

INDIANA OFFICE OF  
TECHNOLOGY



**2008**

# State of IN.gov

**Robert Paglia**

IN.gov Program Manager

&

**Alvin Wilson, PMP**

IN.gov Project Manager



# Agenda

**Participating INDIANA AGENCIES**

- ◆ State of Indiana – IN.gov
- ◆ Governor
- ◆ Lieutenant Governor
- ◆ Indiana Office of Technology
- ◆ Healthy Indiana Plan (HIP)



- IN.gov Focus**
- Vision
- What We Do
- Redesign & Security**
- Why Did We Redesign?
- Secure & Reliable
- Enterprise Solutions**
- e-Subscription
- Other Statewide Solutions
- Services Coming
- Service Delivery**
- Customer Focus
- Resource Management
- Standard Operating Procedure
- Customer Care Program
- CMS**
- CMS Usability Enhancements
- CMS Stabilization
- New Services**
- Services Coming in 2009
- Thank You**
- Partner Agencies
- Partner Vendors
- Q & A**

- Ø IN.gov Focus
- Ø Redesign & Security
- Ø Service Delivery
- Ø CMS
- Ø New Services
- Ø Acknowledgements
- Ø Q & A



## IN.gov Focus

**Participating INDIANA AGENCIES**

- ◆ Faith-Based & Comm. Initiatives
- ◆ Education Employment Relations
- ◆ First Lady
- ◆ Arts Commission
- ◆ Homeland Security

- IN.gov Focus**
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# IN.gov Vision Statement

To be a customer-centric portal by delivering consistent services to our agency partners so "WE" can better serve our constituents.



**Indiana Education**  
Employment Relations Board

## IN.gov Focus

**Participating INDIANA AGENCIES**

- ◆ Management & Budget
- ◆ Teachers' Retirement Fund
- ◆ Administration
- ◆ State Police
- ◆ Agriculture

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### What We Do

- Ø Portal Services
- Ø Oversight and Management
- Ø Creative Services
- Ø Application Development
- Ø Project Management
- Ø Financial Management
- Ø Hosting







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# IN.gov Focus

## Focus of Portal Services

**Participating INDIANA AGENCIES**

- ◆ Grain Buyers
- ◆ Warehouse Licensing
- ◆ Utility Consumer Counselor
- ◆ Stadium
- ◆ Workforce Development

**Indiana Department of Workforce Development**

### Ø Serve You!

- Professional Web services
- Secure Web hosting and payment processing
- Streamlined update process for IN.gov
- Quantifiable customer-focused performance
- Constant improvement through regular customer meetings

### Ø Serve Our Constituents!

- Keep IN.gov Safe, Secure, & Easy to Use
- Break down the barriers of the bureaucracy
- Use IN.gov funds to develop “one stop” services

INDIANA OFFICE OF  
TECHNOLOGY



# Redesign & Security

**Robert Paglia**

# Redesign & Security

## Participating INDIANA AGENCIES

- ◆ Family & Social Services Admin.
- ◆ Law Enforcement Academy
- ◆ Transportation
- ◆ Finance Authority
- ◆ Board of Tax Review



### IN.gov Focus

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## Why Did We Redesign?

### The Diagnosis

#### Ø User Perspective

- Agency-focused not customer-focused
- Confusing due to lack of consistency
- Designs are stale
- Hundreds of online services, but cant find them easily

#### Ø State Government Perspective

- Cannot quickly update content
- Standards unclear, unenforceable



# Redesign & Security

**Participating INDIANA AGENCIES**

- ◆ Auditor of State
- ◆ Treasurer of State
- ◆ Motor Vehicles
- ◆ Protection & Advocacy Services
- ◆ War Memorials

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## Initial Redesign Efforts Complete!

### The Prescription

#### Ø Goal 1

- For the constituent, provide state government information in a customer-centric manner

#### Ø Goal 2

- For agency partners, make it easier for users in state government to update content on IN.gov Standards

#### Ø 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





INDIANA OFFICE OF  
TECHNOLOGY



# Agency Websites

### IN.gov

### Governor

The screenshot shows the IN.gov homepage with a search bar and navigation tabs. The main content area features a banner for 'Search Indiana's Virtual Library at INSPIRE.IN.GOV'. A sidebar on the left lists government branches and services. A 'What's Happening in My County' section is visible at the bottom.

The screenshot shows the IN.gov Governor page with a search bar and navigation tabs. The main content area features a banner for 'Indiana Governor Mitch Daniels'. A sidebar on the left lists government branches and services. A 'What's Happening in My County' section is visible at the bottom.

Lieutenant Governor

Indiana Office of Technology

**IN.gov** SEARCH  IN.gov advanced search

**GOVERNOR MITCH DANIELS** visit his home page

[About Indiana](#) | [Agriculture & Environment](#) | [Business & Employment](#) | [Education & Training](#) | [Family & Health](#) | [Law & Justice](#) | [Public Safety](#) | [Taxes & Finance](#) | [Transportation](#)

Find an Agency Find a Person **HELP** 1 800 455 6838

**LIEUTENANT GOVERNOR BECKY SKILLMAN**

**LI Governor Home**  
 Ask Becky  
 Biography  
 Newsletters  
 Newsroom  
 Photo Gallery  
 Press Room  
 Speeches & Awards

**Indiana Gains National Attention**  
 In response to recent severe weather, Governor Mitch Daniels has directed state agencies to coordinate relief efforts in affected counties across the state. [Click here](#) for more information.

**Office of Disaster Recovery**  
 In response to recent severe weather, Governor Mitch Daniels has directed state agencies to coordinate relief efforts in affected counties across the state. [Click here](#) for more information.

**Hoosier Agribusiness and Science Academy**

**IN.gov** SEARCH  IN.gov advanced search

**GOVERNOR MITCH DANIELS** visit his home page

[About Indiana](#) | [Agriculture & Environment](#) | [Business & Employment](#) | [Education & Training](#) | [Family & Health](#) | [Law & Justice](#) | [Public Safety](#) | [Taxes & Finance](#) | [Transportation](#)

Find an Agency Find a Person **HELP** 1 800 455 6838

**INDIANA OFFICE OF TECHNOLOGY**

**Helpdesk Assistant**  
 IT assistance at your fingertips

**self service password reset enrollment**

**IoT services & rates**  
 New State PCs Provided to IDT Customers  
**04964**  
 ...and counting

**Customer Service**  
 • Self Service Password Reset  
 • IDT Billing for Agencies (IDT)  
 • IDT Website Access  
 • Password Resets  
 • Password Status Requests  
 • Password Employee Training  
 • Submit an IDT Customer Service Ticket  
 • Internal Helpdesk Rptg

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

- For State Employees: Only May I also personal email addresses and phone numbers?
- For State Employees Only: May I receive WebMail for personal use?
- For State Employees Only: Why I cannot add my own personal email address?
- How far back do the Linked Contact History Check records go?
- Can I access Driver License, Vehicle Registration, and Vehicle Title Services?
- For State Employees Only: Can I transfer a home employee?



### Healthy Indiana Plan

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS

**Healthy Indiana Plan**

1-877-GET-HIP9

HEALTHY INDIANA PLAN  
Health Coverage in Person or Mail

Applications are now being processed

- [HIP Application in English](#)
- [HIP Application in Spanish](#)

Apply for HIP

Contact HIP

### Office of Faith-Based & Community Initiatives

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS

**Office of Faith-Based & Community Initiatives**

Connect to Volunteer Opportunities. Visit [volunteer.IN.gov](http://volunteer.IN.gov)

INDIANA DISASTER RESPONSE

Friday Night FACTS

Apply for Grants

Contact Us



### Indiana Education Employment Relations Board

### First Lady

## Indiana Arts Commission

**IN.gov** SEARCH In.gov advanced search

**GOVERNOR MITCH DANIELS** [visit his home page](#)

Find an Agency Find a Person HELP

### Indiana Arts Commission

Connecting People to the Arts

**BE AN ADVOCATE FOR THE ARTS**

Road about the Economic Impact of the Arts in Indiana

**Hoosier Artists Encouraged to Apply for IAC Individual Artist Program Grants**

The Indiana Arts Commission (IAC) has announced that Hoosier artists have until February 2, 2009 to submit applications for the IAC's Individual Artist Program (IAP) grant.

Individual Artists living and working in Indiana may apply for up to \$2,000 for the IAP grant, which requires no matching funds. The grants are intended to assist artists with specific project-related needs that will help them further their career and provide significant public benefit through the completion of a project.

**Upcoming Deadlines & Events**

- December 16, 2008 - Commission Quarterly Business Meeting
- February 2, 2009 - IAP Application Deadline

**For More Events in Your Area**

- For information in your region: [MidwestArea.com](#)
- Indiana State Festival Association
- Indiana Visitor Centers
- IndianaArts.org

**Get your Indiana Arts Trust License Plate Now!**

Indiana A \$1000 LICENSE THE ARTS

## Indiana Department of Homeland Security

**IN.gov** SEARCH In.gov advanced search

**GOVERNOR MITCH DANIELS** [visit his home page](#)

Find an Agency Find a Person HELP

### Indiana Department of Homeland Security

**Stay Safe This Winter! Winter Fire Safety Tips.**

**National Threat Advisory: ELEVATED**

The threat level in the above state is High or Orange. [Read more](#)

**Disaster Recovery**

Call the Indiana Intelligence Fusion Center (IFC) 866-400-IFC (4432) [Web Page](#)

**OFFICE OF DISASTER RECOVERY**

Calendar Help | Register User Survey | Home | Contact Us | Policies | Site Map | Feedback | Home Page | State Information | 1-800-MD-6200



## Indiana Office of Management & Budget

**IN.gov** SEARCH

**GOVERNOR MITCH DANIELS**  
click to view page

Find an Agency Find a Person HELP

### Indiana Office of Management & Budget

**Government Efficiency Reports** [read more >](#)

**Online Services FIRST N UNDEVERTIME**

- Government Efficiency
- Procurement & Surplus
- Retention Services
- Taxes & Finance
- Wendover & Lobbyists
- Other Services

More Online Services = [click to view page](#)

**Top FAQs**

1. What is the PROOF?
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?

More FAQs >

**Suggestion Box**  
Click to Submit Your Comments >

Calendar | Help | Register/View/Cancel | Newsroom | Online Services | Policies | ENews | Text Only | Resources | Tool Boxes | State Information | 1-800-827-2000

## Indiana State Teachers' Retirement Fund

**IN.gov** SEARCH

**GOVERNOR MITCH DANIELS**  
click to view page

Find an Agency Find a Person HELP

### Indiana State Teachers' Retirement Fund

**Visit the TRF Members Page**

**Online Services FIRST N UNDEVERTIME**

- Member Secure Login
- Employer Secure Login
- Estimated Benefit without Social Security Statement
- Estimated Benefit with Social Security Statement
- Estimated Service Credit Payment

More Online Services = [click to view page](#)

**Benefit Calculator**  
click to view

**MY ACCOUNT**  
CLICK TO ACCESS LOGON

**ANNUITY SAVINGS**  
ACCOUNT ONLY PERFORMANCE

**Subscribe for e-mail updates >**

- TRF Secure Capital Market Fluctuations
- TRF Retirement Application
- TRF How Do I Come to a School Near You?
- Statewide Public Safety for FY 2009
- SOCIAL & POLICY INFORMATION COUNCIL REPORT
- Charitable Rollover
- Direct Deposit Form
- Investment Fund

**Online Help**

First Time User will use TRF Guidebook. Please note, you will need to enable your pop-up blocking utility to utilize the tool box.

**Top FAQs**

1. I have not worked for several years, how do I withdraw the money I've earned?
2. What are the rules for my TRF portable benefit?
3. I would like to know my age, how do I know if there is any money in a rollover account?
4. How much service credit is granted for sick leave?

More FAQs >

**Welcome to the Indiana State Teachers' Retirement Fund**

We are committed to exceeding the expectations of our members. Click here if you have suggestions on how we can best serve your needs.

Steve Hanes  
Executive Director

Calendar | Help | Register/View/Cancel | Newsroom | Online Services | Policies | ENews | Text Only | Resources | Tool Boxes | State Information | 1-800-827-2000

### Indiana Department of Administration

### Indiana State Police



### Indiana State Department of Agriculture

**IN.gov** SEARCH

**GOVERNOR MITCH DANIELS** [visit his home page >>](#)

Find an Agency Find a Person HELP

## INDIANA AGRICULTURE

**Online Services FIRST IN EVERY TIME**

- Utility Indiana online Income for Work Program
- Job & wage Cooperative Districts Online Directory
- Indiana Land Resources Council Wood Certification
- Hoosier Horsepower Award Application Form

**More Online Services >**  
Subscriber Center >

### CERTIFIED LIVESTOCK PRODUCER PROGRAM

For the latest state change information click here.

**Latest News**

- ISDA Recog 1206 2338 Indiana Cert 080931 State Photo Contest W11315 [View](#)
- Meeting Notice: State Soil Conservation Exam [View](#)
- Meeting Notice: Agricultural Advisory Board [View](#)
- Conservation Incentives still available for farmers [View](#)

**Subscribe for e-mail updates >**

**BioFuels**  
Click to Learn More >

**BIO-TOWN, USA™**  
Turning Challenges into Opportunities  
[Click to Learn More >](#)

Calendar | Help | Register User Query | Contact Us | Online Services | Policies | Site Map | Feedback | Home | State Information: 1-800-MY-8200

### Indiana Office of Utility Consumer Counselor

**IN.gov** SEARCH

**GOVERNOR MITCH DANIELS** [visit his home page >>](#)

Find an Agency Find a Person HELP

## Indiana Office of Utility Consumer Counselor

**Online Services FIRST IN EVERY TIME**

- Give Us Your Feedback
- Contact us a Case
- Request a Speech
- Keyword/Provider Search
- Unlink/Link My Profile Assistance
- File a Complaint

**More Online Services >**  
Subscriber Center >

**TOO FRISKY** | **SMART IDEAS**

1. What are the advantages and disadvantages of choosing a variable rate to a...
2. What are the rules about free training?
3. What is Indiana doing about high natural gas costs?
4. What is the difference between the OUC and the ARC?
5. What is the OUC?

**More News >**

**OUCC Kids Zone**  
puzzles • quizzes • fun facts

**Smartband Provider SEARCH**

**Prepare for Winter:**  
The OUCC offers to help energy efficiency to residents, customers and businesses.

**Understand Your Energy Bill:**  
Our guides to [electric rates](#) and [natural gas rates](#) help you understand your bill, which can help you manage winter energy bills.

**Disconnections:**  
Know your [rights and responsibilities](#).

[More Featured Topics >>](#)

**811**  
Call before you dig

Calendar | Help | Register User Query | Contact Us | Online Services | Policies | Site Map | Feedback | Home | State Information: 1-800-463-8200





## Family & Social Services Administration

## Indiana Law Enforcement Academy

### Indiana Department of Transportation

### Indiana Finance Authority

**IN.gov** SEARCH in.gov advanced search GOVERNOR MITCH DANIELS

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**Indiana Department of Transportation**

**U.S. 31 Groundbreakings**

Learn More  
Plymouth to South Bend  
Pickens Corridor

Welcome to the Indiana Department of Transportation's Website

**Our Mission**

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

This Website is a reliable 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 transverse 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 busi-ness with INDOT, publications, maps, new project studies, and much more.

Don't hesitate to [email us](mailto:help@indot.in.gov) with any questions you may have regarding this website.

Click Here for a Complete List of INDOT Press Releases, Issue Memoranda, News and Other Announcements

- Updated Lane Reduction Information for SR 401 County Road
- Lane Reduction Information for SR 1349
- INDOT Ombudsman "Kissed Down To A Science"
- Lane Expansion Study Configuration of SR 401
- U.S. 41 (Columbus) Major Moves project permits built for winter

**TRAFFICWISE** Your link to smart travel

**MAJOR MOVES** BUILDING IDEAS. CREATING JOBS.

Released a 2007/2008 Indiana State Map

Calendar Help | Register New Service | Newsroom | Contact Services | Policies | Site Map | Feedback | Home | State Information 1-800-457-6200

**IN.gov** SEARCH in.gov advanced search GOVERNOR MITCH DANIELS

Find an Agency Find a Person HELP

**Indiana Finance Authority**

**Indiana Toll Road**

See What IFA Can Do For Your Business or Community

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**

- Deming and Decker save residents money on wastewater improvements
- IFA approves second round of bondwork grants for SPV 2008
- IFA celebrates "World Environment Day" by holding Sustainability Workshop
- Sustainability Workshop of International World Environment Day

**Brownfields**

**STATE REVOLVING FUND PROGRAM**

Calendar Help | Register New Service | Newsroom | Contact Services | Policies | Site Map | Feedback | Home | State Information 1-800-457-6200



### Indiana Board of Tax Review

**IN.gov** SEARCH

GOVERNOR MICHAEL DANIELS

**Indiana Board of Tax Review**

**DECISIONS**

Welcome to the Indiana Board of Tax Review

**IMPORTANT NOTICE**

Effective April 7, 2008, Governor Daniels appointed Bob Verwie as a member of the board governing the IBTR. The three-member board consists of Michael J. Bruno, Tom U. Ugo, and Bob Verwie.

**Appeal Rules.** Public Law 219 (2007) created new deadlines for a local property tax assessment board of appeals (PTABOA) to set on a taxpayer's written notice requesting a review of his or her assessment. The new statutes apply to future notices filed after June 30, 2007. In these cases, a PTABOA must hold a hearing within 100 days after the taxpayer files his or her review notice, and it must issue a written determination within 120 days of that hearing. If the PTABOA fails to hold a hearing within 100 days and/or fails to issue a determination within 120 days of its hearing, a taxpayer need not wait for the PTABOA to issue a determination; he or she may file an appeal directly with the Indiana Court of Tax Review. That direct appeal option is only available in cases where a taxpayer filed his or her written review notice after June 30, 2007.

**Procedural Rules.** The Board's amendments to its procedural rules were finalized and became effective on December 14, 2007. [Click here](#) to view the final version of the Board's rules.

Calendar | Help | MyGov User Service | Newsroom | Online Services | Policies | Site Map | Feedback | State Information | 1-800-467-6222

### Indiana Auditor of State

**IN.gov** SEARCH

INDIANA AUDITOR OF STATE TIM BERRY

**INDIANA AUDITOR OF STATE TIM BERRY**

Learn More about the Office of the Auditor

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 for the Indiana Defined Compensation Plan working to help ensure a better retirement future for all State workers. My staff and I are committed to providing quality service to everyone who conducts business with the Office.

Thank you for visiting our website. I hope you will contact me for helpful information and learn more about the office. I look forward to working with you to make Indiana a better place for all Hoosiers.

Tim Berry  
Auditor of State

myLocalIN.gov  
GET LOCAL INFORMATION

Calendar | Help | MyGov User Service | Newsroom | Online Services | Policies | Site Map | Feedback | State Information | 1-800-467-6222

## Indiana Treasurer

**IN.gov** SEARCH

INDIANA TREASURER RICHARD MOURDOCK

Learn More about the Office of the Treasurer

Richard Mourdock, Indiana State Treasurer

## Bureau of Motor Vehicles

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS

Save \$5 per vehicle when you renew online

myBMV Virtual License Branch

Save \$5 per vehicle. Renew online.



## Indiana Protection & Advocacy Services

## Indiana War Memorial

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS with a new page >

Find an Agency Find a Person HELP

### Indiana Protection & Advocacy Services IPAS

**Independence THROUGH IPAS** hear the story >

**Mission Statement**

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

**Featured News**

**2008 Indiana Disability Policy Report online and public participation**

An assessment of issues important to people with disabilities in Indiana. As the decision needs for the final weeks, the newly released 2008 Indiana Disability Policy Report is on the voting screens and public comment at Hoosier with disabilities. For family members, and IPAS staff.

**Forces and Disabilities Study**

Fortius Univ., Dept. of Behavioral Science is conducting a survey to better understand the emotional and social needs of 270 million. If you are a parent/caregiver of an individual with a disability, please complete the following survey: [Forces and Disabilities Study](#)

**Alert! Upcoming changes for Medicaid recipients!**

The Indiana Family and Social Services Administration (FSSA) is making a major change to Developmental Disabilities, Autism, and Support Services waiver, beginning July 1, 2008. In-home Medicaid waiver services are funded and offered to consumers. The change is called Objective Assessment System for Individual Support (OASIS). For more information, go to: [www.in.gov/fssa/23333.htm#link1](#)

**Important Information for High School Students with Disabilities Leaving School**

If your child or loved one is leaving high school and was receiving special education services, he or she may immediately be eligible for services funded by a program called the Support Services Medicaid Waiver. [Click here](#) for information about the Support Services Medicaid Waiver and how you can apply.

**Alternatives 2008 Conference** hosted by Robina's Empowerment Center. From a report to consumers of mental health services, who wish to participate in the 2008 Alternatives Conference available. The purpose of the conference is to foster a public health mental health care focus on recovery. For more information on the Alternatives Conference visit [www.paw2.com/alternatives-2008](#)

Open Collaborative on Community Integration is conducting an online survey to learn more about how to better support parents with psychiatric disabilities. If you have children under the age of 18 and consider yourself a mental health consumer/parent and/or a person in recovery with respect to your mental health, then they are very interested in hearing from you. To complete the survey, please go to: [http://www.vawsp.org/alternatives/alt7084.html](#)

**Families are Aging: Research Participants Sought for A Study.** IPAS has identified a need to gain a deeper understanding of the range of possible supports that migrant parents and siblings in adult their adult family members with a disability in the home and abroad. If you or someone you know would be interested in participating, please contact Lisa Wiggins for more information about the project by mail, phone, fax or email: 2052 East Third St, Decaturville, IN 47400 / 1-800-825-4733 toll free phone / 1-812-855-6698 (direct) / 1-812-665-4630 (fax) / [lwiggins@indiana.edu](mailto:lwiggins@indiana.edu)

[View calendar for upcoming events, trainings, and webinars >](#)

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**IN.gov** SEARCH

GOVERNOR MITCH DANIELS with a new page >

Find an Agency Find a Person HELP

### Indiana War Memorial

**Honoring Hoosier Veterans** learn more >

**Online Services FIRST IN LINE EVERY TIME**

Top Pages | Want To...

- What are the 100 hours of service?
- Can I add the observation level of the Soldiers & Sailors Monument?
- How do I request a flag in the Online Battle Flag Collection?
- How do I see the Indiana War Memorial under the Soldiers & Sailors Monument?
- How do I add my own flag in the Online Battle Flag Collection?
- How do I see the Indiana War Memorial under the Soldiers & Sailors Monument?

**More Pages >**

**BATTLE FLAG COLLECTION**

**Latest Featured News**

- September 14, 2007: Restoration of the 156th Infantry Regiment's Battle Flag known as the "156th OASIS Flag" completed. [View](#)
- July 7, 2007: USG Indianapolis (CA-25) unveils four the new USG Indianapolis Gallery to mark its opening to the public. [View](#)
- January 25, 2007: FBI officially returns the 156th Infantry Regiment's Battle Flag to Colonel Stewart O'Connell, IMMC Executive Director. [View](#)

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## Indiana Department of Child Services

**IN.gov** SEARCH

**GOVERNOR MITCH DANIELS**

**Indiana Department of Child Services**

**DCS Practice Indicator Reports**

**A Message from Governor Mitch Daniels**

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

**DCS Practice Indicator Reports**

- Notice of Pub. H. Hearing - Bartholomew County (closed)
- Notice of Pub. H. Hearing - Fayette County (closed)
- Notice of Pub. H. Hearing - Martin County (closed)
- Notice of Pub. H. Hearing - Owen County (closed)

**Practice Indicators**

**Healthy Families Indiana**

**Report Child Abuse & Neglect 800-800-5558**

**Heart Gallery of Indiana**

**Indiana Care Select**

## Indiana Department of Veteran Affairs

**IN.gov** SEARCH

**GOVERNOR MITCH DANIELS**

**Indiana Department of Veterans Affairs**

**MILITARY FAMILY RELIEF FUND**

**Welcome to the Indiana Department of Veterans Affairs**

**G.I. BILL**

**If you are interested in sending a letter of appreciation or a holiday card to our troops, please send them to my office by November 17th**

**Find your Veterans Service Office**

### Indiana State Library

**Indiana State Library**

**Indiana Memory**  
Your Gateway to the History and Culture of Indiana

**Recent News**

- First Ten Fallows Named for Librarian Diversification Initiative (view)
- Calling All Entries for the 2009 Beech Books Affiliates Competition (view)
- Five Indiana Public Libraries go live with Evergreen (view)
- Hudson-Wentzfeld Library unrolls Evergreen Indiana (view)
- Chased Indiana Visitor Capri Nabara on December 27th (view)
- Celebrate Family History Month at the State Library (view)
- Indiana Center for the Book Names 2008 Best Books of Indiana (view)
- Indiana Students Invited to Enter National Writing Contest (view)
- Indiana Center for the Book announces Best Books of Indiana finalists (view)
- State Library Launches Web Portal to Indiana's Historical and Cultural Heritage (view)
- Indiana Receives \$1 Million Grant for Library Diversity Initiative (view)
- New Video Helps Kids Catch the Reading Bug (view)
- National Literature Contest Honors 128 Hoosier Students (view)
- Indiana State Library Expanding Public Services on Saturdays (view)
- Calling all entries for 2009 Best Books of Indiana competition (view)

### Indiana Department of Labor

**Indiana Department of Labor**

**2009 GOVERNOR'S WORKPLACE SAFETY AWARDS**

**Welcome**

The mission of the Indiana Department of Labor is to advance the safety, health, and prosperity of Hoosiers in the workplace. In order to make significant strides, we emphasize both enforcement and voluntary compliance for employers. Our office administers the OSHA program, state workers' compensation and disability laws, as well as underground coal mine safety. We also train mine fire training and education of resources available to the public through our [Safety Bureau](#). Finally, our [Safety Bureau's](#) [Occupational Safety and Health Division](#) conducts, maintains and tracks records internally and externally. Our goal is to help every Indiana job seeker to work and to be successful. Let us know how we can help you.

**Recent & Forthcoming**

- November 18, 2008** - Indiana Department of Labor Honors Boonville, Indiana's Cook Pharmacy, LLC with Safety Award
- November 18, 2008** - Indiana Department of Labor Signs Cooperative Safety and Health Partnership with GE Lilly and Company
- October 21, 2008** - 2007 Safest Year Ever for Hoosier Workers
- October 7, 2008** - Indiana Department of Labor Honors First Vehicle Services in Fort Wayne, Indiana with Safety Award
- August 21, 2008** - Indiana Workplace Injuries Reported at Historic Low



## Indiana Natural Resources Commission

## INShape Indiana



## Indiana Historical Bureau

**IN.gov** SEARCH In.gov advanced search

GOVERNOR MITCH DANIELS

Historical Bureau

### Greenville Treaty Flag

Natural Heritage of Indiana Event on December 6

### The NATURAL HERITAGE of INDIANA

On Saturday, December 6 the Indiana Historical Bureau will host "A Celebration of Indiana's Natural Heritage".

- Find out more [here](#) on this event including visiting authors and exhibits.
- Date: December 6, 2008 Time: 11:30 AM - 3:30 PM
- Location: Indiana State Library and Historical Building, 215 West Ohio Street, Indianapolis
- Contact: MTA 8221, 317.202.2636 or [mta8221@in.gov](mailto:mta8221@in.gov)
- To find out more about the documentary, educational materials, conference, books, podcasts, appraisals, please visit [thehistorycenter.org/indiana-heritage](http://thehistorycenter.org/indiana-heritage)
- View the event [page](#).

New Souvenirs, Upcoming Marker Dedications and Book Receptions, Presenting the Past

- New [souvenirs](#) are here!
- Find out about upcoming [Marker Dedications](#) [here](#) or check out the [Book Store](#).
- February 27, 2008, save the date for [Discovering the Past](#), a 4000 computer conference on tracking ranch and environmental influence history.

## Indiana Commission of Public Records

**IN.gov** SEARCH In.gov advanced search

GOVERNOR MITCH DANIELS

### Discover Your Indiana State Archives

### Salvaging Water-Damaged Items

In an effort to aid residents and businesses across Indiana suffering from recent flood damage, the Indiana State Archives is providing the following information to assist in preserving records and restoring the damage. State Archivist Jim Conditon has also established a special phone line at the State Archives to aid local governments attempting to salvage official government records.

317-541-4270, ext. 276

Mr. Conditon has asked the academic community and public libraries to assist in efforts required to salvage public records documents and records. The old hood to which together the public records parts of records's past is called upon and it may require the efforts of hundreds. The State Archives will assist in the State Library is speaking in its effort.

**How to deal with flood-damaged pictures, documents and books:**

If your items can be dealt with immediately:

Can't take time to deal with them with clean water if possible. If this is not possible, you can't avoid the growth of mold. It is crucial to completely dry or to freeze items as quickly as possible to avoid the growth of mold. Photographs should be removed from their mounts. Frames, book covers and to the made print-outs of digital or electronic can be safely dried in a place where air is circulating (a not in a tightly closed room). Place plain paper towels in between approximately every 16 pages or 100 and change out with dry paper towels as they become saturated. To dry photographs that have been professionally developed place wet paper in between each photograph as they are drying, or lay the photographs out individually. Be aware that photographs may not fit flat in this manner, but can be flattened later. Smaller assets can be stored on a flat surface with the pages turned open to air dry. Only use this method if the book is strong and able to stand open in this manner. Books and magazines with glossy paper must be opened so that every page remains separated while drying to avoid the pages becoming stuck together.

If items can't be dealt with immediately:

Wrap in plastic each book or stack of papers no more than an inch high and heavy. Professionally printed photographs should be isolated between layers of wax paper before freezing. Freezing inhibits the growth of mold. Items can be thawed at any convenience until the pages or photographs can be separated without tearing and then dried in the above manner.

Continue to dry there if your preferred method of least 24 hours beyond the point at which they seem dry to touch. If items are affected by mold, do not attempt to clean them yourself as the mold can be a health hazard. Consult a conservation professional.

**Further information is available here:**

Northeast Document Conservation Center - <http://www.northeastdocument.org/>

American Institute for Conservation - <http://www.aicp.org/>

You can visit the Indiana State Archives - Conservation Lab at [www.in.gov/indiana-archives](http://www.in.gov/indiana-archives)

## Indiana Tobacco Prevention & Cessation

## Indiana Professional Licensing Agency



### Indiana State Budget Agency

### Recycle Indiana

**IN.gov** SEARCH  IN.gov advanced search

GOVERNOR MITCH DANIELS visit his home page >>

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**Indiana State Budget Agency** **Online Services FIRST IN EVERY TIME**

**Budget Information** [Learn more](#)

**MAJOR MOVES** BUILDING ROADS. CREATING JOBS.

**PROPERTY TAX DATA** Browse >>

**SIA Home**  
 Budget Committee  
 Administrative Action  
 Budget Information  
 Retrieved Medical Devices  
 Calendar  
 Links  
 Contact Us  
 Contact Us

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

**SIA Overview**  
 The State Budget Agency is charged with the duty and responsibility of serving as fiscal agent, administrative budget officer, fiscal monitor and fiscal policy advisor to the Governor. By statute, the Governor appoints the State Budget Director and two Deputy Directors.  
 The Budget Agency facilitates the processes of revenue forecasting and budget development and implementation. The agency is also responsible for evaluating the fiscal and policy impacts of legislative proposals and making this information available to decision makers. Each department, agency committee and state agency are required to work with the legislature to develop the State's Budget.  
 At the Governor's request, the legislature created the Office of Management and Budget, effectively bringing together the fiscal and budget functions of the State. The Budget Agency is not one entity that falls under the purview of the Office of Management and Budget.  
 More information about the State Budget Agency can be found in Article 13, Chapter 1 of the Indiana Code.

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Find an Agency Find a Person HELP

**RECYCLE INDIANA**

**Digital Television Transition**  
 Do you know what to do with your old television after February 17, 2009?  
[Learn more](#)

**What's Happening in My County**  
 IDCM's New Map Feature

**Online Services FIRST IN EVERY TIME**  
 Find Out Where to Recycle  
 Monitor Your Island  
 Indiana Great Recycling County  
 CDH Publications Catalog  
 Indiana Material Storage  
 More Online Services & Subscriber Center >>

**INDIANA**

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

1. What should I do with my old computers and electronics?  
 2. Where can I recycle?  
 3. What are "Thinners" (gasoline) engines?  
 4. How can I get funding for recycling programs?  
 5. What's "recycling" (a) and "recycle" (b)?  
 6. Why is recycling important?  
 7. Where can I get information about available ERM grants, loans, or loans?  
 8. What are the benefits of recycling?  
 9. What is composting and how do I do it?  
 10. Where can I get information about fooding?

**News**  
 • Madison County's IDEM's Environmental Stewardship Program [Link](#)  
 • MFTAA AKA ARJITY - Environmental Stewardship Program [Link](#)  
 • Madison County's IDEM's Environmental Stewardship Program [Link](#)

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## Public Employees' Retirement Fund

## Indiana State Board of Accounts

**Public Employees' Retirement Fund**

With approximately \$1.2 billion in assets under management as of year-end 2008, the Indiana Public Employees' Retirement Fund (PERF) is among the largest public pension funds in the United States. The fund now covers more than 120,000 public employees and retirees representing more than 1,000 employers including public universities, school corporations, municipalities and state agencies.

- [Establish a Tough Trust](#)
- [Maximize Cash to Pay for Taxes](#)
- [Simplify or Consolidate](#)
- [Retirement & Assistance for Survivors](#)
- [Reinvest the Cash Distribution \(RMD\) Kiosks](#)

**BRIDGE TO RETIREMENT**  
Information to help you make a smooth transition to retirement!

**Indiana State Board of Accounts**

**TRUST**  
Recently Released Audit Reports

As an agency of the executive branch, the State Board of Accounts audits the financial statements of all governmental units within the state, including cities, towns, villages, school corporations, service branches, state agencies, hospitals, libraries, townships, and state colleges and universities. The agency, as a part of the audit process, renders opinions on the fairness of presentation of the various units' financial statements in accordance with the same professional auditing standards required of an independent audit organization. Investigatory audits are performed to verify truth or non-compliance with local, state and federal statutes.

The current Board Members are:

- Bruce A. Haysler, CPA, State Examiner
- Mike Dazymal, CPA, Deputy State Examiner
- Paul Jzyto, CPA, Deputy State Examiner

### Indiana Criminal Justice Institute

### Indiana Horse Racing Commission

### Indiana State Personnel Department

### Indiana Public Access Counselor

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS

Indiana State Personnel Department

**PASSPORT TO A NEW CAREER OPPORTUNITY**  
EXPLORE A NEW PATH!

SPD Home  
About Us  
Calendar  
Forms  
Contact Us  
Job Services  
Indiana State Government Employment Opportunities  
Consumer Information  
Current Employees  
Benefits  
Current Employees Job Bank  
Recruiting  
Programs & Events  
Policies & Procedures  
Training

**Online Services FIRST IN EVERY TIME**

- Position & Name Resources
- Search Employment Database
- Personnel Financials
- Payroll
- Labor Market Access
- Public Employees Retirement Fund

**More Online Services** »  
Subscriber Center »

**Top Page** | **I Want To...**

1. Search for jobs with Indiana State Government
2. Learn how about working for the state of Indiana
3. View my current benefits calendar
4. Ask SPD a question related to my benefits
5. Learn how about our services/department
6. View a list of our most interesting state's pay plan
7. View a calendar listing vacancies
8. View information on state employee policies
9. View health insurance plans offered by the state
10. Contact a few employee services issues

**STATE EMPLOYEE DISCOUNT PROGRAM**

**The Torch Online**

**Upcoming Events**  
Employee training classes - [www.spd.in.gov](http://www.spd.in.gov)

Calendar | Help | Register | Search | Newsroom | Online Services | Policies | Forms | Test Only | Resources | Test Reader | State Information | 1-800-487-6200

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS

Indiana Public Access Counselor

**"Sunshine is the best disinfectant."**  
Supreme Court Justice Louis D. Brandeis

**Search PAC's opinions**

**Have a complaint? REPORT IT HERE**

**Top Page** | **I Want To...**

1. Public Access Handbook
2. Public Access Handbook Subscriber Center »
3. Public Access Handbook
4. Public Access Handbook
5. Public Access Handbook
6. Public Access Handbook
7. Public Access Handbook
8. Public Access Handbook
9. Public Access Handbook
10. Public Access Handbook

**More Online Services** »  
Subscriber Center »

**Browse the Public Access Handbook**

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### Indiana Commission of Hispanic / Latino Affairs

**IN.gov** SEARCH Sign in advanced 38901

**GOVERNOR MITCH DANIELS** click to view page

Find an Agency Find a Person HELP

**Indiana Commission on Hispanic / Latino Affairs** **Online Services FRS IN LINE EVERY TIME**

**This Month in Hispanic History** [learn more](#)

**ICHLA Home**  
 On Display  
 About ICHLA  
 Newsroom  
 Projects & Initiatives  
 Reports & Meeting Minutes  
 Resources  
 Calendar  
 Contact Us

**ICHLA Strategic Plan**

**Traduzca al Español**

**myLocalIN.gov** GET LOCAL INFORMATION

Calendar | Help | IN.gov User Center | Newsroom | Online Services | Policies | Site Map | Text Only | Powerstroke Text Reader | State Information: 1-800-457-0000

### Integrated Public Safety Commission

**IN.gov** SEARCH Sign in advanced 38901

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**Integrated Public Safety Commission** **Online Services FRS IN LINE EVERY TIME**

**FOR OUR FUTURE HOOSIER HEROES** [learn more](#)

**Public Safety Interoperable Communication Grants**

**What's Happening in My County** visit the IN.gov map feature

**STATEWIDE INTEROPERABLE COMMUNICATIONS CONFERENCE**

**Network Operations Center**

**IPSC Home**  
 About Us  
 Message From the Staff  
 Our Vision  
 Project Update  
 Services Stories  
 Best Practices: e-911, Mutual Aid, 507c, and 911C Interworking  
 Library & Links  
 Contact Us

**Public Safety**  
 What is SAFE-T?  
 What is SAFE-T?  
 What is SAFE-T?  
 What is SAFE-T?  
 What is SAFE-T?  
 What is SAFE-T?

**News**

- Communication System & Mapping [View PDF](#)
- Behavioral Justice
- Current System [View PDF](#)
- Current Map of a selected area [View PDF](#)
- SAFE-T Public Member [View PDF](#)

**SAFE-T Awards & Honors**

- Behavioral Justice [View PDF](#)
- SAFE-T Public Member [View PDF](#)
- SAFE-T Public Member [View PDF](#)

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### Indiana Gaming Commission

### Commission of Proprietary Education

### Indiana Department of Natural Resources

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About Indiana Agriculture & Employment Business & Employment Education & Training Family & Health Law & Justice Public Safety Taxes & Finance Tourism & Transportation

Find an Agency Find a Person HELP

## Indiana Department of Natural Resources **DNR**

**Online Services FIRST IN EVERY TIME**

- Purchase a Fishing License
- Reserve a Campsite
- State Park Permits
- Stowstate/ATV Registration
- Purchase a Hunting License
- Purchase a Trapping License
- Vehicle Permits
- Special Hunt Registration

More Online Services »  
Subsidiary Center »

**Top FAQs** | **What's New**

1. How do I obtain Hunting or Fishing Licenses (online or in person)?
2. How do you obtain a variance animal on your property?
3. What do you do if you find a baby or orphan animal?
4. How do I obtain my Hunter Education card?
5. Where can I find information on ground water quality?

**More FAQs »**

**RESERVE YOUR CAMPSITE TODAY**

**Donate to Indiana's Nongame Fund >>>**

**Indiana Outdoor: Hunting & Fishing Licenses**

**Indiana Heritage Trust**  
It's now more important than ever for hunters to buy Environmental License Plates. With it is income, the Indiana Heritage Trust will no longer be able to purchase land for future parks, nature preserves, fishing and hunting areas, and so forth.  
[Learn how you can help >>](#)

**Featured Topics**

- 2008 Indiana General Election Guide
- 2008 Recreation & Fishing Guide
- 2008 Indiana Outdoor Show
- Flexic Information

**DNR News**

- Plans for Indiana winter hunt
- Indiana state employees gathering grounds to be closed
- Reconnected with Santa at Upper State Fair (12/08/08)
- Ballantyne led deer walk festival, Dec. 14 (12/08/08)
- Fair-Harrison World War II exhibit opens Dec. 13 (12/08/08)
- Polygon Tab 22ggs Time Trials, Dec. 5 (12/08/08)

**More News >>**

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### Indiana Department of Child Services

**IN.gov** SEARCH In.gov advanced search GOVERNOR MITCH DANIELS visit his home page

About Indiana Agriculture & Employment Business & Employment Education & Training Family & Health Law & Justice Public Safety Taxes & Finance Tourism & Transportation

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## Indiana Department of Child Services

**Online Services FIRST IN EVERY TIME**

- Search Children
- View All Children
- Show the UNIC List
- Children's Profile Lists

More Online Services »  
Subsidiary Center »

**Top FAQs** | **What's New**

1. How do you get a child ready to be adopted? (online or in person)?
2. How do I check on child support issues?
3. Where can I get a copy of case records?
4. If I need child support services, what happens if I'm the biologically related child?
5. Is it okay to stop with my baby?
6. What information do I have to provide if I report child abuse or neglect?

**More FAQs »**

**healthy families indiana**

**Report Child Abuse & Neglect 800-800-5656**

**Opening Hearts. Changing Lives.**

**Heart Gallery of Indiana**

Calendar | Help | Register Survey | Feedback | Contact Us | Privacy | Site Map | Text Only | Download | RSS Feeds | State Information: 1-800-457-8200



# Indiana Department of Insurance

# Department of Local Government Finance

## Indiana Department of Correction

The screenshot shows the homepage of the Indiana Department of Correction. At the top, there is the IN.gov logo and a search bar. Below the navigation menu, the main content area features a large banner for "Project LENS (Law Enforcement Notification System)" with a "Learn More" button. To the right of the banner is a section for "Online Services FRS™ IN LINE EVERY TIME" listing various services like "Indiana Civil Case Records" and "Motor Vehicle Registration". Below this is a "Featured News" section with a list of recent news items, including "Commissioner Buco At Luncheon Honors Appointees" and "Road To Re-Entry". On the left side, there is a vertical menu with categories like "About DOC", "Career Opportunities", and "Programs & Services". At the bottom, there are logos for "Project LENS", "DOC Facilities", and "Jpay".

## Indiana Department of Correction: Road to Re-Entry

The screenshot shows a dedicated page for "Road to Re-Entry". The main heading is "ALERT" with a large exclamation mark icon. Below the heading, it says "Keep informed with the new ALERT Notification Service." and includes a "SIGN UP!" button. The page is divided into several sections: "Engagement Services" with a link to "Indiana Career Connect"; "Current News" with several news items dated from July to October 2008, such as "Parole Division Welcomes To Break Down Employment Barriers" and "DOC Hosts Legal Bench County Revolving Trust Hearing"; and a "Letter from the Commissioner" section. The letter discusses the department's focus on providing solution-based re-entry programs. At the bottom, there is a footer with site navigation links and contact information.



## Indiana Regional Development Authority

## Indiana Civil Rights Commission



## Indiana State Board of Health

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS

Find an Agency Find a Person HELP

**Indiana State Board of Animal Health BOAH** Online Services FIRST IN LINE EVERY TIME

**Have you registered your premise?**

**Top FAQs**

1. Register an exhibition event
2. Bring your livestock
3. Register by telephone
4. Download the rabies guidelines
5. Start a doggie free tail-wag
6. Learn a rabies lesson by video
7. Contact BOAH

**GLOBAL VET LINK**  
Create electronic health certificates

**RABIES WHAT YOU NEED TO KNOW**

**KNOW Before YOU SHOW**  
**New Rules For the 2008 Exhibition Season**

December 2, 2008 - Enforce Tuberculosis Trace in Indiana  
For more information about bovine TB and the press release [click here](#).

Calendar | Help | IN.gov User Survey | Newsroom | Online Services | Policies | Site Map | Text Only | Home | Indiana | 1-800-487-0200

## Indiana Department of Revenue

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS

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**Indiana Department of Revenue** Online Services FIRST IN LINE EVERY TIME

**INTAX INDIANA TAX CENTER**

**Top FAQs**

1. Know what we receive by e-filed
2. File a part-year Indiana tax return
3. File my return as an Indiana resident while I am in the military, but my spouse is not an Indiana resident
4. Take the online e-refund
5. Paying tax on my retirement
6. Get a credit for tax on my Indiana return
7. How many times to file my return and then I will owe the Department

**Additional Individual Tax Filing Resources**  
[Click here for more resources](#) | [Tax Talk Radio](#) | [Twitter](#) | [Facebook](#)

**Departmental Notice #1** - This notice reflects the county withholding tax rates as of Oct. 1, 2008. Note: Legislation of certain counties to change or adjust new local-option income tax rates through Dec. 31, 2008. We advise you to check frequently for updates.

**Effective Oct. 1, 2008** the Department will post a monthly update on the CBS exempt credit table to date against the total exemption balance allowed for the fiscal year. To view and download a copy of this update, [click here](#).

The Indiana Department of Revenue Provides Disaster Relief to Individuals and Businesses Impacted by June Storms - The Indiana Department of Revenue - as directed by Governor Daniels - will provide immediate relief to impacted individuals and businesses in counties declared by Executive Order of the Governor as disaster emergency areas or in counties designated by the President as a disaster area eligible for recoupment of state assistance. [Click here](#).

**TaxTalk Blog** - Find out what Indiana helps E-coolers slash their state tax dollars (and go a little green, too) [Click here](#).

**Indiana Sales Tax Rate to Change to 7 Percent Effective April 1** - With the passage of House Enrolled Act 1001, the Indiana sales tax rate will increase to 7 percent on April 1, 2009. [Click here](#).

**New Online Inquiry Center for Tax Professionals**  
Tax professionals may now use our online inquiry center to send their questions and comments directly to our Tax Professionals area, and sign up for future updates and practitioner news. To visit the online inquiry center, [click here](#).

**County-owned property tax rebate** - Indiana will not be the county-owned property tax rebate. However, you may have a claim on your federal tax return. [Click here](#).

Click [here](#) for additional notices.

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## Indiana Office of Energy & Defense Development

**IN.gov** SEARCH

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### Indiana Office of Energy & Defense Development

**INDIANA'S HERITAGE OF INNOVATION**  
**The 100 MPG Solution**

**Online Services**  
FIRST IN LINE EVERY TIME

Click to receive Newsletters & Updates

**More Online Services**  
Subscriber Center

**Top FAQs** | **What's New**

1. What's a CFI Sub looks like? Are they dangerous? What are they built out of?
2. How much electricity can I generate using compact Fluorescent Lights (CFLs)?
3. Car Hybrid have a difference by changing the battery?
4. Don't CFLs have a lot more than knowledge about?

**More FAQs**

**Alternative ENERGY Grants**  
energy.IN.gov

**GRANT PROGRAMS**

**BioFuels Pump Locator**

**Recent Statement**

The Indiana Office of Energy & Defense Development, under the leadership of Lieutenant Governor Brinkley Shelby, is responsible for Indiana's energy policy. That policy is outlined in the state's strategic energy plan, Hoosier-HorizonGrow Energy. The Office leads Indiana's efforts to develop alternative energy for the U.S. military and assist in the development of critical energy defense, aerospace, and other and security initiatives.

The Office of Energy & Defense Development wishes to thank the Indiana Office of Community and Rural Affairs for their continued support in help realize our programs possible.

**REGISTRATION**

- Indiana's First Cellulosic Ethanol Plant Moves Forward
- Indiana State Energy Forecast Report: The market on Electric Prices in Indiana
- Indiana's Coal Plant - 100% CO2
- Center for Coal Technology Research - 100% CO2 Conversion
- Power for energy systems - 100% CO2 Conversion

**Most Highlighted**

- CO2 Storage
- Recent Local Decisions for Renewable Energy
- 2007 Professional Heat Pump Residential Taxable Report

Calendar | Help | Register User | News | Online Services | Policies | Site Map | Text Only | Home | Contact Us | State Information | 1-800-467-0200

## Indiana Commission for Women

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS

Find an Agency Find a Person HELP

### Indiana Commission for Women

**Indiana's Salute to Women**  
**THE TORCHBEARER AWARDS**

**Online Services**  
FIRST IN LINE EVERY TIME

Click to receive Newsletters & Updates

**More Online Services**  
Subscriber Center

**Top FAQs** | **What's New**

1. How can I find financial assistance to go back to school?
2. I need assistance in finding a small business, can the ICW help?
3. How can I receive legal assistance?
4. How can I get involved with ICW?
5. What is the logo for?

**More FAQs**

**What We Do**

- Advocate current status and needs of women and their families across the state
- Advocate for and act as a voice for Indiana women
- Work toward improving the status of women in the state
- Partner with other organizations to leverage the ability to positively impact issues

**Indiana's Salute to Women Torchbearer Awards**

**Advancing Hoosier Women in Business & Community**

Calendar | Help | Register User | News | Online Services | Policies | Site Map | Text Only | Home | Contact Us | State Information | 1-800-467-0200

### Indiana Department of Financial Institutions

### Indiana State Coroners Training Board



### State Armory Board Indiana National Guard

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS

State Armory Board Indiana National Guard

## Apply for Current Bids

get started

**BID Posting System**

Members of the State Armory Board are appointed pursuant to the Indiana Military Code §. C. 15-2-2-5) The primary function of the State Armory Board is to provide, manage, and care for armories for the use of the Military Forces of the State of Indiana. Additional information relative to the State Armory Board may be found in Title 10 Indiana Military Laws.

Calendar | Help | Register (Army) | Newsroom | Online Services | Policies | E-Rates | Text Only | Resources | Text Reader | State Information | 1-800-967-4228

### Governor's Council for People with Disabilities

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS

Governor's Council for People with Disabilities

## 2008 Annual Conference for People with Disabilities

December 2 & 3, Hyatt Regency Hotel, Indianapolis

Registration Deadline: November 14, 2008  
Scholarship Applications due October 27, 2008

Learn more

**MISSION READY: COUNTDOWN TO CHANGE**

**Top FAQs**

1. Are there any programs for people with disabilities that can help me purchase...
2. How do I find out more about Indiana's Home and Community Based Services (HCBS) for me, my family, or...
3. How do I find out more about Indiana's Home and Community Based Services (HCBS) for me, my family, or...
4. How can I find out more about the Indiana's Home and Community Based Services (HCBS) for me, my family, or...
5. My child was just diagnosed with a disability. What can I do about it?

**Self Advocates of Indiana**

The Indiana GOVERNOR'S COUNCIL FOR PEOPLE WITH DISABILITIES

"The most difficult thing for government to do is do things which individuals are doing already and to do them a little better or a little worse, but to do those things which at present are not done at all."  
J.M. Keynes

**Mission Statement**

The Indiana GOVERNOR'S COUNCIL is an independent state agency that we exist to change our society to embrace independence, productivity and inclusion of people with disabilities in all aspects of society.

This mission is accomplished through planning, evaluation, collaboration, education, research and advocacy.

**Partners in Policymaking**

Calendar | Help | Register (Army) | Newsroom | Online Services | Policies | E-Rates | Text Only | Resources | Text Reader | State Information | 1-800-967-4228

### Indiana Office of Community & Rural Affairs

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS

Find an Agency Find a Person

**Indiana Office of Community & Rural Affairs**

**Did you know that 75% of the land mass in Indiana is rural, and approximately 44% of the population lives in rural areas?**

**Online Services**

- Access to Public Records Request
- Community Focus Fund Application
- Planning Grant Application
- Microenterprise Application
- New York State Insurance Development Rural Capacity Grant Application
- Entrepreneurial Support Fund Community Grant Application
- Indiana Mail Street Address Community Application
- Community Business Development Transportation

**COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM**

For the latest storm damage information including FAQs, road closures, local contact information, and maps, please visit Governor Daniels' Web site at <http://www.governor.in.gov>. If you have additional questions, please contact your community liaison. Contact information can be found here: [www.in.gov/cra](http://www.in.gov/cra)

**Apply for a Rural Capacity Grant**

### Indiana State Department of Health

**IN.gov** SEARCH

GOVERNOR MITCH DANIELS

Find an Agency Find a Person

**Indiana State Department of Health**

**Are You Prepared for FLU SEASON?**

**Health Information by Topic**

- Certified Wellness Programs Home Children's Special Health Care Services Bureau
- Food Safety & Adhesives HIV/AIDS in Indiana Immunization Bureau Infectious Diseases Maternal & Child Health Bureau Maternal & Child Health Bureau Public Health Investigation Bureau Tobacco
- Vital Records
- Assisted Living Facilities - A-Z 200 Behavioral Risk Factor Surveillance System (BRFSS) Birth Reports (Vitality) Consumer Reports Death Reports (Mortality) Hospital Guide & Public Data Department, Aggregate Data Immunization Reports Indiana Termination Proceedings Infectious Diseases Marriage Reports Youth Risk Behavior Survey

**December 2009: Healthy Aging**

- Healthy mind – use stress, socialize, and to stretching
- Healthy body – exercise, good nutrition, and to stretching
- Healthy practice – get recommended medical screenings, prevent accidents, and get enough sleep

**Annual Reports**

- Indiana Executive Order for Oral Health
- State Health Department Says 15 Nursing Home Had Deficiency Free Annual Burden in Third Quarter
- Indiana AHEAD sees Wide Hepatitis climb
- Confirms 12 Targets - Hoaxers Living with Diabetes

**Be Ready! Make a plan today.**

**healthfinder.gov**



# Indiana Department of Environmental Management

# IDEM: Wetlands

**IN.gov** SEARCH IN.gov advanced search

**GOVERNOR MITCH DANIELS**  
with a home page

Find an Agency Find a Person HR/P

**Indiana Department of Environmental Management**

**What should you do with unwanted medicines?**  
Learn More

**Public Notices**  
Do you own or what's going on in your community?

**What's New on IDEM**  
Learn more

**Find Out Where to Recycle**

**Online Services FIRST IN EVERY TIME**

- Acronyms List
- Enforcement Database
- Online Air Permit Search
- Publication Catalog
- Public Test Monitoring
- Regulatory Services Portal
- Site Disposal Photo Information System
- What's New on IDEM
- Wastewater Construction Permits

More Online Services - Subscriber Toolkit

**Environmental Topics**

**Now on IDEM Tool**

The [Regulatory Services Portal](#), is IDEM's newest e-Service. The tool is designed to make it easier for our users to electronically submit notifications, applications and data directly to the agency's database system, eliminating potential data entry errors while increasing efficiency. IDEM's Air Polluter Quality Certification Regional General Permit Notifications is the first service available. Additional services and applications will be added during the next few months.

Find more information about IDEM's e-services and applications on the [www.idem.in.gov](#).

**Outreach Initiatives**

- Archaeological Site Rehabilitation Incentive and Database
- Innovative Energy Management for Water and Wastewater

This energy management workshop will demonstrate how to reduce energy use and increase savings for water and wastewater treatment plants in Indiana. It will provide interactive instruction on reducing energy use by using energy management approaches, opportunities to learn from regulated utility representatives on energy performance improvements and associated cost savings, and help to identify follow-up opportunities for EPA funded assist utilities.

**October 29, 2008, 9:30 AM - 4:00 PM**

- [Full Assessment POC](#)
- [Enforce POC](#)

**Nonpoint Source Educational Campaigns**

- [Learn to be a Leader in Watershed Management POC](#)
- [Meet POC: Pesticides, Chemicals and Oil Leak](#)
- [Share Your Story on Pollution: 2/15/08](#)

**News**

- [Million Chemical Companies joins IDEM's Environmental Stewardship Program](#)
- [MCCCA AVAILABILITY - Environmentalists ready to play watchdogs](#)
- [Million Chemical Companies joins IDEM's Environmental Stewardship Program](#)

**Events**

**Dec 15, 2008**  
Financial Assurance Board Meeting [View](#)

**Dec 10, 2008 - Cancelled**  
Water Pollution Control Board Meeting [View](#)

**Dec 03, 2008 - Cancelled**  
Air Pollution Control Board Meeting [View](#)

**IN.gov** SEARCH IN.gov advanced search

**GOVERNOR MITCH DANIELS**  
with a home page

Find an Agency Find a Person HR/P

**Indiana Department of Environmental Management**

**Wetlands**

**Table of Contents**

- [Wetland Information](#)
- [Indiana's Wetland Conservation Plan](#)
- [Indiana's Wetland Resources](#)
- [Wetland Assessment](#)
- [Wetland Mitigation Handbook](#)
- [Wetland Wetlands?](#)
- [Importance of Wetlands](#)

**New Wetland Publications**

- ["On-line Your First Wetland in Indiana Wetlands" Brochure \(PDF - 1.0 MB\)](#)
- ["Wetland Protection & Conservation? Read This First" Brochure \(PDF - 500 KB\)](#)
- [Wetlands Permit & Handbook - A Guide to the Permit Process for Activities that Disturb Indiana's Wetlands \(PDF - 1.5 MB\)](#)

**Additional Resources**

- [Section 401 Water Quality Certification Program](#)
- [Isolated Wetlands Program](#)

**Find Out Where to Recycle**

**Top FAQs**

1. What should I do with my old computers and electronics?
2. How can I recycle?
3. How can I recycle my tires?
4. How can I get ready to recycle at home?
5. What's "universal hazardous waste"?
6. Why is mercury dangerous?
7. How can I find information about mobile cell phones, VCRs, or DVD's?
8. What are the benefits of recycling?
9. What is composting and how do I do it?
10. How can I find information about recycling?

**Calendar** | [Help](#) | [Register for Services](#) | [Vendor's Center for Services](#) | [Policies](#) | [Site Map](#) | [Text Only](#) | [Download Your Data](#) | [Data Information](#) | 1-800-457-6200



### State Student Assistance Commission of Indiana

### Office of Environmental Adjudication

## Worker's Compensation Board of Indiana

## Indiana Alcohol & Tobacco Commission

## Indiana State Excise Police

## Indiana Housing & Community Development Authority



## Indiana Utility Regulatory Commission

**IN.gov** SEARCH  By gov: 1/1/08 12:00:01

**GOVERNOR MITCH DANIELS** with a home page

**Indiana Utility Regulatory Commission**

**811 Know what's below. Call before you dig.**

**Online Services** FRS IN UN/EVERY TIME

- Document Document System
- File a Complaint

**More Online Services**

- Subscriber Center

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

1. How do I file a complaint about a violation of the Indiana Utility Regulatory Commission?
2. Who do I contact to file a complaint against a utility?
3. How do I contact the Indiana Utility Regulatory Commission?
4. What jobs are currently available at the Indiana Utility Regulatory Commission?
5. How do I file a complaint about my utility?
6. Who are the Chairman and Commissioners of the Indiana Utility Regulatory Commission?
7. How do I file a petition?
8. What are the procedures for a hearing?
9. Who can I get information about Conference at the Indiana Utility Regulatory Commission?
10. Who do I call before I dig?

**News and Information**

- **News Releases**
  - [IURC Electricity Delivery Approaches 7-year Mid-term Change](#)
  - [IURC Approves 2008 Annual Report on Rate of Return and Customer](#)
  - [Gov. Daniels Names Director of the IURC's Public Safety Division](#)
  - [The 2008 IURC Energy Forum on Nuclear Site Relicensing and Development](#)
  - [Commissioners Launch to Sign an Statewide Plan for Federal State Joint](#)
- **Presentations and Reports**
  - [Water Prepayment System](#)
  - [2008 Annual Report](#)
  - [2008 Regulatory Feasibility Report](#)
  - [IURC Study on Law Reform](#)
  - [IURC's Annual 2008 Research & Development Needs from August 20, 2008](#)
  - [Double-Counting Biomass Feasibility Study](#)
  - [2008 President's List Review for a Gridlock Resolution](#)
- **Surveys**
  - [IURC External Client Survey](#)
  - [IURC Transparency Client Survey](#)
- **Recent Filings**
  - [EPC's Grid Cable Customer Service Standards for 2007-2008](#)
  - [EPC's Construction Schedule](#)
- **Docketed Case Information**

## Indiana Data & Communication System

**IN.gov** SEARCH  By gov: 1/1/08 12:00:01

**GOVERNOR MITCH DANIELS** with a home page

**Indiana Data & Communication System**

**GET CONNECTED**

**Online Services** FRS IN UN/EVERY TIME

- Guide: EACS
- More Online Services
- Subscriber Center

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

1. How do I apply for access to the system?
2. How do I use the EACS Requirements for Dispatch Coordination?
3. How can I determine if my Department or Agency qualifies to join the system?
4. What is the Indiana Data and Communications System?
5. How does my Agency Apply to become a Mobile Data Terminal Agency?

**News and Information**

- **News Releases**
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  - [IURC Approves 2008 Annual Report on Rate of Return and Customer](#)
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- **Docketed Case Information**

## Redesign & Security

### Participating INDIANA AGENCIES

- ◆ Child Services
- ◆ Veterans' Affairs
- ◆ Library
- ◆ Labor
- ◆ Natural Resources Commission

#### IN.gov Focus

- Vision
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## Even More Sites

### Recent Additions to CMS

- Ø House Democrats
- Ø Senate Democrats
- Ø Senate Republicans
- Ø Economic Development

### Separately Elected Official

- Ø Treasurer of State
- Ø Auditor of State





# Redesign & Security

**Participating INDIANA AGENCIES**

- ◆ Budget Agency
- ◆ Recycle
- ◆ Public Employees Retirement Fd
- ◆ Board of Accounts
- ◆ Criminal Justice Institute

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## A More Secure & Reliable IN.gov

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

- Ø **Goal 1:** Significantly and strategically reduce risk of exposure to current and emerging threats.
- Ø **Goal 2:** Demonstrate alignment with existing or upcoming security regulations and standards





# Redesign & Security

## Participating INDIANA AGENCIES

- ◆ Horse Racing
- ◆ Personnel
- ◆ Public Access Counselor
- ◆ Hispanic/Latino Affairs
- ◆ Integrated Public Safety

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## Cybertrust Certification

- Ø Certified since 2007
- Ø All Controls Validated
- Ø 100 Percent Certification is Rare
- Ø Disaster Recovery Enhanced
- Ø IN.gov Connectivity Enhanced
- Ø Annual Audit Process
- Ø Recertification to begin in 2009
  - Physical, network, policy ect.





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## Redesign & Security

# Making IN.gov Safe & Secure



**Participating INDIANA AGENCIES**

- ◆ Gaming
- ◆ Proprietary Education
- ◆ Natural Resources
- ◆ Adoption
- ◆ Insurance

**Indiana Department of Veterans' Affairs**

# Redesign & Security

**Participating INDIANA AGENCIES** 

- ◆ Local Government Finance
- ◆ Correction
- ◆ Road to Re-Entry
- ◆ Northwest Indiana Regional Dev.
- ◆ Civil Rights

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## Applications Scans

### Application Scans Completed

- Ø Scanning Services to Verify Security
- Ø All Applications have been scanned
- Ø If Any Vulnerability Found
  - Detailed report provided
  - Vulnerabilities prioritized (“Critical Risks” require immediate remediation)
  - Mitigation plan prepared and expedited
- Ø This is an Ongoing Effort
  - Implemented Scanning within our Change Control process
  - Upgrade existing scan services to scan all of In.gov





INDIANA OFFICE OF  
TECHNOLOGY



# Enterprise Solutions

**Robert Paglia**



# Enterprise Solutions

**Participating INDIANA AGENCIES**

- ◆ Animal Health
- ◆ Revenue
- ◆ Energy & Defense
- ◆ Commission for Women
- ◆ Financial Institutions

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## e-Subscription Management Service

### Ø Increase State Government Transparency Through Statewide Implementation

- Streamlined Through Customized Implementation Plans For CMS Users
- Universal Standards (Branding)

### Ø Information Sharing & Collaboration @ SUBSCRIPTIONS.IN.gov

- All Agency Subscriptions Listed On One IN.gov Top-Level Page
- Cross-Promotion Of All IN.gov Subscriptions

### Ø Improves Communication & Information Sharing

“ This communications tool allows us to quickly and efficiently deliver updates of user-selected information to the public. Real-time information sharing is critical to keeping the public informed, safe and healthy. ”

- Gerry Weaver, Indiana Chief Information Officer





## Enterprise Solutions

**Participating INDIANA AGENCIES**

- ◆ Coroners Training Board
- ◆ Adj. General/State Armory
- ◆ Comm. & Rural Affairs
- ◆ Health
- ◆ Governor's Planning Council for People with Disabilities

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**SUBSCRIPTIONS.IN.gov**  
 Subscribe to e-mail and wireless updates from Indiana agencies when you see this symbol



## Marketing SUBSCRIPTIONS.IN.gov

- Ø Consistent Branding
- Ø Customized Promotion Billboards
- Ø Press Release: *Indiana Begins Statewide Implementation of e-Subscription Management Service*

- <http://www.govdelivery.com/news.php>





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# Enterprise Solutions

## SUBSCRIPTIONS.IN.gov: The Numbers

**Participating INDIANA AGENCIES**

- ◆ Student Assistance
- ◆ Environmental Adjudication
- ◆ Worker's Compensation
- ◆ Alcohol Tobacco
- ◆ Environmental Management (including Wetlands)

### Ø Metrics

- **36** agency implementations
- **320,000+** emails sent to subscribers
- **110,000+** subscribers
- **604** subscription item options
- On Average, Site Visits To Agencies With Subscription Items Increased By Nearly **20%\***



### Ø Top Five Subscription Items

- Governor's Federal Office
- State Police Road Conditions
- Technology News Lincoln Bicentennial & Indiana Artisan Development
- IN.gov Updates & Presentations

\*Taken from random sampling of launched agency metrics

# Enterprise Solutions

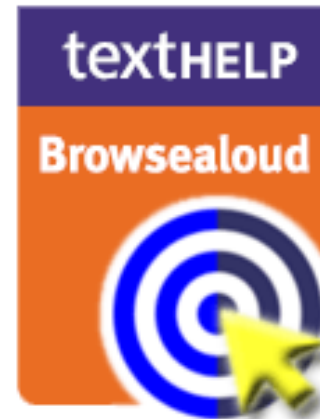
## Other Statewide Solutions

### Participating INDIANA AGENCIES

- ◆ Excise
- ◆ Housing & Comm. Dev.
- ◆ Utility Regulatory
- ◆ Data & Communication Systems
- ◆

### Ø Browsealoud Text Reader

- Reads Web pages aloud visually impaired and foreign language speakers
- Opportunity to better serve our customers
- First state to implement across all sites



#### IN.gov Focus

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Partner Vendors

#### Q & A

# Enterprise Solutions

## Participating INDIANA AGENCIES

- ◆ State of Indiana – IN.gov
- ◆ Governor
- ◆ Lieutenant Governor
- ◆ Indiana Office of Technology
- ◆ Healthy Indiana Plan (HIP)

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## Webtrends.IN.gov

- Ø WebTrends: Gold Standard for Web Analytics Implemented
- Ø Reporting on Every IN.gov Web Site
- Ø Analytics Highlighted in IN.gov Update
- Ø Upgrade --> Application Metrics



IN.gov Web Analytics for 8/1/07 to 10/31/07

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



# Enterprise Solutions

**Participating INDIANA AGENCIES** 

- ◆ Faith-Based & Comm. Initiatives
- ◆ Education Employment Relations
- ◆ First Lady
- ◆ Arts Commission
- ◆ Homeland Security

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Partner Vendors

## Q & A

## RightNow Live Help & FAQs

Ø FAQ & Live Help Implemented with IDOA State

Ø FAQs

- 1,064 FAQs
- Over 3 million hits

Ø Live help

- 13,960 Live Chats
- 99.9996% Self Service





# Enterprise Solutions

**Participating INDIANA AGENCIES**

- ◆ Management & Budget
- ◆ Teachers' Retirement Fund
- ◆ Administration
- ◆ State Police
- ◆ Agriculture

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## Webmasters.IN.gov

### Ø New Categories

- CMS
- Billboards
- Webtrends
- Gov Delivery
- CMS (drilled down)

### Ø Managed to Metrics

- Better Management of Portal
- Reported Quarterly in IN.gov Update



Service Level Description	Service Level Requirement			2007 Q4	2008 Q1	2008 Q2	2008 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%	100%	100%	100%	100%
Production Response Time	100-90%	89 - 80%	< 80%	100%	94%	75%	89%
Content Changes w/in 3 Days	100-90%	89 - 80%	< 80%	92.34%	94%	95%	96%
Web Address Changes w/in 3 Days	100-90%	89 - 80%	< 80%	80.6%	85%	82%	100%
Customer Satisfaction: Tickets	100-90%	89 - 80%	< 80%	95.83%	88%	85%	91%
Customer Satisfaction: Projects	100-90%	89 - 80%	< 80%	100%	91%	82%	100%
Disaster Recovery (Restoration of Content)	<= 46 hours	49 to 72 hours	> 72 hours	N/A	N/A	N/A	N/A

webmasters.IN.gov - The place for all of your IN.gov-related requests, statistics, and more...

# Enterprise Solutions

## Participating INDIANA AGENCIES

- ◆ Grain Buyers
- ◆ Warehouse Licensing
- ◆ Utility Consumer Counselor
- ◆ Stadium
- ◆ Workforce Development

## Indiana Stadium & Convention Building Authority

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## Services Coming in 2009

### Ø SmartForms (Q1 2009)

- The SmartForm tool allows content editors to design forms, quickly and easily, from ready-made templates or customized fields. Using an intuitive "What You See Is What You Get" (WYSIWYG) interface, users can drag and drop fields to create forms.

### Ø Taxonomy Manager

- Map taxonomy to your content
- Develop unlimited levels of categories and keywords within the RedDot CMS
- Report on taxonomy keyword usage
- Increase the speed in tagging content
- Integrate easily into existing taxonomy



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# Service Delivery

Alvin Wilson

## Service Delivery

### Participating INDIANA AGENCIES

- ◆ Family & Social Services Admin.
- ◆ Law Enforcement Academy
- ◆ Transportation
- ◆ Finance Authority
- ◆ Board of Tax Review



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### Q & A

## Customer Focus

### Ø Completed

- Director of Operations added at no charge to State of Indiana
- Finance Manager added at no charge to State of Indiana
- Double Application Development Staff for 2009
- Geographically Disparate Connections from N-Frame to IOT Data Center

### Ø In Progress

- Dedicated Server Moved as Needed
- Daptiv Project Management Tool

### Ø On-Going

- Standard Operating Procedures
- Customer Care Program

## Service Delivery

### Participating INDIANA AGENCIES

- ◆ Auditor of State
- ◆ Treasurer of State
- ◆ Motor Vehicles
- ◆ Protection & Advocacy Services
- ◆ War Memorials



#### IN.gov Focus

- Vision
- What We Do
- Redesign & Security**
  - Why Did We Redesign?
  - Secure & Reliable
- Enterprise Solutions**
  - e-Subscription
  - Other Statewide Solutions
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- Service Delivery**
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  - CMS Usability Enhancements
  - CMS Stabilization
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  - Services Coming in 2009
- Thank You**
  - Partner Agencies
  - Partner Vendors
- Q & A**

# IN.gov Successes

- Ø **28 Variable Service Applications Deployed**
- Ø **DNR: Opening Deer Firearm Weekend**
  - 76,000 licenses
  - \$2.5 million
- Ø **DOR: I-File**
  - 114,385 filings up ~21k from 2007
- Ø **BMV: Scheduling**
  - 14,239 appts scheduled YTD
- Ø **19 Baseline Service Projects**
  - SQL 2005 Conversions 8/13 completed
  - DNR Contributions application modified from Kids First Donation site
- Ø **10 New Services Launched in 2008**



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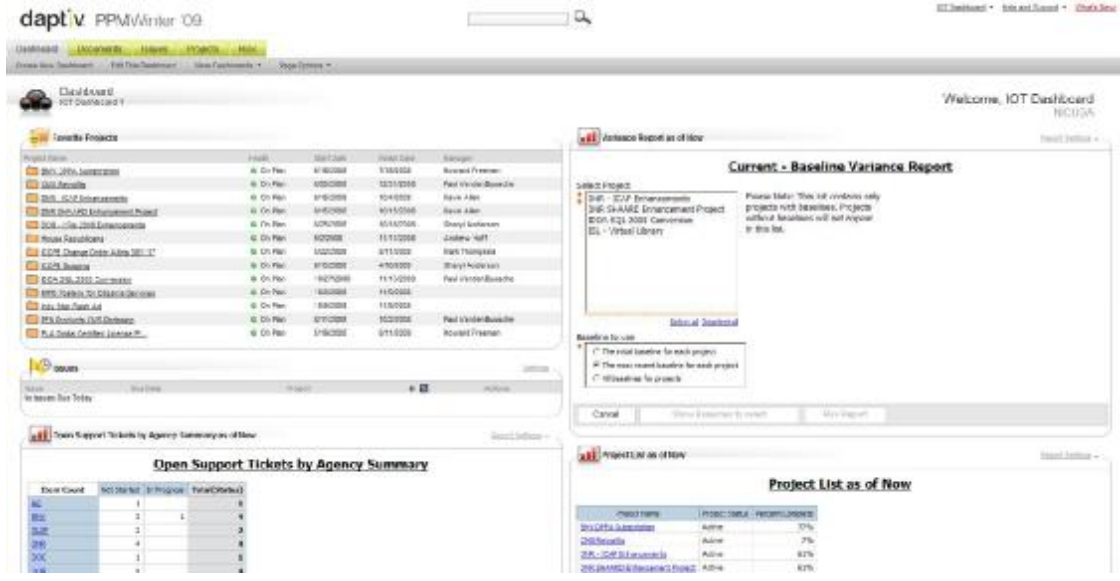
# Service Delivery

**Participating INDIANA AGENCIES**

- ◆ INShape
- ◆ Historical Bureau
- ◆ Public Records
- ◆ Tobacco Prevention & Cessation
- ◆ Licensing

## Daptiv Dashboard

- Ø Collaborative Project Portfolio Management
- Ø Reduce Complexity in Managing the Portal
- Ø Greater Visibility into the Program



The screenshot shows the Daptiv PPM/Writer '09 dashboard. It includes a search bar at the top, a navigation menu on the left, and several data tables and reports. The 'Current Projects' table lists various projects with columns for Project Name, Status, Start Date, End Date, and Manager. The 'Open Support Tickets by Agency Summary' table shows ticket counts for different agencies. The 'Current - Baseline Variance Report' dialog box is open, displaying project details and options for viewing the report. The 'Project List as of Now' table shows a summary of project statuses and completion percentages.

# Service Delivery

**Participating INDIANA AGENCIES**

- ◆ Budget Agency
- ◆ Recycle
- ◆ Public Employees Retirement Fd
- ◆ Board of Accounts
- ◆ Criminal Justice Institute



## Standard Operating Procedures

- Ø Issue Tracking & Resolution
- Ø Escalation Procedures
- Ø Project Management Tool
- Ø Project Management Methodology
- Ø Software Development Life Cycle Framework

### IN.gov Focus

Vision

What We Do

### Redesign & Security

Why Did We Redesign?

Secure & Reliable

### Enterprise Solutions

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Customer Care Program

### CMS

CMS Usability Enhancements

CMS Stabilization

### New Services

Services Coming in 2009

### Thank You

Partner Agencies

Partner Vendors

### Q & A

# Service Delivery

## Participating INDIANA AGENCIES

- ◆ Horse Racing
- ◆ Personnel
- ◆ Public Access Counselor
- ◆ Hispanic/Latino Affairs
- ◆ Integrated Public Safety



### IN.gov Focus

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- CMS Stabilization

### New Services

- Services Coming in 2009

### Thank You

- Partner Agencies
- Partner Vendors

### Q & A

## Customer Care Program

### Ø Relationship Management

- Agency Tiering
- Agency Management

### Ø Performance Management

- Customer Surveys
- Performance Metrics

### Ø Communication Plan

- Meetings
- Electronic Communication
- Reports

### Ø Training

- Partner Agencies
- IN.gov Staff
- IOT Staff



INDIANA OFFICE OF  
TECHNOLOGY



# Content Management System

Alvin Wilson



- IN.gov Focus**
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CMS

**Participating INDIANA AGENCIES**

- ◆ Local Government Finance
- ◆ Correction
- ◆ Road to Re-Entry
- ◆ Northwest Indiana Regional Dev.
- ◆ Civil Rights

Indiana office of Utility Consumer Counselor

# CMS Usability Enhancements

## Ø The Diagnosis

- CMS Not User Friendly
- Slow Publishing
- Ticket (Black Hole)
- Poor Online Training Resources
- Poor Text Editor

## Ø The Prescription

- Quality Assurance (QA Build-Out)
- UI Enhancements
- CMS Infrastructure Build-Out
- New WebCMS Training Site



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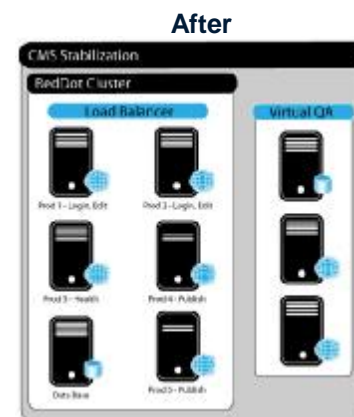
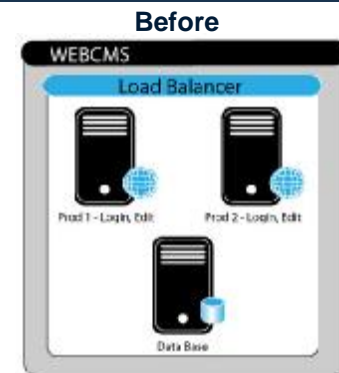
# CMS

**Participating INDIANA AGENCIES**

- ◆ Animal Health
- ◆ Revenue
- ◆ Energy & Defense
- ◆ Commission for Women
- ◆ Financial Institutions

## CMS Stabilization

- Ø QA Environment
- Ø Rebuilt all CMS Servers
- Ø Additional 3 Servers
  - Health Server
  - 2 Additional Publishing Servers
- Ø In the Process of Removing RedDot LiveServer







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**Participating INDIANA AGENCIES**

- ◆ Gaming
- ◆ Proprietary Education
- ◆ Natural Resources
- ◆ Adoption
- ◆ Insurance



## Ø IN.gov Governance Council

- Mission Statement (TBD)
- Lead: Mark Amick, Environmental Management
- Emily Matherly, Tourism
- Carrie Lambert, Tourism
- Herb Price, Professional Licensing
- Amber Seidler, Housing and Community Development
- Scott Davis, Natural Resources
- Rachel Sorvig, Lt Gov

## Ø IN.gov User Council

- Mission Statement (TBD)
- Lead: Robert St. John, Health
- Anita Walton, Revenue
- John-Joseph Johansson, BMV
- Ed Reynolds, Natural Resources
- Vicki Chinn, Family and Social Services
- Jeff Mullins, Personnel
- Gene Ford, Transportation

INDIANA OFFICE OF  
TECHNOLOGY



# New Services

**Robert Paglia**



# New Services

**Participating INDIANA AGENCIES**

- ◆ Coroners Training Board
- ◆ Adj. General/State Armory
- ◆ Comm. & Rural Affairs
- ◆ Health
- ◆ Governor's Planning Council for People with Disabilities

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## Services Coming in 2009

- Ø Mobile.IN.gov
- Ø Smart Web 2.0 Technologies Evaluation and Integration (RSS, Blogs, Widgets, Pod Casts, You Tube, ect.)
- Ø Application Standardization
- Ø New Accounting System Q1 2009
- Ø New QA Environment
- Ø Protection of Citizen Information
  - New Contract for 9000 Subscribers
  - Tighter Controls for Accessing Personal Information







## New Services

**Participating INDIANA AGENCIES**

- ◆ Student Assistance
- ◆ Environmental Adjudication
- ◆ Worker's Compensation
- ◆ Alcohol Tobacco
- ◆ Environmental Management (including Wetlands)

- IN.gov Focus**
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# Mobile.IN.gov

- Ø IN.gov Top Level Design and Development
- Ø Customizable Template Available to Agencies
- Ø Online Services for On-The-Go Constituents to be Explored and Developed



About  
IndianaAgriculture &  
EnvironmentBusiness &  
EmploymentEducation &  
TrainingFamily &  
HealthLaw &  
JusticePublic  
SafetyTaxes &  
FinanceTourism &  
Transportation

## New Services

### Participating INDIANA AGENCIES

- ◆ Excise
- ◆ Housing & Comm. Dev.
- ◆ Utility Regulatory
- ◆ Data & Communication Systems
- ◆ Governor

#### IN.gov Focus

Vision

What We Do

#### Redesign & Security

Why Did We Redesign?

Secure &amp; Reliable

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Partner Vendors

#### Q & A

## Web 2.0

### Ø Really Simple Syndication (RSS)

- Capabilities Using Implemented e-Subscription Management Tool
- Looking to Integrate with WebCMS

### Ø Blogging (User-Generated Content)

- Overwhelming Interest from Many Agencies
- Best Practices and Strict Oversight at Agency and IN.gov Level

### Ø Pod Casts

- Need to be Determined Statewide

### Ø You Tube (Archived and Old Streaming Video)

- Used by Several Agencies Currently but Not Monitored
- Other Statewide Implementations to be Researched



## IN.gov Focus

Vision

What We Do

## Redesign & Security

Why Did We Redesign?

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## Q & A

# New Services

## Participating INDIANA AGENCIES

- ◆ State of Indiana – IN.gov
- ◆ Governor
- ◆ Lieutenant Governor
- ◆ Indiana Office of Technology
- ◆ Healthy Indiana Plan (HIP)

## Indiana Board of Tax Review

## Application Design Standardization

- Ø Like web content, online services will be standardized
- Ø The goal of all applications will leverage the IN.gov standardization application ‘template’
- Ø Application Infrastructure Q1 2009
- Ø Designs Presented to Governance Council in December
  - IN.gov Program will engage agencies to carefully scope and plan necessary changes





## New Services

**Participating INDIANA AGENCIES**

- ◆ Faith-Based & Comm. Initiatives
- ◆ Education Employment Relations
- ◆ First Lady
- ◆ Arts Commission
- ◆ Homeland Security

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### Application Infrastructure Q1 2009

- Ø Standardization of Application Components
- Ø Reusability of Common Components





## New Services

**Participating INDIANA AGENCIES**

- ◆ Management & Budget
- ◆ Teachers' Retirement Fund
- ◆ Administration
- ◆ State Police
- ◆ Agriculture

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### Accounting System

- Ø Invoice customers by month
- Ø Simplified refunds process

### Quality Assurance Environment

- Ø Decrease Risk of Failure
- Ø Increase overall quality





## New Services

**Participating INDIANA AGENCIES**

- ◆ Grain Buyers
- ◆ Warehouse Licensing
- ◆ Utility Consumer Counselor
- ◆ Stadium
- ◆ Workforce Development

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### “One Stop” Services

#### ∅ Office of Disaster Recovery

- Multiple Agencies working to provide critical information to constituents and taxpayers

#### ∅ Business One Stop

- Analysis Complete
- Requirements gathered and documented for the Secretary of State and the Department of Revenue

#### ∅ forms.IN.gov *Coming in First Quarter 2009*

- Partnership with ICPR on new one stop service for all state forms
- Single Repository for all Forms







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# Thank You

**Participating INDIANA AGENCIES**

- ◆ Family & Social Services Admin.
- ◆ Law Enforcement Academy
- ◆ Transportation
- ◆ Finance Authority
- ◆ Board of Tax Review



## Thank You to Our Agencies

- Ø Governor's & Lt. Governor's Office
- Ø CMS Governance Council
- Ø BMV, DOR, ISDH, DLGF
- Ø IDOA State Information Center
- Ø State IT Directors, Webmasters & PIOs



# Thank You

**Participating INDIANA AGENCIES**

- ◆ Auditor of State
- ◆ Treasurer of State
- ◆ Motor Vehicles
- ◆ Protection & Advocacy Services
- ◆ War Memorials

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## Thank You to Our Partner Vendors

- Ø Indiana Interactive:**  
 Web Design and Development, Payment Processing, Hosting, Security Enhancements & Much More
- Ø Haverstick:**  
 Project Management & Application Development
- Ø Indecon:**  
 Development & Process Documentation
- Ø RightNow Technologies:**  
 Live Help & FAQs
- Ø Zent Consulting:**  
 Assisting Agencies With Content Consolidation & Development
- Ø GovDelivery:**  
 e-Subscriptions Management, Newsletters, Wireless Alerts & RSS
- Ø Exact Target:**  
 Newsletter Creation & Distribution





## Q & A

**Participating INDIANA AGENCIES**

- ◆ Child Services
- ◆ Veterans' Affairs
- ◆ Library
- ◆ Labor
- ◆ Natural Resources Commission



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## To Do:

- Ø Complete Enthink Conversions
- Ø Complete GovDelivery Implementations
- Ø Review Effectiveness of Redesign
- Ø Mobile Device Delivery & Web 2.0 Research
- Ø Send Contracts to 8,000 Subscriber Accounts
- Ø Tighten Up Access to Personal Information
- Ø Customer One-On-Ones





## Q & A

**Participating INDIANA AGENCIES**

- ◆ INShape
- ◆ Historical Bureau
- ◆ Public Records
- ◆ Tobacco Prevention & Cessation
- ◆ Licensing

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# Question & Answer



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***Thank You***

*This presentation is available at [www.in.gov/iot/2380.htm](http://www.in.gov/iot/2380.htm).*