

Section 2 Vision / Goals / Objectives

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.

VISION

The State of Nebraska will be open for business from any place and at any time through the use of e-government.

Goal #1: G2C (Government to Citizen) and G2B (Government to Business)

Anyone needing to do business with state government will be able to go to the state's Web site, easily find the information or service they need, and if they desire, complete all appropriate transactions electronically.

Objectives

- 1-A. By the end of calendar year 2000, all agencies will have a Web site, which at a minimum will provide the public with information about the agency and include an e-mail address and phone number which can be used to get additional information. All state government Web sites should be designed with accessibility issues taken into consideration.
- 1-B. Agencies will explore ways of using the Internet to allow easier and greater involvement of the public in government processes, such as:
 - By January 2001, all agencies will utilize the state's public notice calendar to announce events and activities of importance to the public;
 - By January 2002, access to all government rules and regulations;
- 1-C. By the end of calendar year 2001, all agency forms for the public will be available for downloading and printing from the Web and mailing back. (Forms which can be completed electronically are preferred but at a minimum forms will be available for downloading.)
- 1-D. Agencies will make all forms and reports that are filed with state government, including license applications and renewals, available for completion electronically:
 - at least 25% by the end of calendar year 2001
 - at least 50% by the end of calendar year 2002
 - at least 75% by the end of calendar year 2003
 - By the end of calendar year 2004, all forms which can be, will be available for completion electronically.
 - Agencies will review any form which cannot be delivered electronically to determine that the impediments (e.g. notarization required) are necessary and appropriate.
 - Agencies will re-examine the necessity for information on forms to be automated and the processes in which the information is used.

- Agencies should give highest priority to those transactions that affect the most people, involve high volume activities, or offer the most opportunity for saving costs through greater efficiencies.
- 1-E. Agencies will develop strategies for using electronic transactions for purchasing, procurement, and payment activities.
- 1-F. By March 2001, document the requirements for electronic purchasing and procurement functionality for the Nebraska Information System.

Goal #2: G2G (Government to Government)

State agencies will improve services and increase the efficiency and effectiveness of government operations through collaboration, communication, and data sharing between government agencies at all levels.

Objectives

- 2-A. Continue and expand upon current intergovernmental cooperative efforts like the CJIS Advisory Committee and GIS Steering Committee; and develop new cooperative groups for those agencies that have specific, shared interests.
- 2-B. Working with the Technical Panel of the Nebraska Information Technology Commission, develop standards, guidelines and best practices to aid in the exchange of information between agencies, including XML, Legal XML, and other emerging standards.
- 2-C. Promote a communications infrastructure, based on the Telecommunications Infrastructure Needs Assessment Study (TINA), to enable the easy exchange of information among governmental entities.
- Request the Network Architecture work group to define a protocol communications infrastructure to achieve this objective;
 - The communications infrastructure must address security issues associated with greater integration of systems and accessibility by external parties;
 - All agencies will prepare an assessment and plan for connecting to the state's communications backbone.

Goal #3: G2E (Government to Employee) and Internal Operations

Agencies will examine internal operations to determine cost-effective e-government applications and solutions. The purpose of these efforts is to improve efficiency and effectiveness by replacing manual operations with automated techniques.

Objectives

- 3-A. Utilize enterprise projects, such as NIS, to implement e-government solutions, including the procurement process and employee access to information and forms.
- Explore feasibility of participating in purchasing consortiums using electronic access
- 3-B. By the end of calendar year 2002, all agencies should utilize electronic capabilities to improve internal communications with employees, such as:
- Bulletin board for employees
 - "Ask the Director" feature
 - Central location for agency policies and shared information
 - Discussion groups on internal issues

- Access to employee forms
- 3-C. By the end of calendar year 2004, all agencies should provide employees with access to the state's communications infrastructure.
- 3-D. By the end of calendar year 2004, all forms that state employees use will be available electronically for on-line submission, including time sheets, leave requests, travel requests, expense reimbursements, tuition requests, choice of health insurance plans, and all other activities relating to the person's employment with state government.
- 3-E. Agencies will utilize major system improvements such as the NIS and Retirement System improvement projects to implement e-government solutions that impact state employees' access to information and services.

Goal #4: (Integration of Government Information and Services)

Agencies will work with other state agencies and local governments to develop strategies for using Internet technologies to provide integrated access to information and services to citizens, businesses, employees, and other governmental entities.

Objectives

- 4-A. Agencies will organize their electronic access to information and services around "life events" from the perspective of citizens, businesses, employees and other governmental entities. By the end of calendar year 2001, agencies will identify the major "life events" that will serve as the organizing themes for access to information and services.
- 4-B. Agencies will solicit input from citizens, businesses, employees and other government entities when planning and implementing e-governmental projects. By the end of calendar year 2001, agencies will identify methods for receiving input from external sources.
 - Agencies will use cooperate efforts with other entities in communities of interest to develop methods for receiving input from external sources.
- 4-C. Agencies will undertake collaborative projects to integrate electronic access to information and services. By the end of calendar year 2001, agencies will identify and prioritize projects to integrate access to information and services.