

Utah's eGovernment



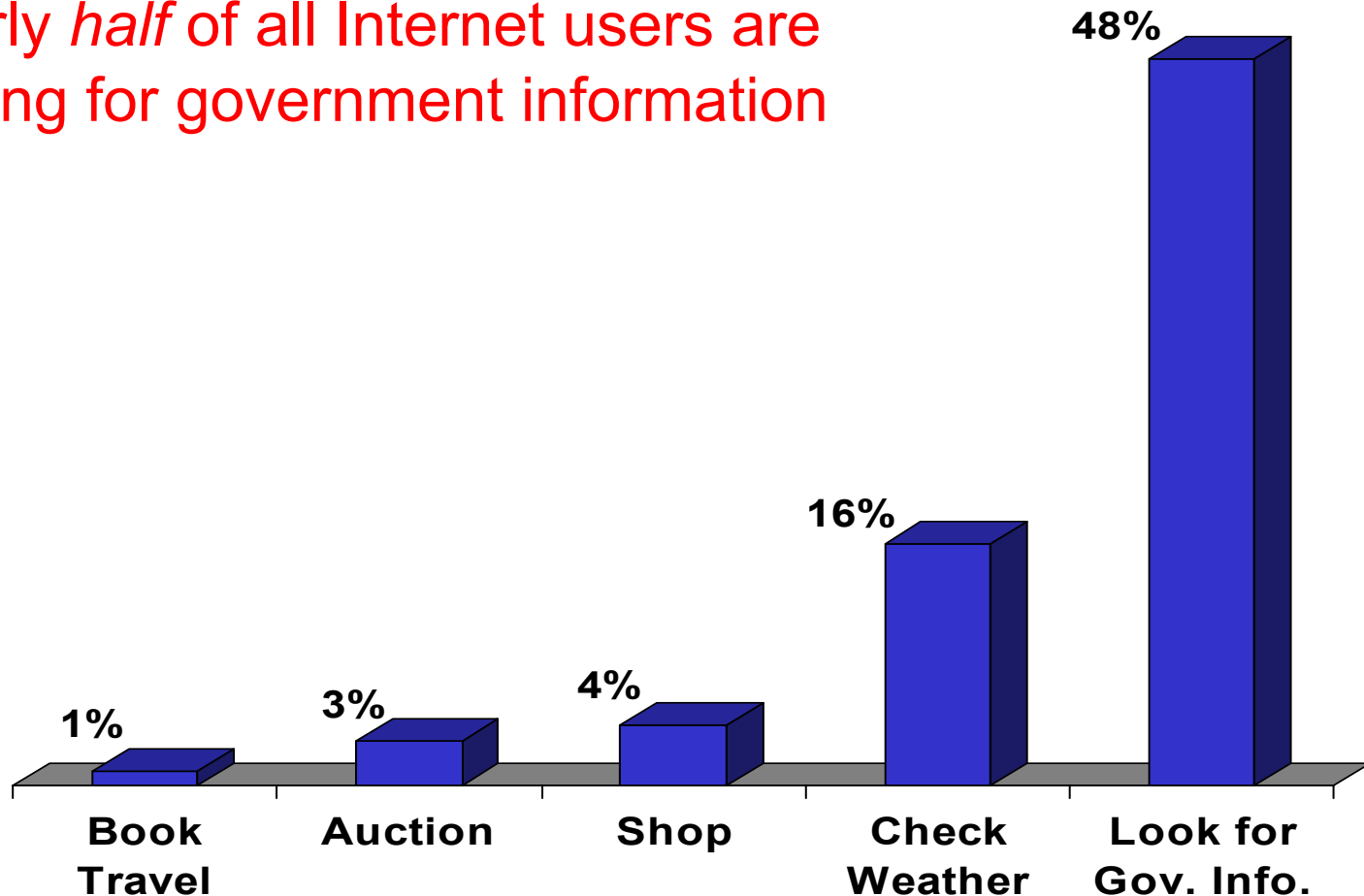
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Comprehensive eGovernment

- Governor Leavitt has declared that by 2004, citizens, if they choose, will be able to find every government service they need online.

Internet and American Life

Nearly *half* of all Internet users are looking for government information



PEW: The Internet and American Life Project

The Williams Family

Life Event: *Moving to Utah*

- Change of address
- Register car
- Register to vote
- Enroll child in school
- Bussing
- City services
- Health information
- Child safety
- Check the commute
- Tax information



**online
not
in line!**

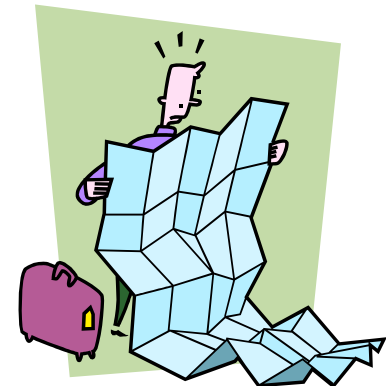
Power of eGovernment

eGovernment brings government services to the front and presents a new, service oriented face to customers.

www.utah.gov

Customers and utah.gov

- Customer Focus
 - People don't know and don't care about government organization.
- Consistent Look and Feel
 - Navigation
 - Messaging and positioning
- We need to allay customer concerns over privacy and security.
- Single source



Where We Are?

- Good News:
 - Award winning
 - Many successful applications
 - Strong start; over 100 online services
- Bad News
 - Low hanging fruit
 - Collection of links and some services

Going Forward

- We must move beyond a mere web site.
- The vision:
 - A personalized, citizen-centric, feature rich Utah government Internet presence.
- Implementation:
 - Local government participation
 - Single authentication and authorization
 - Personalization
 - Common infrastructure

Local Utah Government

- utah.gov is the place for *Utah* government, not just *state* government.
- Work with cities, towns, counties, and other political subdivisions.
- County property tax application
- Business registration system with Salt Lake City and Sandy is the first of many projects.

Summary

- People are no longer surprised when they find services online – they *expect* it.
- We must bring service to people *where they live* – even if that is online.
- Doing so will:
 - Raise people’s respect for government
 - Increase the level of service we provide
 - Improve people’s lives
 - Lower costs