

Assessment of Connecticut's Implementation of E-Government

Legislative Program Review & Investigations
Committee Staff Briefing
October 6, 2010

Presentation Outline

- Definition
- Stages of E-government
- State Rankings
- Key Factors Impacting State E-Government Presence
- Major Roles and Responsibilities
- Case Studies
- Connecticut State Websites
- Next Steps

E-government Definition

- Use of information technology to:
 - Support government operations
 - Engage citizens
 - Provide government services

Website Sophistication Levels

*Least
Sophisticated*

Passive or Static Information
E.g., electronic brochure, meeting dates, agendas, newsletters

Interaction
E.g., electronic forms that can be printed and mailed/faxed, email, search, comment

Transaction
E.g., electronic submission of forms
obtaining/renewing licenses, filing taxes, paying fines, reserving campsite, registering car,
registering new company, environment-related permits

Complicated Interaction
E.g., searchable or customizable database

*Most
Sophisticated*

State Rankings

- Website E-Government:

- Brookings Institute
- E-Governance Institute at Rutgers University

- Broader State IT Efforts:

- Center for Digital Government

State Rankings

■ Brookings Institute

- State web portal
- Sample of state agency websites
 - Average of 30 websites reviewed in each state
- Based on 18 features
 - Examples – whether site has online publications, privacy/security policies, audio/video clips, foreign language access

**Top Ten State E-Government and Connecticut Rankings/Ratings From Brookings
Institute 2008 Study (2007 rankings in parentheses)**

<i>State</i>	<i>Ranking</i>	<i>Rating out of 100 Points</i>
Delaware	1 (1)	83.7
Georgia	2 (13)	78.3
Florida	3 (35)	77.9
California	4 (12)	70.9
Massachusetts	5 (6)	69.5
Maine	6 (3)	67.7
Kentucky	7 (4)	67.3
Alabama	8 (45)	66.4
Indiana	9 (16)	65.0
Tennessee	10 (5)	64.3
<i>Connecticut</i>	<i>11 (19)</i>	<i>64.2</i>

Source: Brookings Institute, 2008.

Recommended Best Practices

- State agency websites have:
 - strong privacy/security policies
 - similar visual layouts mirroring state portal
 - navigational guides and site map
 - search engines
 - frequent updates
 - disability access
 - foreign language accessibility

State Ranking

- E-Governance Institute at Rutgers University
- Examined sample of agency websites
- 18 – 20 measures for each category

Five Categories Reviewed

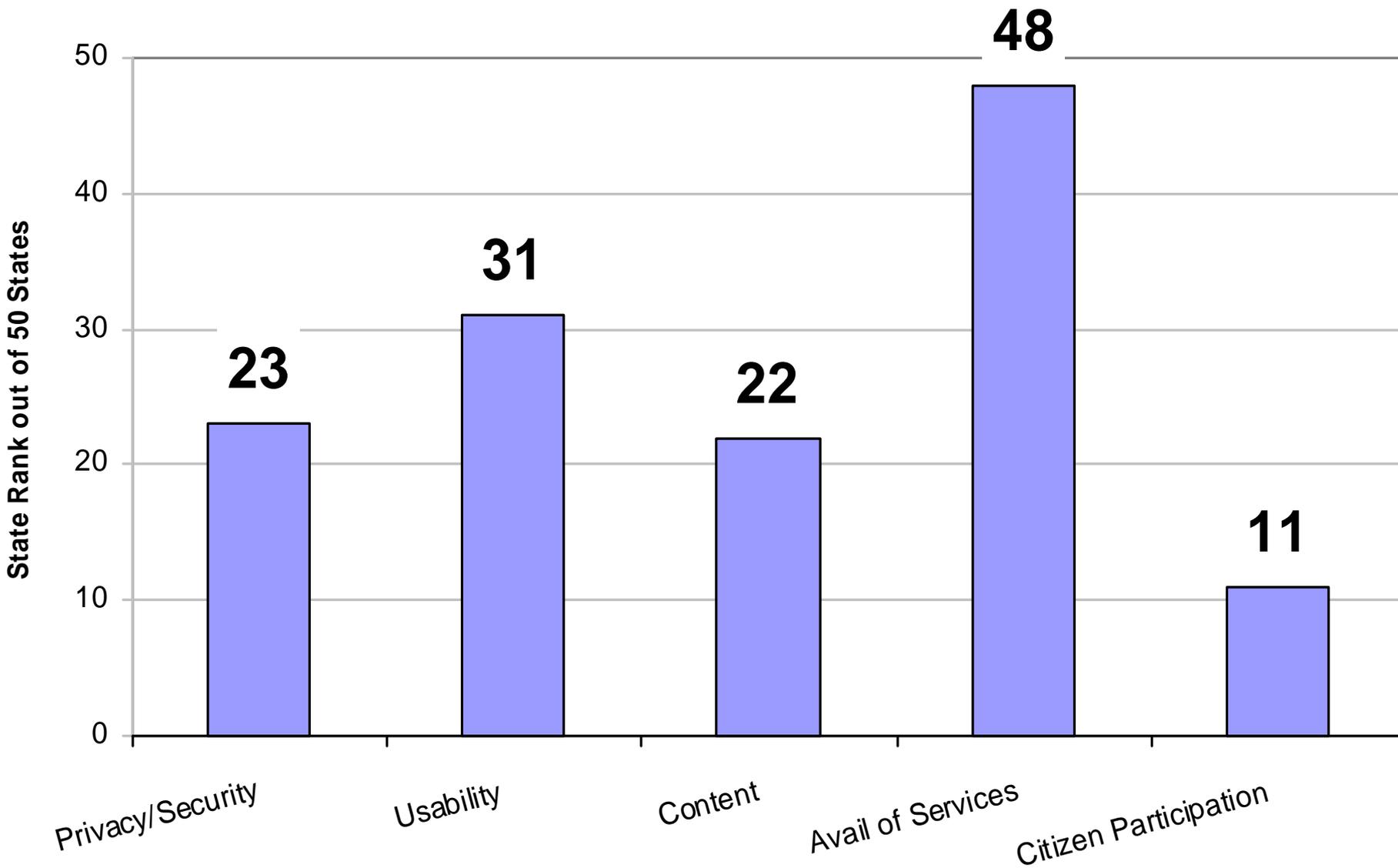
- Privacy and Security
- Usability
- Content
- Type of Online Services Offered
- Citizen Response and Participation

Top Ten E-Government States and Connecticut Ranking/Rating from the E-Governance Institute at Rutgers University (2008)

<i>State</i>	<i>Rank</i>	<i>Rating (rounded to tenth place)</i>
Maine	1	69.2
Oregon	2	66.5
Utah	3	63.2
South Carolina	4	63.1
Indiana	5	61.3
Missouri	6	60.4
New Hampshire	7	58.6
Massachusetts	8	57.0
Arkansas	9	56.0
Arizona	10	56.0
<i>Connecticut</i>	28	48.5

Source: Rutgers University, E-Governance Institute.

Connecticut Rank by Category



New England State Rankings in 2008 by Two Organizations

<i>State</i>	<i>Brookings Institute</i>	<i>Rutgers E-Governance Institute</i>
	<i>Rank</i>	<i>Rank</i>
Connecticut	11	28
Maine	6	1
Massachusetts	5	8
New Hampshire	36	7
Rhode Island	25	18
Vermont	44	37

Source: E-Governance Institute (Rutgers) and Brookings Institute

State Letter Grade for IT Issued by Center for Digital Government (2010)

<i>Grade</i>	<i>States</i>
A	MI, UT
A-	PA, VA
B+	CA, CO, KY, MN, MO, NY, OR, SD, TN
B	AZ, AR, IL, KS, LA, MD, MA, MI, ND, TX, WV
B-	CT, DE, FL, GA, HI, NE, NM, OH, WA
C+	AK, IA, ME, MT, NV, NJ, NC, RI, VT, WI
C	AL, NH, OK, WY
C-	ID, IN, SC

Source: Center for Digital Government, Digital State Survey – 2010 Results

Key Factors

- Strong leadership
- Strategic Planning
- Design of State Portal
- Collection and Use of Web Traffic Statistics
- Commitment to Funding

E-Government Major Roles & Responsibilities

E-Government Projects

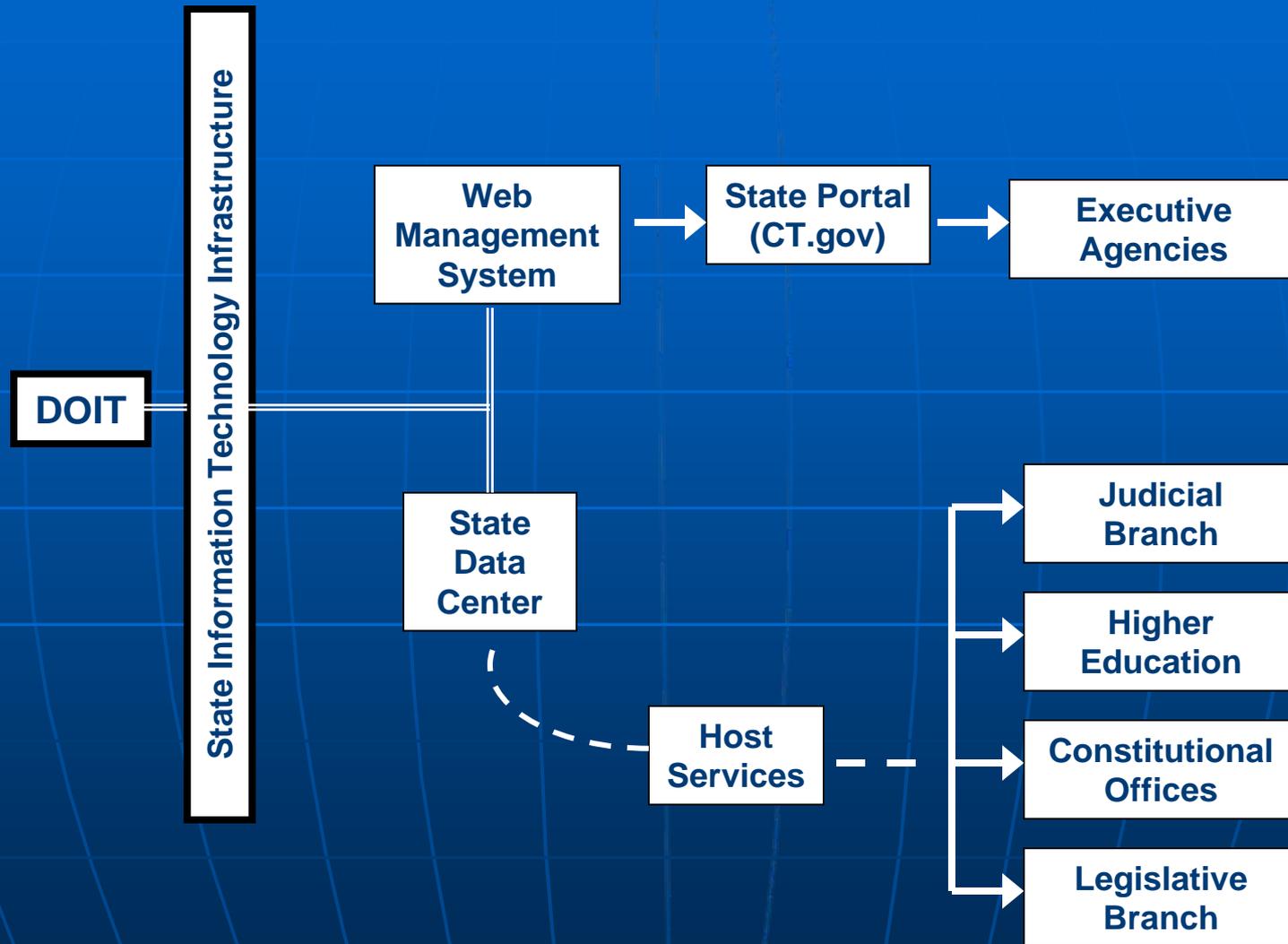
■ Technical Aspect

- Primarily managed by DOIT
 - Hardware, software, technical support

■ Business Aspect

- Substantive business decisions belongs to state agency
 - Web content – what goes online
 - Web layout – navigation design

State Information Technology Basic Infrastructure for E-Government



Roles & Responsibilities for E-Government

State Agency Role

- Decides e-government initiatives to implement
 - Web content
 - Web design & layout
 - Web statistics
- Maintains non-DOIT IT staff
- Submits IT acquisition requests
- Develops agency IT business plans

DOIT Role

- Provides agency IT managers
- Reviews & approves acquisition requests
- Establishes standards & guidelines
- Develops State IT Strategic Plan

System Development Methodology (SDM)

- Required by Executive Order in 2008
- Applies to IT projects in executive branch agencies
- SDM is project management framework requiring projects to have:
 - Defined plan
 - Identifiable project manager
 - Clear responsibilities
 - Regular documentation and reporting

System Development Methodology (SDM)

Benefits:

- Promotes consistency
- Maintains timelines & costs
- Creates awareness of projects across agencies
- Allows for better coordination –
 - Eliminates redundancy
 - Leverages investments
 - Remediates problems
 - Holds vendors accountable

Current DOIT Strategic Plan 2010-2013

Strategy 1

Maintain a secure, trusted & reliable technical environment that promotes efficiencies through an enforced enterprise architecture & standards

Strategy 2

Use technology to improve program effectiveness & resolve business issues, making services more accessible to residents & businesses, and promote shared information across state agencies

Strategy 3

Promote IT collaboration & partnerships that produce better IT solutions, while maintaining the culture for a high performance organization

DOIT E-Government Accomplishments

- Held statewide focus groups in November 2006
- Finalized a centralized credit card service
- Issued new web standards and best practices
- Assisted agencies with the launching of new online services

Major Ongoing E-Government Initiatives

E-Government Case Examples

- **Modernization Project for the Department of Motor Vehicles**
 - upgrade of a single agency with a large cross-section of clients
- **E-Licensing project for the Department of Public Health, Department of Consumer Protection and others**
 - common platform for a number of state agencies to use for their own individual purposes
- **Criminal Justice Information Sharing System (CJIS)**
 - different levels and branches of government to accomplish a common goal – a comprehensive criminal justice information system

Case Example Differences

- Direct legislative mandate (CJIS)
- Self-directed (DMV)
- Opportunity discovered (E-Licensing)

Case Example Challenges

- Interoperability or the ability of diverse systems to work together (CJIS)
- Condition of the data required for certain applications (DMV)
- Recognizing and communicating common needs among agencies (E-Licensing)

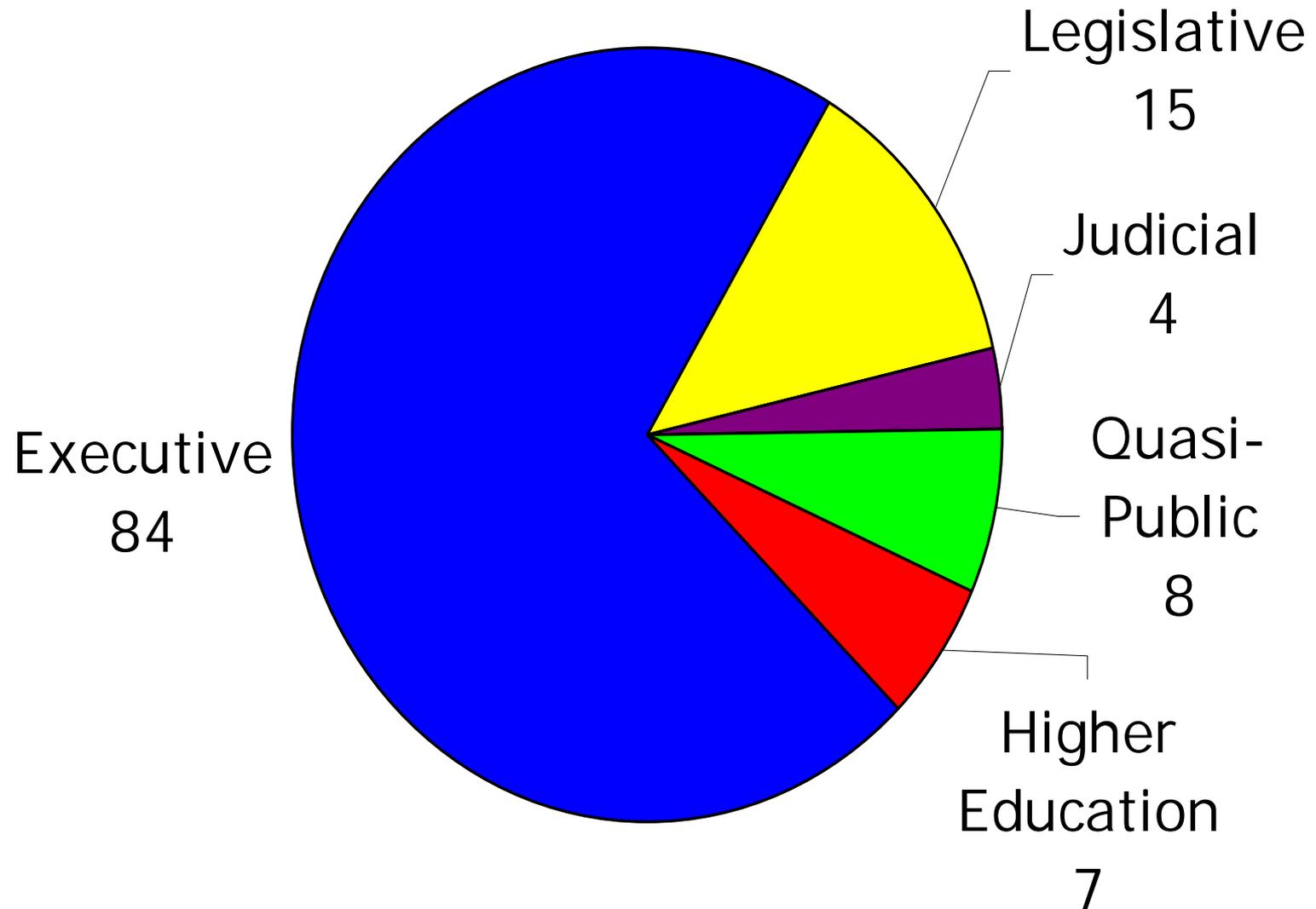
Necessary Components

- Collaboration of state agencies
- Identification and incorporation of user input
- Adoption of a development and implementation plan to allow for re-assessment when necessary
- Periodic reporting requirements

Connecticut's Websites

- Web presence
 - CT.gov
 - State web portal
 - 2002
 - Collection of websites
 - 118 websites across state government

Connecticut's Websites



Next Steps

- **Website Examination**
 - Layout and content
- **Website Governance**
 - Agency survey looking at website planning, development, and implementation
- **Best states comparison based on:**
 - Website implementation
 - E-government organization

Assessment of Connecticut's Implementation of E-Government

Public Hearing Today
1:00 P.M. – LOB Room 2D