



Vermont Information Consortium

eGovernment Services for the State of Vermont

*House Ways & Means Committee
January 21, 2014
Jamie Gage, General Manager VIC*

Beginnings: Vermont Web Portal 2006

953. VERMONT WEB PORTAL BOARD; DUTIES

(a) The board shall:

- (1) Oversee the development
- (2) Oversee development.
- (3) Serve in an advisory
- (4) Seek advice from the

Bill: **H.0891**
Title: **THE VERMONT WEB PORTAL**
Currently: **Enacted Law**
Sponsor(s): **H Government Operations**
Request No: **06-0995**
Drafter: **Leven**

...ded web portal and establish charges for the services it provides;

...tion with the department of information and in

...gencies regarding the disseminat
...ociations, academic groups, and

...formation;

...al; and

...ublic information access, gateway services

(5) Accept gifts, donations, and grants for the support of the

(6) Oversee drafting and implementation by the department of information and innovation of the contract with

...andards.

(b) All state agencies shall cooperate with the board in providing assistance as it may request for the achievement

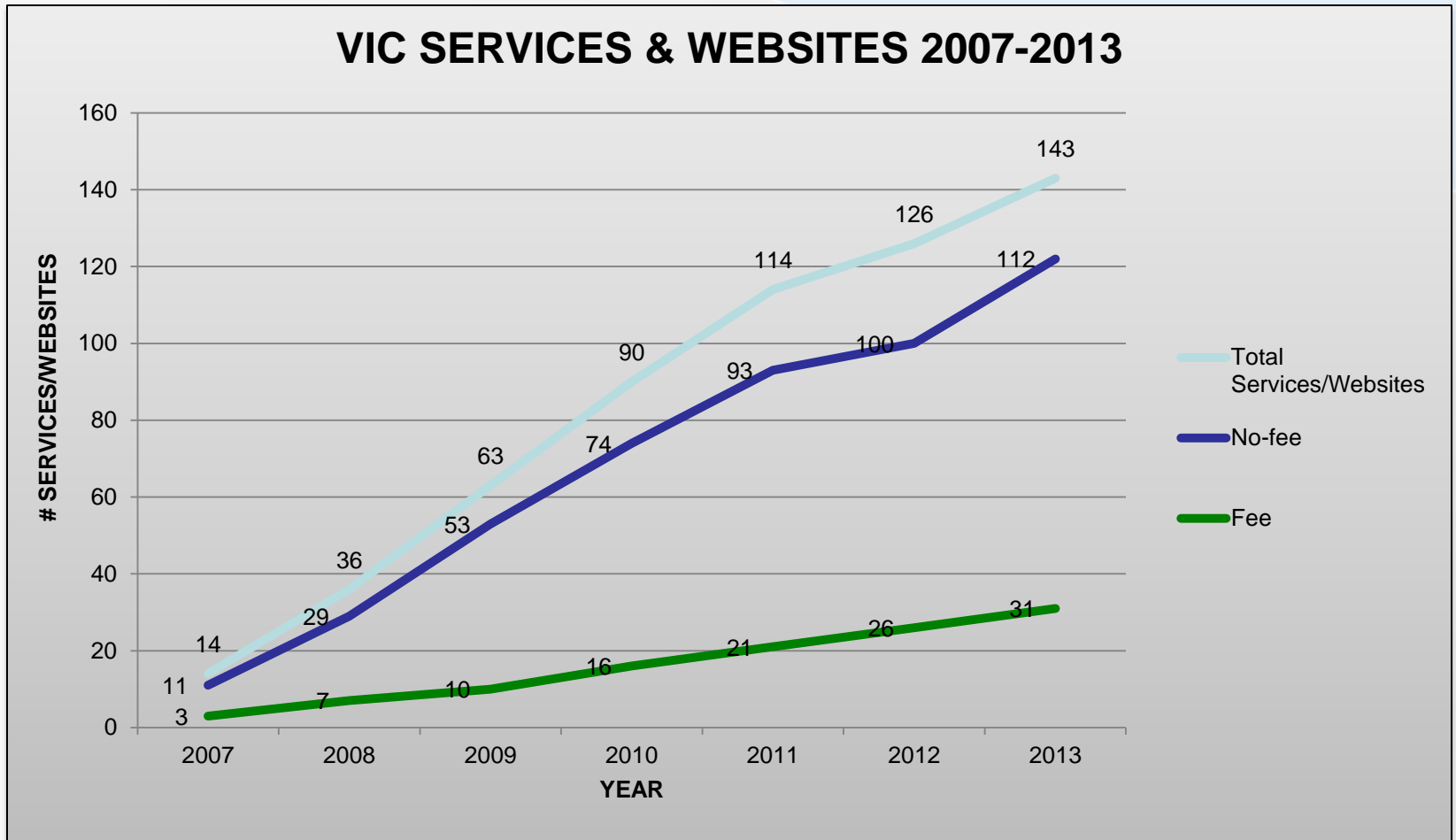
...a written agreement between the board and the agency.

...changed by the board shall be approved by the joint fiscal committee before taking

VIC/SOV Achievements to Date

- 145 Total online services and websites since 2006
- Strong eGovernment partnerships resulting in dozens of convenient eGovernment services: *DMV Express, VTBizfile, www.Vermont.gov, Amber Alerts, Criminal Conviction Records, Vital Records, Payport, CourtPay, etc.*
- 112 No-Cost services & websites (78%), including 75 websites through our Content Management System (Drupal) – which is now a National Model
- 8 dedicated Vermonters @ 147 State St. + NIC personnel beyond
- Security focus – PCI-protected, SOX, other annual audits/certifications
- Over \$9 million in IT cost avoidance to State through the self-funded model

eGovernment Growth in Vermont

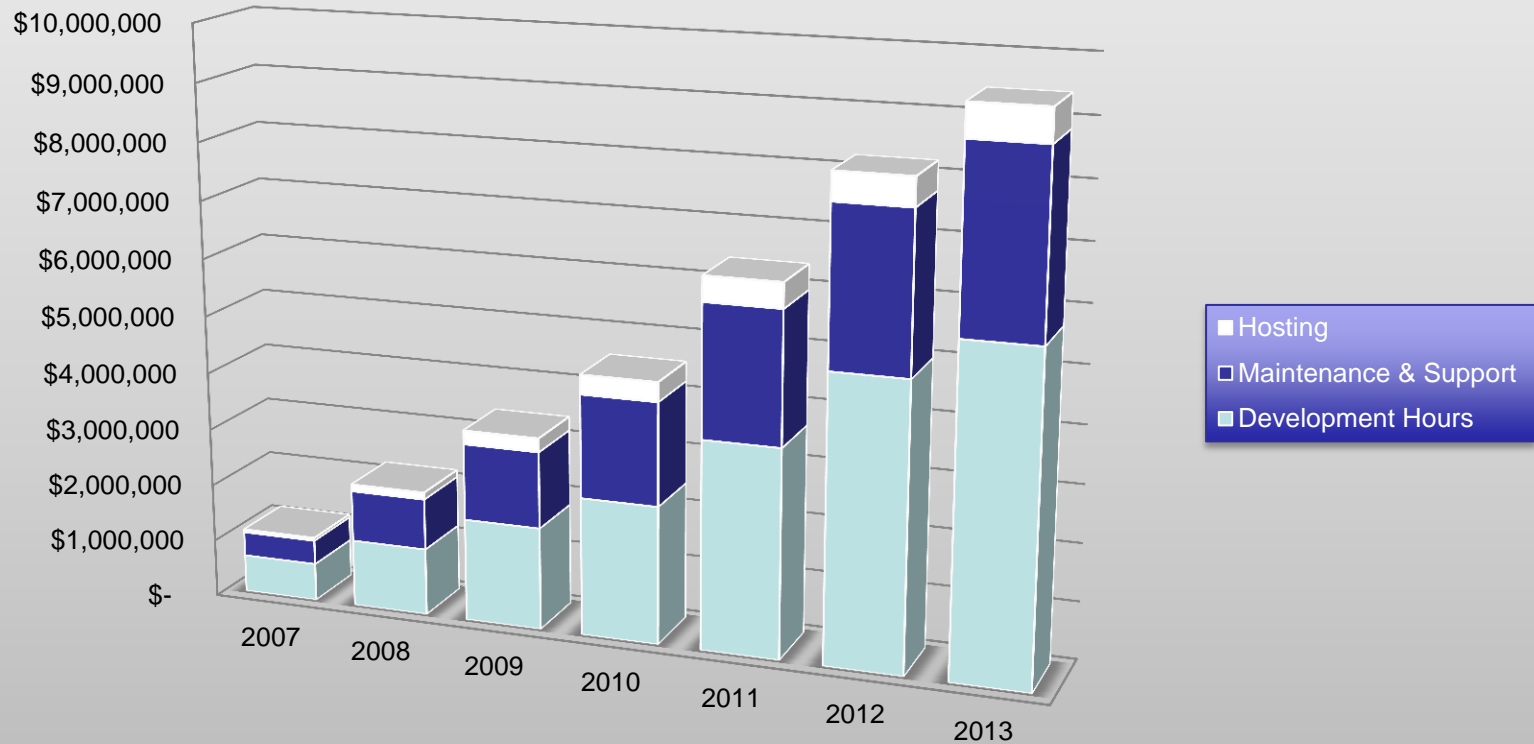


No-Fee Services/Websites from VIC

2	IVR DMV 866-259-5368	39	http://itsecurity.vermont.gov/	76	https://secure.vermont.gov/TAX/w2/
3	www.Vermont.gov	40	http://hrc.vermont.gov/	77	http://damageprevention.vermont.gov
4	Statewide Google search appliance	41	http://www.vermont.gov	78	http://governor.vermont.gov/boards-and-commissions
5	Enterprise Content Management System (CMS)	42	http://development.vermont.gov	79	http://vibr.vermont.gov/
6	http://governor.vermont.gov/contact.html	43	http://cmo.vermont.gov/	80	https://secure.vermont.gov/courts/licensing
7	eCMS User Manual	44	http://mentalhealth.vermont.gov/	81	www.vtenergyplan.com
8	http://www.vermont.gov/portal/webmasters	45	http://psb.vermont.gov/	82	https://secure.vermont.gov/DII/foia/
9	http://www.pursuevt.org/	46	http://humanresources.vermont.gov/	83	http://www.connectingcommuters.org/
10	http://www.greenmountaincare.org	47	http://dmv.vermont.gov/	84	http://firesafervt.vermont.gov/
11	http://www.vermont.gov/portal/mobile	48	http://www.vermonttreasurer.gov	85	http://governor.vermont.gov
12	https://secure.vermont.gov/TAX/refund	49	http://vvh.vermont.gov	86	http://portal.vt.vdev.edc.nicusa.com/e911/moodle/
13	http://aoa.vermont.gov/	50	http://tspov.vermont.gov/	87	http://www.dps.vermont.gov
14	http://dii.vermont.gov/	51	http://cto.vermont.gov	88	http://www.ahs.vermont.gov
15	http://www.vermont.gov/portal/media/	52	http://dcf.vermont.gov/mybenefits	89	www.vsp.vermont.gov
16	http://www.vermont.gov/portal/services/savings.php	53	http://vtcnrc.vermont.gov	90	http://saferoutes.vermont.gov
17	http://dcf.vermont.gov/	54	http://women.vermont.gov	91	http://www.healthcare.vermont.gov
18	http://bps.vermont.gov/	55	https://secure.vermont.gov/DMV/restrictions/filing	92	http://business.vermont.gov
19	https://secure.vermont.gov/DII/training	56	http://vcomm.vermont.gov/	93	http://www.speaker.vermont.gov
20	https://secure.vermont.gov/DOC/training	57	http://auditor.vermont.gov/	94	http://vcjtc.vermont.gov/
21	https://secure.vermont.gov/BGS/fleetrequest	58	http://vtshares.vermont.gov	95	accd.vermont.gov
22	AOT Rideshare Request Form	59	https://secure.vermont.gov/DII/foia	96	aviation.vermont.gov
23	http://www.vermont-byways.us	60	https://secure.vermont.gov/courts/licensing	97	http://vtransgrants.vermont.gov
24	http://libraries.vermont.gov/	61	https://secure.vermont.gov/myvermont/myvermont.php	98	http://vtransengineering.vermont.gov
25	http://www.helpforvt.org/	62	http://hsu.vermont.gov/	99	http://spotlight.vermont.gov
26	http://hcr.vermont.gov/	63	http://phsp.vermont.gov/	100	http://liquorcontrol.vermont.gov
27	http://finance.vermont.gov	64	https://secure.vermont.gov/SOS/rules/	101	http://acceleratedbridge.vermont.gov
28	https://secure.vermont.gov/FINANCE/townreports	65	https://secure.vermont.gov/myvermont/myvermont.php	102	http://healthconnect.vermont.gov
29	https://secure.vermont.gov/DPS/ambertraining	66	https://secure.vermont.gov/myvermont/myvermont.php	103	http://vtransoperations.vermont.gov
30	http://vtshares.vermont.gov/	67	http://vcic.vermont.gov	104	http://vcjv.vermont.gov
31	http://defgen.vermont.gov/	68	http://vern.vermont.gov	105	http://www.ride4copsvt.com
32	http://e911.vermont.gov/	69	http://yfi.vermont.gov	106	http://www.agriculture.vermont.gov
33	http://prosecutors.vermont.gov/	70	http://permits.vermont.gov/	107	http://historicbridges.vermont.gov
34	Enhanced Driver's License - DMV	71	https://secure.vermont.gov/myvermont/myvermont.php	108	http://historicsites.vermont.gov
35	https://secure.vermont.gov/TAX/refund/mobile	72	http://www.educationvermontusa.com	109	http://vtranscontracts.vermont.gov
36	http://www.complaintscommissioner.org/	73	http://governor.vermont.gov	110	http://www.vermont.gov

IT Cost Avoidance

IT COST AVOIDANCE (AGGREGATE) - VIC SERVICES 2007-2013



State of Vermont Employee Testimonials

“The online service VIC produced for issuing and managing an Amber Alert **far exceeded my expectations**. In my opinion the role VIC is performing for public safety, and state government in general, **is critical**.”

Lieutenant Mark Lauer, Vermont State Police - [Vermont Fusion Center](#)

"Working with VIC was a **great experience**. The CMS they built has **empowered our employees** to become integral contributors to our website by allowing them to create and update content whenever it is needed. I **look forward to working with them** again.”

Tori Pesek, Change Management Director - [Department of Finance and Management](#)

“VIC **provides a critical service** to State government agencies; the HRC and **others would benefit greatly from continued and expanded services** from VIC.”

Tracey Tsugawa, Civil Rights Investigator - [Vermont Human Rights Commission](#)

“DMVExpress **has been great** for the **citizens of Vermont**. The ability to renew vehicle registrations online **saves people the inconvenience** of mailing in their renewals or appearing in person. We **receive positive feedback** from our customers on a daily basis. **They love it - and so do we!**”

Ellen Hemond, Director of Support Services - [Vermont DMV](#)

Awards & Recognition

2009

Mobile Portal A+ Grade – Vermont.gov
Government Technology magazine

Best of the Web Finalist Award, Vermont.gov
Center for Digital Government

Director's Award for Amber Alerts Response
Vermont State Police

2010

Best of the Web Finalist Award, Vermont.gov (2nd in a row)
Center for Digital Government

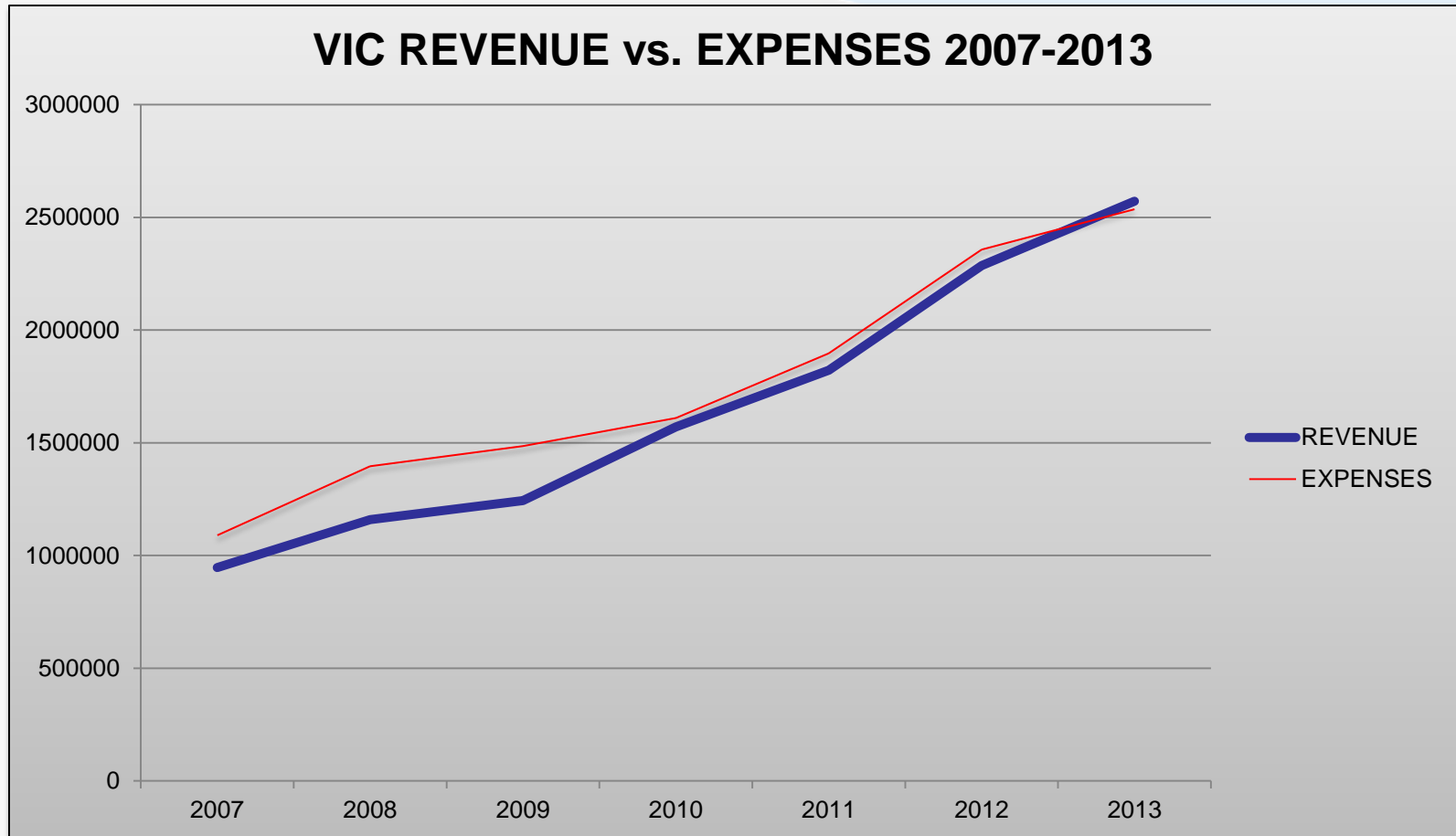
2011

Governing Magazine article for new Governor website:

<http://www.governing.com/topics/technology/new-governor-new-web-presence.html>



VIC Revenue vs. Expenses 2007-2013



Revenue Sources FY 2013

TOP 10 VIC SERVICES BY GROSS \$ AMOUNT - FY2013

Start Date: 7/1/2012

End Date: 6/30/2013

Source: TPE
Net Revenue

Department	Service Name	Invoice Volume	Portal Fee	VIC Gross Revenue	Rank
JUDICIARY	Court Pay	40053	\$3.75	\$150,198.75	3
DMV	Motor Vehicle Lookups	251211	\$4.00	\$1,004,844.00	1
DMV	DMV Express	187181	\$1.80	\$336,925.80	2
DMV	OTC-Payport	45683	2.5%	\$125,286.68	4
DMV	Reinstatement	8365	\$2.00	\$16,730.00	10
Public Safety	Criminal Conviction Records	22475	\$2.75	\$61,806.25	7
TAX	Blzfile	117228	\$1.00	\$117,228.00	5
TAX	PTTR	10495	\$5.00	\$52,475.00	6
VDH	Medical Licensing	2519	\$3.00	\$35,238.05	8
VDH	Medical Licensing M&S	1		\$30,000.00	9
TOTALS:		685,211		\$1,930,733.53	

2014 At a Glance

- New contract signed June 2013

- Upcoming:
 - *EZPay4Kids – OCS/Children & Family payments (imminent)*
 - *Additional OTC & Payment Processing opportunities - Enterprise*
 - *eCurrent Use – Tax*
 - *Driver's Education processing – DMV*
 - *Info Centers - Online Ad & Brochure Sales - BGS*
 - *Electronic W2's expansion - Tax*
 - *Motor vehicle license renewals - DMV*
 - *eLearning Upgrade – Enterprise (e911)*
 - *Dynamic Mobile Forms Builder – Enterprise (needs sponsor)*

Questions?

Additional questions about Vermont Information Consortium,
Vermont.gov, or Self-Funded Online Services:

- Jamie Gage, General Manager
jgage@egov.com (802) 229-4171 or 318-7799
<http://vermontegov.com>

For more information about NIC, visit:

<http://www.egov.com/>