

IN.gov



# Communicators Advisory Council Meeting

Robert Paglia  
IN.gov Program Manager

*the new*  
**IN.gov**  
*turns one  
year old!*

April 17, 2008

- **2007-08 Recap**
  - Web Site Migrations
  - New IN.gov Solutions
  - Application Security & Development
- **What's Next? (Post 06/30/08)**
  - CMS Usability Enhancements
  - Subscriptions.IN.gov & RSS
  - Single Sign-On
- **Questions/Comments**



IN.gov



# 2007-2008 Recap

*the new*  
**IN.gov**  
*turns one  
year old!*

*To be the single online source of up-to-the-minute state government information and trusted, easy-to-use, “one stop” state services that reduce the cost of doing business with and within state government.*

- **Serve Our Internal Customer: YOU!**
  - Professional Web design and development services
  - Secure, reliable Web hosting and payment processing
  - Easy, streamlined process to update IN.gov
  - Manage our work to (internal) customer-focused metrics
  - Regular meetings with customers to constantly improve
  
- **Serve Our External Customer: End User**
  - Keep IN.gov Safe, Secure & Easy to Use
  - Break down the barriers of bureaucracy
  - Use IN.gov funds to develop “one stop” services



### THE DIAGNOSIS

- **User Perspective**
  - Agency-focused, not customer-focused
  - Confusing due to lack of consistency
  - Designs are stale
  - Hundreds of online services, but can't find them easily
  
- **State Government Perspective**
  - Can't quickly update content
  - Standards unclear, unenforceable



The collage displays five screenshots of the IN.gov website interface. Each screenshot shows the top navigation bar with categories like 'About Indiana', 'Agriculture & Environment', 'Business & Employment', 'Education & Training', 'Family & Health', 'Law & Justice', 'Public Safety', 'Taxes & Finance', and 'Tourism & Transportation'. A search bar and 'GOVERNOR MITCH DANIELS' profile are also visible. The screenshots represent different agency homepages: OMB Home, Indiana Office of Management & Budget, Indiana Treasurer Richard Mourdock, Indiana Stadium & Convention Building Authority, and Healthy Indiana Plan. The bottom screenshot shows the Indiana Arts Commission page with a news article titled 'Cultural tourists spend 33% more than all other tourist segments.' and a sidebar with 'Grants' and 'Partnerships' sections.

## THE PRESCRIPTION

- **Goal 1**
  - For the *External customer*, provide state government information in a customer-centric manner.
  
- **Goal 2**
  - For the *Internal customer*, make it easier for users in state government to update content on IN.gov.
  
- **Major Objectives**
  - Consistent brand
  - “Click & Edit” for authorized and trained content creators
  - Workflow tailored for each agency
  - Training for creators/approvers
  - Stable and secure CMS





**Search** Search IN.gov

[Site Map](#) | [News](#) | [State Calendar](#) | [Subscriber Info](#) | [About accessIndiana](#)

[Home](#)

- [About Indiana](#)
- [Business Services](#)
- [Tourism • Recreation](#)
- [Labor • Employment](#)
- [Education • Training](#)
- [Licensing • Permits](#)
- [Family • Health • Safety](#)
- [Taxes • Finance](#)
- [Agriculture • Environment](#)
- [Travel • Transportation](#)
- [Law • Justice](#)
- [Public Assistance](#)
- [In Your Neighborhood](#)

[Are you an IN.gov fan?](#)

**Featured Sites**



**Legislative Information**

- [BillWatch](#)
- [Who's Your Legislator?](#)
- [General Assembly](#)

**Really NEED a Vacation?**

- [Get Enjoy Indiana Tourism Information](#)
- [Purchase your Hunting Trapping or Fishing License](#)
- [Make Reservations for DNR Campsites](#)
- [Request a 2003 DNR Recreation Guide](#)
- [Getaway to White River State Park](#)



**myIndiana license**

- Apply, Renew, or Verify [Health](#) and other [Professional Licenses](#)
- Renew [Driver License](#) or [Vehicle Registration](#)

**In the News**

[Plan 4th of July Travel on accessIndiana](#)

[I-65/70 Construction in Downtown Indianapolis](#)  
[More Construction Updates](#)



[More news from the state ...](#)

» [Disability Resources](#) » [Bobby Section 508 Approved](#)

**Connect with Government**

**State**

- [General Assembly](#)
- [Elected Officials](#)
- [Who's Your Legislator?](#)
- [State Courts](#)

- [Agency Listing](#)
- [Email Directory](#)
- [Phone Directory](#)

- [Online Services](#)
- [En Español](#)

**Local**

- [City and County Web sites](#)

**Federal**

- [GovBenefits.Gov](#)
- [FirstGOV Home Page](#)

[Message from Governor Frank O'Bannon](#)







- IN.gov Home »**
- [Governor Mitch Daniels](#)
- [Lt. Governor Becky Skillman](#)
- [General Assembly](#)
- [Judiciary](#)
- [Other Elected Officials](#)
- [City County Government](#)
- Information For**
- [Businesses](#)
- [Kids](#)
- [Local Government](#)
- [Residents](#)
- [State Employees](#)
- [Vendors & Lobbyists](#)
- [Visitors](#)
- Most Visited**
- [Hoosier Lottery](#)
- [Professional Licensing Agency](#)
- [State Dept. of Health](#)
- [State Personnel Department](#)
- [Workforce Development, Dept.](#)
- [MORE »](#)

**Who Are Your Legislators?**

Elected Office  Zip Code

**myLocal.IN.gov**  
GET LOCAL INFORMATION

Counties



## Welcome to the Official Website of the State of Indiana



*the new*  
**IN.gov**  
*turns one year old!*

[learn more](#)



### Latest Headlines and Events



#### Ready, Set, Walk!

On Monday, April 14th, INShape Indiana will launch a new effort called "Ready, Set, Walk!" to encourage Hoosiers to become more active. First Lady Cheri Daniels, an avid walker herself, is leading the 12-week program...

[Read Full Article »](#)

- ♦ Mar 31 [GOV] Bill and Gloria Gaither to receive 2008 Sachem Award ([view article](#))
- ♦ Apr 1 [IEDC] Custom Woodworker to Grow Its Fishers Operations ([view article](#))
- ♦ Mar 31 [IEDC] Workshop to Teach Small Business Owners about Technology, Innovation Grants ([view article](#))
- ♦ Mar 31 [LGOV] Lt. Gov. Skillman Unveils Winners of 2008 Hoosier Women Artists Competition ([view article](#))
- ♦ Mar 31 [BMV] BMV Partners with Libraries for Online Registration ([view article](#))

[More News »](#)

### Online Services

FIRST IN LINE EVERY TIME

- ♦ Business Entity Search
- ♦ Campground Reservation
- ♦ Income Tax Filing
- ♦ Limited Criminal History Search
- ♦ Professional Licensing
- ♦ Unclaimed Property
- ♦ Vehicle Registration Renewal

**More Online Services »**

[Subscriber Center »](#)

### Top FAQs

[I Want To...](#)

1. How do I find out the status of my unemployment check?
2. How do I file for unemployment?
3. Who is eligible for The Healthy Indiana Plan?
4. What is the governor's annual salary?
5. What does the HIP plan offer?

[More FAQs »](#)

### What's Happening In My County

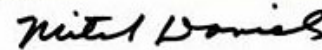
[visit the IN.gov map feature >](#)



- [Contact the Governor](#)
- [Governor's Bio](#)
- [2007 Legislative Agenda](#)
- [History](#)
- [Press Room](#)
- [Governor's Residence](#)
- [RY1](#)
- [Indiana Honors](#)
- [Fellowship Program](#)
- [Just for Kids](#)
- [Appointments](#)
- [Enroll to Receive Information](#)

### Welcome from Governor Daniels

"Indiana is alive with promise. We can do great things in this state when we aim high and have the courage to make change and tackle our problems head-on. 2007 must be another year of change and forward progress."



### Governor Daniels In The News

 [Watch Governor Daniels' Signing of House Bill 1678](#)

 [Watch Governor Daniels' Veteran's Bill Signing](#)

View Pictures from Governor Daniels' 2007 Trade Mission to Europe



Show your support of our troops



A partnership for prescription assistance





### Governor Daniels' Home Page

- About the Governor
- First Lady Cheri Daniels
- Appointments
- Ask Mitch
- Divisions
- Governor's Fellowship
- Governor's Residence
- Indiana Honors & Recognition
- Info for Kids
- Legislative Agenda
- Lt. Governor's Website
- Newsroom
- Previous Governors
- Property Tax Relief Plan
- Trade Missions

### What's Happening In My County

visit the IN.gov map feature >



In Fort Wayne, Governor Daniels celebrates with BAE Systems employees on the delivery of their 10,000 air controller. The controllers regulate fuel in Black Hawk and Apache helicopters.

### Latest News

- [Governor signs property tax relief and reform bill.](#)
- Governor Daniels selects new State Fire Marshal [\(view\)](#)
- Governor presents Sachem to Bill and Gloria Gaither [\(view\)](#)
- Bill and Gloria Gaither to receive 2008 Sachem Award [\(view\)](#)
- Governor commemorates efforts to double number of state caseworkers [\(view\)](#)
- Governor appoints two to Indiana Toll Road Oversight Board [\(view\)](#)

### Online Services

FIRST IN LINE EVERY TIME

- 2007 Bill List
- Live Help
- Purchase an Indiana or U.S. Flag
- Request a Proclamation
- Search the Governor's Boards & Commissions

**More Online Services »**  
Subscriber Center »

AMERICA SUPPORTS YOU

Show Your Support of Our Troops.

### Top FAQs

### I Want To...

- Reserve the Governor's residence
- Take a tour of the Governor's residence
- Sign up for the Governor's newsletters
- Make an Honor and Recognition Award Submission

IN Governor Mitch Daniels' SHAPE INDIANA

Rx for Indiana  
A partnership for prescription assistance





*Protecting our children,  
families and future*

[Home](#) | [About Us](#) | [FAQ](#) | [Legal Issues](#) | [Terminology](#) | [Picture Book](#)  
[Search Children](#) | [View All Children](#) | [Unidentifiable Children](#) | [Inquiry Form](#)  
[Contact Us](#) | [Suggestions](#) | [Indiana Heart Gallery](#) | [Login](#)

# Indiana's Adoption Program

## 1 (888) 25-ADOPT



- About Us
- Child Welfare Programs and Services
  - Prevention
  - Preservation
  - Placement
  - Permanency
- Child Protective Services
- Child Support
- New Hire Training
- Forms & Publications
- Legislation
- Job Opportunities

Welcome to the Indiana Adoption Program

## Opening Hearts. Changing Lives.

This site features detailed information about adopting children from the foster care system. Learn more by clicking on the tabs at the top of this page.

[Top of Page](#)

Visit the [Indiana Heart Gallery](#)

**Updated as of Monday, 4/14/2008.**

© Copyright 2004-2008 Indiana's Adoption Program. All Rights Reserved.

Call us at: 1(888)25-ADOPT [1-888-252-3678] or email us at: [Indiana Adoption Program](#)

Maintained by: [Yourwebsetup.com](#)

- [DCS Home](#)
- [About Us](#)
- [Contact Us](#)
- [Background Check](#)
- [Child Protective Services](#)
- [Child Support](#)
- [DCS Policies](#)
- [Regional Service Councils](#)
- [Training](#)
- [Legislation](#)
- [How Can I Help?](#)
- [Programs & Services](#)
- [Prevention](#)
- [Preservation](#)
- [Placement](#)
- [Permanency](#)
- [Providers & Partners](#)
- [Forms, Publications & Statistics](#)
- [Public Education](#)
- [Publications](#)
- [Forms](#)



**Report Child Abuse & Neglect**  
800-800-5556  
[Learn More >>](#)

Indiana Department of  
**Child Services**




**Change a Life.**  
A child's - and your own.

[learn more](#)

**A Message from Governor Mitch Daniels**

"Our new crew is reshaping government to make sure that Hoosier children who need the state's protection receive it, and children who are entitled to financial support get it."

*Mitch Daniels*

**Vision**

Children thrive in safe, caring, supportive families and communities.

**Mission**

The Indiana Department of Child Services (DCS) protects children from abuse and neglect. DCS does this by partnering with families and communities to provide safe, nurturing, and stable homes

[Our Values >>](#)

**Upcoming Events**

[View more news >>](#)

[Riley Hospital - A call to change](#)

**Online Services**  
FIRST IN LINE EVERY TIME

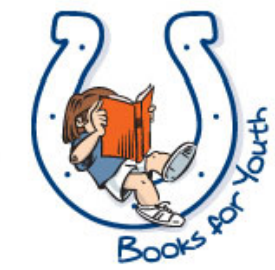
- ◆ Indiana's Adoption Program
- ◆ Report a New Hire
- ◆ Child Support Calculator
- ◆ Child Support Payment History
- ◆ Child Support Forms & Applications
- ◆ Get a Background Check

**More Online Services »**  
[Subscriber Center »](#)

**Top FAQs** **I Want To...**

1. How do I check on Child Support issues?
2. How old does a child have to be before he/she can stay home alone?
3. Where can I get a copy of case records?
4. If I report child abuse or neglect, what happens? Will the family find out that ...
5. Is it okay to sleep with my baby?
6. What information do I have to provide if I report child abuse or neglect?

**More FAQs »**





## Indiana Board of Tax Review

[About the IBTR](#) | [Forms](#) | [Contact Us](#) | [FAQ](#)

[Guide to Appeals](#)

[Opinions](#)

[Links](#)

[Home](#)

### Welcome to the Indiana Board of Tax Review

The Indiana Board of Tax Review (IBTR) was created as a result of [HEA 1499](#) and takes over the functions and responsibilities of the former Appeals Division of the State Board of Tax Commissioners (SBTC). The SBTC itself ceased to exist as of January 2, 2002, with its functions being primarily taken over by the [Department of Local Government and Finance \(DLGF\)](#). However, the former SBTC Appeals Division becomes a separate agency, the IBTR, which now handles appeals separate from the DLGF.

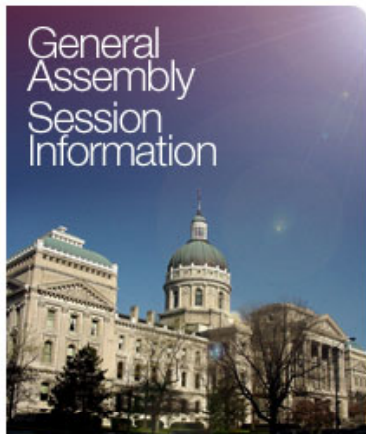
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**UPDATE:** The Indiana Board of Tax Review has promulgated a new rule regarding the practice of Taxpayer Representatives before the Board. The rule, 52 IAC, is published in the April Indiana Register. The full text can be accessed by the link below, and can also be found in the Links section in PDF format.

[Rule 52 IAC](#)



- [IBTR Home](#)
- [About the IBTR](#)
- [Contact Us](#)
- [Decisions](#)
- [Forms](#)
- [Guide to Appeals](#)
- [Related Resources](#)
- [Rules & Regulations](#)



## Indiana Board of Tax Review

# Indiana Board of Tax Review DECISIONS

[learn more](#)



### Welcome to the Indiana Board of Tax Review

The Indiana Board of Tax Review (IBTR) is the state agency charged with deciding property tax assessment appeals. The IBTR addresses appeals contesting real and personal property assessments. It also addresses appeals from denials or grants of exemptions, deductions and refunds. The IBTR, however, lacks jurisdiction to address appeals where taxpayers contest only their tax bill and not their property's assessment.

### IMPORTANT NOTICE

Effective April 7, 2008, Governor Daniels appointed Bob Wentz as a member of the board governing the IBTR. The three-member board consists of Betsy J. Brand, Terry G. Duga, and Bob Wentz.

**Appeal Rights.** Public Law 219-2007 created new deadlines for a local property tax assessment board of appeals ("PTABOA") to act on a taxpayer's written notice requesting a review of his or her assessment. The new deadlines apply to review notices filed after June 30, 2007. In those cases, a PTABOA must hold a hearing within 180 days after the taxpayer filed his or her review notice, and it must issue a written determination within 120 days of that hearing. If the PTABOA fails to hold a hearing within 180 days and/or fails to issue a determination within 120 days of its hearing, a taxpayer needn't wait for the PTABOA to issue a determination; he or she may file an appeal directly with the Indiana Board of Tax Review. That direct appeal option is only available in cases where a taxpayer filed his or her written review notice after June 30, 2007.

## Online Services FIRST IN LINE EVERY TIME

[Online Decision Search](#)

**More Online Services »**  
[Subscriber Center »](#)

### Top FAQs

### I Want To...

1. I just received a determination from my county's property tax assessment board o...
2. What should I bring to my IBTR hearing?
3. What type of issues can I appeal to the IBTR?
4. Where will my IBTR hearing be held?
5. What should I do if I need to continue my IBTR hearing?

**More FAQs »**

## Online Decisions Search





## Indiana Office of Technology

Search IOT	Search
Announcements	
IOT Performance	
Strategic Plan	
About IOT	
Contact IOT	
Contact the CIO	
Extranet	
Policies	



I am...

- [A Customer  
\(State Employee\)](#)
- [The Public](#)
- [A State IT Employee](#)
- [An IT Vendor](#)

### Welcome

Welcome to the Indiana Office of Technology Web site. In order to better assist our visitors, the site is divided into four categories - IOT Customers, Public, State IT Directors and IT Vendors. Please select the appropriate category from the box above.

**Gerry Weaver, Indiana's Chief Information Officer, will be conducting customer service training twice-a-week from Monday, April 23 to Monday, June 11. The training, which will examine both bad and good customer service, is open to all state employees. A complete schedule is listed below. For more information about the training or to reserve space for large groups, please contact [Diana Halstead](#) (317) 232-3172.**

- Monday, April 23, 9 a.m. - 11 a.m., IGCS Conference Room 17
- Wednesday, April 25, 1 p.m. - 3 p.m., IGCS Conference Room 17
- Monday, April 30, 9 a.m. - 11 a.m., IGCS Conference Room 17
- Monday, May 14, 9 a.m. - 11 a.m., IGCS Conference Room 17
- Monday, May 21, 9 a.m. - 11 a.m., IGCS Conference Room 17
- Wednesday, May 23, 1 p.m. - 3 p.m., IGCS Conference Room 17
- Wednesday, May 30, 1 p.m. - 3 p.m., IGCS Conference Room 17
- Monday, June 4, 9 a.m. - 11 a.m., IGCS Conference Room 17
- Wednesday, June 6, 1 p.m. - 3 p.m., IGCS Conference Room 17
- Monday, June 11, 9 a.m. - 11 a.m., IGCS Conference Room 17

The Indiana Department of Revenue launched the latest version of its popular online tax filing application, [I-File](#). To file your individual tax return for FREE, please visit [IFile.IN.gov](#).

[View the "State of State IT" Presentation](#)

[IOT Releases Q4 Performance Metrics](#)

[IDEM to Offer Adobe Acrobat Connect Professional](#)

[State Employees Can Order Discounted Microsoft® Software](#)





**IOT Home**

- About
- Contact
- Customer Service
- Delivery Services
- Geographic Information Systems
- Policies, Procedures & Standards
- Ill.gov Program
- IT Training
- Newsroom
- Procurement
- Project Office
- Security

Sign up to receive e-mail and wireless updates from IOT

## INDIANA OFFICE OF TECHNOLOGY

# Helpdesk Assistant

IT assistance at your fingertips

[learn more](#)

### Online Services FIRST IN LINE EVERY TIME

- ◆ IOT Billing for Agencies (CIMS)
- ◆ Citrix Remote Access
- ◆ PeopleSoft Financials
- ◆ PeopleSoft Human Resources
- ◆ Submit an IOT Customer Service Ticket
- ◆ Webmail
- ◆ [webmasters.IN.gov](#)

**More Online Services »**  
Subscriber Center >

## Customer Service

### Network/System Status

IOT is currently experiencing issues with NON-STATE Employee Job Bank (PeopleSoft HR). We apologize for any inconvenience resulting from this outage.  
Last updated at 9:51:30 AM on April 15, 2008.

[Subscribe for e-mail updates >](#)

**self service password reset enrollment**

## IOT services & rates

**New State PCs Provided to IOT Customers**

**0 2 1 7 1**

**...and counting**

### IOT News

- Read the February issue of the [State IT Update](#) for information about IOT's latest service offering to its customers, a quick recap of the 2008 State of State IT presentation and tips to prevent laptop theft.
- Read the most recent issue of the [IN.gov Update](#), with news about new IN.gov services, staff changes and more.
- View IOT's [State of State IT](#) presentation.

[Subscribe for e-mail updates >](#)

### Top FAQs I Want To...

1. For State Employees Only: May I store personal email addresses and phone numbers ...
2. For State Employees Only: May I browse Websites for personal use?
3. For State Employees Only: May I send and receive personal e-mail from websites I...
4. How far back do the Limited Criminal History Check records go?
5. Can I access Driver License, Vehicle Registration, and Vehicle Title Searches if...
6. For State Employees Only:



## ■ CMS Migration and Redesign

– **46** Redesigned, CMS-Supported Web Sites Launched since June 1, 2007

- More than **114,000** pages migrated

- **460** state employees trained and using CMS to update and publish their agency sites

- On average, visits to redesigned sites **increased by 35%\*** the first month after launch

– By June 30, 2008, IN.gov will have migrated **75** agencies to the new design and CMS

### GROUP I (5/1 - 8/1/07)

- ✓ Governor & First Lady
- ✓ Lieutenant Governor
- ✓ Administration & MBEC
- ✓ Agriculture
- ✓ Arts Commission
- ✓ Education Employment Relations
- ✓ Faith-Based & Community Initiatives
- ✓ Family & Social Services
- ✓ Healthy Indiana Plan
- ✓ Homeland Security
- ✓ Management & Budget
- ✓ Police
- ✓ Technology & myLocal
- ✓ Teachers' Retirement Fund
- ✓ Transportation
- ✓ Utility Consumer Counselor
- ✓ Workforce Development

### GROUP II (8/1/07 - 1/1/08)

- ✓ Auditor of State
- ✓ Treasurer of State
- ✓ Board of Tax Review
- ✓ Child Services
- Environmental Management & Wetlands
- ✓ Finance Authority
- Health
- ✓ Historical Bureau
- ✓ INShape
- ✓ Labor
- ✓ Law Enforcement Academy
- ✓ Library
- ✓ Motor Vehicles
- Natural Resources, Dept.
- ✓ Natural Resources Commission
- ✓ Protection & Advocacy Services
- ✓ Public Records
- ✓ Recycle
- ✓ Stadium
- ✓ Tobacco Prevention & Cessation
- ✓ Veterans' Affairs
- ✓ War Memorials

### GROUP III (1/1 – 4/1)

- Animal Health
- ✓ Board of Accounts
- ✓ Budget Agency
- Correction
- ✓ Criminal Justice Institute
- Gaming
- ✓ Horse Racing
- ✓ Integrated Public Safety
- Insurance
- ✓ Licensing
- Local Government Finance
- ✓ Personnel
- ✓ Public Access Counselor
- Revenue
- ✓ Public Employees Retirement Fund

### GROUP IV (4/1 - 6/30)

- Adj. General/State Armory
- Alcohol Tobacco/Excise
- Civil Rights
- Comm. & Rural Affairs
- Coroners 'Training Board
- Energy
- Env. Adjudication
- Financial Institutions
- Geographic Information
- Gov.'s Planning Council for People with Disabilities
- Housing & Comm. Dev.
- ✓ Hispanic/Latino Affairs
- Ports Commission
- Proprietary Education
- Rural Development
- Student Assistance
- Utility Regulatory
- Women, Commission for
- Workers' Compensation

### Other Potential Migrations

- **General Assembly**
    - Legislative Services Agency
    - House Democrats
    - House Republicans
    - Senate Democrats
    - Senate Republicans
    - Lobby Registration Commission
  - **Judiciary**
    - Prosecuting Attorney's Council
    - Public Defenders Council
  - **Separately Elected Officials**
    - Attorney General
    - ✓ Auditor of State
    - ✓ Treasurer of State
    - Secretary of State
    - Superintendent of Public Inst.
  - **Schools for Blind & Deaf**
- ### Migrations to the CMS
- Hoosier Lottery
  - Museum
  - State Fair & The Barn
  - Tourism, Lincoln & Artisan
  - White River
  - Inspector General/Ethics



### ■ New IN.gov Services Enhance User Experience

#### – **webtrends.IN.gov** \*

- 31,649,972 Visits To IN.gov
- 94,477 Average Visits Per Day
- Workforce Development and Motor Vehicles Consistently In Top Sites Visited
- Brand Recognition: More Than Half IN.gov Visits Were The Result of Direct Traffic

#### – **help.IN.gov**

##### Dynamically Driven FAQs\*

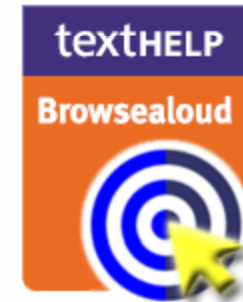
- Special Thanks To SIC
- 777 FAQs & 55 Agencies in the System
- 676,248 Answers Viewed
- 3,637 Questions Submitted
- 99.52% Self-Service Rate!!
- Upgrade pending for late April includes more targeted FAQs driven to sub-sites



- New IN.gov Services Enhance User Experience

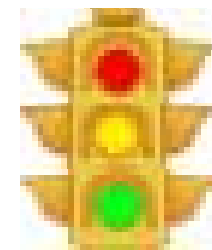
- **BrowseAloud Text Reader**

- Reads Web pages aloud visually impaired and foreign language speakers
- Opportunity to better serve our customers
  - 45+ million people with literacy problems
  - 10-15% of the population with a learning disability
  - 18% of the US population over age 5 for whom English is a second language
- First state to implement across all sites.



- **webmasters.IN.gov** – Status Updates

- Up-To-The-Minute Status On All IN.gov Systems & Services
- Subscription Option To Receive E-mail Or Wireless Updates Each Time Status Changes



- **State Agencies & Commissions**
  - Without the support and cooperation of 75 state entities, IN.gov could not have pulled off an unprecedented site wide redesign. Thank you for making us the first state with a truly consistent look-and-feel across all executive branch agencies.
- **Project Committees**
  - Leadership Team, Redesign Task Force, IN.gov Governance Council & Communicators' Advisory Council
  - Your vision and continued dedication to an customer-centric IN.gov has been crucial to the success of this project.
- **Governor's Office**
  - The support of the Governor and his staff is of the utmost importance. His vision for a more efficient, cost-effective state government drove IN.gov to its current state.
- **IN.gov Staff**
  - The dedication and drive of the IN.gov staff has imperative to the success of the project. Thank you for your late nights, long hours and your commitment to making IN.gov **the** best that state government Web site.

*This is much more than just putting new paint on an old barn. We're building something that will make it easier for everyone to interact with our state government-whether they are Hoosiers, visitors to Indiana, or businesses looking to relocate here.*

Governor Mitch Daniels



### ■ Security

- Cybertrust Certified
  - All Controls Validated
  - 100% Certification Is Rare
  - Disaster Recovery Enhanced
  - IN.gov Connectivity Enhanced
  - Intrusion Detection & Prevention



### ■ Application Development/Enhancement

- Ten New Services Launched in 2007
  - Brings IN.gov to a total of 87 revenue-generating applications and 130 non-revenue-generating applications
- 5,707,850 Revenue-Generating Transactions in 2007
- 8,771 IN.gov Subscriber Accounts
- IN.gov Staff Worked With 75 State Entities Last Year Alone

IN.gov



# What's Next?

Post 06/30/08

*the new*  
**IN.gov**  
*turns one  
year old!*

- **Enthink Project - What's That?**
  - Content Management Experts That Customize RedDot CMS For Organization Specific Needs & Requirements
  
- **Why Upgrade Already?**
  - Group II and III Agencies Provided User Feedback About the Tool
  - It Was Determined That Increasing Functionality & Decreasing Steps Should Be Focus
  
- **What Are My Responsibilities?**
  - Nothing! IN.gov staff will retrofit to new infrastructure, train you and launch.



## ■ What *Enhancements* Were Made?

- **Page Creation:** Condensed the Number of Steps Required for Simple Page Creation
- **Increased Personalization Functionality:** Agency Left & Right Content Area Widgets & Site Navigation Items More Easily Edited, Added & Deleted
- **Breadcrumbs:** “Link Trail” That Shows User’s Path To Current Page
- **Simplified Training:** Easier Project Structure Cuts Training Time For Agency Trainers

## ■ When Will My Agency Be Upgraded?

- Some Group III and all Group IV agencies already using new project structure
- Remaining agencies will be retrofitted, or re-migrated, in the same order as the original migration\*

\*see <http://in.gov/iot/2417.htm> for launch order

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    - Suspended Vendor List
  - Buy Federal Property**
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    - Sales to Non-Profits (Federal Surplus Items)

- *One Username, One Password, Countless Possibilities*
- “Agency Centric” to “Customer Centric”
  - 75 Agencies and services with different user IDs and passwords; confusing and time-consuming for users
  - Users come to government because they have to; we must make it easy!
  - Potential
    - One username and password to multiple online services
    - Dashboard to see status of various activities across multiple agencies
- **Proven Technology from Liberty Alliance**
  - Approximately 30 organizations established open standards, guidelines, and best practices for federated identity management
  - 150 members: global technology vendors, consumer-facing companies, educational organizations and governments from around the world
- **Current Status**
  - Proof Of Concept Finalized
  - Public Employee’s Retirement Fund Build-Out In Production

# *Thank You*

*This presentation is available at  
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