



UtahInteractive

UTAH.GOV PORTAL OPERATIONS

Utah Interactive General Manager's Report

2005 – Q1

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PRODUCT DEVELOPMENT

The Utah Interactive product development team continues to seek new opportunities with new local/state government agencies and facilitate the rollout of new applications with current government partners.

Much of the efforts at Utah Interactive during the first quarter of 2005 was directed toward the continued development of several key applications that were started in 2004 and will be delivered in the second quarter of 2005. These include the State Construction Registry, the integration of the online and agent versions of the states Hunting and Fishing License application and an new online version of Renewal Express for inspection stations. In addition, several applications were launched such as???

Utah Interactive also created new web sites for both Governor Huntsman and Lt. Governor Herbert as part of their transition into office. We are also working with several agencies in defining new applications to be developed in the coming months. These include the Department of Air Quality, Department of Public Safety and the Attorney General's Office. (See the table below for descriptions of all of these applications.)

Project Pipeline Report

Launched			
Agency	Project	Application Description	Agency Launch
Governor's Office	Web Design	New web site completed for Governor Huntsman	January 3 rd , 2005
Lt. Governor's Office	Web Design	New web site completed for Lt. Governor Herbert	January 3 rd , 2005
Tax Commission	IFTA and IRP connection to Payment Engine	Allows IFTA and IRP filers to pay fees online.	January 11 th , 2005
Tax Commission	Tax Express 2004	Legislative updates to state income tax filings.	January 22 nd , 2005
Tax Commission	Payment Express	Allows Tax Commission collectors to take payments over the phone and remain in compliance with NACHA	
Tax Commission	DPS API	Allows direct connection to DPS data for immediate validation of safety test.	March 28, 2005
DPS	MVR – RH	Updated application that allows individuals to obtain an MVR record	February 1, 2005

QA			
Agency	Project	Application Description	Estimated Launch
Tax Commission	REX 3.0 (Decals)	This addition allows stations to issue decals directly to citizens from the station. This will be the only way for stations to issue decals. All stations wishing to do so will have to utilize Renewal Express.	May ??, ????
DWR	HFLO and AHFLO Integration	This integrates the databases and administration tool into the same application allowing DWR to better manage license inventory and improve reporting and analysis.	May 1 st , 2005

Development			
Agency	Project	Application Description	Estimated Launch
State Treasurers Office	Website Design	New website design for Treasurers Office	April 2005
Governor's Committee for Employment of Handicapped Persons	Website Design	New website design for committee.	April 2005
Enterprise	Utah GovPay	Provides access to online payment system for any application.	April 2005
Dept of Commerce	State Construction Registry	Provides an on line method for individuals and companies to file appropriate documentation with the Dept of Commerce to protect property lien rights	Aug
Commerce, COR	ABR Payment Enhancements 3.0	Phase III allows online registration information changes.	April
Commerce, COR	ABR Bulk	Allows users to file ABRs in bulk filing process and point-to-point.	April

Commerce, COR	UCC Bulk Filings	This service would enable UCC filers the ability to file in bulk. Presumably, users would provide the UCC filings in a predefined XML data format and deliver it to Utah Interactive to be pushed into the DOC's UCC database through a similar process to individual filings. Likely this would be a subscription service and the user would be billed at the end of the month for all filings submitted.	April
Utah.gov	State Portal Redesign	Redesign of portal to "freshen" the look, add functionality, and prepare for "Best of the Web" competition.	May 2005
Commerce, DRE	Real Estate Renewal	Develop an application that allows real estate licensees to renew their respective license(s) online. RE recently converted into Licensure and Enforcement System (DB and management system) and the agency has never had an electronic renewal process. Initial meeting has been completed and the app would mirror dopl renewal. This app needs to get prioritized on the priority list. It is unknown where the agency sits with this app. This is similar application to DOPL renewal. How process today: paper and walk-ins, manual payment, data entry and issuance. Could be potential for bulk. Integrate new db structure into Commerce Webservice, ie standardize the data. Contact:	October
Commerce, DRE	Real Estate License List	This application would allow interested parties to obtain customized and bulk real estate licensee information similar to BEL and DOPL List	October

Define Project			
Agency	Project	Application Description	Estimated Launch
Signed Contract/Moving to Development			
Contracts Pending			

DAQ	Asbestos and Lead Paint certification and notification	Allows DAQ contractors to register asbestos and lead paint removal projects on line, and allows DAQ personnel to better manage the project certification and notification process.	September 2005
Attorney General's Office	Identity Fraud tracking application	Allows victims of ID Fraud to register fraud crimes with the AG's office.	TBD
DPS	Utah GovPay for Safety Inspection stations	Allows Safety Inspection stations to register with DPS and purchase safety inspection inventory online	TBD
Tax	Connection of IFTA and IRP to Utah GovPay	This would allow IFTA and IRP filers to pay online.	October
Collecting Requirements			
Enterprise	OSBR Phase II	This will add new functionality to the One Stop Business Registration application.	TBD
Human Services	Recovery Services	Utah GovPay implementation for child support payments	
Commerce, COR	UCC Secured Party Search	This service would allow users to search the UCC filing database by Secured Party Name – currently they are only able to search by Debtor or Filing Number. Currently this service is not offered by the Department of Commerce.	



MARKETING

In keeping with UI's 2005 Business Plan, we continue to push forward with our Business Development efforts by fostering relationships with both the legal industry and the construction industry. We have met with several law firms in an effort to education them on the availability of the numerous applications available to them. We have also discussed how we can improve future versions of applications they use. We have also met with several of the key associations within the construction industry as part of our marketing and educations efforts for the upcoming release of the Construction Notice Registry application.

We continue to research new opportunities with various agency partners in an effort to bring additional value to the state by helping develop and improve commerce between the state and its businesses and citizens.

We also continue to offer 24/7 customer service on all of the applications. 2004 E-Gov Implementation Plan, we have hired a new Customer Development Manager, David Dahle, to increase online adoption of Utah.gov and its available services. David brings with him a background in PR/marketing and operational management in the technology industry. He was most recently employed by a highly regarded PR/marketing firm, Vanguard Media Group, where he was in charge of technology sector business development. We are very excited about what we believe will be David's very positive contribution to our customer marketing and development strategy.

PRESS ACTIVITY - 2Q

Utah.gov and UI's private partnership with the State of Utah was cited in the Center for Digital Government's "[2003 Best of the Web, Best in Breed](#)" and "[Essential Partnerships: A Guide to the Successful Creation of Public-Private Partnerships](#)" reports released in late 2003. Both rated Utah.gov and Utah Interactive at the top for "exceptional management, functionality, and affordability."

In 1Q, Our press release touting Utah.gov's top placement in the Center for Digital Government's "Best of Breed" and "Best Public/Private Partnership" reports were picked up by the local Deseret News and several national online publications.

Index of Recent Media Stories about Utah.gov (not comprehensive)

1. [Utah's Site Live Help Offers Online Information 24/7](#) – Salt Lake Tribune, JUN 2004
2. [How much human support does your website need?](#) – CMSwire, APR 2004
3. [Guide to Successful Public/private Partnerships Release](#) – Center for Digital Government, JAN 2003
4. [Utah Means Business](#) – Government Technology, JAN 2004

5. [New Report profiles best of breed in government and education websites](#) – Center for Digital Government, DEC 2003
6. [Headfirst into high tech](#) – Deseret News, DEC 2003
7. [Utah.gov wins web award](#) – Deseret News, SEP 2003
8. [Utah puts business registration online](#) – Utah Business & Industry (SL TRIB) 2003
9. [Utah builds Biz License Portal](#) – FCW.com, AUG 2003
10. [Utah Launches 24-Hour E-Government Chat Service](#) – MATR, JUL 2003
11. [Leadership, Process and People](#) – Governing, JUL 2003
12. [Utah.gov now 24/7 with live e-help](#) – Deseret News, JUL 2003
13. [Citizens & businesses participate in the 10-month transformation of Utah.gov](#) – Digital IQ, JUN 2003
14. [Utah extends e-gov contract](#) – Washington Technology, MAY 2003
15. [State Services – online](#) – Deseret News, AUG 2002



WEBSITE ACCESSES

<i>State of Utah –Utah.gov</i>	<u>Accesses</u>	<u>Top Sites</u>
<u>2004</u>		
January	3,098,105	1. Utah.gov 2. Business Search 3. Professional Licensee Lookup 4. Renewal Express 5. Tax Express
February	3,111,105	1. Tax Express 2. Professional Licensee Lookup 3. Utah.gov 4. Business Search 5. Renewal Express



OPERATIONS

Infrastructure

24/7 Service Delivery:

- In Q1 UI installed the Dynamic Redundant Environment (DRE) as the core of our redundant, 100% available service delivery.
- Increased customer service capability; personnel expansion and reporting.

Track and Measure

- In Q1 UI began development of the Transaction Management Infrastructure (TMI), which will enable transaction consolidation, tracking and analysis.

Enterprise Development

- Q1 has seen increased development in the Payment Engine arena. This is poised to become an enterprise payment portal for the State of Utah.
- The DRE has been installed and setup positioning; live mirroring will begin in May, 04.
- Web Services has become even more integrated into our architecture in Q1. The development paradigm has fully shifted in this quarter to completely Web Service centric design and implementation.



IN CLOSING

The past quarter has been very active particularly in the operational and product development realms. As we look ahead to many new service opportunities, the Utah Interactive team will remain focused on making Utah the easiest state in the nation in which to do business. As always, I welcome your thoughts and feedback.

I can be reached at 983-8412, or email at amy@utahinteractive.org.

Respectfully Submitted,

Amy Sawyer
General Manager