# IOT IN.gov Program - 2020

**Who We Are:**
Indiana Interactive is partnered with IOT to provide web services for the State of Indiana's Web portal

**Our Mission:**
Dedicated to providing web applications, tools and services so that citizens can transact or research via the web.

**Department:**
493002

**Managers:**
- Alvin D. Wilson, Deputy CTO
- Mike White, IN.gov Program Director
- Natalie Galaviz, IN.gov Project Manager
- Sloane Wright, Indiana Interactive (II) GM
- Andrew Hoff, Indiana Interactive Director of Operations

**What We Do:**

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|---|---|
| Website Design & Marketing (digital and print) | Program Management |
| Enterprise Web Content Management System | Project Management & Business Analysis |
| Application Development | Quality Assurance & Testing |
| Website Technology Integration & Support | Security of State Data |
| Payment Processing | |

**Our Products:** 1131      IN.Gov

**Our Tools:**

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|---|---|
| Access Indiana | State Single Sign On Solution – OpenID connect |
| Active Data Calendar | Event Marketing, Ticket and Event registration |
| BrowseAloud | Provides speech, reading, and translation functionality. |
| FormStack | Online form creator |
| Google Analytics | Internet Web Traffic Analytics |
| GovDelivery | Digital marketing solutions, subscription based communications. |
| Mapping Services | IN.gov offers a wide range of mapping services to help fit the needs of any agency |
| OpenText Website Mgt Suite | Enterprise web content management |
| Search Services | Offers advanced search services for websites, intranets, directories, databases, & other digital Assets |
| SQUIZ | New Enterprise Web Content management system |
| SiteImprove Quality Assurance | Identify/fix Misspellings, Broke links, Style guide violations |
| Payment Processing | Offers the necessary resources to provide online and onsite payment processing |
| Zendesk | Online Knowledgebase/FAQs, Live Chat, SMS support, Email Incident Management |

**Our Metrics:**
- Application\Hosting Uptime
- Project Delivery

**Our Customers:**  All state agencies.

**Our Budget:** Contract: $8.7 million

**Major Accomplishments:**
- Best of Web Awards (2-019-1st Place, 2018- 3rd Place, 2017 – 2nd place, 2016 – 5th place, 2015 – 3rd place, 2014 – 3rd Place, 2013 Top 10 finalist, 2011 – 3rd Place)
- DNR Hunting Trapping Fishing and Point of Sales
- Access Indiana – DHS Public Safety Portal  & DWD Job Seeker Portal
- 2017 – 202 Million Page Views, 21 Million Mobile Visits, 9.1 Million transactions

**Current Projects:**
- Access Indiana SSO – PLA Enterprise Licensing and DNR HTF
- BMV Electronic Notification - CDL
- New Web CMS SQUIZ Implementation