



UtahInteractive

UTAH.GOV PORTAL OPERATIONS

Utah Interactive General Manager's Report

October-December 2005 – Q4

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EXECUTIVE SUMMARY

Fourth quarter 2005 reflected exciting momentum in Utah's continuing to exceed expectations for eGov service delivery and usage. The leadership at the agency level continues to prove itself to be willing and able to lead the nation in eGov best practices. Here are just a few examples from 4th quarter:

Adoption Rates:

The Department of Commerce implemented strong policy to drive service adoption: Professional License Renewal service through the Utah Department of Commerce, Division of Professional Licensing has one of the highest adoption rates in the country. The Department offers 142 license types and more than 150,000 licensed professionals the option to renew online. What makes Utah unique though is not that it offers online service delivery, but that it creates strong policy to drive usage.

The Department made the decision this past year to remove the mail-in renewal option one license type at a time. The results: higher online service adoption rates. In 4th quarter, the overall adoption rate reached nearly 60% across all 142 license-types. We are very excited to list the physician's license renewal service as one that with upgrades made in 4th quarter, all instances of physicians can renew online. A near 100% adoption is projected for the coming year. Real Estate license renewal will be the next to push for 100% adoption.

Point of Sale:

Utah's bold new On the Spot service has shown tremendous success in 4th quarter 2005. In only four months, 73 stations have been certified to participate in the program and more than 12,000 renewals have been completed at a participating station. We are thrilled with the acceptance of the program. Jiffy Lube recently did a huge mailing across the specific counties marketing the On the Spot program. In addition, the Division and UI launched the boat and ATV/snowmobile renewal as part of the OTS service. We look forward to tremendous growth in 2006.

High Impact Service:

Residential filings for the State Construction Registry launched November 1, 2005, resulting in a nearly 148% increase in transactions for 4th quarter 2005. This first-of-its-kind system is a model for other states.

Marketing and outreach:

In 4th quarter 2005, Utah Interactive's business development team accomplished tremendous marketing and outreach to help drive agency online services. Outreach

included:

- Gave 16 presentations to more than 1069 people.
- Certified to provide credit to Home Builders who attend presentations on the SCR system.
- Met with the Bankers Association, Home Builders Association, Construction Suppliers Association, Title and Mortgage Association and the National Association of Credit Managers.
- Conducted training and certification classes with more than 40 inspection stations and more than 200 individuals.

New SLAs:

Utah Interactive signed a new SLA with the Department of Transportation for the use of UtahGovPay payment engine.

Staffing Update:

We are delighted to introduce Utah Interactive's latest Director of Technology, Ashish Khosla. Ashish has more than 20 years experience in IT industry and has worked in the NIC portal business since 1999. Other portal state's he worked with include: Indiana, California and Florida.

PROJECT PIPELINE REPORT

Launched			
Agency	Project	Application Description	Agency Launch
Lt. Gov's Office	Lobbyist database migration.	Migrated the Lobbyist database to a new version of Oracle.	Oct, 05
Davis County	2005 County Property Tax – Online Payment	Online county property tax payment system with all of the required 2005 changes.	Oct 25, 05
Utah County	2005 County Property Tax – Online Payment	Online county property tax payment system with all of the required 2005 changes.	Nov 1, 05
Tooele County	2005 County Property Tax – Online Payment	Online county property tax payment system with all of the required 2005 changes.	Nov 1, 05
DOPL	SCR – Residential	Support for residential construction filings.	Nov 1, 05
Tax Commission, Dept of Motor Vehicles	Renewal Express – On The Spot Training Website	Provides training and marketing materials for certified OTS stations.	Oct 26, 05

Tax Commission,	Payment Express updates	Update to accommodate legislative updates and allows Tax Commission collectors to take payments over the phone.	Oct 30, 05
Division of Corporations	BES and BEL Search	Significant improvement to the speed of the business applications search engine	Nov 9, 05
Tax Commission, DMV	Renewal Express	Allows for registration of Boats and Off Highway Vehicles	Nov 2, 05
DOPL	Updates to Physicians license renewal service	Changes made to accommodate new requirements for Physician's license renewal	Nov 23, 05
First Lady's Office	Update to website	Incorporated a number of changes to graphics, layout and content of website	Dec 6, 05
Governor's Committee for Employment of Handicapped Persons	New Website	New website design for this committee that has not had a website before	Dec 8, 05
Dept of Agriculture and Food	Updates to service	Updated service to support requirement for collecting CVV number as well as well as allowing for foreign address registration.	Dec 29, 05

Testing			
Agency	Project	Application Description	Estimated Launch
Div of Corporations	ABR Payment Enhancements 3.0	Phase III allows online registration information changes.	March
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.	April
Dept of Public Safety, Drivers License Division	MVR Reconciliation Report	Provide a report that allows the DLD to reconcile their records with those that we provide for billing purposes	March
Dept of Insurance	Database Conversion	Support for the conversion of the existing Insurance database to a new version called Sircon. We will need	January

		to support this new database from existing Insurance apps CLR and IPS.	
Governor's Office	Web Site	New web site for Governor Huntsman	February
Lt. Governor's Office	Web Site	New web site for Lt. Governor Herbert	February
Dept of Insurance	Captive Insurers Website	New website for a class of insurance providers	March
DAQ	Online payment processing	Allows DAQ contractors purchase and pay for licenses and certifications online	April

Development			
Agency	Project	Application Description	Estimated Launch
Enterprise	OSBR Phase II	This will add new functionality to the One Stop Business Registration application.	May
Enterprise	Utah GovPay	Provides access to online payment system for any application.	February
Div of Real Estate	Real Estate Renewal	Add functionality to Real Estate Renewal application to support Continuing Education information gathering and monitoring.	March
Utah.gov	Spanish Portal	Translation of Utah.gov into Spanish.	April
DPS	Utah GovPay for Safety Inspection stations	Modification of existing online safety inspection reporting process to be more user friendly and reduce support for DPS	March
State Treasurer's Office, Div of Unclaimed Property	Online payment of Unclaimed Property funds	This will allow holders of unclaimed property to pay funds to Div of Unclaimed Property on line.	April

Div of Corporations	UCC Credit Card payment	Allows users to pay for UCC downloads via Credit Card.	March
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Define Project			
Agency	Project	Application Description	Estimated Launch
Human Services	Recovery Services	Utah GovPay implementation for child support payments	TBD
DOPL	DOPL website redesign	DOPL has requested several changes be made to their website	TBD
DOPL	DOPL Renewal update	DOPL has requested several changes be made to their renewal application	TBD
Div of Corporations	BES and UCC Image Search	Provide support for searching scanned images of business and UCC documents	TBD
Div of Real Estate	Real Estate Search	Provide a new way for users to search for information on Real Estate agents	TBD
Tax Commission	Impound Vehicle Update		TBD
Tax Commission	Personalized Plate Search and Order	Update to allow users to order personalized plates.	TBD
Tax Commission	TLR Update	Tax Commission has requested updates be made to this service	TBD
Governor's Office	Energy Website		TBD
Signed Contract/Moving to Development			
Department of Transportation	UtahGovePay implementation for roadside sign permit payments		TBD

Contracts Pending			
West Valley City	OSBR Integration	Links WVC with OSBR application.	TBD
Taylorsville City	OSBR Integration	Links Taylorsville with OSBR application.	TBD
Sandy City	Online fine payments	Will allow citizens to pay fines, such as parking or speeding tickets, online.	TBD
Collecting Requirements			
Tax Commission	Dealer Title and Plating online	Allows auto dealers to complete the title and registration process online.	TBD
Tax Commission	Lien Holder Lien Processing online	Allows lien holders to process the transfer of liens online	TBD
DOPL	DOPL LLV Phase III	DOPL would like to add several new features to their LLV application.	TBD
Dept of Corrections	Inmate Banking Deposits	Allows family members of inmates to deposit funds into an inmate's bank account.	TBD
Drivers License Division and Utah Banking Association	Drivers License Verification	Allows banks and other lending facilities to verify identity of DLs to reduce fraud.	TBD

MARKETING



Marketing and Business Development activities for Q4 focused on three of our top industry groups – the construction industry, the banking industry and the legal industry. Our efforts with each of these priority industries were aimed at increasing awareness of available online services, training and education, all in an effort to increase online adoption. Our activities also involved further development of 1-to-1 relationships with key industry contacts and users in an attempt to identify new service needs and opportunities. Specific goals and achievements for each industry are outlined below.

Legal Industry – Research has shown that the majority of attorneys are aware of Utah.gov and that most attorneys have a few services they use on a regular basis. However, our research has also shown that few attorneys are familiar with all the services that are relevant to their practice since the services span numerous agencies. One of our primary goals within the legal community is to familiarize attorneys with services they aren't currently utilizing and to increase the number of services being used on a regular basis. Tactics and activities surrounding this objective included:

- Participation and exhibition in the Annual Bar Convention in July – Our involvement allowed us to demonstrate a wide variety of services and distribute material highlighting the complete range of services available through the State's website.
- Onsite Continuing Legal Education (CLE) seminars – The Utah State Bar has authorized UI to provide accredited training sessions to law firms. Our seminar, which shows attorneys how to make the most of Utah.gov, was presented to 3 law firms during the third quarter.
- Promotion of www.utah.gov/legal - We created a mini-portal for the legal community that provides a single gateway to a host of services and information frequently utilized by attorneys. [Utah.gov/legal](http://www.utah.gov/legal) provides quick and centralized access to services spanning numerous State agencies. We promoted the mini-portal at the convention and during our CLE presentations. The mini-portal was also recently highlighted in the Bar's e.Bulletin – a monthly email newsletter that is distributed to over 4,000 attorneys.

Banking Industry – Banking and financial institutions are frequent users of several Utah.gov services, but as with the legal industry, there is still significant room for growth. Our efforts with this industry are geared at increasing awareness and utilization, and improving relationships with industry leaders. Activities and efforts during the third quarter included:

- Exhibition in the Annual Utah Bankers Association Convention – Our involvement allowed us to demonstrate Utah.gov services and distribute material highlighting the complete range of services that are available. The Convention provided a great venue for our first efforts to introduce the State Construction Registry (SCR) to this industry.
- Interaction and discussions with Howard Headlee (President of the UBA) – We are working to develop a tight relationship with the banking community and Howard Headlee in particular. We are in discussions regarding the development of a training seminar that will educate UBA members on the benefits of the State Construction Registry. Howard is also very interested in helping explore and research new service ideas that will benefit UBA members.

Construction Industry – Education and training surrounding the State Construction Registry has by far taken the majority of our marketing and business development resources. The new regulations passed in 2004 and 2005 impose significant new requirements to every construction related company in the state. We have worked with

D.O.P.L. to help educate the industry and train the various stakeholder groups. Our efforts during Q3 included:

- Education and training demonstrations – We conducted 9 presentations during the third quarter including demonstrations in St. George, Richfield, Price and Orem (in addition to Salt Lake City).
- Solidified relationships with all major construction related associations - We are now working with the following associations to distribute educational materials on a monthly basis: the Associated General Contractors (AGC), the Associated Builders & Contractors (ABC), the Utah Home Builders Association (HBA), the Independent Electrical Contractors (IEC), the Utah Mechanical Contractors Association (UMCA), NACM Business Credit Services, Utah Construction Suppliers Association (UCSA). Each of these associations is allowing us to provide informational content within their monthly newsletters.
- Distribution of educational materials - We have created several informative pieces (an interactive CD, multiple one-page flyers, a white paper and letters from D.O.P.L.) that are being disseminated through various channels - municipality permitting offices, direct mail, associations and D.O.P.L.



SERVICE TRANSACTIONS

State of Utah –Utah.gov

Transactions*

October 2005

Service Description	Transaction count
TOTAL DRIVERS LICENSE	98,449
Vehicle title, leins, registration - Interactive	
VehicleTitle, Lien, Registration (lookup)(tlr)	5,615
VehicleTitle, Lien, Registration (lookup)(tlrpi)	290
Health & Social Services	
Vital Records Payment Processing	672
Professional license searches	
Professional License Verifications	50
Professional License Verifications Credit	(1)
Professional Licensee Lists	
Professional License Lists	16
Professional License List Credit	0
Real Estate Licensee List	10
Real Estate Licensee List Credit	0
<u>UCC & BUSINESS REGISTRATION</u>	
<u>Batch</u>	
Corp search - Batch (BEL)	48,148
UCC Search - Batch (UCC Download)	6
<u>Interactive</u>	
UCC search	49
UCC filings	1,247
UCC filings Credits	(3)
UCC Amendments	0
Business Registration Renewal (ABRRE)	154
Business Registration Renewal (ABRCC)	3,004
Business Registration Renewal Adj	(6)
Certificates of Existence	690
Certificates of Existence Credit	(4)
Business Principal Search (BESPR)	7,781
Business Principal Search (BESPR) Credits	(5)
Related Principal Search (RPS)	1,196
Related Principal Search (RPS) Credits	(2)

UCC Continuations	203
UCC Continuations Adjustment	0
UCC Terminations	428
Real Estate License Renewal	338
Real Estate License Renewal Adjustment	(0)
TOTAL UCC & BUSINESS REGISTRATION	63,223

TAX FILING

Property Tax	45
Motor fuel tax (IFTA) Maintenance	228
Income Tax (Tax Express)	16
Sales and Use Tax (TC61)	6,243
Payment Express (Taxes)	3,742
TOTAL TAX FILING	10,275

LICENSES AND PERMITS

Hunting and Fishing	4,598
Motor vehicles (registration renewal)	30,214
Driver's license renewals	1,755
Professional license renewals	
Professional License Renewals DPLRC	1,147
Professional License Renewals DPLRC Adj	(0)
Professional License Disciplinary Requests	0
Professional License Copy Request	0
Professional License Description	473
Other transaction processing	
On-line Payment Processing (Weber)	0
MVED On-line Payments	57
Weber Marriage License	0
UVSC Emissions API	0
CSR	2,373
UDAF Renewals	2
TOTAL LICENSES AND PERMITS	38,246

November, 2005

Service Description	Transaction Count
DRIVERS LICENSE motor vehicle records	94,573
Vehicle title, liens, registration - Interactive	
VehicleTitle, Lien, Registration (lookup)(tlr)	5,617
VehicleTitle, Lien, Registration (lookup)(tlrpi)	277
Health & Social Services	
Vital Records Payment Processing	692
Professional license searches	
Professional License Verifications	59
Professional License Lists	15
Professional License List Credit	(1)
Real Estate Licensee List	4
<u>UCC & BUSINESS REGISTRATION</u>	
<u>Batch</u>	
Corp search - Batch (BEL)	293,769
UCC Search - Batch (UCC Download)	6
<u>Interactive</u>	
UCC search	95
UCC search Adjustment	0
UCC filings	1,243
UCC filings Credits	(0)
UCC Filings Adjustment	0
<u>Other SOS</u>	
UCC Amendments	0
Business Registration Renewal (ABRRE)	91
Business Registration Renewal (ABRCC)	2,587
Business Registration Renewal Adj	(0)
Certificates of Existence	790
Certificates of Existence Credit	(1)
Business Principal Search (BESPR)	8,511
Related Principal Search (RPS)	1,161
UCC Continuations	176
UCC Terminations	254
Real Estate License Renewal	384
TOTAL UCC & BUSINESS REGISTRATION	309,063
<u>TAX FILING</u>	
Property Tax	3,731
Motor fuel tax (IFTA) Maintenance	52
Income Tax (Tax Express)	0
Sales and Use Tax (TC61)	1,622
Payment Express (Taxes)	2,224

TOTAL TAX FILING 7,630

LICENSES AND PERMITS

Hunting and Fishing 2,917

Motor vehicles (registration renewal) 28,455

Driver's license renewals 1,880

Professional license renewals

Professional License Renewals DPLRC 2,190

Professional License Renewals DPLRC Adj (0)

Professional License Description 392

Other transaction processing

On-line Payment Processing (Weber) 0

[MVED On-line Payments](#) 67

Weber Marriage License 0

UDAF Renewals 214

UVSC Emissions API 7

SCR 4,498

TOTAL LICENSES AND PERMITS 40,627

December 2005

Service Description	Transaction Count
DRIVERS LICENSE motor vehicle records	88,690
VehicleTitle, Lien, Registration (lookup)(tlr)	5,264
VehicleTitle, Lien, Registration (lookup)(tlrpi)	238
Health & Social Services	
Vital Records Payment Processing	566
Professional license searches	
Professional License Verifications	33
Professional License Verifications Credit	(0)
Professional Licensee Lists	
Professional License Lists	17
Professional License List Credit	0
Real Estate Licensee List	4
Real Estate Licensee List Credit	0
<u>UCC & BUSINESS REGISTRATION</u>	
<u>Batch</u>	
Corp search - Batch (BEL)	0
Corp search - Batch (BEL) Adjustments	(4)
UCC Search - Batch (UCC Download)	6
<u>Interactive</u>	
UCC search	55
UCC search Adjustment	0
UCC filings	1,695
UCC filings Credits	(1)
UCC Filings Adjustment	0
<u>Other SOS</u>	
UCC Amendments	0
Business Registration Renewal (ABRRE)	138
Business Registration Renewal (ABRCC)	2,767
Business Registration Renewal Adj	(0)
Certificates of Existence	846
Business Principal Search (BESPR)	7,768
Related Principal Search (RPS)	1,246
UCC Continuations	214
UCC Terminations	404
Real Estate License Renewal	402
Real Estate License Renewal Adjustment	(0)
TOTAL UCC & BUSINESS REGISTRATION	15,508
<u>TAX FILING</u>	
Property Tax	0
Motor fuel tax (IFTA) Maintenance	37
Income Tax (Tax Express)	0
Sales and Use Tax (TC61)	1,794

Other Tax

Payment Express (Taxes) 2,177

TOTAL TAX FILING 4,009**LICENSES AND PERMITS**

Hunting and Fishing 3,534

Motor vehicles (registration renewal) 28,317

Driver's license renewals 2,121

Professional license renewals

Professional License Renewals DPLRC 3,456

Professional License Renewals DPLRC Adj (0)

Professional License Disciplinary Requests 0

Professional License Copy Request 0

Professional License Description 439

Other transaction processing

On-line Payment Processing (Weber) 98

MVED On-line Payments 0

UVSC Emissions API 0

UDAF Renewals 260

SCR 5,602

TOTAL LICENSES AND PERMITS 43,819

*Q3 2005 Transaction count replaced web access count. It is felt that transaction count is a more important and relevant statistic as it speaks to eGov service usage rather than browsing. All web count statistics are available from the reporting page: <http://www.utah.gov/reporting>.

**SERVICE HIGHLIGHTS FROM Q4****Service Level Agreements**

Department of Transportation: UtahGovPay

Customer Service**Customer Support for Online Services (only)– Session Information available beginning September**

3rd Quarter	Phone calls	Emails	LiveHelp
July	N/A	N/A	N/A
August	N/A	N/A	N/A
September	4,600	2,574	1,560
October	5,023	3,141	1,457
November	5,015	2,955	1,436

December	4,547	3,149	1,362
Total	19,185	11,819	5,815

IN CLOSING

With all the many changes hitting the portal in 2005, including change in leadership, portal management, and more, I am pleased to see how strong we finish the year, ready to take on 2006 with enthusiasm and full momentum. Under the leadership and oversight of the offices of the CIO and Governor, the Utah Interactive team will remain focused on making Utah the easiest state in the nation to electronically access government.

Respectfully Submitted,

Carrie Gott
General Manager