government.

As you will find in the report, information technology continues to play a vital and critical role in helping government serve the citizens and businesses of the State of Utah. We continue to make progress in delivering government services via the Internet and in leveraging web-based applications and processes for conducting the business of government.

Significant statewide initiatives and ongoing agency projects are bringing us closer to the realization of the vision outlined by Governor Leavitt and the Legislature in making Utah a Digital State. In a recent survey sponsored annually by the Center For Digital Government, *The Digital State Survey*, Utah still ranks seventh in the nation overall among states Utah was 35th place in 1997, fifth place ranking in 2000, and 7th in 2001. The bar is continually raised, so our continued placing in the top ten is a significant accomplishment.

Although progress is being made many challenges remain. To achieve our vision, we will have to change many of the ways we have come to think and work in government. If we make the change, we will ultimately reap the rewards of a government that is not just easier to work with, but a government that is online, available 24/7 and more efficient and responsive to the needs of citizens and businesses. The most significant issue facing us is how to create eGovernment in the face of trends that increasingly require us to act as a single enterprise instead of a collection of loosely affiliated agencies. The report highlights a plan from the Governor for governing these cross-agency projects that we believe will provide forward progress in this important area.

We hope this report will be helpful to executives, legislators, and others in understanding the use and deployment of information technology in the executive branch of Utah State Government.

Respectfully,

Phillip J. Windley, Ph.D.
Chief Information Officer
State of Utah

Toward Enterprise IT

In August, the Governor sent a letter to all IT workers in the executive branch outlining his plan for eGovernment and IT in Utah. The plan is based on a compelling issue that has become more and more important as we respond to challenges such as eGovernment and Homeland Security: we can no longer act as if we are multiple separate organizations with independent missions. Rather, new challenges increasing require the state to operate as a single entity or enterprise. One of the first steps in getting the state to be able to react to enterprise-wide challenges is to ensure that our IT infrastructure is up to the task.

Since the Governor's letter was sent out, many have asked for the details. There's an assumption that there is a 1000 page plan that has been condensed to the Governor's four page letter, when in fact the opposite is true: there is a four page letter from the Governor and we must collectively build a detailed plan based on the broad guidelines contained therein.

This section provides some additional explanation and examples to illustrate the guidelines that the Governor has set forth and suggests some areas for further work.

The Governor's Plan

In April, the Governor met with a large body of people representing executive management, product managers, and information technology (IT) managers in the executive branch to kick-off a process that would better define how we govern eGovernment projects and how IT is organized. Over the following months, that group met frequently to discuss these issues and devised a series of options for the Governor to review and consider. Those options were presented to the Governor in June and he spent considerable time assessing these issues, consulting with members of the larger group, and making decisions regarding how eGovernment projects should be governed and how IT will be organized.

This plan has two major points:

1. A process for identifying, evaluating, and engaging in cross agency IT projects through the use of what are called "charters." This process preserves the independence of agency mission and the separation of agency appropriations, while still allowing agencies to agree to cooperate on projects that have broad interest and fall outside the scope of any single agency. The Cabinet serves as the board that approves and prioritizes cross agency projects.

   An example of this kind of project is the "One Stop Business Registration" project that is being carried out by the Departments of Workforce Services, Commerce, Tax Commission, Labor Commission, and others to provide a single place and process for business owners to fulfill all of the requirements from the State and other government entities when starting a business.
2. A reorganization of the CIO section in the Governor's office to include two new positions identified as "Deputy CIO" (DCIO). These two positions will be responsible for eGovernment and IT respectively. The reorganization also asks Cabinet level agencies to appoint an Assistant State CIO (ACIO) inside their

agency from within existing head count. The ACIO position reports to the Executive Director of the agency and is also responsible to the CIO for enterprise IT planning and projects. The intent is for ACIOs to have a more participatory role in enterprise IT than has been the case in the past. Non-Cabinet level agencies are not required to appoint an ACIO, but are welcome to do so.

The overall goals of the Governor's plan are to provide for more cooperation between agency IT organizations, ITS, and the CIO's office, provide a mechanism for engaging in and funding cross agency programs, and to increase the speed with which we complete important projects.

Related Articles:

eGovernment Maturity: Why do we care about cross agency applications? This high-level roadmap for eGovernment in Utah and elsewhere explains.

Product Management: Product management plays a very important role in the Governor's plan. This article describes the role of a product manager.

World Class IT: World class IT organizations meet business needs effectively and efficiently. They have a number of important characteristics in common.

PATH Web Site: The PATH web site provides detailed, up to date information on cross agency projects in Utah.

Principles

The working group developed a list of principals for eGovernment in Utah. These principles should serve as guides to developing eGovernment services for the State of Utah. As used in the principles, customers include citizens, businesses, employees, and other government entities.

Frictionless: Design and implement services that fully, quickly and conveniently satisfy the customer's expectations and needs.

Efficient: Design and implement services to streamline the customer's encounter with the government while minimizing cost and waste for both.

Cost Effective: Design and implement services that use shared resources while delivering quality products at a reasonable cost.

Single View of Customer: Design and implement services so that the customer is recognized uniquely whether single or multiple communication channels are used to obtain the service. The customer should not be able to tell whether a single or multiple records are used to support the transaction.

Customer Focused Service: Design and implement services with customer needs and requirements at their center. Services should be built from the customer's perspective, taking into account a holistic view of government services and requirements.

Accountability through Success Metrics: Design and implement services with a clear understanding of what success is and how it can be measured. Services are constantly evaluated to assess whether or not they are meeting these goals.

Business Needs Drive Process: Business line owners must drive service design because they are the most familiar with both the needs of the customer and the requirements of the business.

I support these principles fully and would like to suggest three more that we should add to the list:

Enterprise Wide Solutions: The design of online applications should lend itself to the coordination of services between and among agencies. The use of shared infrastructure and design templates lends itself to transferable solutions across agencies.

Core Competence: Digital government is a core competence of public service in a network-connected world.

Consistency: The design of online application should adhere to common architectures for security, authentication, electronic payments and universal user interface design.

Organizing eGovernment and IT

The Governor has designated the Chief Information Officer as the point person for both eGovernment and IT. As such, the CIO has a responsibility to understand business functions and IT functions. The CIO leads eGovernment and IT for the executive branch. In order to strengthen that leadership, we have added two Deputy CIOs (DCIO) to the CIO's office: one for eGovernment and one for IT. In addition, one of the existing positions in the CIO's office has been changed to a deputy CIO for planning and policy to cover that important facet of IT governance in the State.

The next section will describe the process that we will use to govern cross-agency and enterprise-level eGovernment projects. The DCIO for eGovernment will have primary responsibility for driving that effort. Assisting the DCIO for eGovernment in these efforts will be the Product Management Council that is made up of product managers from each agency. Agency product managers are responsible for coordinating the eGovernment efforts in their agency.

The DCIO for eGovernment will have the following responsibilities:

- Chair the Product Management Council.
- Work closely with agency-level product managers
- Manage and coordinate eGovernment projects
- Serve as general manager for the utah.gov website and the infrastructure that supports it

One of the roles of the CIO is to ensure that IT understands what the business side needs and that the business side understands what IT can do for them. I believe that each agency needs someone fulfilling the same role for that agency. Consequently, the Governor has asked that each cabinet level agency designate a person as an Assistant State CIO (ACIO).

- The ACIOs will be appointed by the agency and their appointment confirmed by the CIO.
- The ACIO will report to both the Executive Director of the agency and the CIO.

- The ACIOs will balance their time between agency and enterprise missions. As a general rule, ACIOs can expect that about 20% of their time will be spent on enterprise issues, although these will almost always have a tie their agency responsibilities.
- The ACIO position will generally be an exempt position.
- The ACIO should have operational responsibility for IT in the agency.
- The ACIO should have a thorough knowledge of IT.
- The ACIO will have a key responsibility for adding value to the agency mission and will be a key player in the agency executive management team.
- As a CIO position, the ACIO should understand both IT and business needs of the agency.
- The ACIOs will work together as a team, with the CIO, with the DCIOs and with ITS management to solve problems and develop Utah's IT future.

The DCIO for IT will work closely with the ACIOs to ensure that the state has a world-class IT infrastructure to support our eGoverment efforts. The DCIO for IT will also be responsible for providing ACIO functions to executive branch agencies which don't have an ACIO.

Building eGovernment

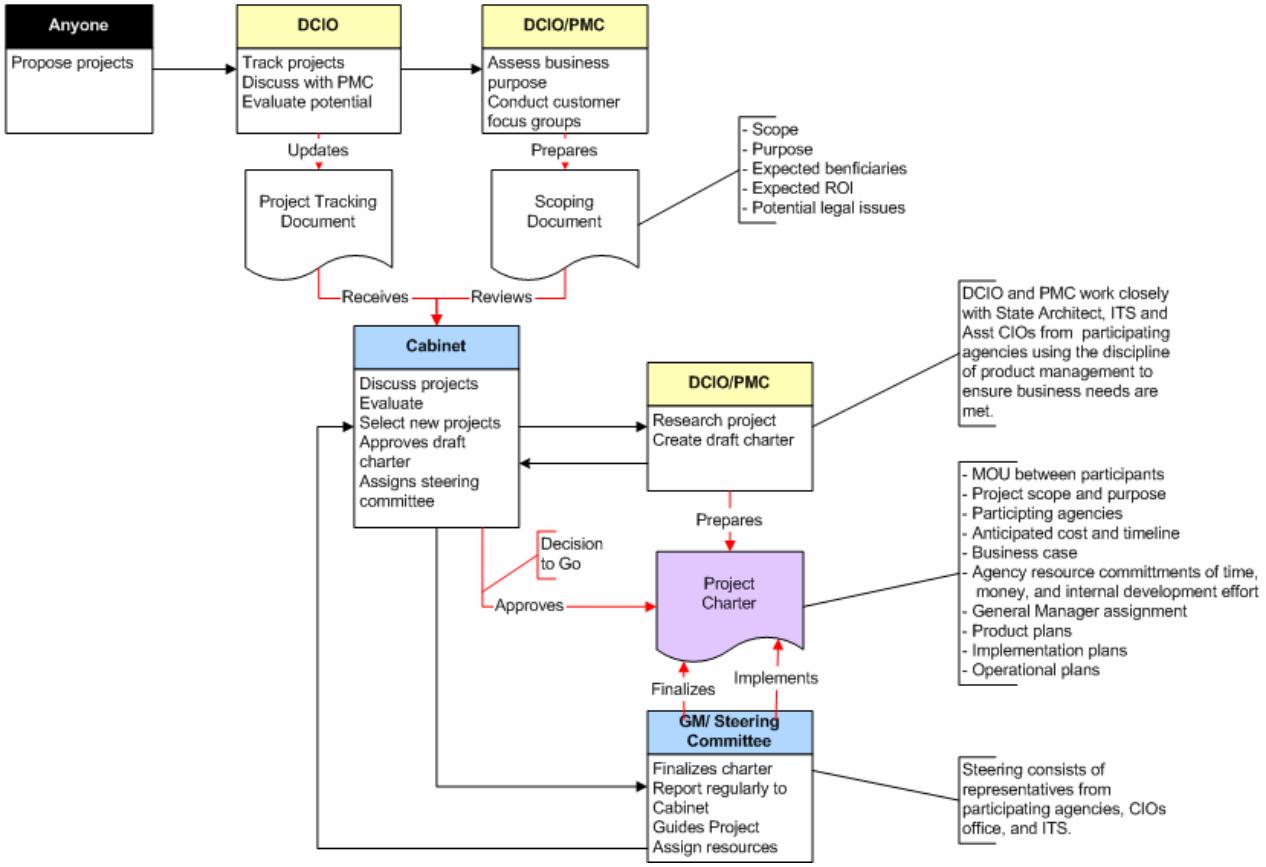
One of the key issues facing us is our ability to govern, manage, build, and maintain cross-agency eGovernment projects. These kinds of projects will be more and more common as we provide citizens of Utah services that are independent of our organizational structure.

This section describes a process for governing cross-agency eGovernment projects. The organization that has just been discussed plays an important role in this process. The workflow for this process can be seen in the Figure on the next page.

- Intergovernmental projects are proposed to the CIO's Office by anyone.
- CIO's Office tracks proposed projects and engages product management council in initial project planning, discussion, and evaluation.
- CIO's Office works with the Product Management Council to create a vision statement.
- CIO regularly provides Cabinet with prioritized list of proposed projects for discussion.
- CIO's Office, working with the Product Management Council coordinates with affected agencies to creation of a project scoping document (also called a product proposal document) which includes the following information:
    - Project scope and purpose.
    - Participating agencies
    - Anticipated cost and initial timeline
    - A business case including customer focus group results where applicable
    - An initial review of any legal, statutory, or regulatory issues.

eGovernment Workflow

10/14/2002



- Cabinet approves or disapproves the scoping document and forms an initial steering committee. The steering committee forms a governing board for the project comprising personnel from the participating agencies who will be authorized to speak for the agency in terms of resources and changes to business processes and internal systems.
- The CIO or his designee is a member of every steering committee.
- The steering committee will work with CIO's Office and Product Management Council to create a draft project charter which includes, in addition to the aforementioned information:
    - Agency commitments of resources including financing, personnel, space, and capital.
    - The assignment of a project executive, including what time commitment from the project executive will be expected. (This assignment might be made earlier in the process when needed.)
    - Initial product, implementation, and operational plans.
- The project charter will take the form of a memorandum of understanding (MOU) between the participating parties.
- Project executive uses committed resources to complete project, providing regular project updates to the CIO and the steering committee.
- Project status will be regularly communicated to the Cabinet by the CIO.

Discussion

As an aid in understanding the workflow. the following scenario follows a hypothetical project through the workflow in the Figure:

1. The project is proposed by a citizen through on online poll and comment box on utah.gov.
2. The CIO's Office studies the idea, researches similar applications under development in Utah or elsewhere, communicates with the proposer to understand the idea and, finally, adds the project to the project tracking document.
3. At the next cabinet meeting the project is highlighted as one that seems interesting and worthy of further study.
4. CIO's Office and the PMC write a vision statement, for the project by conducting further research and talking with business managers in prospective partner agencies.
5. The vision statement is presented to the Cabinet for approval and returned to CIO's Office and the PMC for the creation of a draft charter.
6. The CIO's Office and the PMC form an initial list of participating agencies and the product managers from those agencies, working the CIO's Office draft a project charter The draft charter contains the product plan, including the business case, the anticipated cost and timeline and, possibly, the results from a customer focus group.
7. The draft charter is returned to the Cabinet for review and approval.

8. The Governor, on the Cabinet's recommendation, appoints a project executive. The project executive may be full time or part time depending on the nature and size of the project.
9. The Cabinet forms a steering committee. The steering committee is a governing board and may contain business managers from participating agencies, ACIO (or designate) from participating agency, ITS representation, and CIO's Office representation. The steering committee oversees the finalization of the charter. Finalizing the charter requires developing detailed implementation and technical plans and assigning committed resources from the agencies.
10. Under the guidance of the project executive and the steering committee, the project is completed.
11. The steering committee may be disbanded or continue depending on the nature of the project.

Projects

The Governor's letter asked the Cabinet to begin work on ten projects. The projects are from those submitted to the Governor by the working group this spring. The Cabinet has approved visions statements for all ten projects. The vision statements for those ten projects follow. A later section will discuss those projects with approved charters in more detail.

Master Licensing: Citizens should be provided with easily accessible means of complying with State licensing requirements. Online Licensing is proposed to expand current web-based renewal options and to explore and develop license application offerings for all license-issuing State agencies by providing a single portal. Equally important, the initiative is charged with designing a system to maximize efficiencies and reduce cost of regulation.

Common Payment Portal: The Governor has directed state agencies to offer their products and services online, making it easier for citizens to get what they need. It is our vision to provide a convenient method for citizens to pay for these online services.

We envision a single Utah.gov "shopping cart" that can be used to pay for almost any online product or service offered by a state agency. This "shopping cart" would provide citizens the ability to purchase multiple products or services from different agencies during a single session, and then pay for them all at once at checkout. This system would become an integral part of the Utah.gov citizen portal, increasing its value and also increasing organizational transparency to the citizen.

EREP: The vision of this project is to develop efficient and integrated eligibility-related government services to Utah's citizens in need of economic, health-related, and other supportive services and assistance by developing a comprehensive electronic Resource and Eligibility Product to support the citizen's of Utah as well as state staff in their eligibility-entitlement-based activities. The end result will be accurate, timely and consistent eligibility outcomes for the citizens of Utah. The product will be scalable and provide a basis for expansion to include additional resource and eligibility program requirements as identified.

One Stop Business Registration: The vision of this project is to provide an online method where most new Utah businesses will know exactly what the registration process entails, be able to register with federal, state and local government entities, pay associated fees online, and begin to operate their business more quickly.

eProcurement: The vision of this project is to deploy Internet solutions that reduce staff dedication involved with procurement and payment processes and provide improved management information about the states' expenditures for procurement of goods and services.

The vision embraces the following objectives:

- Automate the request, approval, order, receiving and payment functions.
- Provide a web-based solution to meet the needs for electronic procurement for the State of Utah including web based shopping for goods and services from contract and non-contract suppliers.
- Provide a workflow and approval routing engine that can be extended to support document routing and approval within the State of Utah environment.
- Automate the collection of state contract usage. Eliminate the dependency of the State on state contract vendors to report contract usage (purchases by customer).
- Continue to utilize technology to streamline the state's business interactions with suppliers in the bidding and contracting processes

Homeland Security: The vision of this project is to coordinate the development of information and communications systems that enable law-enforcement, other first-responders, and agencies at all levels of government to more effectively provide for the security of the state and its citizens.

Support the State Strategy for Homeland Security in coordination with the National Strategy in its strategic objectives of preventing terrorist incidents, reducing vulnerability to incidents, and minimizing damage and recovering from incidents that do occur.

Citizen Directory: The citizen directory will provide citizens with the ability to register securely with the utah.gov portal (e.g. my.utah.gov) as a basis for personalization and customized services that will be available 24 hours a day, seven days a week.

Statewide Email Consolidation: The purpose of this project is to consolidate email administration within the Division of Information Technology Services (ITS). This consolidation will:

- reduce the level of effort by agency staff in administering email servers,
- eliminate separate agency GroupWise licensing costs,
- maintain and/or improve email performance,
- improve synchronization, and PDA access,
- provide engineered redundancy and fail over for improved reliability,
- reduce overall email administrative and infrastructure costs to the State.

Security: The vision of this project is to create an enterprise security team that will enhance the level of information systems security for all IT systems. The result will be increased specialization and focus on security issues, including authentication, encryption, intrusion detection, virus control, firewalls, HIPAA requirements, privacy,

wireless security, virtual private networks (VPNs), incident reporting, biometrics, vulnerability analysis, etc. throughout the enterprise.

Web Hosting: The vision of this project is to create a secure, standardized, cost-effective, accessible, and reliable web hosting environment that can be used by all state agencies.

In the initial Cabinet IT meeting on September 18, 2002, the cabinet adopted charters for the eREP project, the One-Stop Business Registration project, and the Email Consolidation project. They also approved moving forward on scoping documents for the Master Licensing project and the Homeland Security project.

These projects will not be the only ones that the Cabinet considers. In fact, we invite anyone to propose cross-agency projects for consideration. Proposed projects should include a vision statement and be sent to Dave Fletcher.

Enterprise Projects

The following projects were proposed by Governor Leavitt and have been approved by the Cabinet as “enterprise projects.” These projects involve multiple agencies, and in some cases such as the One-stop Business Registration project also involve federal and local government partners. The creation of an enterprise project governance structure and process is an unprecedented and exciting development in state government that has already pressed agencies to a new level of cooperation.

Project	Enterprise Project Executive
EREP (eligibility management)	Connie Laws, DWS
One-Stop Business Registration	James Whitaker, DWS
Enterprise Permitting	Klare Bachman, Commerce
Email Consolidation	Shane Clarke, ITS
Homeland Security	Roland Squire, Public Safety
Payment Gateway	Lloyd Johnson, DNR

Agency IT Budgets

Introduction: The year-to-year comparative report of state agency FY 2003 IT financials includes actual IT expenditures and budget requests for a four-year comparison 2000-2003 inclusive. Budget requests for FY 2004 were not finalized with the GOPB and LFA as of this date in order to include them in this comparative report. The report only includes IT related financial information for the Executive Branch of State Government.

Method: The method used for determining the financial results of this report include *actual IT expenditures* for FY 2000 – 2002 (inclusive) and *appropriated IT figures* for FY 2003 for the following account balances:

- DP Current Expense
- DP Capital
- Salary and Benefits – These costs were derived from an estimate of job classes 12000-12999. Personal services budgets were estimated based on actual expenditures except for those Appropriation Units that can be specifically related to IT.

ITS results were not included in this report, as that would double count the financial results of this report (i.e. ITS revenues are included in the DP current expense budgets of other state entities.)

State Agency Year to year Comparative Department IT Financials	Dept's FY2000 Total IT *Actual* Expenses	Dept's FY2001 Total IT *Actual* Expenses	Dept's FY2002 Total IT *Actual* Expenses	Dept's FY2003 Total IT *Budget* Dept. Appropriated
Department of Administrative Services	$ 12,761,536	$ 8,361,704	$ 10,193,883	$ 6,681,212
Department of Agriculture	$ 542,615	$ 635,062	$ 672,210	$ 702,031
Alcoholic Beverage Control (ABC)	$ 743,436	$ 1,566,573	$ 1,733,702	$ 1,674,827
Capitol Preservation Board	$ 1,201	$ 2	$ 5,745	$ -
Career Service Review Board	$ 3,245	$ 3,484	$ 1,228	$ 1,740
Department of Commerce	$ 653,461	$ 807,679	$ 1,065,715	$ 1,495,921
Department of Corrections (incl BOP)	$ 6,734,518	$ 6,651,873	$ 6,793,190	$ 5,038,041
Department of Community & Economic Dev.	$ 1,940,138	$ 2,131,101	$ 3,249,615	$ 2,392,742
Elected Officials (Gov, AG, Tr, SA, El)	$ 2,309,111	$ 2,635,217	$ 3,102,271	$ 2,732,970
Dept of Environmental Quality	$ 1,431,910	$ 1,649,472	$ 1,520,833	$ 1,607,615
Financial Institutions	$ 84,865	$ 91,763	$ 108,300	$ 160,909
Department of Health (incl Health Policy Com)	$ 8,683,572	$ 10,124,543	$ 11,530,921	$ 9,747,961
Dept of Human Resource Mgt (DHRM)	$ 1,157,918	$ 1,103,933	$ 1,127,269	$ 891,543
Dept of Human Services (incl Youth Cor)	$ 26,681,791	$ 23,087,101	$ 24,509,611	$ 24,285,032

Insurance Department	$ 591,227	$ 767,791	$ 520,436	$ 391,966
Labor Commission	$ 739,646	$ 904,974	$ 957,126	$ 972,396
National Guard	$ 426,734	$ 550,561	$ 631,581	$ 633,787
Dept of Natural Resources	$ 2,801,579	$ 3,090,877	$ 3,156,966	$ 4,320,730
Dept of Public Safety	$ 4,275,799	$ 4,977,961	$ 6,408,564	$ 5,659,301
Public Service Commission (PSC)	$ 27,912	$ 31,085	$ 32,198	$ 78,700
Utah State Tax Commission	$ 11,141,872	$ 14,287,347	$ 12,112,416	$ 10,560,435
Utah Dept of Transportation (UDOT)	$ 9,208,886	$ 9,493,317	$ 10,214,751	$ 10,040,931
State Trust Lands(School & Inst. Trust Lands)	$ 910,214	$ 875,635	$ 894,046	$ 790,689
Dept of Workforce Services	$ 19,716,692	$ 22,536,325	$ 28,160,591	$ 34,611,971
Executive Branch Totals:	**$ 113,569,878**	**$ 116,365,379**	**$ 128,703,168**	**$ 125,473,451**

Figure 1: Year to Year IT Comparitive Financials by Agency

Significant Agency Accomplishments

Agencies are using technology to improve the way they provide government services; usually most visible are those services to Utah's citizens and businesses. In addition technology is used to improve efficiency and effectiveness in government-to-government transactions (includes intra-agency transactions) and government to employee interactions. The following provides a summary of accomplishments organized by Government to Citizen, Government to Business, Government to Government and Government to Employees.

Government to Citizen

Online Services

- Apply for over 4,000 available jobs at jobs.utah.gov – Dept. of Workforce Services
- File and search political candidate reports – Utah Elections Office
- Order materials online for Check Your Health program – Dept. of Health
- Primary Care Network Online Application – Dept. of Health
- Pay property taxes online
- Personalized license plate search (version 2) – Tax Commission
- Lookup information on registered charities
- Provide public comment on State Water Plan – Dept. of Natural Resources
- Search a comprehensive directory of social services and providers – Dept. of Human Services
- Create a customized map of any location in Utah – AGRC
- Obtain live election results – Utah Elections Office
- Listen to live audio of the general session of the Legislature – Utah State Legislature
- Renew your drivers license – Dept. of Public Safety
- File income tax online – Tax Commission
- Apply for the Utah Children's Health Insurance Program – Dept. of Health
- Renew your Children's Health Insurance Program – Dept. of Health
- Locate your towed vehicle and pay applicable fines – Tax Commission
- Find a Utah business – Dept. of Community and Economic Development
- Register for services during the Utah Winter games – Dept. of Community and Economic Development
- Online audio broadcasts of wildlife reports – Dept. of Natural Resources
- Reporting the results of radon testing performed in private residences via the web. – Dept. of Environmental Quality
- Historical Society Marketplace – Historical Society
- Lobbyist Search – State Elections Office

Other Services

- Data Warehouse for Medicaid went into production – Dept. of Health

- Teen Tobacco Prevention information websites established – Dept. of Health
- PRWORA enhancements. Completed numerous PRWORA (Personal Responsibility and Work Opportunity Act of 1996) enhancements identified by certification review. – Dept. of Human Services
- Implemented new case type pilot project for DCFS to provide services to families who have needs for services, but are not victims of abuse or neglect. – Dept. of Human Services
- Implemented greatly improved health tracking of DCFS clients to allow better management of client health. – Dept. of Human Services

Government to Business

Online services

- Search and manage potential job applicants – Dept. of Workforce Services
- Renew over 40 different types of agriculture and food licenses and permits – Utah Dept. of Agriculture and Food
- Opened a web gateway that lets businesses complete applications for funding and create legal business agreements securely over the internet using digital certificates – Department of Community and Economic Development
- Register and report lobbyist activities – Utah Elections Office
- Implemented the Agent On-Line process for the Wildlife agents throughout the state to be able to sell licenses using a new on-line system. We are the first state in the country to make this service available to wildlife agents. – Dept. of Natural Resources
- Provider internet billing for e520 – Dept. of Human Services
- Securities Licensee lookup – Dept. of Commerce
- Search agricultural liens which cover crops, cattle equipment and other related collateral – Dept. of Commerce
- Access to motor carrier information – Dept. of Transportation and Tax Commission
- Economic ecosystem website, the site provides economic and business information related to specific economic ecosystems – Dept. of Community and Economic Development
- Search UCC Filings – Dept. of Commerce
- Real Estate Licensee lookup – Dept. of Commerce
- Issuing Utah Pollutant Discharge Elimination System (UPDES) permits for discharge of storm water from construction sites into water bodies – Dept. of Environmental Quality
- Temporary sales tax payments for special events – Tax Commission
- Sales Tax Filing – Tax Commission
- Report employment activity to the State new hire registry – Dept. of Workforce Services
- Purchase insurance codebooks online – Dept. of Insurance
- Search for registered notaries – Dept. of Commerce
- Lookup occupational and professional licensees – Dept. of Commerce

- Licensee Renewal – Dept. of Commerce
- New Non-Resident Producer License – Dept. of Insurance
- Company/ Agency Designations Maintenance – Dept. of Insurance
- Annual Fraud and Title Assessments – Dept. of Insurance
- Purchase materials from the Utah Travel Council – Dept. of Community and Economic Development
- Tax Payment Portal – Tax Commission
- Annual Business Renewal – Dept. of Commerce

Other services

- 511 service, Utah was the first state to implement a 511 service using a combination of voice and internet technologies that allows callers to simply speak their requests and obtain information on traffic conditions, public transit, and winter road conditions
- System for detecting and analyzing airborne biological weapons during the Winter games – Dept. of Health and the National Nuclear Security Administration

Government to Government

Online services

- Register online for EMS conferences and seminars – Dept. of Health
- Exchange homeland security and justice data through a secure online service. Utah was the first state to implement the standards which will be used in the Regional Information Sharing System currently being piloted in 12 states – Department of Public Safety
- Receive worker's compensation policy information electronically from the Utah Worker's Compensation Fund and have it inserted directly into the State's database. – Labor Commission
- Utah Integrated Criminal Justice Information System – this system allows local, state, and federal criminal justice agencies access to critical information on 8 different databases, including drivers license, motor vehicle, and offender tracking systems. – Commission on Criminal and Juvenile Justice
- Connectivity to the Secret Internet Protocol Router Network (SIPRNET) – Utah National Guard
- Interactive case access – Dept. of Human Services
- Register for training – State Library
- Access special journal and magazine collections – State Library
- Report an accident in a state vehicle – Risk Management
- Reserve a motor pool vehicle – Dept. of Administrative Services
- File a state vehicle complaint - Dept. of Administrative Services
- Submit a want list request for federal surplus property - Dept. of Administrative Services
- Receive and review online billing for various ISF services, including fleet, copy services, and state mail - Dept. of Administrative Services
- Obtain real-time fleet reports of cost-per-mile, maintenance history, fueling history, and utilization - Dept. of Administrative Services

- Shared parks and recreation information through XML with Federal recreation portal (recreation.gov) – Dept. of Natural Resources
- Public safety and emergency incident management – Dept. of Public Safety
- Search State contract information – Dept. of Administrative Services
- Request records from the State records center - Dept. of Administrative Services
- Submit a new records retention schedule - Dept. of Administrative Services

Other services

- Help agencies determine web accessibility requirements – State Library
- Management of outstanding debt accounts - Dept. of Administrative Services
- Intrusion detection and virtual private network support to reduce security vulnerabilities – Dept. of Administrative Services
- Analysis of plume data to support emergency response to hazardous incidents – Division of Emergency Services
- Created three inspection/tracking/work flow systems for the Safety Division. These systems track the inspection and code compliance of elevators/escalators, boilers and pressure vessels. They also allow telecommute capability by the inspectors. Inspectors work from their homes to get daily assignments and report their findings. – Labor Commission
- Completion of custom modification of the federal water quality storage and reporting (STORET) to include state requirements. – Dept. of Environmental Quality
- Successful completion of the beta test phase of the National Environmental Information Exchange Network which is a collaborative effort between the Environmental Council of the State and USEPA. Utah DEQ was one of four states participating in the beta test. The network will be expanded to included thirty-six states. – Dept. of Environmental Quality
- Brought up a statewide imaging system for Tanf and Food Stamp eligibility determination processing – Dept. of Workforce Services
- Expansion and use of the DWS Data Warehouse strategies and reports so that frontline customers can have immediate access to workload information – Dept. of Workforce Services
- Extended the rollout of the statewide facility management information system to higher education and Corrections – Dept. of Administrative Services

Government to Employees

Online services

- Obtain lifestyle benefits services – Dept. of Human Resource Management
- Obtain payroll information online – Dept. of Administrative Services
- Completed the process to image the AG's Child Support Enforcement Modification documents so they are available for AG and Child Support staff. Completed imaging of ORS Accounts Payable documents. Ability for ORS staff to access DWS TANF documents in progress. – Dept. of Human Services

Utah IT Legislation Summary

H.B. 8
Repeal of Local Government Information Technology Review Committee
This bill no longer requires the director of the Division of Information Technology Service to create a local government IT review group.

H.B. 21
Electronic Government Services Amendments - Agriculture
This act modifies provisions of the Utah Agricultural Code to facilitate the making of certain communications or the taking of certain action electronically including filings and forms.

H.B. 22
Electronic Government Services Amendments – Transportation
This act modifies provisions of the Transportation Code to facilitate the providing of certain notices electronically.

H.B. 80
Unsolicited Commercial Email
This act enacts provisions imposing requirements on persons who send unsolicited commercial email. The act provides for a cause of action in favor of those who receive an unsolicited commercial email that violates those requirements and provides a defense to an action.

H.B. 131
Reporting Of Data to Automated Geographic Reference Center
This act modifies provisions relating to information to be provided to the Automated Geographic Reference Center. The act requires the lieutenant governor to submit to the center copies of certifications relating to changes in Congressional, school, Senate, and House districts. The act requires counties to submit to the State Tax Commission information relating to changes in county boundaries due to annexation or the creation of a new county. The act requires counties to submit information to the center relating to the establishment, division, abolition, or change of voting precincts. The act requires the State Tax Commission to submit to the center information it receives from local government entities relating to changes in local government boundaries.

H.B. 143
Restrictions on Sexually Explicit Email
This act enacts provisions imposing requirements on persons who send unsolicited sexually explicit email. The act provides for a cause of action in favor of those who receive an unsolicited sexually explicit email that violates those requirements. The act provides a criminal penalty for a violation of those requirements. This act also provides

a coordination clause which calls for this bill and H.B. 80, since both passed, to be combined under the title: *Unsolicited Commercial and Sexually Explicit Email Act*.

S.B. 1
Information Technology Consolidation -$2,000,000

It is the intent of the Legislature that the Chief Information Officer
identify general fund information technology savings in state agencies and transfer the amount to the Division of Finance - Finance Mandated -
Information Technology Consolidation to offset the negative appropriation.

S.B. 17
DCFS Management Information System Amendments

The act provides for a process under which information about an alleged child abuse or neglect perpetrator is entered or can be removed from the Licensing Information System and describes the juvenile court's jurisdiction in this process. The act clarifies that information contained in the DCFS Management Information System and Licensing Information System is a protected record.

S.B. 34
Private Records Amendments

This act modifies the Government Records Access and Management Act. A record that contains information about an individual that is voluntarily provided by the individual and goes into an electronic database that is designated by and administered under the authority of the Chief Information Officer and acts as a repository of information about the individual that can be electronically retrieved and used to facilitate the individual's online interaction with a state agency is designated by the act as a private record.

S.B. 86
Funding of the Controlled Substances Database

This act modifies the Utah Controlled Substances Act. The act allows for funding of the controlled substances database through the Commerce Service Fund and provides for civil penalties to be deposited into the Commerce Service Fund.

S.B. 181
Higher Education Technology Amendments

This act modifies the State System of Higher Education by authorizing part of the monies in the Public Education Job Enhancement Program to be used for the technology training of administrators as well as superintendents and principals. This act also authorizes those monies to be expended, regardless of matching monies being available.

Progress on Digital State Goals

With the strong support of the Information Technology Commission, the Utah Legislature took a bold step toward making Utah a “digital state” during the 1999 general session. This innovative move resulted in the passage of *The Digital State Act*. S.B. 188. Signed into law by the Governor and codified as 63D-1-105, the Digital State Act in part, set the priorities for key “government products and services” to be made available to citizens and businesses on the Internet by July 1, 2002. The act called on appropriate state entities to make certain applications available on the Internet to the greatest extent practicable. This statute also assigned the State CIO with the responsibility to inform state agencies of the law, to coordinate their efforts, and to report to the Legislature on the state’s progress toward digital state goals. The following information below is a summary of that progress.

Professional/ Occupational License Application and Renewal	Commerce	Y for look-up and renewal; N for original application	http://www.dopl.utah.gov/ original application requires electronic signature and documentation such as certified transcripts, etc.
Drivers License Renewal	Public Safety	Y	http://www.utah.gov/dlr/
Hunting and Fishing License	Natural Resources	Y	http://www.utah.gov/government/onlineservices.html On October 31st DNR added new features that allow for agents that sell licenses to use the online application to ease administration of these licenses for agents and for the Department
UCC Filings	Commerce	Y	http://www.utah.gov/commerce/ucc/
Tax Filings	Tax	Y partial including online income tax, sales, use and special events tax plus a variety of electronic filing options through third parties	http://www.utah.gov/government/onlineservices.html Also, this month three counties Davis, Tooele and Utah in collaboration with the State now allow citizens to pay their property taxes online through a single application. Weber and Box Elder plan to join this intergovernmental partnership next year. See https://secure.e-utah.org/cptp/cptp
Court Filings	Courts	Y partial, divorce and tenant-landlord	http://168.177.211.91/html/ListOfApplications4.html
Motor Vehicle Registration	Tax	Y on renewals N on original application	http://www.utah.gov/renewalexpress/
Registrations Corporations and businesses	Commerce	Y for renewals N for original application	http://www.utah.gov/government/onlineservices.html
Application for unemployment	Workforce Services	Y	http://jobs.utah.gov/ui/WebInitialClaims/Welcome.asp
Application for welfare	Workforce Services	N	An application will be available to complete online effective 9/30/03 as part of the new statewide eligibility system eREP
Application for health benefits	Health	Yes, partial CHIP Renewal and PCN application	Health is participating in the eREP project that will permit online applications of various health benefit programs including Medicaid. In the near term the Children's Health Insurance Program (CHIP) Annual Renewal allows families to renew CHIP benefits online at. https://secure.e-utah.org/chip/chipren https://secure.e-utah.org/chip/pcn
Student grades	Public Ed	Partial depending upon school district	
e-mail communications	Public Ed	Partial depending on teacher participation	
School calendars and schedules	Public Ed	Partial depending on school districts	
Teaching plans, curriculum guides and media resources	Public Ed	Y	

With the strong support of the Information Technology Commission, the Utah Legislature took a bold step toward making Utah a “digital state” during the 1999 general session. This innovative move resulted in the passage of *The Digital State Act*. S.B. 188. Signed into law by the Governor and codified as 63D-1-105, the Digital State Act in part, set the priorities for key “government products and services” to be made available to citizens and businesses on the Internet by July 1, 2002. The act called on appropriate state entities to make certain applications available on the Internet to the greatest extent practicable. This statute also assigned the State CIO with the responsibility to inform state agencies of the law, to coordinate their efforts, and to report to the Legislature on the state’s progress toward digital state goals. The following information below is a summary of that progress.

Agencies have made strong gains in making government products and services on the Internet as shown below:

The Act also requires that state entities shall “take reasonable steps to ensure the security and privacy of records that are private or controlled.” To enable this process the CIO’s office, in collaboration with state agencies and through the ITPSC, have implemented a statewide privacy policy for websites and a statewide security charter and policy.

The CIO's office strongly endorses the update of the *Digital State Act* as proposed by the IT Commission.

In addition to the specific applications above that have been mapped against the Digital State Act the State has brought online in the last eighteen months [Fletcher add number here x numbers] of new online services

For a more complete list of online services please refer to http://www.utah.gov/

ITPSC Action

During calendar year 2002, the following policies were presented and approved by the ITPSC:

State Network Access Policy. SISC and the Network Access Work Group are responsible for this document. This policy was developed in response to the ITPSC assignment to the Technical Architect to look at requirements and policies for providing access to the State network. It is the first of several documents that will formulate the basis for a comprehensive approach to network access by agencies, extranet partners, and other relevant third parties. Fiscal impact to the State has not been analyzed. This policy was provided for comment and was subsequently approved by the ITPSC on March 28, 2002.

Wireless LAN Standard Revision. The ITPSC approved this policy on May 15, 2000 and it was revised pending a scheduled annual review to reflect industry changes and to refine security for wireless devices. Wireless LAN/WANs are an important part of the overall networking strategy of the State of Utah and all products used in wireless LANs across the state must be interoperable and secure. This policy was provided for comment and was subsequently approved by the ITPSC on March 28, 2002.

Production Data Storage Policy. This policy was developed under the direction of the CIO to ensure optimal utilization of enterprise storage resources such as the Storage Area Network, and to ensure the application of best practices for storage of agency production data. This policy was provided for comment and was subsequently approved by the ITPSC on March 28, 2002.

Computer Software Licensing, Copyright, Control, Retention, and Transfer, This rule became effective February 1, 2002. It made minor technical changes to a previous rule that was updated in 1997. The purpose of the rule is to provide statewide policy designed to comply with computer software licensing agreements and applicable federal laws, including copyright and patent laws; define the methods by which the State of Utah will control and protect computer software; and establishes the State's right, title and interest in state-developed computer software, including the sale and transfer of such software. This rule was provided for comment and was subsequently approved by the ITPSC on June 27, 2002.

State Firewall Policy. This document has been developed by SISC as a part of the Security Integration Project initiated by SISC in January 2000. Firewalls are defined as security systems, which control and restrict both Internet connectivity and Internet services. Firewalls establish a perimeter where access controls are enforced. This policy was provided for comment and was subsequently approved by the ITPSC on September 26, 2002.

State Virus Detection Policy. This policy sets forth minimum virus detection requirements for state systems. Approved September 26, 2002.

State and National Information Technology Awards

National Awards

Digital State Survey - Utah ranks 7th in the nation for 2002

The Digital State Survey, known by many as the nation's most recognized and respected study is conducted yearly by the Center for Digital Government, in conjunction with Government Technology magazine and The Progress & Freedom Foundation. This nation-wide survey examines the levels of quality, innovation and progress among State Governments. Awards are based on the utilization of digital technologies by the following sectors:

- Law Enforcement and the Courts
- Social Services
- Electronic Commerce/Business Regulation
- Taxation/Revenue
- Digital Democracy (Legislative Branch)
- Management/Administration
- Education
- GIS/Transportation

In addition to the overall 7th place ranking, Utah ranked in the top ten as follows in individual categories.

#1 ranking for online education-related services
#3 ranking for electronic commerce and business regulation
#4 ranking in the law enforcement and courts category
#5 ranking in transportation and mapping services
#7 ranking in the social services category

2002 State New Economy Index

According to the Progressive Policy Institute, state governments that fully embrace the potential of networked information technologies will not only increase the quality and cut the costs of government services, but also help to foster broader use of information technologies among residents and businesses. In its 2002 New Economy Index, PPI rated Utah twelfth overall, 4th in digital economy, and 13th in digital government. In its analysis, Utah has a tradition of “good government” and appears to have progressed farther along the path to digital government than states without this tradition.

Brown University eGovernment Study

According to Brown University in what has become one of the more prominent eGovernment studies, Utah rated **seventh** among all states offering online services. The study evaluates government websites and services based on criteria like accessibility, security, and privacy. In addition to its overall top-ten ranking, Utah was also ranked in the top ten in the security and privacy categories.

Other Awards

The Department of Workforce Services was recognized in the innovation award for its "Foreign Labor Certification Online Wage Library"

The US Department of Labor and National Association of State Workforce Agencies presented the State with the Prism Award for Excellence in Serving Business for "Online UI Tax Services for Employers"

The "Clean Air Utah" interactive Web site (www.cleanair.utah.gov) received a Golden Spike Award from the Utah chapters of the International Association of Business Communicators and Public Relations Society of America. The Utah Department of Environmental Quality (DEQ) launched the informational Web site in June as part of the "Choose Clean Air" program in an effort to reduce air pollution.

State Technology and Science Index – Milken Institute

In a more general study that compared science and technology elements between states, the Milken Institute rated Utah 9th overall. The study considered inputs such as R&D, entrepreneurial infrastructure, human capital, science and technology workforce and technology concentration and dynamism.

CIO Awards for 2001(presented in 2002)

Product Manager/Team of the Year—State Tax Commission

This award is given to the department/individual/team that best exemplifies the Product Management principles and practices; including communication, user-centric, aggressive in accomplishing the Governor's eGovernment objectives, understanding and implementing business practice improvements through technology, etc.

State Tax Commission Team: Rick Leimbach,Team Lead

Wendy Kuntz	Ron Mildenhall	Cris Rasmussen
Janet Bradshaw	Betsy Kluesner,	Marina Strong
Kerry Cole	Kerry Gallegos	Kip Ingersoll
Curtis Stoddard	Kristy Haskins	Gaylin Ford
John Collen		

Outstanding Online Applications

Telefile Tax Filing
Sales and Use Tax Payment
Temporary Sales Tax
Watch Your Car

eGovernment Outreach—Department of Workforce Services

Winner for e-government outreach (communication) initiatives is awarded for the department/team who most effectively helped users both inside and outside the organization learn about new e-government initiatives, and how to make the most of online services.

Department of Workforce Services Team: Raylene Ireland, Executive Director

Perry Jordan	Susan Quist	Kathy Hintze
Randy Hopkins	Bryan Kasteler	Richard Kinzer
Joyce Witbeck	Rick Edwards	Scott Redington
Harold Garlett	Eric Strong	Kevin Olsen
Mark VanOrden	Chad Thompson	Randall Otteson
Michael Case	Richard Ullrich	Shad Lord
Jean Steidl	Janis Race-Bigelow	John Smith
James Whitaker	Greg Gardner	Steve Maas
Virginia Byrd	Don Avery	
Consultants:	Jen Mazur	
	Justin Miller	

Outstanding Online Application

jobs.utah.gov
File unemployment insurance claims
Employer registration

Preacher Bob User Interface Golden Egg Award—Department of Humans Services

Award for the best user interface (ease of use), protecting the user experience and the identity of the agency.

Dept. of Human Services Team: Sue Martell, Team Lead

Dennis Allred, Richard Rayl, Vijaya Achan, Carol Sisco

Friction-less government—Department of Commerce

Award for the department who embodied the Governor's vision by aggressively reshaping business practices through e-government

Department of Commerce Team: Klare Bachman, Team Lead

Ted Boyer, Exec. Director, Division Directors: Roger Ball, Tony Taggart, Craig Jackson, Dexter Bell, Francine Giani, Kathy Berg, Lowell Alt

Staff: Karen Duncan, Paul Mecham, Peter Fairhurst, Adam Olson, Derral Sorensen, Jennifer Eatchel, Kelly Francone, Mya Eddy, Michele Jackson, Michael Olsen, Scott Thompson, David Willis, Sean Reed, Laurie Arensmeyer, Laura Poe

Outstanding Online Applications

Annual Business Renewal

Professional Licensing Look-up and Verification

Occupational and Professional License Renewal

Uniform Commercial Code filing

Most Resourceful—Commission on Criminal and Juvenile Justice

Award for doing the most with the least. The team developed an application to share data across between state and local law enforcement and with the judicial branch.

Commission on Criminal and Juvenile Justice Team: Jennifer Hemenway, Team Lead Roland Squire-Dept. of Public Safety, Mike Sadler-Dept. of Public Safety, Jerome Battle-Administrative Office of the Courts, Gae Lyn Deland-Dept.of Corrections, George Stingley- Salt Lake County Prosecutor's Office

Local e-Government Technology Transfer Initiative—Utah Association of Counties

The winner of this award demonstrates a broad vision of e-government and the ability to break down walls between Local, State, and Federal governments. Utah Association of Counties is a driving force in establishing GIS in county government. Utah is unique among states with its high level of GIS technical expertise in all its counties.

Utah Association of Counties: Brent Gardner, Executive Director; Mark Walsh

Special award for leadership in digital geographic data development, coordination and providing easy access to data and maps—Automated Geographic Reference Center

Automated Geographic Reference Center Team: Dennis Goreham, Director AGRC

Lucinda Clark, Michael Foulger, Bert Granberg, Matt Peters, Jeannie Watanabe

Outstanding Local e-Government Online Application—Salt Lake City Department of Public Utilities

This award recognizes the Salt Lake City Dept. of Public Utilities for its citizen application for online payment of water bills and an easy to understand chart of month-by-month water consumption.

Salt Lake City Dept of Public Utilities Team: Jim Lewis, Team Lead

Bill Haight, Hamid Saoudian, Sybilla Dalton

Awards for Outstanding Online State Applications

Online Community Services Directory

Jeannie Watanabe, Team Lead
Josh Pederson, 211-Salt Lake Information and Referral Center
Chuck White, 211-Salt Lake Information and Referral Center
Leslie Harold, United Way of Davis County Information and Referral
Bruce Brereton, United Way of Utah County Information and Referral
Kelly Van Noy, Weber County Human Services
Curt Stewart, Department of Workforce Service

e-Rules

Administrative Rules
Ken Hansen, Director, Admin Rules
Michael Broschinsky
Nancy Lancaster
Dept. of Administrative Services
Camille Anthony, Exec. Director
David Fletcher, Deputy Director
Raylene Ireland, Former Exec. Director

Unclaimed property search

Office of State Treasurer
Doug Johnson, Director of Unclaimed Property

Nuclear Generator Site Access Permit & Renewal System

Division of Radiation Control, Department of Environmental Quality
Dianne Nielson, Director
Brent Bradford, Deputy Director
Bill Sinclair, Director of Division of Radiation Control
Dane Finerfrock
Edith Barker
Mark Wensel
Ken Elliott

e-Government supporting 2002 Olympics

To cater to needs of Utah citizens during the games, to share the Olympic experience and create a Olympic memories and assisting business in taking advantage of the Olympic opportunities. Olympics for Locals, Olympics FYI, Olympic Memories and Utah 2002

Governor's Office

Natalie Gochnour

Bridget Fare

Dept. of Community and Economic Development

Lorena Riffoo-Jenson

Bob Fuehr

Jeri Openshaw

Marian Hein

Kelly Day

Vicki Bird

Power Forward

Energy Office, Department of Natural Resources

Jeff Burks

Glade Sowards

Information Technology Services, Dept. of Administrative Services

Steve Stalter

Dan Cook

Dave McNamee

Utah Historical Society Market Place

Division of State History, Dept. of Community and Economic Development

Team leader: Max Evans

Patricia Smith-Mansfield

Debbie Dahl

Renae Evans

Utah Technology Infratructure Innovation Program

The 2000 Utah Legislature passed H.B. 167. It was signed into law by Governor Leavitt and created the Utah Technology Infrastructure Innovation Program referred herein as the IT Innovation Fund or as UTIIP. The Act established a non-lapsing fund for grants to agencies or cross-agency technology projects. Twelve projects were awarded $1, 656,100 during FY2001. Due to a holdback in FY2002 funds only $84,200 was awarded. DHRM received these funds for the coordinated DHRM/DWS "Utah Job Match" project.

As indicated in the chart below, $112,800 is remaining in the innovation fund and as per instructions from GOPB to State Finance, is subject to the holdback.

Many agencies have completed their projects and spent the funding or returned the allocation to the UTIIP account. Those who have completed their projects have been unable for the most part to quantify "cost savings" accruing directly to the agency although agencies did make estimates in their original requests that have been reported previously to the Executive Appropriations Committee. Some agencies report increased convenience and its associated cost savings to citizens and businesses.

Projects that have been **successfully completed** are:

- The Division of Administrative Rules award-winning *Erules* allows rule writers to submit new or amended administrative rules online. It also allows the Division to generate a host of reports without re-keying data.
- Public Safety's *NCIC 2000* allows for online access to valuable criminal justice information to local law enforcement agencies at no additional cost to them.
- The Insurance Department's *COSMOS* streamlines licensing, investigation, enforcement, continuing education and revenue enhancement. It is used by over 700 insurance industry customers.
- The Department of Human Services, State Hospital purchased an electronic document management system (EDMS) that is now imaging, and will continue to do so through 2003, 5-9 million permanent patient documents to enhance the existing electronic patient record system (e-Chart).
- The Department of Community and Economic Development, State Libary completed the Government Information Locator project (GILS) project. http://pioneer.utah.gov/gils.html The project developed an automated "metatagger" now being used by several state agencies. The search engine has become a very efficient answer for locating hard-to-find government information on the web. The library was able to achieve these accomplishments with half the original grant requested.

Projects that **were not completed** and the funds returned were:

- The Department of Natural Resources, Utah Energy Office's *Building Energy Monitoring System*. Funds were returned to UTIIP in full.
- The Department of Health, Division of Health Systems Improvement's *Child Care Licensing Improvements* project. Funds were returned to UTIIP in full.
- The Department of Administrative Services, Information Technology Services *Online Training Resource Center.* Funds were returned to UTIIP in full.
- The Department of Human Services, *Online New Employee Training Program.* This project was partially completed as a pilot. An online course curriculum for software users was developed by a DHS user trainer. The project was scaled back and $3,000 of the original $10,000 was returned to the UTIIP fund.

Projects **remaining for completion** are:

- the Department of Administrative Services, DFCM *Project Draw*
- the Department of Administrative Services, Division of Finance *Payroll Time & Attendance System*
- the Department of Corrections, *M-Track* project
- DHRM's *Utah Job Match.*

These projects will all complete during 2003 with the exception of *Project Draw* that is scheduled for completion in July of 2004.