

IN.gov

INDIANA OFFICE OF
TECHNOLOGY



2009 State of IN.gov





Presenters

1. Robert Paglia – Indiana Office of Technology
2. Alvin Wilson – Indiana Office of Technology
3. Sloane Wright – Indiana Interactive
4. Jim Corridan – Indiana Commission on Public Records
5. Mark Amick – Indiana Department of Environmental Management





Agenda

1. IN.gov Program Accomplishments – Robert Paglia
2. Indiana Interactive Update – Sloane Wright
3. Moblie.IN.gov – Robert Paglia
- ★ 4. App Unification, RSS Feeds, & Webtrends – Alvin Wilson
- ★ 5. Forms.IN.gov – Jim Corridan
- ★ 6. Governance Council Update – Mark Amick
- ★ 7. Government 2.0 – Mark Amick
- ★ 8. Close Out – Robert Paglia



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IN.gov Program Accomplishments

Robert Paglia

Indiana Office of Technology

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IN.gov Program Accomplishments

Applications Delivered

<u>Agency</u>	<u>Application Name</u>	<u>Launch Date</u>
Department of Natural Resources	Indiana Point of Sale Online License	January 5, 2009
Governor Mitch Daniels	Math & Science Awards Enhancements	January 9, 2009
Professional Licensing Agency	License Search Digital Certification	January 9, 2009
Secretary of State	Upgrade from SQL 6.5 to 2005	March 13, 2009
Secretary of State	Corporate Imaging Download	April 29, 2009





IN.gov Program Accomplishments

CDB/TPE Implementation

Customer Billing Database (CDB)

- Subscriber Applications
- Monthly Invoice Billing
- Separation of Duties

The Payment Engine (TPE)

- Credit Card and eCheck Transactions
- PCI Data Security Standard (DSS) Compliance
- Level 3 compliance to Level 1 compliance





IN.gov Program Accomplishments

WebCMS Buildouts

- 16 Retrofits into Enthink architecture
- 7 New site migrations
 - House Republican Caucus
 - Indiana Lobby Registration Commission
 - Prison Enterprise Network
 - Indiana Department of Correction - Division of Youth Services
 - Indiana Long Term Care Program
 - Indiana Commission for Higher Education
 - Indiana Office of Defense



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Indiana Interactive Update

Sloane Wright

Indiana Interactive

IN.gov





Indiana Interactive

- Changes in Leadership
 - Sloane Wright, General Manager
 - Darrel Faulcon, Director of Technology
 - David Pitts, Chief System Administrator
- Renewed Focus
 - Bring Portal and Partnership back to the basics
 - Refine and measure constituent/customer satisfaction
- Collaboration
 - Leverage NIC's network of 23 portals to generate award winning services for Indiana.
- Infrastructure
 - Focus on technology enhancements, end-to-end documentation, and strong leadership
- Moving Forward
 - Open the door for Mobile Technology
 - Next generation of State-of-the-art application
 - Keep Indiana positioned as e-Government leader



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Mobile.IN.gov

Robert Paglia

Indiana Office of Technology

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Mobile.IN.gov

Mobile Growth Trends

1. Worldwide phone penetration continues to climb at a break-neck pace, with over 4 billion mobile subscribers. *(ITU, 2009)*
2. In comparison, the PC industry is forecasted to see its sharpest unit decline in history. *(Gartner, 2009)*
3. Prevailing economic conditions will accelerate this trend, as users consolidate pricey communication services into cost-effective, all-in-one mobile devices. *(comScore, 2008)*
4. For the first time ever, half of all new connections to the internet will come from a phone in 2009. *(eMarketer, 2008 and 2009)*

The evolution of mobile devices is requiring the state to expand our presence to meet the demands of the growing group of customers.





Mobile.IN.gov

Mobile adoption facts and UI limitation

- 58 percent of U.S. online consumers already own a Web-enabled mobile phone.
 - Of those consumers, 1 in 10 has bought products or services with their device.
 - Consumer adoption has grown in the past year as a result of more appealing mobile Internet user experiences.
- Regular cellphones with a tiny screen.
 - Often called feature phones, these devices account for the vast majority of the market (at least 85% in some statistics).
 - They offer horrible usability, enabling only minimal interaction with websites.

Source: Bango.com





Mobile.IN.gov

m-Government (mobile government)

- The term being used to designate the growing trend equipping more and more of the government workforce with mobile devices (cell phones, personal digital assistants, etc.).
- Government's efforts to provide information and services to public employees, citizens, businesses, and nonprofit organizations through wireless communication networks utilizing mobile devices.





Mobile.IN.gov

m-Government Uses

- Agency inspectors can use PDAs to submit data to home offices while still in the field.
- Citizens with cell phones can give first responders instant information about traffic accidents.
- Governments can provide emergency-related information (about natural disasters, wildfires, homeland security) to citizens.





Mobile.IN.gov

Mobile IN.gov Home Page

- Find and Agency
- Find a Person
- Amber Alerts
- Lottery Numbers
- Branch Times





Mobile.IN.gov

Mobile IN.gov Agency Home Page

Only Agencies in WebCMS that use the IN.gov template

- Agency Logo
- Contact Us
- Message Board
- Press Releases/Events
- Update single page in WebCMS





Mobile.IN.gov

News and Events

IN.gov

News and Events

Jun 16, 2009 [GOV] Daniels appoints Atterholt to IURC, Cutter to lead Department of Insurance ([view article](#))

Jun 19, 2009 [IEDC] Steel Enclosure Maker to Site New Manufacturing Operation in Fremont ([view article](#))

Jun 19, 2009 [DWD] May 2009 Indiana Employment Report ([view article](#))

Jun 18, 2009 [ISDH] June 18, Indiana: New Novel H1N1 Flu Cases Confirmed ([view article](#))

Jun 18, 2009 [BMV] BMV Expands Hours For Voters Needing Photo IDs For Miami County Special Election ([view article](#))

[More News](#)

[Home](#)

Powered by Usablenet
[Help/Feedback](#)





Mobile.IN.gov

UsableNet

- Software as a Service
- Leverages a company's existing (and future) website and services
- Supports all web-enabled devices
- Capable of converting a web based online desktop application to a mobile application





Mobile.IN.gov

Key Dates for UsableNet

Completed, 6/22

- Find a Person
- News and Events

Complete Monday, 6/29

- IOT Network Status
- BMV Branch Wait Times

Complete 7/10

- Find a Agency
- BMV Mobile Site
- Family & Social Services Administration
- Hoosier Lottery
- Amber Alerts





Mobile.IN.gov

Key Dates for IN.gov

- Send out agency schedule by July 10th
- Grant agencies access to revise the mobile page 1 week after approval.
- Complete Mobile IN.gov Desktop Website, 7/31/2009
- Complete all state websites with IN.gov Look and feel (80 Agencies), 7/31/2009





Mobile.IN.gov

What is expected of the Agency


- If needed, request IT to revise the mobile page
- Approve within 1 week of IN.gov notification, 7/31/2009





Mobile.IN.gov

Completion Dates

- All agencies mobile websites complete by 7/31/2009
- UAT Testing 8/3-8/6/2009
-  Launch Mobile.IN.gov on 8/7/2009



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What's Next?

Robert Paglia

Indiana Office of Technology

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What's Next

- Application Infrastructure, FY 2010 Delivery
 - Security
 - Documentation Artifacts
 - Error Handling
 - Development Methodology
 - Application Unification
- Web 2.0 (YouTube, FaceBook, Twitter)





In Progress

- **Protection of Citizen Information**
 - 9000 Subscribers signed
 - Continued review of security and tightening of data
- **WebCMS**
 - Top Priority: Publishing Inconsistencies
 - Completed Environment Review by OpenText
 - Initiating Project Template Review with EnThink
 - Evaluating Press and Events Calendar alternatives
 - Evaluating WebCMS Upgrade



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Application Unification, RSS Feeds, WebTrends, User Council

Alvin Wilson

Indiana Office of Technology

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Application Unification

- Develop applications consistent with the existing IN.gov Web Portal Look and Feel
- Increase visibility of online state services
- Scope:
 - New applications
 - Applications with major Enhancements
 - Per Agency Request





Application Unification

- Services.IN.gov
 - All online services within the State of Indiana
- Agency.Services.IN.gov
 - All online services for an agency
 - (e.g. BMV.Services.IN.gov)
- Landing Pages for all applications
- Application Template
 - Session Based Applications (Login required)
 - Non-Session Based Applications (No login required)



Services.IN.gov

Online Services FIRST IN LINE EVERY TIME

Services.IN.gov Home

- [Agriculture & Environment](#) ▾
- [Business & Employment](#) ▾
- [Education & Training](#) ▾
- [Family & Health](#) ▾
- [Law & Justice](#) ▾
 - [Attorney General](#)
 - [Civil Rights Commission](#)
 - [Clerk of Courts](#)
 - [Court of Appeals](#)
 - [Department of Correction](#)
 - [Indiana Election Division](#)
 - [Indiana General Assembly](#)
 - [Indiana Law Enforcement Academy](#)
 - [Indiana Protection & Advocacy Services Commission](#)
 - [Indiana Public Defenders Council](#)
 - [Indiana State Court Administration](#)
 - [Indiana State Ethics Commission](#)
 - [Indiana State Excise Police](#)
 - [Inspector General](#)
 - [Judiciary](#)
 - [Legislative Services Agency](#)
 - [Prosecuting Attorneys Council](#)
- [Public Safety](#) ▾
- [Taxes & Finance](#) ▾
- [Tourism & Transportation](#) ▾



Network / System Status



Services.IN.gov is currently not aware of any issues. To report a problem, please contact IOT Customer Service at (317) 234-HELP (4357) or toll free at (800) 382-1095. Last updated at 6:00:18 PM on May 5, 2009.

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

Services.IN.gov

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Morbi mi nisi, tincidunt eget, nonummy sed, mattis vel, nulla. Nullam elit orci, rhoncus sed, iaculis eget, dictum at, nisi. Donec pede nulla, condimentum sed, euismod sed, dictum ut, metus. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Morbi mi nisi, tincidunt eget, nonummy sed, mattis vel, nulla. Nullam elit orci, rhoncus sed, iaculis eget, dictum at, nisi. Donec pede nulla, condimentum sed, euismod sed, dictum ut, metus.

Top FAQs

I Want To...

- How do I file for unemployment?
- How do I find out the status of my unemployment check?
- Who is eligible for The Healthy Indiana Plan?
- What is the Governor's annual salary?
- How old does a child have to be before he/she can stay home alone?
- How do I check on Child Support issues?
- How do I find information regarding highway road closings/construction?
- What does the HIP plan offer?
- Where do I apply for Healthy Indiana Plan?
- What services are covered by the Healthy Indiana Plan?

[More FAQs >](#)

Department of Local Government Finance

Online Services FIRST IN LINE EVERY TIME

- [DLGF Home](#)
- [DLGF Services](#)
- [County Tax Bill Calculator](#)
- [Search Assessed Value Database](#)
- [Search Sales Disclosure Database](#)
- [Search Past Tax Bill Database](#)
- [Homestead Look Up](#)
- [Sales Disclosure Application](#)



DLGF Services



Services.IN.gov

The Department of Local Government Finance is responsible for ensuring property tax assessment and local government budgeting are carried out in accordance with Indiana law. The Department is charged with publishing property tax assessment rules and annually reviewing and approving the tax rates and levies of every political subdivision in the state, including all counties, cities, towns, townships, school corporations, libraries, and other entities with tax levy authority.

Top FAQs [I Want To...](#)

1. How much property tax do I owe?
2. Where can I find out how much homes have sold for in my area?
3. Why haven't I received my tax bill?
4. What are property tax deductions and how do I know if I qualify for one?
5. How are property taxes determined and calculated?
6. How do I file for the Homestead Credit or another deduction?
7. Where can I locate a form?
8. What can I do if I missed the deadline to file for my tax deduction?

[More FAQs >>](#)

[DLGF Home](#)

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[Sales Disclosure Application](#)



**Browse the
Citizens Guide
to Property
Taxes >>>**

**2008
Certification
Status Map**



Search Assessed Value Database

start



Network / System Status

Online



DLGF Online Services is currently not aware of any issues. To report a problem, please contact IOT Customer Service at (317) 234-HELP (4357) or toll free at (800) 382-1095. Last updated at 4:25:45 PM on June 19, 2009.

Search Assessed Value Database

The information provided in these databases is public record and available through public information requests. The Department of Local Government Finance has compiled this information in an easy-to-use format to assist Hoosiers in obtaining information about property taxes.

The Neighborhood Identifier will allow you to access specific information to compare your assessments with your neighbors. This information allows you to search for other properties in the area defined as a neighborhood by your assessor. To access information using your neighborhood identifier, you will need to first do a search for your property and access your parcel detail information. The neighborhood identifier is located on the third line down and will consist of three numbers and one letter.

Having problems accessing the information? The data contained in these searches comes directly from each county, so the format in the database may vary. Try a partial search by using just the street name without direction or type. (For example, if the address is "123 Main St.", try inputting "123 Main".) You can also try using part of your last name instead of your full first and last name. If you are still unable to access the information, the data for which you are searching may not yet be available. You can check the statewide data status under "Data Compliance" at our Rates, Reports & Data or you can contact your local County Auditor for more information. To find contact information for your local official, please see Contact Your Local Officials.

Top FAQs

I Want To...

1. How much property tax do I owe?
2. Where can I find out how much homes have sold for in my area?
3. Why haven't I received my tax bill?
4. What are property tax deductions and how do I know if I qualify for one?
5. How are property taxes determined and calculated?
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[More FAQs »](#)

Department of Local Government Finance

Online Services
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[DLGF Services](#)

[County Tax Bill Calculator](#)

[Search Assessed Value Database](#)

[Search Sales Disclosure Database](#)

[Search Past Tax Bill Database](#)

[Homestead Look Up](#)

[Sales Disclosure Application](#)



**Browse the
Citizens Guide
to Property
Taxes >>>**

**2008
Certification
Status Map**



Assessed Value



Assessment Information

Search by name and/or street address, for property tax information from 2002 to 2006.

Assessment Year

2008

County

Adams

Property Type

Residential

Property Owner's Name (First Or Last)

Property Street Address

Neighborhood Identifier

[Top FAQs](#)

[I Want To...](#)

1. How much property tax do I owe?
2. Where can I find out how much homes have sold for in my area?
3. Why haven't I received my tax bill?
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7. Where can I locate a form?
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[More FAQs >>](#)



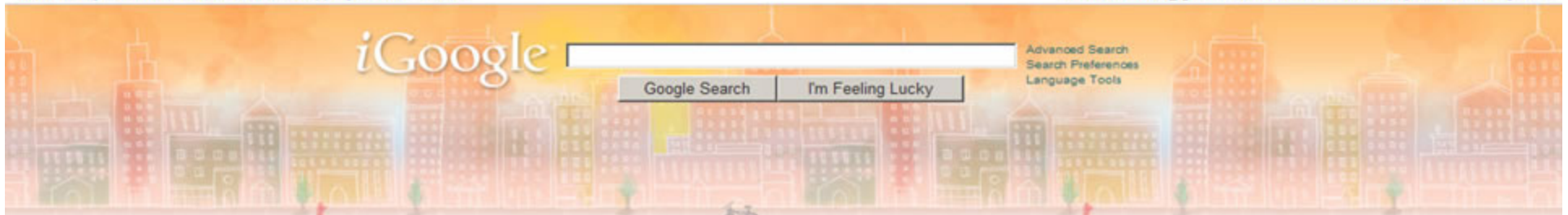
RSSFeeds.IN.gov

Definition



- RSS stands for Really Simple Syndication.
- RSS is a system used for delivering regularly changing Web content directly to the user.
- RSS feeds provide headlines, a short description of the content and access to the full articles.





New! Introducing [nature themes](#) for your iGoogle page.

[Change theme from City Scope](#) | [Add stuff](#) »

- Home
- Weather
- Gmail
- Hangman
- Google Translate

- Chat
- Search, add, or invite
- alvin wilson
WHAT!!!!

- Chat with friends in iGoogle!
- Rather stay offline?
offline?
- Matt Boyd
- Gustavo Sosa
- Dallas Bratcher
- jasonbreetz@gm
- robxuster@gmail
- [Options](#) ▾ [Add friends](#)

Gmail

[Inbox - Compose Mail](#) Actions...

Facebook - Wayne Class of 89 sent you a message on Facebook... - Laura Courter Crouse sent a

Governor Mitch Daniels - News Releases

- [Daniels appoints Alterholt to IURC, Cutter to lead Department of Insurance](#)
- [Governor, Indianapolis mayor outline Marion County CIR proposal](#)
- [Text of Governor Daniels' Budget Address](#)

Google Translate

Enter text to translate here

English >> Spanish Translate

Hangman








Garbage bin: _____

Your guess: ?


Weather





[Indianapolis, IN](#)

 **72°F** Current: Clear
Wind: N at 0 mph
Humidity: 69%

Tue	Wed	Thu	Fri
			
88° 70°	90° 70°	88° 68°	88° 70°

[Columbus, OH](#)

 **68°F** Current: Clear
Wind: NE at 0 mph
Humidity: 77%

Tue	Wed	Thu	Fri
			
88° 65°	88° 67°	88° 68°	88° 65°

Add news, games, and more to this page.

[About this theme](#)



RSSFeeds.IN.gov



- Initial implementation focused on News and Events within WebCMS.
- The feed is automatically updated whenever a new Press Release is posted.
- Non News and Event RSS Feeds will be possible in the future.





RSSFeeds.IN.gov

Implementation Plan



- IN.gov header link leads to a page listing RSS feeds for all Executive branch agencies actively using the news and events system.
 - Launched on June 5, 2009.
- In the following weeks, agencies with RSS feeds will be contacted regarding placing a new widget on the right nav with links to their RSS feed.
 - Scheduled to be completed by August 7, 2009.
- Integration with GovDelivery (subscription.IN.gov)





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- [First Lady Cheri Daniels](#)
- [Lt. Governor Becky Skillman](#)
- [Appointments](#)
- [Ask Mitch](#)
- [Divisions](#) ▼
- [Governor's Fellowship](#)
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- [Info for Kids](#) ▼
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- [Newsroom](#) ▼
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- [Special Session Agenda](#)
- [Trade Missions](#) ▼

INDIANA GOVERNOR MITCH DANIELS




Latest News

On June 1st, Governor Daniels outlined his budget proposals for the 2010 and 2011 fiscal years during a live broadcast from his office. The governor's budget will preserve Indiana's special position as a place of fiscal prudence and security. [Click here](#) for more information, including audio, video and a copy of the governor's remarks.

- ♦ Daniels appoints Atterholt to IURC, Cutter to lead Department of Insurance (view)
- ♦ Governor, Indianapolis mayor outline Marion County CIB proposal (view)
- ♦ Text of Governor Daniels' Budget Address (view)
- ♦ Daniels urges graduates to become active citizens (view)
- ♦ Governor Daniels announces 2009 Mr. Math and Mr. Science (view)


Online Services

FIRST IN LINE EVERY TIME 

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

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Stay Connected

 [RSS Feeds](#)

What's Happening In My County

visit the IN.gov map feature > 

Top FAQs	I Want To...
1. Reserve the Governor's residence	1. Reserve the Governor's residence
2. Take a tour of the Governor's residence	2. Take a tour of the Governor's residence
3. Sign up for the Governor's Weekly Update	3. Sign up for the Governor's Weekly Update
4. Make an Honor and Recognition Award Submission	4. Make an Honor and Recognition Award Submission



INvest.in.gov

JOBS. SPEED. LONG-TERM VALUE.

SIGN UP FOR THE GOVERNOR'S UPDATE





Webtrends.IN.gov

Upgrade Overview

- Upgrading from the Standard Analytic Package to the Marketing Analytic Package
- Hardware Upgrade
- Contracted WebTrends Consulting Services for implementation
- Trained IN.gov Staff and Agency Sponsors





Webtrends.IN.gov

Highlighted Features

- Campaign Tracking (including e-mail campaign tracking)
- File Download Tracking (Adobe Acrobat Files)
- Online Application Tracking
- Exact Target Integration
- SSL Support





Webtrends.IN.gov

Statewide Implementation

Launch Date June 30, 2009

- WebMasters.IN.gov
- IN.gov User Council
- Variable Service Engagement





Webtrends.IN.gov

Agency Sponsors

- Hoosier Lottery
- Department of Education
- Indiana Department of Environmental Management





User Council Update

Charter

- Provide a knowledgeable source of feedback and advice for IN.gov program
- Develop best practices and guidelines for implementing new and existing IN.gov Portal Services.
- Reach out to Agencies to solicit IN.gov portal services usability feedback





User Council Update

Membership

- Robert St John (lead), Indiana State Department of Health
- Scott Davis, Department of Natural Resources
- Vicki Chinn, Family & Social Services Administration
- Anita Walton, Department of Revenue
- John Johansen, Bureau of Motor Vehicles
- Gene Fore, Indiana Department of Transportation
- Laura Franks, Indiana Arts Commission





User Council Update

Current Focus

- Develop best practices for IN.gov WebCMS
- Soliciting WebCMS feedback from agencies
- Develop best practices and documentation for Webtrends Web Analytics.



IN.gov

INDIANA OFFICE OF
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Forms.IN.gov

Jim Corridan

Indiana Commission on Public Records





Forms.IN.gov

Overview

- Integrated with each agency website
- Searchable by Start Form Number, Title, Subject (Description), Agency Name, Agency Division
- Form Availability: Public, State Employee, Agency Only
- Approved or Unapproved Form Status
- Central Repository for all forms
 - Version Control
 - Compliance with State Board of Accounts
 - Compliance with IC forms
 - Compliance with Confidentiality regulations (requirements)
- Forms on Demand





Forms.IN.gov Process for Transition

- Current forms online
- Other forms already approved
- Other forms needing approved





[State Employee Login](#)

Form Number:

Form Title:

Form Subject:

Agency:

Search

Forms are Maintained and Managed by the Indiana Commission on Public Records

Results

Auditor of State

All

AUD

- 11649 - SPECIAL DISBURSING OFFICER REIMBURSEMENT VOUCHER (AUD)
[Download Form 11649](#)
- SPECIAL DISBURSING OFFICER REIMBURSEMENT VOUCHER (AUD)
- 12537 - REPORT OF PARTIAL DELIVERY (AUD)
[Download Form 12537](#)
- REPORT OF PARTIAL DELIVERY (AUD)
- 14311 - REPORT OF COLLECTIONS/RECEIPTS (DUE TREASURER OF STATE) (AUD)
[Download Form 14311](#)
- REPORT OF COLLECTIONS/RECEIPTS (DUE TREASURER OF STATE) (AUD)
- 22933 - VOUCHER ABSTRACT FORM A-3
[Download Form 22933](#)
- [Download Form 22933](#)
- VOUCHER ABSTRACT FORM A-3
- 23743 - TAXPAYER IDENTIFICATION NUMBER REQUEST
[Download Form 23743](#)
- TAXPAYER IDENTIFICATION NUMBER REQUEST
- 39598 - FIXED ASSET INVENTORY (AUD)
[Download Form 39598](#)
- FIXED ASSET INVENTORY (AUD)
- 40168 - CERTIFICATE COUNTY AUDITOR TAX REFUND CLAIMS CREDIT STM (AUD)
[Download Form 40168](#)
- CERTIFICATE COUNTY AUDITOR TAX REFUND CLAIMS CREDIT STM (AUD)
- 42275 - CERTIFICATION FOR MISSING RECEIPT (AUD)
[Download Form 42275](#)
- CERTIFICATION FOR MISSING RECEIPT (AUD)
- 42650 - AFFIDAVIT FOR LOST OR NOT RECEIVED WARRANT
[Download Form 42650](#)
- AFFIDAVIT FOR LOST OR NOT RECEIVED WARRANT
- 14311 - REPORT OF COLLECTIONS/RECEIPTS (AUD)
[Download Form 14311](#)

ICPR Home

About ICPR

Contact ICPR

Calendar

State Archives

Records Management

Forms Management

Imaging / Micrographics

Records Center

Related Groups

Oversight Committee on Public Records

Indiana State Historic Records Advisory Board

Online Services
FIRST IN LINE EVERY TIME

- ◆ State Forms Catalog
- ◆ Records Retention Schedules
- ◆ State Archives Online Collection Indexes
- ◆ ICPR Publications

More Online Services »

Subscriber Center »

Top FAQs

I Want To...

1. What kind of records can I find in the Indiana State Archives?
2. How do I find the state form I need?
3. How can I obtain copies of state records?
4. How do I order copies of records from the Indiana State Archives?
5. How long must a state or local government agency keep its records?
6. How should a state agency transfer records to the State Records Center for storage? ...

More FAQs »

Micrographics

Preserve Your Records >>>



State employees:

Get to know your agency's
Records or Forms
Coordinator >>>



I-File INDIANA TAXES FREE



LEARN MORE >



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Forms Management

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Records Center

Related Groups

Oversight Committee on Public Records

Indiana State Historic Records Advisory Board

To read/print PDF forms, you must have the free [Adobe Acrobat Reader](#) installed.

Note: Not all state forms are available on this catalog. Each state form is the property of a specific government agency, and a form is only available online if the agency has requested that it placed in the catalog.

For questions about specific forms (how to fill out a form, how to find a form that you do not see listed here), you will have to contact the agency which owns that form. The Commission on Public Records only provides a central posting-place for electronic forms, and is unable to answer questions regarding the functions of other agencies. For further information about individual forms, contact the [forms coordinator](#) for the agency which owns the form.

Please use your state login information.

User Name:

Password:

Domain:

OK

CANCEL

Other Useful Forms Links

- ◆ [Indiana Department of Revenue Online Tax Filing](#)
- ◆ [Tax Forms at the Department of Revenue website](#)
- ◆ [Forms/Records Coordinators List](#)
- ◆ [Forms Design Procedures for state agencies](#)
- ◆ [E-mail Forms Management Division](#)

Online Services
FIRST IN LINE EVERY TIME



- ◆ State Forms Catalog
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More Online Services »

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6. How should a state agency transfer records to the State Records Center for storage? ...

More FAQs »

Micrographics

Preserve Your Records >>



State employees:

Get to know your agency's
Records or Forms
Coordinator >>>





Forms

[State Employee Login](#)

Form Number:

Form Title:

Form Subject:

Agency:

Forms are Maintained and Managed by the Indiana Commission on Public Records

Results

- Family & Social Services Administration
 - BCD
 - FSSA DFC BCD
 - 48629 - ATTESTATION STATEMENT (DFC BCD)
 - [Download Form 48629](#)
 - ATTESTATION STATEMENT (DFC BCD)
 - BCD CHILD CARE SERVICES
 - FSSA DFR BCD
 - 49441 - CHECKLIST FOR REGISTERED CHILD CARE MINISTRIES SANITATION SURVEY (DFR BCD CCS)
 - [Download Form 49441](#)
 - CHECKLIST FOR REGISTERED CHILD CARE MINISTRIES SANITATION SURVEY (DFR BCD CCS)
 - BUREAU OF CHILD DEVELOPMENT
 - FSSA DFC BCD
 - 49444 - PARENTS' NOTICE (DFC BCD)
 - [Download Form 49444](#)
 - PARENTS' NOTICE (DFC BCD)
 - 49445 - HISTORY OF IMMUNIZATIONS (CHILD CARE MINISTRIES) (DFC BCD)
 - [Download Form 49445](#)
 - HISTORY OF IMMUNIZATIONS (CHILD CARE MINISTRIES) (DFC BCD)
 - FSSA DFR BCD
 - 46410 - CHILD CARE CENTER NARRATIVE (FSSA DFR BCD)
 - [Download Form 46410](#)
 - CHILD CARE CENTER NARRATIVE (FSSA DFR BCD)

- FSSA Home
- About FSSA
- Aging
- Disability & Rehabilitative Services
- Family Resources
- Medicaid/Health Plans
- Mental Health & Addiction
- Newsroom
- Offices & Facilities
- Statistics & Reports
- Related Agencies & Links
- Contact Us/Toll Free Numbers
- Fraud Hotline
- Current Initiatives / Issues
- Care Management
- DMHA Localization
- Eligibility Modernization
- Mental Health Transformation
- RFP 7-87 Bidder's Library

APPLY FOR BENEFITS

MANAGE YOUR BENEFITS

DFR APPLICATION VIDEOS



Online Services
FIRST IN LINE EVERY TIME



- ◆ Child Carefinder
- ◆ Forms
- ◆ Apply for Services
- ◆ Hoosier Healthwise Enrollment Centers

More Online Services »

[Subscriber Center »](#)

Top FAQs

I Want To...

1. Who is eligible for The Healthy Indiana Plan?
2. What does the HIP plan offer?
3. Where do I apply for Healthy Indiana Plan?
4. What services are covered by the Healthy Indiana Plan?
5. How much will participants contribute financially to the Healthy Indiana Plan ...
6. If you do not qualify for the Healthy Indiana Plan, but are still uninsured, Are ...

More FAQs »



Hoosier Healthwise



HEALTHY INDIANA PLAN
Health Coverage - Peace of Mind



Governance Council Update

Mark Amick

Indiana Department of Environmental Management





Governance Council Update

Charter

- Provide oversight of design standards for IN.gov sites
- Serve as a sounding board for implementation of new technologies and tools
- Work to develop standards for deployment of new Web tools and opportunities
- Review existing site for appearance and usability





Governance Council Update

Membership

- Lieutenant Governor's Office
- Housing and Community Development
- Tourism Development
- Department of Health
- Professional Licensing
- Workforce Development
- Department of Revenue
- Office of Technology
- Department of Natural Resources
- Department of Environmental Management
- Commission on Public Records





Governance Council Update

Current Focus

- Implementing Web 2.0 tools to improve usability and access to government services
- Establish usage standards for Web 2.0 tools and deployment strategies for agencies
- Helping state agencies explore new Web 2.0 technologies for providing services in new ways to new, broader audiences





Government 2.0

Mark Amick

Indiana Department of Environmental Management





Government 2.0

Getting Started

- New standards being developed by Governance Council
- Develop a plan of what tools to use and know how they best fit your agency's needs
- Discuss it and way the benefits vs. issues
- Get Commissioner / Executive Director approval





Government 2.0

Getting Started

- Go slowly and ask for help
- Put a small number of staff in charge and make them responsible for all content
- Be prepared for the staff access question – is it a requirement to complete their job duties?





Government 2.0

Tools of Government 2.0

- Blogs
- Mobile Applications
- Photo and Video Sharing
- Podcasting
- Ratings and Reviews
- RSS Feeds
- Social Networks
- Social Media Marketing
- User-Generated Content
- Viral Marketing
- Virtual Worlds
- Widgets and Applications
- Wikis





Government 2.0

Tools of Government 2.0

- Ask yourself:
 - How does this tool benefit the agency?
 - Will our customers use the tool?
 - How will customers use the tool?
- Know the tools and their potential advantages and disadvantages





Government 2.0

Why use these new tools?

- YouTube has a 29% share of the US multimedia entertainment market and YouTube videos account for 60% of all videos watched online
- Facebook has more than 150 million active users





Government 2.0

Why use these new tools?

- According to the 2008 Cone Business in Social Media Study:
 - 60% of Americans regularly interact with companies on a social media site
 - 43% of consumers say that companies should use social networks to solve the consumers' problems
 - 41% believe that companies should use social media tools to solicit feedback on products and services
 - 33% of men are more likely to use social media tools to interact with a company than women (17%)
 - 37% of consumers believe that companies should develop new ways for consumers to interact with their brand
- Marketing mantra: **Reach x Frequency = Results**





Government 2.0

Why use these new tools?

- Establish a business mind set. What is it that you need to “sell” to consumers?
- You are competing for consumer’s attention and time.





Government 2.0

Why use these new tools?

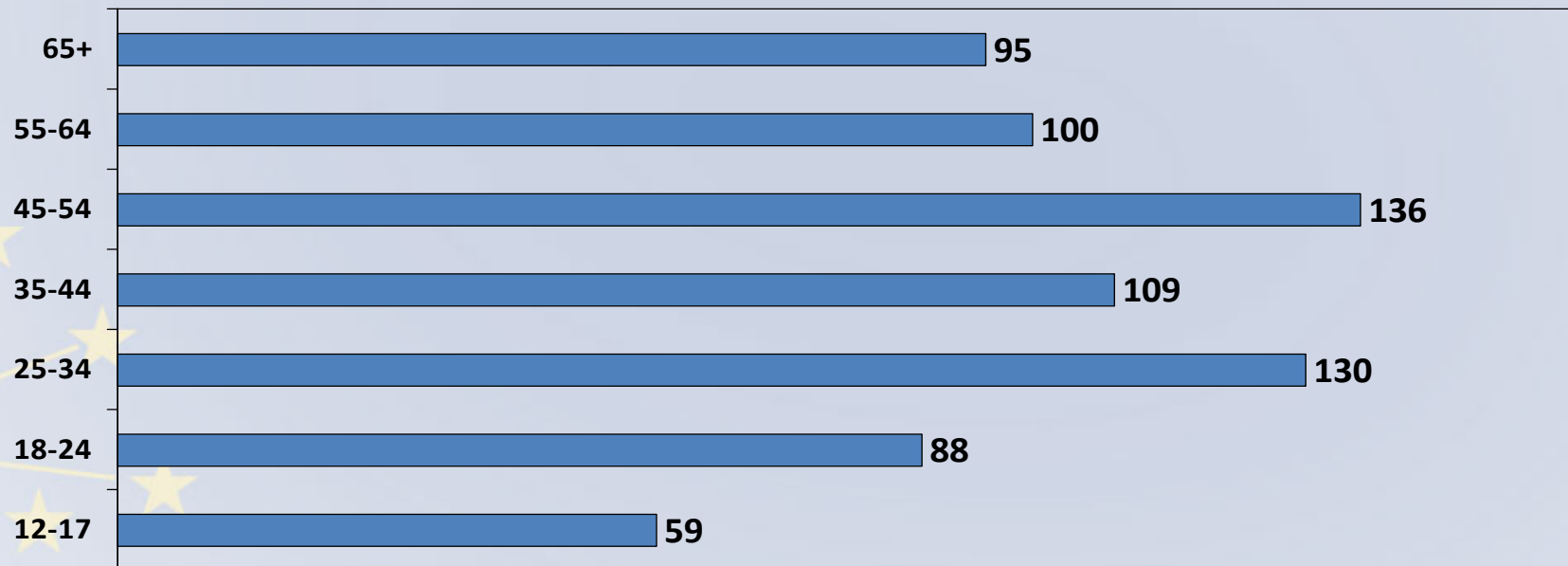
- eMarketer estimates there will be over 12 million Twitter users in the US in 2009, slightly more than twice last year's number. 2010 – 18.1 million or almost 11% of Internet users ages 18+
- Facebook Polling:
New way to find out quick answers to simple questions. Users log in, type a simple question, specify a geographic location and a sample size, pay as little as \$51 (for 100 interviews) and the results start flowing in





Government 2.0

US Twitter Users, by Age, February 2009 (composition index)



Note: Read chart as saying those ages 12-17 are 41% less likely than average to visit Twitter

Source: comScore Media Metrix as cited in press release, April 7, 2009





Government 2.0

Other Hot Tools

- Blogging – “Dear diary” for Web 2.0; personal publishing in near real time; can be news based, topic driven, human interest
- Podcasting – the Web 2.0 version of the radio talkshow; specialized by topic; usually less than one hour in length
- Viral Marketing – the “you gotta see this” or chain letter of Web 2.0; must be easy to forward and useable; can be video, image or interactive
- Mobile / Specialized Apps - tools to put government in the palm of your hand; may even be specialized to a particular audience or group (e.g. iPhone users)





Thank You!

Robert Paglia

Indiana Office of Technology

INDIANA OFFICE OF
TECHNOLOGY



A copy of this presentation can be downloaded from the
“IN.gov Update & Presentations” page on IOT’s website:

<http://www.in.gov/iot/2380.htm>

