

Governor's Business Portal Initiative
Wednesday February 7, 2001
10 a.m. to Noon
Nebraska Department of Labor -- 3rd Floor Conference Room
550 South 16th Street, Lincoln

Minutes

A. Participants

Mike	Anania	Nebrask@ Online
Rod	Armstrong	Nebrask@ Online
Rick	Becker	Office of the CIO
Dennis	Burling	Environmental Quality
John	Cariotto	State Court Administrator's Office
Randy	Cecrle	Workers' Compensation Court
Cheryl	Elton	Public Service Commission
Laura	Haist	Banking and Finance
Glenn	Harris	US Small Business Administration
Jeanette	Lee	Banking and Finance
Jim	McGee	Health and Human Services
Jon	Ogden	Roads
Steve	Schafer	CIO
Bob	Shanahan	Labor
Robert	Storant	Agriculture
Mardene	Sukovaty	Military Department
Steve	Williams	Economic Development

A. Corrections to minutes of January 31 meeting. No changes noted.

B. Discussion of Business Participation

Rod Armstrong described several strategies that are under consideration for gaining insight into the needs and requirements of the private sector when conducting business with government agencies. One approach will be to develop a "top 10" list of issues from existing sources. This will include national surveys of businesses, surveys in other states (such as Texas), and suggestions that state agencies have already received.

A second approach will be a questionnaire that will be available in a prominent place on the state's web site and distributed through other channels. Rod handed out a draft copy of the questionnaire. There were several suggestions, including:

- Change the wording from "dependency on the Internet" to receptivity to using the Internet
- Include a question on what browser the respondent uses (or build an automatic feature for tracking the browser version into the application)

- Combine or restructure the questions about electronic transactions, credit card information and electronic checks
- Show "Waste Management and Remediation Services" as a separate category of business.
- Include state and local government in questions
- Indicate the person's position within the corporation, company or business
- Add links that explain terms or provide further information
- Include an e-mail link for assistance on specific issues
- Ask whether the person would be interested and willing to participate in a focus group
- Provide a site for posting results of the survey.

A third approach will be focus groups. A process for identifying and forming the focus groups will be developed later. At the last meeting, Rod had emphasized the need for focus groups to have a defined purpose and something to react to.

Anyone with additional suggestions on the questionnaire or different approaches for soliciting business input should provide them to Steve Schafer or Rod Armstrong.

C. Review Draft Action Plan

Steve Schafer asked for comments on the general organization of the draft action plan. Participants offered several more examples of actual benefits that agencies experienced when making forms available on the Internet. These include:

- Department of Agriculture's food license and pesticide annual renewals on the Internet. The short time frame for implementation and lack of advertising greatly limited market penetration at the time of initial introduction. The Internet renewal process was well received by those who used it. Based on the response, the Department expects much broader use for next year's renewals.
- Department of Labor pilot project for filing quarterly unemployment insurance premiums. Although the service was not advertised, 12 new businesses discovered the feature on DOL's web site and used the process for their initial filings. DOL invited 250 existing firms to use the process as a pilot test.
- Department of Banking and Finance has made 80% of its forms available online. Since making these forms available on the Internet, the Department receives very few requests to mail forms. Most calls to mail forms occur when the web site is down. The Department also provides interactive searches of licensed agents. This feature is used frequently.

- Workers Compensation Commission posts its decisions and orders on its web site.

Another comment noted that the Appendix has a list of forms and applications on the Internet, which is out of date. Steve Schafer explained that the list was developed over a year ago. It is serving as a placeholder, until more current information is available from the inventory of forms.

The section on funding should discuss ways to pay for enterprise projects.

D. Review Lists of Short and Long Term Action Items

Comments and suggestions included:

- The workgroup should discuss different ways to organize the state's business portal. This will be an agenda item for February 21.
- One of the short-term goals is to make all forms available for downloading by 3rd Quarter 2001. This may not be feasible for agencies such as HHS with hundreds of forms.
- Change the wording from "Standardize" to "Document the types of Information Presented with Forms."
- Change the wording regarding Expanded Customer Support to "Develop a Strategy For ...", rather than "Provide."
- The long-term action item for enhancing downloadable forms should include the goal of retrieving existing information in order to avoid redundant data entry by those submitting the forms.

Steve Schafer will continue to work with agencies to identify specific projects that are planned for the short or long term.

E. Work Plan / Timeline (all times are from 10:00 to noon)

1. January 10: Develop draft short term goals
2. January 24: Begin work on long term goals (DOL conference room)
3. February 7: Review inventory results (DOL conference room)
Review and revise short and long term goals
- 4. February 21: Review Draft Action Plan (DOL conference room)**
5. February 28: Recommend Final Action Plan (location TBA)