State Government Council
E-Government Work Session
August 1, 2000, 8:30 a.m. to Noon
Nebraska Center for Continuing Education

Minutes

A. Participants
(Based on sign-in sheet at 10:30 a.m.)

Rod	Armstrong	Nebraska Online
Mahendra	Bansal	Department of Natural Resources
Rick	Becker	CIO Office
Brian	Catlin	Department of Revenue
Randy	Cecrle	Workers' Compensation Court
Tom	Conroy	DAS - NIS Project
Scott	Danigole	Legislative Fiscal Office
Dorest	Harvey	State Government Council/ First National
Steve	Henderson	IMServices
Lori	Loyd	State Fire Marshal
Jim	McGee	HHSS
Jon	Ogden	Department of Roads
Gerry	Oligmueller	DAS - Budget
Michael	Overton	Crime Commission
Steve	Schafer	CIO
Bob	Shanahan	Department of Labor
Rod	Wagner	Library Commission

B. Overview
Steve Schafer provided an overview of e-government, including definition of e-government, a history of e-government in Nebraska State government, future implications, results of the Digital State Survey, and agency comprehensive information technology plans. A copy in PowerPoint format is included, below.

"E-Gov work
session.ppt"

Participants discussed the draft definition of e-government. There was agreement with the following revised definition:

> *"E-government is the use of technology to enhance information sharing, service delivery, constituency and client participation, and governance by transforming internal and external relationships."*

C. Small Group Sessions
Participants divided into two groups. One group dealt with Government to Business and Government to Citizens. The other focused on Government to Employees and Government to Government (Internal and External). Each group worked on themes for an overall vision statement for e-government and then identified opportunities, strengths, weaknesses, barriers and strategies. Copies of their work product are attached at the end of this document.

D. Report to Entire Group and Refine Strategies
1. The group reviewed the themes for a vision statement for e-government. These included:
    a. Information is complete/comprehensive and transactions are "two-way"
    b. 24x7x365 convenience, ease of access for businesses, citizens -- "online", "real-time","one-stop".
    c. Interactions are "well-structured"--good help support, simple/intuitive design, error checking visually appealing
    d. Accessibility encompasses many issues -- physical location, financial resources, ADA issues, delivery medium
    e. Accessibility
    f. Availability
    g. Improve government processes
    h. Remove intergovernmental boundaries
    i. An enterprise approach

    The CIO Office will devebp a draft vision statement / goals for consideration.

2. Discussion of possible strategies included the following comments:
    a. E-government is driven by who has the resources, when it should be enterprise-driven.
    b. Funding and support should be offered on enterprise basis or enable agencies to collaborate. Current funding discourages collaboration.
    c. There should be a distinction between funding for internal functions and funding for enterprise requirements.
    d. Roles of providers of support services for e-government should be defined.
    e. Enterprise solutions and strategies must allow some flexibility to reflect individual agency needs and circumstances.
    f. NIS may provide a funding model for enterprise projects, with costs split among the Information Technology Infrastructure Fund, general fund, and agency charge-back fees.
    g. "Life Issues" in the Government to Business/Citizen strategies refers to organizing information and services to reflect the citizen's needs and perspective when interacting with government.
    h. The phrase "be more intentional" in the Government to Business/Citizen strategies refers to the need for focus groups or surveys to determine the wants and needs of constituents and clients. Also, there may be other options such as voice response units or video meetings for providing information and services.
    i. The recommendation to "plan" in the Government to Business/Citizen strategies refers to the imperative to document a logical approach to developing e-government. In particular, what do we need to do in the area of enterprise projects to enable individual agencies to adopt e-government solutions?
    j. An enterprise approach must drive one-stop government with 100% participation by agencies.
    k. Citizen involvement in the process is needed.
    l. We need a strategy for data sharing. For example, is a common platform the best approach to insure easy access to information across agencies, or is widespread adoption of the XML protocol for transactions the best solution?

The last point of discussion regarding strategies concerned the need to recognize and address internal government operations as a separate category within e-government. Much of any agency's use of information technology affects internal functions, which may not directly involve any external parties, such as businesses, citizens, employees or other governments. Agencies must not neglect

support for internal operations while they make improvements in areas of e-government that have external partners. The group will revisit this issue at the next meeting.

E. Next Steps

Participants agreed to the next steps:

1. Document and distribute the notes from this meeting;
2. Refine the vision /goals and strategies at a subsequent meeting (Thursday August 17 at 10:00 a.m., location to be announced);
3. Relate proposed strategies to the Governor's priorities;
4. Incorporate internal government operations in the set of strategies to be recommended to the State Government Council;
5. Present recommendations to the State Government Council at its September 14 meeting.

NOTE: Next meeting is **Thursday August 17 at 10:00 a.m., location to be announced.**

Small Group Report
Government to Employee

Opportunities:
- NIS
- Retirement system
- NOL state home page (portal)
- CBT
- Job recruitment and other Human Resource items
- Telecommuting
- Home internet access
- Better communication
- Improve work function/process
- Save money

Strengths:
- Overall employee workforce (good employee)
- Leadership/support
- Manageable size of government
- Commit to enterprisewide application
- Agency IT departments
- IT availability (some agencies)

Weakness:
- No central point for IT assistance
- Not a centralized enterprise function
- IT training emphasis (varies)
- Not a centralized enterprise function
- Defiant state communication system
- Agency internal Cabling/ LAN
- Not having a standard

Barriers:
- Communication
- Funding
- Doing individual agency projects
  Lack of enterprise project funding/IP
- Not a priority

Strategies:
- NIS/Retirement (Enterprise projects)
- Use web technology
- Connection to enterprise-wide communication system
- Enterprise

Small Group Report
Government to Government (Internal/External)

Opportunities:
- Data sharing
- Expand existing cooperation
- Leveraging federal initiatives
- Improve communication
- Additional availability of government services
- Saving money
- Increase opportunity for IT use (small government)
- Reduce redundancy

Strengths:
- Existing collaborative groups
- Becoming expected
- NITC/SGC/CC/EC
- IT Plans
- TINA

Weakness:
- Culture/kingdom/turf
- Number of units of government
- Lack of knowledge of opportunities
- State Government Council does not have local government voice
- Lack of funding

Strategies:
- Use of e-government conference
- Development of standards
- Use the web
- Develop other common functional groups (CJIS model)

Small Group Report
Government to Business / Government to Citizen

Opportunities:
Business/Citizen:
- Better meet obligations under law, rule/regulations in a timely way, more accurately
- Remove time and distance as issues
- Better support new business development, citizen "life issues"
- Technology allows better interactive communication (can become S or W)
- Better information delivery/availability

Strengths:
- Not starting form scratch-already have several applications
- Have good "people infrastructure" -elected officials, NITC, NOL
- Have good efforts underway on physical infrastructure - security, privacy, etc.
- Expectation of Nebraska citizens/business is increasing

Weakness:
- Security still too immature
- Physical infrastructure - rural access, educational support
- Resistance to change - both inside government and outside
- Technology is expensive - where are the $'s
- Fast pace - technology change with possible "dead ends"
- Access to human capital

Barriers:
- Existing systems, business processes - are they obsolete?
  Elected officials - turnover
- Policy makers - slow to accept/understand implications of technology
- This is a big, complex issue!
- Multiplicity of providers - agencies, NOL, IMServices … roles?
- How to fund/enterprise activities support/recover costs
- Large physical state, traditional "5 day" business week

Strategies:
- Make it interesting, enjoyable to the "common person"
- Continue emphasis on "enterprise view" - NITC, CIO, NITF…
- Enable collaboration
- Be more intentional in identifying needs
- Plan this stuff!
- Communicate, "evangelize"!, Educate
- More toward "digital" as the preferred medium