

IN.gov



The State of IN.gov

Safe, Secure, & Easy to Use

Chris W. Cotterill
Director of IN.gov

Robert Paglia
Program Manager of IN.gov

12/4/07

the second annual presentation

- **Recap: Mission & Vision**
- **2007 Review**
 - *Priority #1*
More Secure & Reliable
 - *Priority #2*
The IN.gov Redesign
- **2008 Action Plan**



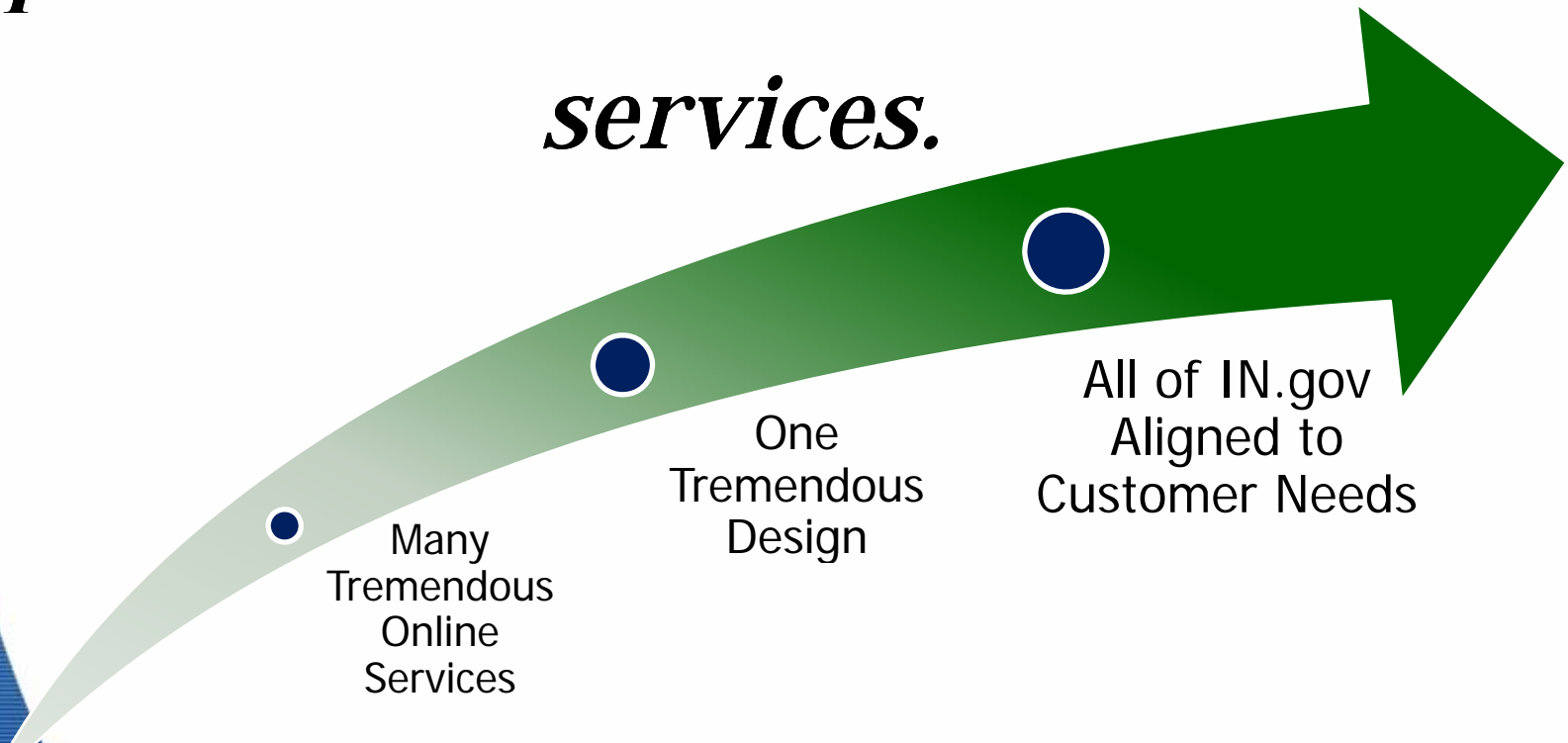
To be state government's single online source of up-to-the-minute information and secure, easy-to-use services that reduce the cost of doing business with and within state government.

- **Serve Our Internal Customers: 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 Customers: End User**
 - Keep IN.gov Safe, Secure, & Easy to Use
 - Break down the barriers of the bureaucracy
 - Use IN.gov funds to develop “one stop” services

- **Make Sense, Manage the Money Right, Deliver What Is Needed on Time**
 - 2005
 - Baseline assessment of IN.gov
 - Project management and service delivery overhaul
 - 2006
 - State controls IN.gov funds & support contract rebid
 - Mission, Vision, Priorities established
 - IN.gov Update & regular meetings with Internal Customers
 - webmasters.IN.gov & metrics established
 - Live Help & ExactTarget e-mail marketing
 - Multi-agency team selects enterprise web content mgmt. system
 - Customer service training for all staff
 - IN.gov moved to one of Indiana's most reliable data centers

To shift, by the end of 2008, to be a measurably customer-centric portal of state information and services.



More Secure & Reliable

PRIORITY #1

Robert Paglia
Program Manager of IN.gov

More than Just Numbers



Without a Secure, Reliable IN.gov, Users Can't Trust Our Content or Services

- **Goal 1:**
 - Significantly and strategically reduce risk of exposure to current and emerging threats.

- **Goal 2:**
 - Demonstrate alignment with existing or upcoming security regulations and standards

- **Compliance Overview**
 - DSS/PCI – Merchant Account Requirement
 - Security Metrics – DSS/PCI Requirement
 - SOX – Corporate Financial Controls (PWC)
 - IOT Security Policies & Practices
 - CyberTrust SMP – Corporate initiative
- **Risk Reduction Program**
 - Policy
 - Human
 - Physical
 - Device
 - Network
- **Regular Assessments**

We're CyberTrust Certified!

- All Controls Validated
- 100% Certification Is Rare
- IN.gov Less Vulnerable
 - But, security is journey, not a destination
 - There is balance between higher security and the information and services online
 - We are constantly under attack



- **Security Improvements**
 - Disaster Recovery Planning Enhanced
 - Connectivity between Data Centers Enhanced
 - Intrusion Detection & Prevention Implemented

- **Application Scans in Process**
 - Scanning Services to Verify Security
 - All Applications in Scope
 - If Any Vulnerability Found
 - Detailed report provided
 - Vulnerabilities prioritized (“Critical Risks” require deactivation of service)
 - Mitigation plan prepared and expedited
 - This is an Ongoing Effort

Making IN.gov Safe & Secure



The IN.gov Redesign

PRIORITY #2

Chris W. Cotterill
Director of IN.gov

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 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

We Are Changing Because of This

INNOVATING Indiana

About DWD | What's New | Forms & Downloads | Contact Us | Site Map | Home

Indiana Bureau of Motor Vehicles
Ronald L. Stiver, Commissioner

Lt. Governor Becky Skillman

Indiana

Calendar | Newsroom | Governor Mitch Daniels | En Español | Search this Site | Search

Welcome from Lieutenant Governor Skillman
"Governor Daniels and I are committed to rebuilding Indiana's economy for all 92 counties for all 6.2 million

Welcome to your new Indiana BMV

Online Services

Driver License

Plates and Titles

Branches

Dealer Services

Contact Us

Standardbred Links

USTA

ISA

Indiana Info

HMVF

Thoroughbred Links

HSPA

ITGBA

TOBA

NTRA

Quarter Horse Links

AQHA

CWRAT

Indiana Horse Racing Commission

Press Releases

Meetings | 2005 | Annual Reports

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Our Mission

Divisions

DOC Progress Report

Fact Sheet

Career Opportunities

Staff Development and Training

DOC FAQs

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Calendar of Events

Offender Locator

Community Corrections

Parole Board

Special Initiatives

PEN Products

Victim Services

Ombudsman

Indiana Department of Transportation

Current Events

HURRICANE KATRINA

Electric + Natural Gas

INDIANA DEPARTMENT OF ENVIRONMENTAL MANAGEMENT

Who Are You? | Your Environment | Resources | Permits | Publications | Rules | Prevention | Compliance

INDIANA AGRICULTURE

Welcome to the Indiana State Department of Agriculture

Indiana will be a Global Center for Food and Agriculture Innovation and Commercialization

Indiana will be a Global Center for Food and Agriculture Innovation and Commercialization

Indiana will be a Global Center for Food and Agriculture Innovation and Commercialization

INDIANA DEPARTMENT OF TRANSPORTATION

"Driving Indiana's Economic Growth"

Motorist Information

About INDOT

Publications

Modes of Transportation

Doing Business with INDOT

Projects/Studies

Public/Media Info

Programs/Events

Home

Contact Us | Links | News | What's New | Site Map

Welcome to the INDOT website

Our mission is INDOT will provide a safe, efficient, and reliable transportation system for all Hoosiers.

This website is a valuable resource for people who travel Indiana and those who do business with INDOT.

Don't hesitate to email us at indot@ind.gov

INDOT News

Major Moves/Construction

Planning

Training

Emergency Response

Fire and Building Safety

ICHS Calendar

Training Calendar

About Us

Newsdesk

Newsletters

News Room

Interview Requests

Biographies

Awards and Honors

Virtual Museum

ProgressInConnection

In the Community

Calendar of Events

Emergency Response

Dog Programs

Facilities

Sunbelt Correctional Facility

Design Center

Indiana Department of Transportation

J. Eric Thrift, Ph.D., Executive Director

Home

Welcome

About the DOT

News

Consumer Publications

Outreach

Contact Us

Utility Complaints

En Español

Employment

Calendar

Links

Site Map

Safeguarding Hoosier Planning, Preparing, and Responding

Indiana Office Utility Consumer

The Advocate for Indiana's Utility Consumers

fast facts

“When our agency sites are inconsistent, we present a confusing, unnecessarily difficult view of state government to our users. This initiative will change that, and Indiana will be the first state to provide a truly consistent website.”

Director of IN.gov Chris W. Cotterill

■ Executive Sponsors

- Betsy Burdick (Gov.)
- Gary Abell (Gov.)

■ Leadership Team

- Christy Denault (Lt. Gov.)
- Jim Corridan (ICPR/ISL)
- Michael Huber (IDOA)
- Ryan Kitchell (OMB)
- Chris Ruhl (SBA)
- Dollyne Sherman (BMV)

■ Redesign Task Force

- Deb Abbott (ISDA)
- Stephanie McFarland (DOR)
- Linda McGrannahan (IEDC)
- Dennis Rosebrough (FSSA)
- Dollyne Sherman (BMV)
- Kim Brant (DNR)

“

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

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
- ✓ Finance Authority
- Health & INShape
- Labor
- ✓ Law Enforcement Academy
- Library & Historical Bureau
- ✓ Motor Vehicles
- Natural Resources, Dept.
- Natural Resources Commission
- ✓ Protection & Advocacy Services
- Public Records
- ✓ Stadium
- Tobacco Prevention & Cessation
- Veterans' Affairs
- ✓ War Memorials

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 >



INDIANA GOVERNOR MITCH DANIELS

GOVERNOR DANIELS PRESENTS PERMANENT PROPERTY TAX RELIEF PLAN

[view the governor's announcement](#) [learn more](#)



Latest News

During a statewide broadcast, Governor Mitch Daniels presented Hoosiers with his permanent property tax relief plan. "When Indiana acts this time, and act we must, our steps must be fair, far-reaching, and final," Daniels said. Read the governor's remarks and download the latest details on IN.gov's [special property tax relief page](#).

- Recent board and commission appointments [\(view\)](#) 
- State prepared for winter heating season [\(view\)](#) 
- State prepared for winter heating season [\(view\)](#) 
- Governor creates new science prize [\(view\)](#) 
- Governor appoints three county judges [\(view\)](#) 

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



A partnership for prescription assistance

Lt. Gov. Home

- Ask Becky
- Biography
- Email Updates
- Newsroom
- Photo Gallery
- Previous Lt. Governors
- Recognitions & Awards





LIEUTENANT GOVERNOR BECKY SKILLMAN



Lt. Governor Skillman reads cards and letters that will be sent to troops overseas as part of the Hoosier Cheer for Our Heroes card drive.



Recent News Releases

- Public Schedule, Week of December 3 [\(view\)](#) 
- Lt. Governor Skillman to Celebrate Women's History Month with 2008 Celebration of Hoosier Women Artists Competition [\(view\)](#) 
- Public Schedule, Week of November 26 [\(view\)](#) 
- Governor and Lt. Governor Donate more than 72,000 Pounds of Donated Poultry Products to Indiana Food Banks [\(view\)](#) 

[View more news >](#)

Online Services

FIRST IN LINE EVERY TIME 

- Distinguished Hoosier Nominations
- Internship Applications
- Live Help
- Recognitions & Awards

More Online Services >
Subscriber Center >



AMERICA SUPPORTS YOU

Show Your Support of Our Troops.

Top FAQs

I Want To...

- Where can I find information about housing assistance?
- Can someone help me with my energy bills?
- Where can I find information about preventing foreclosure?
- What is a flex-fuel vehicle, and where can I buy E85?
- What is there to see and do in Indiana?
- How is the money from Major Moves being used?
- Where is my nearest license branch?
- What grants are available for my community?

More FAQs >

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

INDIANA OFFICE OF TECHNOLOGY



2008 Open Enrollment:

Do You Know Your PeopleSoft ID & Password?

[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

- Top FAQs [I Want To...](#)
- For State Employees Only: May I store personal email addresses and phone numbers ...
 - For State Employees Only: May I send and receive personal e-mail from websites L...
 - For State Employees Only: May I browse Websites for personal use?
 - How far back do the Limited Criminal History Check records go?
 - Can I access Driver License, Vehicle Registration, and Vehicle Title Searches if...
 - Where can I find a general summary of IN.gov



self service password reset enrollment

Network/System Status



IOT Customer Service is currently not aware of any issues. To report an issue, please contact IOT Customer Service [online](#) or by phone at (317) 234-4357 or toll free at (800) 382-1095.

IOT services & rates

- #### IOT News
- Read the October issue of the [State IT Update](#) for Open Enrollment 2008 and data protection tips.
 - Read the most recent issue of the [IN.gov Update](#), which includes information about the State of IN.gov Presentation and more.
 - View a presentation on IOT's new [PC Refresh](#) process.



State IT Strategic Plan

Healthy Indiana Plan

Online Services
FIRST IN LINE EVERY TIME 

- [HIP Home](#)
- [About HIP](#)
- [Apply for HIP](#)
- [Contact HIP](#)
- [For Providers](#)
- [Newsroom](#)



Hoosier Healthwise



INDIANA CHECK-UP PLAN
HEA 1678



Indiana Family & Social Services Administration





HEALTHY INDIANA PLAN
Health Coverage = Peace of Mind



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

Latest Headlines and Events

- ♦ Applications available now. Completed applications may be submitted December 17, 2007.
 - ♦ [HIP Application in English](#) 
 - ♦ [HIP Aplicación en Español](#) 

1. Healthy Indiana Plan: What does the HIP plan offer?
2. Healthy Indiana Plan: What services are covered?
3. Healthy Indiana Plan: Who is eligible for The Healthy Indiana Plan?
4. Healthy Indiana Plan: How much will participants contribute financially? What if you are already paying premiums for your children to participate in Hoosier Healthwise?
5. Healthy Indiana Plan: Where will individuals be able to sign up?

[More FAQs](#) >>

- [OFBCI Home](#)
- [About Us](#) ▾
- [AmeriCorps](#) ▾
- [Calendar](#)
- [Funding Opportunities](#) ▾
- [Opportunities with OFBCI](#)
- [Resources for Faith-Based & Community Organizations](#) ▾
- [Volunteer](#)
- [Contact Us](#)
- [2008 Governor's Conference](#)
- [Partners & Initiatives](#)

Office of Faith-Based & Community Initiatives



Connect to Volunteer Opportunities.
Visit volunteer.IN.gov

Welcome



Online Services

FIRST IN LINE EVERY TIME 

- ◆ e-Newsletters
- ◆ Event Registration
- ◆ Join AmeriCorps
- ◆ SHARENetwork.IN.gov
- ◆ volunteer.IN.gov
- [Subscriber Center »](#)

Top FAQs

[I Want To...](#)

1. What is the Office of Faith-Based and Community Initiatives?
2. Are there grants available from the government specifically for faith-based organizations?
3. What is AmeriCorps?
4. What is a volunteer center?
5. How many people in Indiana volunteer?
6. What is Body & Soul?
7. How can I become a participating congregation of Body & Soul?

[More FAQs »](#)

Friday Night FACTS

[Click to learn more. >](#)



Give. Receive. Mentor.




POINTS OF LIGHT FOUNDATION



Rx Indiana

A partnership for prescription assistance

VOLUNTEER CENTER NATIONAL NETWORK



- [IEERB Home Page](#)
- [Board Members and Staff](#)
- [Ad Hoc Profiles](#)
- [Conciliation Services](#)
- [Contact Us](#)
- [Forms](#)
- [IEERBSearch](#)
- [Laws and Rules](#)
- [Newsroom](#)
- [Research and Salary Stats](#)
- [ULP Processing](#)
- [Visiting Our Agency](#)

Indiana Education Employment Relations Board



News, Events & Press Releases ▶

Submit a Ratified Contract or Salary Schedule to the Director of Research



Our Mission



The Indiana Education Employment Relations Board (IEERB) was established in order to promote harmonious and cooperative relationships between public school teachers and the school corporations they serve, thereby improving the educational process for Hoosier children.

To fulfill this mission, the legislature established IEERB as the administrator of Public Law 217, the Certificated Educational Employee Bargaining Act (IC 20-29), referred to as "CEEBA" by the courts. IEERB's primary goal is to assist our constituents expeditiously and effectively in exploring innovative ways of improving the changing labor relationship.

IEERB's major functions are outlined in Indiana Code 20-29-3-12 and include conciliation and mediation, fact finding, research, unit determination and representation, and unfair labor practice processing.

To complete these functions, the agency is organized into the Administrative Operations Division, the Legal Division, the Conciliation Services Division, and the Research Division.

Thank you for visiting and please do not hesitate to contact a member of our staff if there is anything we can do to assist you.

Chairman Michael W. McConnell, Ed.D.

Online Services FIRST IN LINE EVERY TIME

- ♦ View Missing Salary Data by School Corporation
- ♦ Get an IEERBSearch Account (Click on "Register an Account")
- ♦ Submit a Ratified Contract or Salary Schedule
- ♦ View Statewide Average Salary Increases

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

Top FAQs I Want To...

1. What is the Indiana Education Employment Relations Board?
2. What does the IEERB do?
3. Where is IEERB located?
4. Who are the IEERB staff?
5. The IEERB administers Public Law 217. What is Public Law 217?

[More FAQs »](#)

IEERBSearch

Powered by RJS Software Systems

Your Online Resource For:

- IEERB Case Law
- Teacher Contracts
- Teacher Salary Schedules
- Academic Research
- E-mailing IEERB Documents
- Full-text searching IEERB Documents

[<Click here to access IEERBSearch>](#)

- Contact the First Lady
- Cook with Cheri
- Governor's Residence
- Heart to Heart
- Heartland Walk for Health
- Image Gallery
- INShape Indiana
- Newsroom
- Upcoming Events



First Lady *Cheri Daniels*



Featured Information



Seasonal Colors Come to Life at Six Web Cam Locations
INDIANAPOLIS - As the weather cools, leaves all across Indiana will begin changing colors from the familiar summer green to spectacular shades of red, yellow and brown. IN.gov visitors can now check out six scenic views from across Indiana from their computer.

■ [Leaf Cam Information](#)



Cheri Herman Daniels, a lifelong Hoosier, was born and raised in New Albany, Indiana. She is the granddaughter of Baseball Hall of Famer, Billy Herman. Cheri attended Indiana University where she studied journalism.

■ [Learn More about First Lady Cheri Daniels](#)

Online Services FIRST IN LINE EVERY TIME

- ◆ Live Help
 - ◆ Take the Heart to Heart Pledge
 - ◆ Order a Family First Cookbook
 - ◆ Order an Indiana ornament
 - ◆ Request Updates
 - ◆ Schedule a Tour of the Governor's Residence
- [Subscriber Center >](#)

Top FAQs

I Want To...

1. How do I rent the Governor's residence?
2. How do I have a Heart to Heart conversation?
3. How can I obtain heart healthy recipes?
4. What is Heart to Heart?
5. How do I attend the Heartland Walk for Health?

[More FAQs >](#)



Indiana Arts Commission

Connecting People to the Arts

- IAC Home**
- About the Commission
- Arts Trust & License Plate
- Tools & Resources
- E-newsletters
- Advocacy
- Media Room
- Contact Us

- Grants**
- Grants Available
- Apply for & Manage Your Grant
- Logos & Credit for Current Grantees
- Grant Panelist Application

- Partnerships**
- ArtsWork Indiana
- Regional Arts Partners
- Governor's Arts Awards
- Poet Laureate
- Traditional Arts Indiana



2007 Governor's Arts Awards



More than 400 people gathered in the Musical Arts Center of the Indiana University Jacobs School of Music to celebrate the arts of Indiana, and pay tribute to six recipients of the 2007 Indiana Governor's Arts Awards. The Oct. 25th event marked the first time the awards program has taken place outside the city of Indianapolis.

[Click here to read the whole story!](#)



Get your Indiana Arts Trust License Plate Now!

Recent News

- IAC Governor's Arts Awards honorees reflect rich legacy of commitment to the arts [\(view\)](#)
- IAC Community-based arts providers share in cultural investment from the IAC [\(view\)](#)
- IAC National study reports Indiana's creative industries employment on the rise [\(view\)](#)

Online Services FIRST IN LINE EVERY TIME

- ♦ Buy or renew your Arts Trust license plate
 - ♦ Manage your grant online
 - ♦ Sign up for our e-newsletter
 - ♦ Sign up to teach Poetry Out Loud in your classroom
- More Online Services »**
Subscriber Center »

Artists Spotlight



Kyle Spears
For the past 5 years Kyle has photographed using natural light, concentrating on the study of

light, texture, composition, and tonal ranges. To build upon his study of lighting, Kyle will purchase a Speedotron 3-Light System. Using the new lighting system, he will do a portraiture study of six Brown County artists and their work in their own environments. The series highlights will exhibited at Spears Gallery, Nashville, Indiana in April 2008.

Grants

- Individual Artist Program:** funds projects to aid in artist career development. >>
- Regional Arts Partners:** receive IAC funding to be distributed through a regional re-granting process. [Contact your Partner directly to see if](#)

- DHS Home
- About IDHS
- Boards and Commissions
- Building Safety / Services
- Certification
- Response/Recovery
- Fire Service / EMS
- Forms
- Grants
- Information Board
- Newsroom
- Resources
- Strategic Planning
- Training / Exercise
- Current Threat Level

Indiana Department of Homeland Security



ARE YOU READY?

Everyone needs a preparedness plan. [learn more >>](#)



Online Services

FIRST IN LINE EVERY TIME 

- ♦ Create A Preparedness Plan
- ♦ File Building Plans Online
- ♦ Indiana Homeland Security Districts Map
- ♦ IDHS Training Opportunities
- [Subscriber Center >](#)

REPORT SUSPICIOUS ACTIVITY

Call the Indiana Intelligence Fusion Center (IIFC)
866-400-IIFC (4432)
iifc@iifc.in.gov 



Get Your DHS Plate Today!

Latest News

- [Indiana County Summer Fire Risk Information](#)

National Threat Advisory:
ELEVATED



Significant Risk of Terrorist Attacks
The threat level in the airline sector is High or Orange. [Read more >>](#)

OMB Home

- About Us
- Employment
- Contact Us
- Management Team
- Government Efficiency & Financial Planning

OMB Entities

- Department of Administration
- Department of Revenue
- Dept. of Local Government Finance
- Indiana Finance Authority
- Public Employees' Retirement Fund
- State Board of Accounts
- State Budget Agency
- Teachers' Retirement Fund

Indiana Office of Management & Budget




Government Efficiency Reports [read more >](#)

Online Services FIRST IN LINE EVERY TIME 

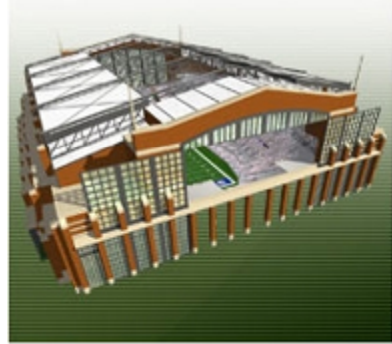
- Government Efficiency
- Procurement & Surplus
- Retirement Services
- Taxes & Finance
- Vendors & Lobbyists
- Other Services

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

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

1. What is the PROBE?
2. What do the green, yellow, and red colors mean for performance measures?
3. What is the OMB (Office of Management Budget)?
4. Why are performance measures so important?
5. What is competitive sourcing?
6. What is cooperative purchasing?






Indiana Stadium and Convention Authority
[click to learn more >](#)



Indiana Office of Management & Budget

The state's long-term financial health requires more than just spending restraint. Government must look to spend the taxpayer's money more efficiently, so ultimately the state needs less of it. The Legislature, at the Governor's request, created a new organization within state government called the Office of Management and Budget ("OMB"). The OMB brings together the financial and auditing functions of our state. The Director of the OMB, the state's CFO, leads the strongest team of financial professionals in state history. Governor Daniels is requiring each agency to establish metrics and will regularly monitor progress - a first in state government.

Latest News

- IFA Indiana's State Revolving Fund receives national honor ([view](#) )
- IFA Fort Branch saves \$1M through low-interest wastewater SRF loan ([view](#) )
- IFA Local business expands, creates jobs in Lawrence and Greene counties ([view](#) )
- IFA IFA issues Request for Qualifications for Water Suppliers ([view](#) )
- IFA Revolving loan saves Gas City more than \$1.5 million ([view](#) )



- TRF Home
- About Us
- Contact Us
- Publications
- Privacy Policy
- Forms
- Information For
 - Employers
 - Members
- Financial Information
 - Health Insurance
 - Investments
- Most Requested
 - 07 Retirement Applications 
 - Voluntary Pre-Tax Contributions
 - Daily ASA Performance
 - 2007 Legislative Updates
 - Important News

MY ACCOUNT
CLICK TO ACCESS LOGIN >

ANNUITY SAVINGS
ACCOUNT DAILY PERFORMANCE

Benefits Calculator
click to continue >>





Indiana State Teachers' Retirement Fund



Visit the TRF Members Page >

News

- [Divorce: Change or Remove Beneficiary](#)
- [2007 Legislative Updates](#)
- [Inactive Accounts](#) 
- [2007 Application for Retirement](#) 
- [Voluntary Pre-Tax Contributions](#)

Calendar

- TRF Northwest Indiana Education Service Center [\(view\)](#)
- TRF Southern Wells Community Schools [\(view\)](#)
- TRF WaNee Consolidated School Corporation [\(view\)](#)
- TRF Eastbrook Community Schools [\(view\)](#)
- TRF Tri-County School Corporation [\(view\)](#)

Online Services

FIRST IN LINE EVERY TIME 

- My Account
- Submit New Member Enrollment
- SSNTRF - Cross Reference
- Submit Retirement Application Part II
- Submit Regular Wage & Contribution
- Submit Adjusted Wage and Contribution
- Estimated Benefit without Social Security Statement
- Estimated Benefit with Social Security Statement

More Online Services »
Subscriber Center »

Help is Offline

click to leave a message

Real Time chat with a TRF Counselor. Please note, you will need to disable any pop-up blocking utilities to utilize this feature

Top FAQs

I Want To...

- I have not taught for several years, how do I withdraw the money in my annuity s...
- When am I vested in my TRF pension benefit?
- I taught many years ago, how do I find out if I have money in a retirement accou...
- How much service credit is granted for sick leave?

More FAQs »

- IDOA Home**
- About Us
- Buy State Property
- State House & Government Center
- State Property Deeds, Maps, & Photos
- Offender Complaints
- Vendors & Contractors**
- Procurement
- Public Works
- Minority & Women's Business Enterprises
- Executive Branch Lobbying
- State Agencies**
- Contract Administration
- Printing & Mailing Services
- State Vehicles & Aircraft
- Travel Services
- Sell Agency Property
- Space Planning & Leasing
- Greening the Government
- Procurement Training & Resources

Indiana Department of Administration




Buy Indiana

Encouraging State Agencies to Purchase Hoosier Goods and Services



[learn more >](#)

Online Services
FIRST IN LINE EVERY TIME 

- ♦ Search State Contracts
- ♦ See Contracts Out for Bid
- ♦ Register as a Bidder
- ♦ Register as an Executive Branch Lobbyist

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

IDOA in Action

The Indiana Department of Administration provides support services to other agencies.

IDOA centrally manages activities relating to state purchasing, the vehicle and aviation fleet, state travel, real estate leases, property disposition, and the Government Center Campus, among others. In addition to agency support, the Department provides assistance to Minority and Women's Business Enterprises interested in state contracting opportunities.

Through its activities, IDOA helps to ensure the smooth function of state government, finding efficient and effective solutions to government-wide needs.

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

1. Are Law Enforcement Officers exempt from the State House Security weapons restri...
2. What constitutes a weapon under the State House Security Measures?
3. How can the public access the State House?
4. State Employees questions regarding State House Security

[More FAQs »](#)



Sell to the State
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Latest News

IDOA Department of Administration event to promote opportunities for minority and woman-owned businesses ([view](#) )

IDOA Indiana Department of Administration receives \$600,000 grant to create Minority Business Enterprise Center ([view](#) )



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Indiana State Police



Find a Career in State Law Enforcement
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Online Services

FIRST IN LINE EVERY TIME

- ◆ Limited Criminal History Search
- ◆ Sex & Violent Offender Directory
- ◆ Trooper Preliminary Application
- ◆ Capitol Police Section Officer Application

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

Featured News

69th Recruit Academy

The Indiana State Police are proud to announce that applications for the 69th Recruit Academy are now being accepted. The Academy will commence on Monday, June 16, 2008 and will train the recruits for 27 weeks.



Call the Indiana Intelligence Fusion Center (IIFC)
866-400-IIFC (4432)
iifc@iifc.in.gov




Road & Weather Conditions

Find road & weather conditions




Top FAQs

[I Want To...](#)

1. How do I obtain an Indiana Juvenile or Adult Criminal History Record?
2. Does Indiana honor an out-of-state gun permit?
3. How long is a criminal history record kept in the Indiana State Police database?
4. What is legal age for operating a moped?
5. How long does a new resident to Indiana have before required to purchase Indiana...
6. Who should I contact when I have a complaint against an Indiana State Police emp...

[More FAQs »](#)



LIMITED CRIMINAL HISTORY

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- Grain Indemnity Corporation
- Farmers Market**
- About Indiana Farmers Market



INDIANA
STATE DEPARTMENT OF AGRICULTURE

The average size of an Indiana Farm is
254 acres
click to learn more >>

Welcome

Our Vision:

Indiana will be a Global Center for Food and Agricultural Innovation and Commercialization.

- Latest News**
- ISDA Meeting Notice ([view](#) )
 - ISDA Governor Daniels' Property Tax Plan: A Good Deal for Agriculture ([view](#) )
 - ISDA State Treasurer Richard Mourdock Provides \$25 Million in Aid to Hoosier Livestock Farmers ([view](#) )
 - ISDA State Treasurer Richard Mourdock to Provide Financial Assistance to Hoosier Livestock Farmers ([view](#) )
 - ISDA ISDA to Hold Listening Sessions on Proposed Certified Livestock Producer Program ([view](#) )

- Online Services**
FIRST IN LINE EVERY TIME 
- ◆ Soil & Water Conservation Districts Online Directory
 - ◆ Indiana Land Resources Council Model Ordinances
 - ◆ Hoosier Homestead Award Application Form
- More Online Services »**
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- Features**
- ◆ Indiana Hardwoods Trade Mission to India
 - ◆ Governor Daniels' Property Tax Plan and Agriculture
 - ◆ Certified Livestock Producer Program Listening Sessions
 - ◆ Indiana Livestock Summit Information Available
 - ◆ Disaster Relief Information
 - ◆ Indiana Land Resources Council Model Ordinances
 - ◆ Agricultural Economic Development Initiative
 - ◆ Biofuels Information

- Events**
- ◆ Lt. Governor Skillman Presents Distinguished Hoosier Awards, Announces New Agricultural Advisory Board Members



BioFuels
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BIO-TOWN, USA™

Indiana Office of Utility Consumer Counselor

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About the OUCC

The Indiana Office of Utility Consumer Counselor (OUCC) is the state agency representing utility ratepayer interests (including residential and business consumer interests) in cases before state and federal regulatory commissions. We welcome you to our Website and invite you to read our consumer publications on [electric](#), [natural gas](#), [telecommunications](#) & [water/wastewater](#) issues.

[Learn More >>](#)

Featured Topics

Prepare for Winter
 Our tips for [residential](#) and [business](#) customers can help you reduce your heating bills by using energy more efficiently.

Cable/Video Regulation
 Our consumer fact sheet offers a brief overview. ([View](#))

[More Featured Topics >>](#)




Telephone Assistance Program
 Lifeline & Link-up

Know what's below.
 Call before you dig.



Online Services

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- ♦ [File a Complaint](#)

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Top FAQs

I Want To...

1. What are the advantages and disadvantages of disconnecting a landline phone to g...
2. What are the rules about tree trimming?
3. What is the difference between the OUCC and the IURC?
4. What is Indiana doing about high natural gas costs?
5. What is the OUCC?

[More FAQs »](#)

OUCC

Kids Zone

puzzles • quizzes • fun facts

Broadband Provider

SEARCH



ISCBA Home

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- [Lucas Oil Stadium](#) ▼
- [MBE/WBE Initiatives](#) ▼
- [Benefits to Indiana](#)



GET YOUR COLTS LICENSE PLATE NOW!

Indiana Stadium & Convention Building Authority



Welcome from the Chairman

This project is a once in a lifetime endeavor that will benefit all Hoosiers. It is designed to stimulate central Indiana's economic development, create thousands of temporary and permanent good-paying jobs and keep Indiana at the forefront of the convention and sports entertainment industries.

However, there is much work to be done before the many economic benefits of this project can be realized, before major conventions return to the expanded Indiana Convention Center and before sports and entertainment fans from throughout Indiana gather in the new stadium. In the meantime, it is our hope that this Web site will be a place where you can come for information and frequent updates as work continues on one of the most exciting projects in our state's history.

David R. Frick
Chairman
Indiana Stadium and Convention Building Authority

- [Convention Center Expansion Design Unveiled](#) - 6/25/2006
- [Phelco at Work on Lucas Oil Stadium](#) - 2/16/2007
- [MBE/WBE Training Workshop Information](#)
- [Key Developments at Lucas Oil Stadium and Indiana Convention Center Expansion](#) -

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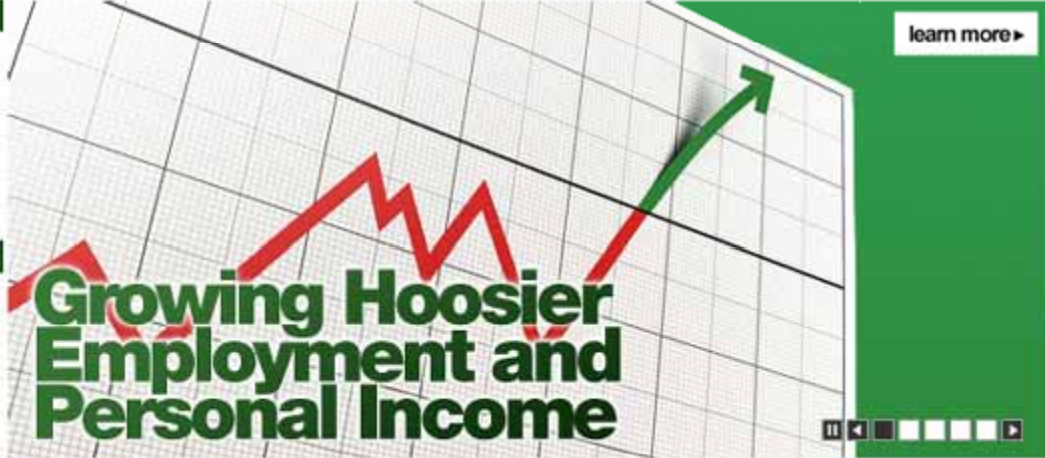
- ♦ [Order a Colts License Plate](#)
- ♦ [Watch Live Webcam](#)
- ♦ [help.IN.gov](#)
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Top FAQs I Want To...

1. Why does the new stadium need a retractable roof? The Bears and Packers play outdoors in cold weather. Why can't the Colts?
2. Why do we need to build a new stadium to help the Colts?
3. What agency is responsible for building the Stadium? How is it being financed?
4. As a vendor, how can I get a piece of the action by being allowed to sell my goods at the new stadium?
5. Faced with other public funding priorities, should we not spend the money on these?


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- Indiana Career and Technical Education
- WorkOne Centers

Indiana Department of Workforce Development



Latest Headlines & Events




Project Lead the Way



Project Lead The Way Inc. (PLTW) is a national program forming partnerships among Public Schools, Higher Education Institutions and the Private Sector to increase the quantity and quality of scientist, engineers and engineering technologists graduating from our education system.

[More >>](#)

Press Releases

- DWD WorkOne Centers collect 10,000 Food Items in Thanksgiving Food Drive [view](#) 
- DWD State awards \$3.7 million in Training Acceleration Grants [view](#) 
- DWD State awards \$1.69 million in "moving forward" grants to 16 school and vocational districts and 10 colleges and universities [view](#) 

Online Services FIRST IN LINE EVERY TIME

- ◆ Claimant Self Service
- ◆ Employer Self Service
- ◆ Job Matching
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- ◆ Hoosiers by the Numbers
- ◆ Simple Business Lookup
- ◆ Search for Employment & Training
- ◆ Apply for Training Grants

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. Where can I find unemployment insurance information for employers?
4. Do I need to post labor posters in the work place if I only have One (1) employee?
5. What kind of resources are available for a job seeker?
6. Where can I find more information about the Debit Card Program?
7. Where can I find more information about the Major Opportunities program?
8. Where can I find more information about SUTA Dumping?

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- [RFP 7-87 Bidder's Library](#)

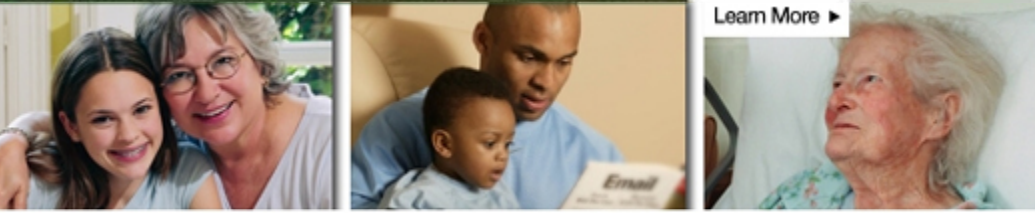
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[MANAGE YOUR BENEFITS](#)



Family & Social Services Administration



People Helping People Help Themselves



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Press Releases and Events Calendar

- Governor Declares Indiana Family Week [\(view\)](#)
- FSSA Selects Vendor for Bureau of Quality Improvement Services Contract [\(view\)](#)
- FSSA Announces award of vendors for incontinence Supplies [\(view\)](#)
- FSSA Announces Implementation of Care Select Program [\(view\)](#)
- LOCAL SHERIFF APPOINTED SPF SIG ADVISORY COUNCIL CHAIR [\(view\)](#)

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- [More Events](#)

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 - ◆ [Hoosier Healthwise Enrollment Centers](#)
- [More Online Services](#) »
[Subscriber Center](#) »

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

1. Who is eligible for The Healthy Indiana Plan?
2. How do I become a Child Care Provider?
3. How do individuals sign up for the Healthy Indiana Plan and is it different than...
4. Where will individuals be able to sign up for Healthy Indiana Plan?
5. What does the HIP plan offer?
6. How much will participants contribute financially to the Healthy Indiana Plan an...



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Indiana Law Enforcement Academy



To Register for a Course,
[Click Here >](#)



Online Services

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- ♦ Register for a class (TRATS)
- ♦ Reporting Instructions

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- Top FAQs** | **I Want To...**
1. How can I attend the Academy's Basic Course?
 2. Do I have to attend the Academy if I graduated from an Academy in another state?
 3. Can I get a waiver from basic training if I graduated from a reserve academy?
 4. What is the current process for instructor recertification?
 5. What agencies are L.E.T.B.-certified to conduct Instructor Development courses?
 6. How many hours of training conducted by an L.E.T.B. - certified instructor can be used toward the instructor's 16 hours of mandated inservice training?
- More FAQs »**



Indiana Law Enforcement Academy
 P.O Box 313
 5402 Sugar Grove Road
 Plainfield, Indiana 46168-0313
 Phone: (317) 839-5191
 Fax: (317) 839-9741

[Click here for map and directions.](#)

Mission

Indiana's center for law enforcement education. The Academy prepares law enforcement professionals for service through rigorous training based upon values and respect.

Newly Offered Classes

ILEA Basic Course #2008174 [\(view\)](#)



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Indiana Department of Transportation




Get Ready for Winter!
WinterDrivingSafety.IN.gov



Welcome to the Indiana Department of Transportation's Website!

Welcome to the Indiana Department of Transportation's Website!

Our mission statement: "INDOT will plan, build, maintain, and operate a superior transportation system enhancing safety, mobility and economic growth."

This Website is a valuable tool in fulfilling our mission, as it is a forum for providing easy access to all sorts of detailed information for both our partners and the multitude of people who travel Indiana's transportation network. Feel free to explore this website and discover all of the valuable information it contains, such as road construction projects, details on doing business with INDOT, publications, maps, new project studies, and much much more.

Don't hesitate to [email us](#) with any questions you may have regarding this website.

Press Releases
INDOT Colfax Street bridge replacement project complete [\(view\)](#)

Online Services

FIRST IN LINE EVERY TIME

- ◆ Road Conditions
- ◆ Driveway Permit
- ◆ Contractors
- ◆ Current Construction Projects
- ◆ Notice of Tort Claim Form
- ◆ Indiana Airport Directory
- ◆ Indiana GIS Atlas

More Online Services »
Subscriber Center »

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

1. How do I find information regarding highway road closings/construction?
2. Where can I find a current Indiana State Map?
3. Where can I get a Indiana Map (aerial, highway...)
4. How is the money from Major Moves being used?
5. What are the requirements for state certification as a Disadvantaged Business En...

More FAQs »



BUILDING ROADS. CREATING JOBS.



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- [Hoosier Lottery](#)
- [Lucas Oil Stadium](#)
- [Indiana Toll Road Lease](#)

Indiana Finance Authority



See What IFA Can Do For Your Business or Community [learn more](#)

Welcome

Welcome to our website, and thank you for your interest in the Indiana Finance Authority ("IFA"). The IFA's primary mission is to oversee State-related debt issuance and provide efficient, effective financing solutions to facilitate state, local government and business investment in Indiana. We encourage you to explore our website to find out more about what we do.

News & Events

- IFA Indiana's State Revolving Fund receives national honor ([view](#)
- IFA Fort Branch saves \$1M through low-interest wastewater SRF loan ([view](#)
- IFA Local business expands, creates jobs in Lawrence and Greene counties ([view](#)
- IFA IFA issues Request for Qualifications for Water Suppliers ([view](#)
- IFA Revolving loan saves Gas City more than \$1.5 million ([view](#)

Online Services

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- ♦ IFA Meeting Dates and Timelines
- ♦ Tax Exempt Bond App & Procedures
- ♦ Volume Cap - Exempt Facility Application
- ♦ Volume Cap - Manufacturing Application
- ♦ DWSRF Application
- ♦ WWSRF Application
- ♦ Brownfields Financial Assistance
- ♦ Brownfields Comfort Letter Request

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Top FAQs I Want To...

1. What is a brownfield?
2. Does the State of Indiana have an inventory list of the brownfields located in I...
3. How can developers utilize IFA's brownfields assistance?
4. Who can issue Tax-Exempt Bonds?
5. What is the current SRF Interest Rate?

Tax-Exempt Bond Programs 




SEE WHAT IFA IS DOING AROUND 



Indiana Board of Tax Review

Online Services

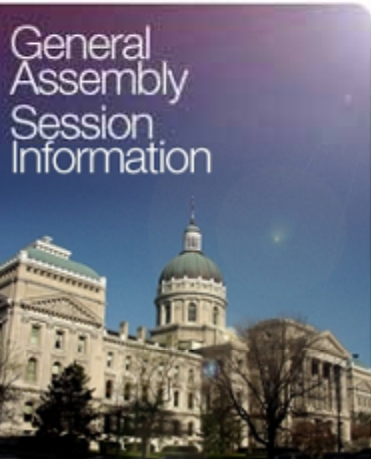
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Indiana Board of Tax Review DECISIONS

[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

At a public hearing on October 1, 2007, the IBTR adopted amendments to its Procedural Rules. The IBTR has submitted the amendments for review and approval by the Attorney General and Governor.

To view the IBTR's proposed amendments, [click here](#).

To view comments from the Indiana Economic Development Corporation, [click here](#) .

- ### Top FAQs
- I Want To...**
1. I just received a determination from my county's property tax assessment board o...
 2. What type of issues can I appeal to the IBTR?
 3. What should I bring to my IBTR hearing?
 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



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- Registration Services
- Title Services
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- BMV Initiatives**
- Holiday Food Drive
- BMV2You Mobile Branch
- Customer Choices Program
- Digital Driver License
- Information For...**
- New Residents
- Teen Drivers
- Dealers

Bureau of
Motor Vehicles





Check Out Indiana's New Digital Driver License

[learn more](#)


Online Services

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- ◆ Renew Plates Online
- ◆ Find a License Branch
- ◆ Search Driver License Records
- ◆ Search Vehicle Title Records
- ◆ Search Vehicle Registrations
- ◆ Estimate the Cost of Your Plates

More Online Services »
Subscriber Center »

Current Visit Times



In a Hurry?
Use the BMV's Current Visit times Calculator

Select Your Branch Below.

Latest Headlines & Events



Access the BMV's Social Security Online Verification system
November 30, 2007: Update on recent customer letters

Social Security Online Verification is an information verification tool that allows the BMV to communicate directly with the Social Security Administration in real-time to verify a customer's Social Security number, name and date of birth.

[Learn More >>>](#)



BMV sponsors statewide Holiday Food Drive

Hoosiers are encouraged to join the fight against hunger this holiday season by bringing canned and non-perishable food to any BMV license branch from November 27 through December 8.

[Learn More >>>](#)

SIGN UP



For E-News Alerts From the BMV

Top FAQs I Want To...

1. How do obtain a copy of my Indiana Driving Record?
2. Why is my license suspended? Who do I contact to reinstate my driver's license? ...
3. If I'm out of the state can I renew my drivers license on-line?
4. I recently married / divorced how do I change my name?
5. How can I find the closest

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INDIANA DEVELOPMENTAL DISABILITY NETWORK

ONLINE COURSES



Indiana **IPAS**

Protection & Advocacy Services



Independence
THROUGH IPAS

hear his story >

Mission Statement


To protect and promote the rights of individuals with disabilities, through empowerment and advocacy.

Featured News

Families and Disabilities Study
Purdue Univ., Dept. of Behavioral Science is conducting a survey to better understand the emotional and social needs of families. If you are a parent/caregiver of an individual with a disability, please complete the following survey. [Families and Disabilities Study](#)

2007-2008 Critical Barriers Survey
With the help of the Indiana University Institute on Disability and Community, IPAS is conducting a disability rights barriers survey which will help IPAS make decisions about future priorities and objectives. These priorities determine how IPAS uses its resources and types of cases it opens. If you would like your input considered, please click on the following link: <http://www.thepollinplace.org/> and complete our critical barriers survey.

SABE 2008 Self Advocates Becoming Empowered ([view](#))

Online Services
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- ◆ Contact Form
- ◆ Add events to calendar

More Online Services »
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- Top FAQs** | **I Want To...**
1. How can Indiana Protection and Advocacy Services Commission (IPAS) help?
 2. Who is eligible to receive services from Indiana Protection and Advocacy Service...
 3. Does Indiana Protection and Advocacy Services charge for services?
 4. Does IPAS have attorneys that can provide legal representation for criminal and ...
 5. What is the difference between IPAS, APS and CPS?
- More FAQs »**

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- Soldiers & Sailors Monument
- American Legion Mall
- Veterans Memorial Plaza
- University Park
- USS Indianapolis Memorial



Online Services
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- ♦ World War II Veterans Information Center

More Online Services »
Subscriber Center »

- Top FAQs** **I Want To...**
1. How many Hoosiers fought in the Civil War, World War I, or World War II?
 2. What are the IWM hours of operation?
 3. Can I visit the observation level of the Soldiers & Sailors Monument?
 4. How many battle flags are in the IWM collection?
 5. When were the Indiana War Memorial and/or the Soldiers & Sailors Monument built?
 6. How tall are the Indiana War Memorial and/or the Soldiers & Sailors Monument?
- More FAQs »**



-  **INDIANA WAR MEMORIAL PLAZA**
Click Here >>>
-  **INDIANA WAR MEMORIAL MUSEUM**
Click Here >>>
-  **COLONEL ELI LILLY CIVIL WAR MUSEUM**
Click Here >>>

Welcome

The Indiana War Memorial Plaza Historic District contains two museums, three parks and 24 acres of monuments, statues, sculptures and fountains in the heart of downtown Indianapolis, making the state's capital second only to Washington D.C. in acreage and number of monuments dedicated to veterans. It is also home to the national and state headquarters of the American Legion. The War Memorial Commission operates these facilities in pursuit of its primary mission: to commemorate the valor and sacrifice of the United State Armed Forces and especially honor Hoosier veterans and Indiana's role in the nation's conflict.

[Message from the Executive Director](#)

- Latest/Featured News**
- ♦ September 14, 2007: Restoration of the 15th Indiana Infantry Regiment's battle flag, known as the "Little Girls' Flag", completed. [\(view\)](#)
 - ♦ July 7, 2007: USS Indianapolis (CA-35) survivors tour the new USS Indianapolis Gallery to mark its opening to the public. [\(view\)](#)
 - ♦ January 29, 2007: FBI officially return the 25th Indiana Infantry Regiment battle flag to General Stewart Goodwin, IWMC Executive Director. [\(view\)](#)



- Auditor's Home Page**
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- Department of Local Government Finance
- Department of Revenue
- Family & Social Services Administration

INDIANA AUDITOR OF STATE
TIM BERRY

Learn More about the Office of the Auditor >

Online Services
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[Hoosier S.T.A.R.T.](#)
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- Top FAQs** | **I Want To...**
1. Check my retirement account
 2. Learn more about retirement plans
 3. Find a person at the Auditor's Office
 4. Get a job at the Auditor's Office
 5. Contact the Auditor

FIND YOUR COUNTY AUDITOR

Comprehensive Annual Financial Report

myLocal.IN.gov
GET LOCAL INFORMATION

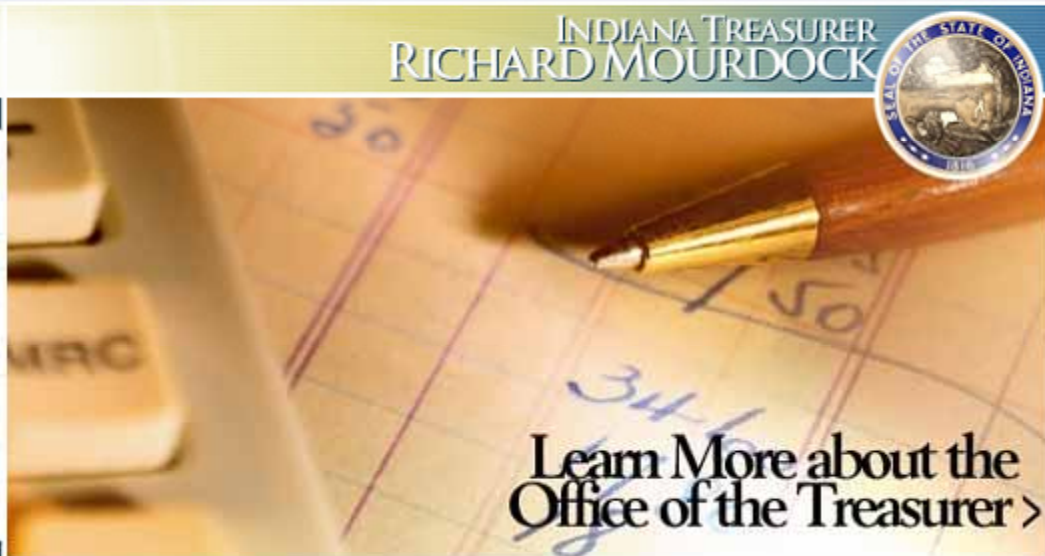
Welcome

Welcome to the Auditor of State website. As Auditor, I serve as the Chief Financial Officer for the State. As CFO my most important obligations involve accounting for all of the State's funds, overseeing and distributing Local Governments tax distributions, paying the State's bills and paying the State's employees. I also serve as administrator to the Indiana Deferred Compensation Plan working to help secure a better retirement future for all State workers. My staff and I are committed to providing quality service to everyone who conducts business with this office.

Thank you for visiting our website. I hope you were able to find helpful information and learn more about this office. I look forward to working with you to make Indiana a better place for all Hoosiers.

Tim Berry
Auditor of State

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INDIANA TREASURER
RICHARD MOURDOCK



Learn More about the Office of the Treasurer >

Online Services
FIRST IN LINE EVERY TIME

- ◆ CollegeChoice 529 Investment Plan
- ◆ TALP Program
- ◆ Online Quarterly Reporting
- ◆ INvest
- ◆ Unclaimed Property

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

Welcome

I appreciate your visit to our website. It is my great honor to be serving as the 53rd State Treasurer of Indiana. I begin the new responsibilities with great enthusiasm for the tasks at hand and with a sense of optimism and confidence that is characteristic of all who consider themselves "Hoosiers".

In the earliest years of the 21st Century, our state is faced with great opportunities and challenges as reflected in my official duties. My most important task is to invest the state's funds wisely so as to maximize the interest we earn. By doing so, we help keep taxes low and make Indiana a better place to grow a business and raise a family. I also serve as Chairman of the Wireless Enhanced 911 Board, as Chairman of Indiana's College Choice 529 Savings Plan, Chairman of the Indiana Bond Bank, and as trustee for the Indiana State Police Pension Fund. In short, I have one of the best jobs in all of Indiana as I come to work everyday knowing that what I do matters to every community and every citizen of Indiana!

Our office staff is here to serve you so if the information you see is not available on-line, we would welcome your calls and questions.

Sincerely,

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

1. How do I check on my property taxes?
2. How can I start saving for my child's college education using the CollegeChoice ...
3. How much interest has the Major Moves money earned?

- **Currently 246 Users!**
- **Everyone Benefits!**
 - Allows non-technical users the ability to click and edit the web
 - Agency PIOs can quickly review and approve all web changes
 - Agency webmasters and IT elevated to role of site managers (not copy editors)
- **Coming Soon**
 - Navigation & breadcrumbs that show the user exactly where they are
 - Even easier page creation
 - RSS Feeds
- **Considering**
 - E-mail notifications to External Customers when pages are updated

The screenshot displays the IN.gov website with a navigation menu at the top including categories like 'About Indiana', 'Agriculture & Environment', 'Business & Employment', 'Education & Training', 'Family & Health', 'Law & Justice', 'Public Safety', 'Taxes & Finance', and 'Tourism & Transportation'. A search bar is located at the top right, and a portrait of Governor Mitch Daniels is shown next to the text 'GOVERNOR MITCH DANIELS visit his home page >>'. The main content area features a large banner for 'GOVERNOR DANIELS PRESENTS PERMANENT PROPERTY TAX RELIEF PLAN' with a yellow background and a photo of houses. Below the banner is a 'Latest Headlines and Events' section with a 'Hoosier Cheer for Our Heroes' article. On the right side, there are sections for 'Online Services' (listing services like Business Entity Search and Campground Reservation) and 'Top FAQs' (listing questions about the governor's salary and unemployment checks). A 'Who Are Your Legislators?' section is at the bottom left, and a 'myLocal.IN.gov' section is at the bottom center.

IN.gov SEARCH IN.gov advanced the web search

Find an Agency Find a Person HELP

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
Dept. of Workforce Development
Bureau of Motor Vehicles
Secretary of State
Department of Revenue
MORE »

Who Are Your Legislators?
Elected Office Zip Code

myLocal.IN.gov
GET LOCAL INFORMATION

Welcome to the Official Website of the State of Indiana

GOVERNOR DANIELS PRESENTS PERMANENT PROPERTY TAX RELIEF PLAN
view the governor's announcement learn more

Latest Headlines and Events

Hoosier Cheer for Our Heroes
"Hoosier Cheer for Our Heroes" is aimed at sending holiday greetings to servicemen and women away from their homes and loved ones for the season. Hoosiers are encouraged to write letters of support to acknowledge the sacrifices military personnel are making to protect freedom...
[Read Full Article »](#)

Nov 7 [GOV] Governor creates new science prize (view article)
Nov 13 [ISDA] State Treasurer Richard Mourdock to Provide Financial Assistance to Hoosier Livestock Farmers (view article)
Nov 13 [INDOT] INDOT Awards \$5.5 Million to Fund Improvements in the Indianapolis Area (view article)
Nov 12 [DNR] Arrest made in live coyote trade investigation (view article)
Nov 12 [IEDC] Medco to Build World's Largest, Most Advanced Automated Pharmacy in Central Indiana (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...

- What is the governor's annual salary?
- How do I find out the status of my unemployment check?
- How do I file for unemployment?
- Where is the governor's residence located?
- Where can I find Governor Daniels' address, phone number & email address?

More FAQs »

What's Happening In My County
visit the IN.gov map feature >

GROUP III (1/1-4/1)

- Phase 1: 11 & 12/07 Planning
 - Board of Accounts
 - Budget Agency
 - Correction
 - Insurance
 - Licensing
 - Local Government Finance
 - Native American Indian Affairs
 - Revenue
 - Public Employees Retirement Fund
- Phase 2: 1/08 Planning
 - Animal Health
 - Bio Town USA
 - Criminal Justice
 - Coroners Training
 - Gaming
 - Horse Racing
 - Integrated Public Safety
 - Personnel
 - Public Access Counselor

GROUP IV (4/1-6/30)

- Alcohol Tobacco & Excise Police
- Civil Rights
- Community & Rural Affairs
- Energy
- Environmental Adjudication
- Financial Institutions
- Governor's Planning Council for People with Disabilities
- Housing & Community Development
- Hispanic/Latino Affairs
- Northwest Indiana Regional Development
- Ports Commission
- Proprietary Education
- Student Assistance
- Utility Regulatory
- Women, Commission for
- Worker's Compensation

GROUP V (7/1-10/1)

Migrate these Sites to CMS

- Hoosier Lottery
- FilmIndiana
- Museum
- State Fair & Wine Competition
- Tourism & Lincoln
- White River



www.IN.gov/iot/2417.htm

Engage Near End of Group IV

Other Potential Migrations to CMS

- **General Assembly**
 - Legislative Services Agency
 - House Democrats
 - House Republicans
 - Senate Democrats
 - Senate Republicans
 - Lobby Registration
- **Judiciary**
 - Prosecuting Attorney's Council
 - Public Defender Council
- **Separately Elected Officials**
 - Attorney General
 - Secretary of State
 - Superintendent of Public Instruction
- **Other Entities**
 - Inspector General
 - Schools for Blind & Deaf

Quick Hits

2007

Chris W. Cotterill
Director of IN.gov

- **IN.gov Brand Recognition**
 - Consistent web address makes it easier for users
 - Transitioning remaining non-IN.gov addresses to IN.gov
- **“No Wrong Door”**
 - All agencies have www and non-www addresses, as well as [AgencyAbbreviation].IN.gov
 - E-mail and web addresses harmonized
 - IN.gov, indiana.gov, state.in.us, ai.org, with and without “www.”
- **County Governments Invited to Use IN.gov Address**

“*States should have consistent URLs for agencies. These would make it easy for visitors to navigate between state agencies, since they always know they’re visiting an official state website.*”

Brown University 2006 Report
www.insidepolitics.org/egovt06us.pdf

See also NASCIO’s “Harmony Helps: A Progress Report on Government Internet Presence”
www.nascio.org/publications/documents/NASCIO-HarmonyHelps.pdf



- **WebTrends: Gold Standard for WebAnalytics Implemented**
- **Reporting on Every IN.gov Web Site**
- **Analytics Highlighted in IN.gov Update**

IN.gov Web Analytics for 8/1/07 to 10/31/07			
Analytics on Visits, Visitors, Pages, & More		Most Visited	
Visits / Average Per Day	8,348,582 / 90,745	#	Agency
Average / Median Visit Duration	00:06:45 / 00:01:54	1.	IN.gov "Top Level"
Visitors / Avg. Visits per Visitor	4,235,352 / 1.97	2.	DWD
Visitors Who Visited: Once / More than Once	3,107,939 / 1,127,413	3.	Hoosier Lottery
Page: Views / Avg. per Day / Average per Visit	31,551,505 / 342,951 / 3.78	4.	Judiciary
Most Active: Date / Day of Week / Hour of Day	10-11-07 / Tuesday / 10-11am	5.	SPD
Least Active: Date / Day of Week / Hour of Day	9/1/07 / Saturday / 3-4am	6.	ISDH
Top 2 Referring Sites	Direct (54.54%); Google (13.85%)	7.	PLA
Top 2 Platforms	Win XP (83.02%); Windows Vista (5.64%)	8.	General Assembly
Top 2 Web Browsers	IE6 (54.63%); IE7 (34.17%); FireFox (7.72%)	9.	SOS
		10.	DNR
			Visits
			1,616,685
			1,108,954
			1,013,847
			453,244
			387,985
			375,645
			371,976
			361,290
			306,632
			302,164



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 >

What's Happening in My County

Use the scroll button on your mouse, or the "+" button on the map, to zoom in for more detail. To view other portions of a county, hold down the left mouse button and move the mouse in any direction. [Return](#) to the State map to select a different county.

Local Major Moves Funds
Allen County

- 2007: \$1,544,190.88
- 2006: \$1,549,867.99

Layers for Allen County

- Travel
- Economic Development
- Major Moves

Number of Commerce luncheon

Allen County Lincoln Day Dinner

April 30, 2007- Governor Daniels attended the Allen County Lincoln Day Dinner.

Tri-Co Solutions announcement

April 30, 2007- Governor Daniels announced to business and community leaders that that Tri-Co Solutions plans to locate its new engineering and design operations in Fort Wayne, creating 115 new high paying jobs and over \$1 million in capital investment.

[More Info...](#)

- **FAQ & Live Help Implemented with IDOA State Information Center**
- **Self Service at All Time High!**
 - 424 FAQs in the system
 - 45 Agencies in the system
 - 212,028 FAQs viewed
 - Only 917 questions submitted when answer not found
 - Incredible 99.59% self-service rate



Results from 4/23/07 to 11/30/07

- **Not In? Contact Us!**

- **Submit Any Request You Have**
 - All requests tied to ticketing system
- **IN.gov Program Managed to Metrics**
 - Reported Quarterly in IN.gov Update

webmasters.IN.gov

IN.gov Web Portal Task Requests

IN.gov Status



IN.gov and all systems are functioning normally. To report an issue, please contact IN.gov Support using form on the General Inquiry tab below.

State Employees: If you have an IT issue that is *not* related to IN.gov (e.g., PeopleSoft, passwords, hardware/software, e-mail, etc.), please [submit your ticket to the IOT Customer Service Desk](#) so that your request is promptly resolved.

Home
Interactive Applications
Web Content
Web/E-mail Addresses
Billing/Payment Processing
Statewide Solutions
General Inquiry



Welcome to the IN.gov online Helpdesk

1. **Choose** a category
2. **Specify** your issue or request
3. **Submit** your completed form

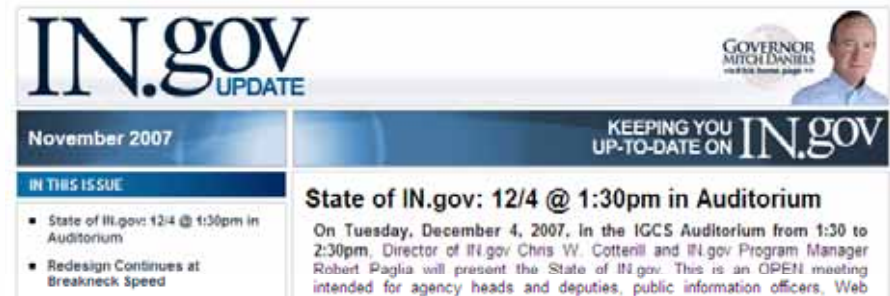
Service Level Description	Service Level Requirement			2006 Q4	2007 Q1	2007 Q2	2007 Q3
	Acceptable	Marginal	Unsatisfactory				
On Time Delivery of Projects	100-90%	89 - 80%	< 80%	100%	100%	100%	100%
IN.gov Uptime	>=99.95%	99.94 – 95%	<94.9%	99.99%	99.9%	99.99%	100%
Production Response Time	100-90%	89 - 80%	< 80%	100%	97%	68%	96.2%
Content Changes w/in 3 Days	100-90%	89 - 80%	< 80%	93.63%	91.68%	65%	92.6%
Web Address Changes w/in 3 Days	100-90%	89 - 80%	< 80%	100%	94.3%	94.3%	89.76%
Customer Satisfaction: Tickets	100-90%	89 - 80%	< 80%	-	96%	85.3%	93%
Customer Satisfaction: Projects	100-90%	89 - 80%	< 80%	-	100%	100%	N/A
Disaster Recovery (Restoration of Content)	<= 48 hours	49 to 72 hours	> 72 hours	N/A	N/A	N/A	N/A

- **Examples of Service Enhancements**
 - BMV Branch Wait Time, Branch Registration, & Social Security Online Validation
 - DLGF Property Tax Data Online
 - DOR iFile
 - FSSA ICOPE
 - DNR iPOS
 - Online Directory: 13,000 more contacts with e-mail, phone number, and more
- **ChaCha Implemented Across All Sites**
- **Resources Better Managed**
 - Time reporting system for staff
 - Automatic call distribution systems
 - Customer service training

■ Presentations

- 12/04/07: State of IN.gov
- 09/27/07: Security Update
- 09/26/07: WebTrends 101
- 08/02/07: Communicators Advisory Council
- 08/01/07: CMS: Group II Migration Meeting
- 05/01/07: CMS: Group I Migration Meeting
- 04/09/07: Communicators Advisory Council
- 01/30/07: Communicators Advisory Council
- 12/11/06: State of IN.gov

■ IN.gov Update



■ Not Getting the Update? Subscribe Today!

■ Browsealoud Coming in January

- Browsealoud reads web pages aloud for people who find it difficult to read online.
- Opportunity to better serve our users
 - 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
- Reads in multitude of languages
- Proven technology—implemented on many large web sites
- First state to implement across all sites.



■ New Photo Gallery for CMS Sites

- On Governor & Lt. Governor's sites later this month
- On agency sites on ASAP basis

- 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 >

INDIANA GOVERNOR MITCH DANIELS



Photo Gallery

November 2007



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

PREV

NEXT



Nov. 1, 2007- Gov. Daniels talks with a Hoosier at the Connexions, Inc. economic development announcement. The company released its plans to locate a new customer support center in Jeffersonville, creating more than 750 jobs.

Image 3 of 16

CLOSE X

- Governor Daniels' Home
- About the Governor
- First Lady Cheri Daniels
- Appointments
- Ask Mitch
- Divisions
- Governor's Fellowship
- Governor's Residence
- Indiana Honors & Records
- 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

HELP

EVERY TIME

List

- an Indiana or U.S. Flag
- a Proclamation
- the Governor's Boards & Commissions
- Services & Centers

ERICA PORTS FOR YOU

Support of Our Troops.

I Want To...

- the Governor's office
- tour of the Governor's residence
- for the Governor's office
- Honor and Merit Award
- tion

■ State Employees

- Governor's & Lt. Governor's Office
- Communicators Advisory Council: All State PIOs
- CMS Teams: Executive, Leadership, & Redesign
- BMV
- IDOA State Information Center
- State IT Directors & Webmasters

■ Contractors

- *Indiana Interactive*: Web design and development, payment processing, hosting, security enhancements, and much more.
- *Haverstick (Kratos)*: CMS Implementation planning, project management, and CMS administration assistance
- *ChaCha*: Search
- *ExactTarget*: E-mail marketing
- *Right Now Technologies*: Live Help and FAQs
- *Zent Consulting*: Assisting agencies with content development

Action Plan

2008

Robert Paglia
Program Manager of IN.gov

To shift, by the end of 2008, to be a measurably customer-centric portal of state information and services.



Many
Tremendous
Online
Services

One
Tremendous
Design

All of IN.gov
Aligned to
Customer Needs

- **Complete the Content Redesign & Shift into Design Compliance Role**
 - Reviewing and fixing page not found (404) errors
 - Reviewing and fixing non-compliant web design
 - All agency sites reviewed on regular basis throughout year
- **CMS Support of Intranet Sites**
- **Application Design Standardization**
 - Like web content, online services will be standardized
 - Most applications will be integrated into the IN.gov Design or leverage the IN.gov “transactional” application template
 - Project begins in earnest after web content migration
 - IN.gov Program will engage agencies to carefully scope and plan necessary changes
 - Every effort will be made to coordinate changes with other planned upgrades

- IN.gov Scanning All Applications
- Secure Applications Hosted on IN.gov will be Branded with IN.gov Shield
- Third Party Services
 - IN.gov Program finalizing document that outlines how applications not developed by IN.gov Program integrate into IN.gov.
- Learn More in January IN.gov Update



■ Customer Needs Analysis & Plan

- Developing reusable framework for identifying External Customer needs and measuring the State's effectiveness against those needs
- Develop a roadmap to better deliver to those needs
- Request for Information (RFI)
 - Released: 11/16/07 to 2,203 Vendors
 - Responses Due: 12/20/07
- *This regular effort will establish the roadmap for IN.gov Program development for years to come*

■ Accessibility Compliance & Mobile Device Delivery Roadmap

- By end of second quarter of 2008, complete accessibility compliance review and enhance mobile/text only delivery

- **“Agency Centric” to “Customer Centric”**
 - 75 Agencies and services with different user IDs and passwords; confusing and time-consuming for users
 - Users visit IN.gov because they have to; we must make it easy!
 - Potential
 - One username and password for multiple online services
 - Dashboard to see status of various activities across multiple agencies
- **Immediate Next Steps**
 - IN.gov, BMV, and PERF are coordinating on initial rollout
- **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

- **Shift Back to Service Development in FY09**
- **Submit Your Proposals to Develop New, or Enhance Existing, Online Services**
- **Selected Proposals Will Hit on These Priorities**
 - Cost Reduction – projects that reduce the cost of doing business with and within government
 - “One stop” solutions (multi-agency)
 - Transparency – projects designed to make government more open to the public
- **Announcement in January IN.gov Update**

■ Business One Stop

- Potential Overhaul of Business Registration with State
 - One place for all businesses to register and maintain all licenses/registrations with the State
 - Works with existing backend agency systems
- Proven in South Carolina
- Working with SOS & DOR on Feasibility Study



■ forms.IN.gov Coming in First Quarter 2008

- Partnership with ICPR on new one stop service for all state forms
- Will integrate into CMS so each agency’s forms will be immediately available on the agency site

■ To Do:

- Complete Redesign & CMS Implementation
- Implement Photo Gallery, Browsealoud, & CMS Improvements
- Transition remaining non-IN.gov domains to IN.gov
- Standardize design and certify security of applications
- Customer needs analysis
- Implement single sign on architecture
- Accessibility/mobile device delivery review
- Continue to build government changing services



Thank You

This presentation is available at webmasters.IN.gov.