



mississippi department of
Information Technology Services



Technology
Solutions *for*
Mississippi
Government

Mississippi's E-Government Oversight Committee


Renée Murray
Procurement Consulting Team Leader
E-Government Contract Manager
MS Dept of Information Technology Services

Southern Legislative Conference

July 2013

www.its.ms.gov

STAR Program Selection Panel



56% of American adults now own a smartphone of some kind...Android and iPhone owners account for half of the cell phone user population.

Aaron Smith

Senior Researcher, Pew Research Center

June 5, 2013



In May 2013, there were well over one million commercial apps available to download across major mobile platforms.

Making Mobile Matter
Implementing your Mobile Enterprise Strategy

GovLoop
June 2013

So why does government care?

An app that helps you see the traffic on possible routes to work when you are already late can transform an agency's reputation from one that can't keep road construction projects moving to one that *can* keep traffic moving.



More than 6,000 downloads

Citizens are on the go and so is Mississippi...

The image displays three screenshots of the MDOTTraffic mobile application interface. The first screenshot shows a map of Mississippi with several red alert icons indicating traffic issues. The second screenshot shows a list of traffic alerts for various highways. The third screenshot shows a live video feed of a highway interchange.

MDOTTraffic

MAP ALERTS CAMERAS MSG SIGNS

I-20 Airport
Westbound on I-20 between Hwy 18 and Airport Rd

I-20 Eastbound Approaching I-220
Eastbound on I-20 between Springridge Rd and MS 18

I-20 Eastbound Approaching Stack
I-20 Eastbound between I-220 and Ellis Ave

I-20 Westbound Approaching Stack
Westbound on I-20 between US 49 and Pearson Rd

I-55 Byram
Northbound on I-55 between Siwell and Elton Rd

I-55 Meadowbrook
Southbound on I-55 between Meadowbrook Rd and Lakeland Dr

I-55 Natchez Trace
Southbound on I-55 between Natchez Trace and I-220

I-55S Approaching I-20 Interchange
Northbound on I-55 between Daniel Lake and McDowell Rd

US 49 South in Richland
Northbound on US 49 between Lowe Circle and McBride St approaching the Stack

SHOW: ALERTS CAMERAS SIGNS

I-20 East at Airport Rd
I-20 E at Airport Rd PTZ

I-20 East at Airport Rd towards Brandon/Meridian

So why am I talking about this here?

6

- Enterprise E-Government Project started in 1999
- Established a statewide enterprise E-Government infrastructure that can be used by state agencies for E-Government activities
- Funded through a one-time expenditure by ITS as authorized by the Mississippi State Legislature
- Cross-agency, Public and Private Task Force in 2000
- Established a Single Payment Processor with automatic settlement into Statewide Accounting System
- Launched 4 Pilot applications
- Published a redesigned state website

House Resolution 103

7

- Electronic government, or "E-Government," is the use of information and communications technologies to improve the efficiency, effectiveness, transparency and accountability of government
- The expansion of E-Government in Mississippi should increase the timeliness of state agencies' response to all consumers and increase the efficiency of government services throughout the state
- State Agencies should investigate opportunities to provide services electronically

Remember those Smartphones?

- How could we do better?
 - ▣ Contract for payment services at end-of-life
 - ▣ MS.gov had only 1 major redesign since launch
 - ▣ Opportunities existed to expand E-Government and meet the charge the legislature set forth
 - ▣ New funding models and partnerships were needed
 - ▣ EOC was dormant
- EOC reformed with expanded and retooled membership
- Public-Private Partnership sought to provide agility and expanded resources
- New payment services needed – POS, KIOSK, Mobile

Public/Private Partnership

- Business model is self-funded
 - Allows the State to provide a wealth of E-Government services without the use of any appropriated tax dollars
- Partner only works with Mississippi government
 - Focused effort
 - Allows work with state agencies without a Request for Proposal (RFP)
 - Able to add resources when needed and respond more quickly than public funding models allow
 - E-Government is their only work

E-Government Oversight Committee

- Legislative Oversight:
 - Executive Director of the Department of Information Technology Services
 - State Auditor
 - State Treasurer
 - Secretary of State
 - Executive Director of the Department of Finance and Administration
 - Commissioner of Public Safety
 - Commissioner of Revenue

Responsibilities of the EOC

11

- Prioritize and make recommendations for all electronic government services
- Cut across state and local governmental organizational structures
- Address policy issues
 - ▣ Privacy
 - ▣ Security
 - ▣ Transaction fees
 - ▣ Accessibility

Responsibilities of the EOC

12

- Review ongoing fiscal and operational management and support of portal
- Provide a mechanism for gathering input from citizens, business, and government entities
- Encourage self-service models for citizens through state websites and other electronic services
- Promote economic development and efficient delivery of government services by encouraging governmental and private sector entities to conduct their business and transactions using electronic media

Effective and Efficient Prioritization

- Reason for Request
 - ▣ End of Existing Contract Life (3)
 - ▣ New Application (2)
 - ▣ Application re-write (1)
- Legal/Statutory Requirement
 - ▣ Yes, and E-Government will be the only option (5)
 - ▣ Yes, but there is a paper process as back-up (3)
 - ▣ No (0)

Effective and Efficient Prioritization

- Yearly Average Constituent Base
 - 5,000+ (4)
 - 2,501-5,000 (3)
 - 1,001-2,500 (2)
 - <1,000 (1)
- Cost savings and/or cost recovery
 - \$100,001+ (5)
 - \$75,001 - \$100,000 (4)
 - \$50,001 - \$75,000 (3)
 - \$25,001 - \$50,000 (2)
 - \$0-25,000 (1)

Effective and Efficient Prioritization

- High-Profile Project Rating
 - ▣ Governor Initiatives (3)
 - ▣ Potential Award Submission (2)
 - ▣ Public/media Exposure (1)
 - ▣ None (0)
- Leveragability/Reuse
 - ▣ Yes (3)
 - ▣ No (0)

Effective and Efficient Review

- EOC Website
 - ▣ Public notice of meetings and agenda
 - ▣ Members and Staff section
 - Provides complete visibility into queue ranking and project status
 - Updated regularly by contractor as work progresses and new opportunities are discovered
 - Provides full access to all reports presented at meetings

So, has the EOC been effective?

- Portal Redesign (resulted in top 5 Best of Web)
- Fiscal Value to the State of more than \$2,000,000 through Cost Avoidance and Partner Investment
- 21 New Interactive Services Launched in FY 2012
- Over 60 Services Supported for nearly 40 State Agencies, Boards, and Local Governing Authorities
- More than 14,000 Downloads of Mobile Apps
- 31,745 Monthly Facebook Impressions
- Approximately 40 Services Requested by State Agencies in the Queue



mississippi department of
Information Technology Services



Technology
Solutions *for*
Mississippi
Government

Renée Murray, CPM,PMP
renee.murray@its.ms.gov
601-432-8146

www.its.ms.gov

Mississippi's Electronic Government Oversight Committee