Action: Utilize e-government solutions to improve government services and increase the efficiency and effectiveness of government operations.

Sponsoring Entities: State Government Council

Goals and Objectives:
- Improve access to government information and services.
- Increase efficiency and effectiveness of government operations.
- Remove barriers that restrict agencies from implementing e-government applications.
- Implement projects that demonstrate the capabilities and benefits of e-government.

Justification / Rationale: Private and public computer networks, such as the Internet, provide an opportunity to reduce costs and improve the delivery of government information and services. By eliminating time and distance as constraints and encouraging self-service, the Internet becomes a new and dynamic variable that:

1. Reduces transactions costs (including time, staffing, and financial resources)
2. Reduces distribution costs
3. Increases direct access to services
4. Encourages integration of information systems of business (and government) partners
5. Encourages networking among individuals and entities with shared interests

These five factors are producing fundamental change in business and government. In the private sector, businesses such as Cisco Systems and Dell Computers are using the Internet as the primary means for interacting with customers, including sales and service. The Internet provides these companies with a significant cost advantage and marketing strategy that produces a major competitive advantage. Cisco, Dell and other companies are using Internet technology to streamline business processes that extend to both suppliers and customers. Similar opportunities to improve efficiency and provide direct access to information and services exist within government.

The purpose of this action item is to document the steps that are necessary to make optimum use of e-government within Nebraska.

Work Plan: An e-government strategy must include the following topics:
1. **Portal**
   A portal is a single point of entry that is easy to use and provides a convenient means for obtaining government information and services. The state's home page (www.state.ne.us) is the state's portal.

Almost all of the information is organized by agency, which requires considerable searching and knowledge of state government. Key issues pertaining to the state's portal include:

    a. providing access to information and services by categories that are meaningful to users

    b. recognizing and capitalizing on the value of the state's home page and URL as a brand name

    c. providing an effective means for searching and locating information on web sites accessed from the portal

    d. deciding the scope of the state's portal, in terms of providing access to higher education, political subdivisions, and other entities

    e. allowing personalization of each user's access to the portal

2. Applications

The possibilities of providing government applications are endless. This includes access to static information, conducting on-line transactions, integrating information systems, and re-designing business processes. Key issues include:

    a. developing planning models to assist agencies in identifying, justifying, developing and implementing e-government opportunities

    b. identifying opportunities and gaps in the existing array of information and services

    c. promoting integration of services across organizations

    d. promoting improved business processes using Internet technology

    e. identifying sources of funding

3. Payments

Although most government information and services are free, some require payment of fees or other costs. Providing easy means for these financial transactions is important to full development and utilization of e-government. Key issues include:

    a. removing barriers to accepting credit cards by agencies

    b. investigate other payment methods, such as debit cards, electronic funds transfer, e-checks, etc.

4. Privacy and Legal Issues

Government must balance the conflicting concerns of Freedom of Information against the privacy interests of business and individuals. For example, under what circumstances should government divulge personal information such as addresses and phone numbers? Key issues include:

    a. Examining principles on data privacy, such as OECD Guidelines (www.oecd.org//dsti/sti/it/secur/prod/PRIVEN.HTM)

    b. reviewing adequacy of laws to protect against computer

fraud such as stolen identities
c. adopting a privacy policy (e.g.
www.iowaccess.org/main/privacy/html)

5. **Security**
Security and trust in electronic communications are critical to
wider acceptance of the Internet as a medium for transactions. A
trustworthy infrastructure for conducting electronic transactions
ensures authentication of the parties involved, message integrity,
confidentiality, access control, and non-repudiation of
transactions. It also protects applications, data, and networks from
unauthorized access or tampering. Key issues include:
   a. establishing guidelines to advise agencies about how to
      evaluate security issues and determine an appropriate level
      of security through the use of passwords, PIN-based
      authentication, encryption, or digital signatures
   b. exploring the feasibility of a single password or other
      authentication per user for access to all government
      information and services that requires security protection
   c. adopting enterprise-wide security standards

6. **Technical Infrastructure and Standards**
In addition to privacy and security, widespread implementation of
e-government requires attention to the technical infrastructure.
Key issues include:
   a. building reusing common applications, such order taking
      plug-in, shopping cart plug-in, cataloguing plug-in, other
      common services and plug-ins
   b. providing PKI authentication service
   c. providing credit card processing service
   d. providing EDI interface
   e. defining web-page standards

**Required
Resources:**   Developing a strategy for implementing e-government will require
                   considerable time and effort of the CIO Staff, State Government Council,
                   Technical Panel, and Nebraska Online.

Estimated Cost: