

**We Want Your Feedback**

If you have any questions or suggestions about the newsletter please contact:

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# twitter

## Everyone is Talking About Twitter

Twitter is a free social network and micro blogging service that allows users to send updates via mobile texting, instant message, or the web.

Nebraska.gov now has their RSS feeds on Twitter. If you would like to receive updates on these RSS feeds go to: <http://twitter.com/nebraskagov>

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The New York Times calls Twitter "one of the fastest-growing phenomena on the Internet."

TIME Magazine says, "Twitter is on its way to becoming the next killer app,"

Newsweek noted that "Suddenly, it seems as though all the world's a-twitter."

What will you think?



Information found on Twitter.com  
Nebraska Network Manager: Nebraska Interactive, LLC 2008

## NEBRASKA.GOV

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# Nebraska.gov News

## In this issue

- Driving Adoption / Visit History P.1
- Nebraska.gov Analytics / B-7 Reporting P.2
- Wine & Spirit Reporting / Rave Review P.3
- SUCCESS - DMV Message Plates P.3
- Everyone is Talking About Twitter P.4



## GM Corner Our Customers Come First

Providing strong customer service is essential to gaining and retaining business. At Nebraska.gov we believe in 5 simple rules to show our customers that they come first:

- 1.) Commit to quality of service
- 2.) Know your services
- 3.) Know your customers
- 4.) Always provide what you promise
- 5.) Treat people with courtesy and respect

We have added a new customer service position because we value our customers and want them to have the best experience possible when calling for assistance. This position will add efficiency to our office processes and daily customer service operations.

*Brent Hoffman*

## Driving Adoption

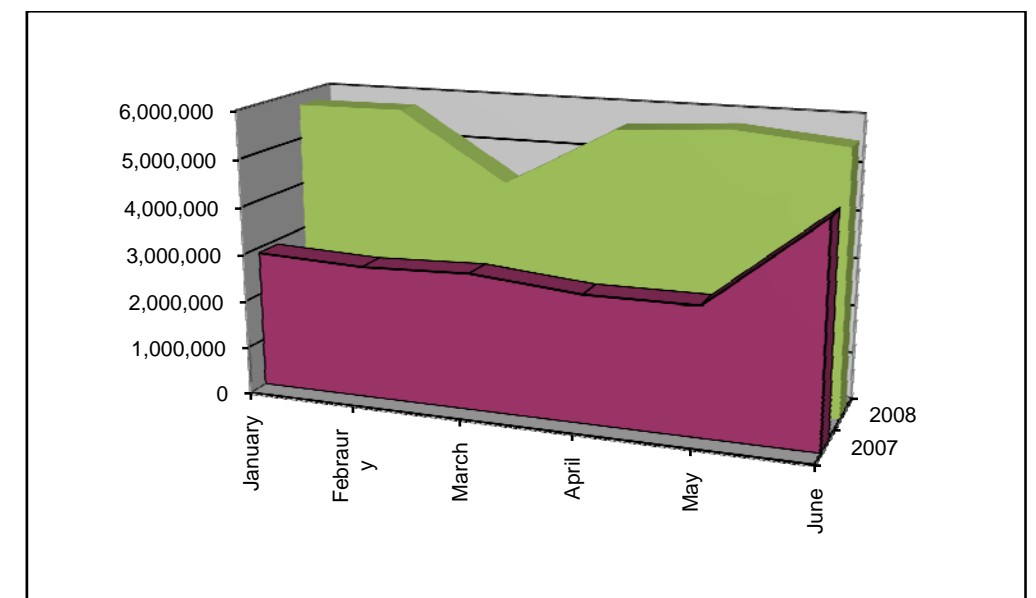
### UCC Amendments– Taking a closer look at ways to increase adoption

The Secretary of State's office and Nebraska.gov launched the UCC Amendments application in December 2007. The application got off to a slow start, with 66 filings done online in its first month live.

However, through notices posted on Nebraska.gov and the SOS Web site, a write up in the Secretary of State's newsletter, a press release sent out by Nebraska.gov and just by word of mouth, usage quickly took off.

Online filings are now averaging between 200 and 300 per month. There have now been over 2,500 Amendments filed online. Each amendment filed through Nebraska.gov saves about 15 minutes of administrative processing time for the UCC Division.

## Nebraska.gov Portal Visit History



- There were 138,256 visits to the Nebraska.gov Web site
- 35.86% of these visits were new visitors
- These visitors used 57 languages, some of these included English, Dutch, Korean, Spanish, French, Japanese, and Italian, just to name a few

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Lincoln, NE 68509  
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## Nebraska Accountability and Disclosure Commission

Online Campaign Statement Filings

### B-7 Reporting

The Nebraska Accountability and Disclosure Commission, in partnership with <http://www.Nebraska.gov>, launched a new online system by which corporations, unions, and industry trade and professional associations can report political contributions electronically.

These groups will have the opportunity to file their Reports of Political Contributions online rather than complete the paper form known as the B-7. The report discloses the group's campaign contributions in connection with state elections, local elections, and ballot questions. The new system will be more efficient for both the filers and the Commission.

"The new online reporting system will save valuable time for the filers and the Commission," said Frank Daley, Executive Director for the Nebraska Accountability and Disclosure Commission. "In an election year, the Commission typically receives more than 2,500 of these reports. By having these reports submitted electronically, the Commission can make this information available to the press and public on the day of receipt."

Funding for this project has been provided by a grant from the Nebraska State Records Board.

### Wine & Spirits Reporting

The Nebraska Liquor Control Commission has added the ability to file required monthly wine and spirit statements to its suite of online offerings for beer, wine and spirit distributors. Previously, the only method available for distributors to file these required statements was via postal mail to the office of the Liquor Commission.

This new service, available at <http://www.nebraska.gov>, joins the license renewals, tax payments submissions, and required monthly beer statement services already offered online by the Liquor Commission.

The online method of statement submission will not only save the distributors time, but the Nebraska Liquor Control Commission as well. When statements are submitted via postal mail, the Commission staff must manually check the calculations on each form that was mailed to them. By making the forms available online, the staff time involved with processing the forms will significantly decrease.

"With the addition of the Spirits and Wine online application, we are continuing to reach our goal of making our services accessible over the internet. We are making services more efficient for the distributors as well as the Commission staff," said Hobert Rupe, Executive Director with the Nebraska Liquor Control Commission.

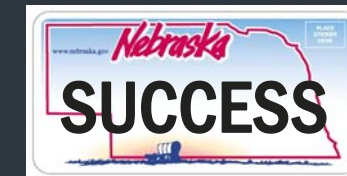
Mona Wanser, Spirits and Wine Accountant for the Revenue Division with the Nebraska Liquor Control Commission, believes the new online services will improve continuity. "As I prepare to retire, I am thrilled to be able to offer distributors the option to file their monthly reports online," said Wanser. "Having distributors submit their reports online will make the



transition for the new staff much smoother."

The Nebraska Liquor Control Commission partnered with Nebraska.gov to offer these online services to distributors across the state.

"I look forward to a continued partnership with Nebraska.gov to expand the online services offered by the Nebraska Liquor Control Commission," said Rupe.



During the months of April-June, the DMV has processed 52% of the message plate applications on-line. In addition, they have seen a 17% increase in the total number of new message and spirit plates purchased over the same period one year ago.

Last year during the month of June the DMV processed 553 message plate applications all on paper. This year during the month of June they processed 645 message plates, 322 of those were processed online.

"We have been very successful with this project. It makes us excited for the next!"

Betty Johnson  
Administrator  
Driver Vehicle Division  
Nebraska Department of Motor Vehicles

### A Rave Review: From the Nebraska Liquor Control Commission

"Doing business with Nebraska.gov is a great experience. They are professional, meet deadlines, offer input and produce superior results. It is a pleasure to do business with Nebraska.gov."

Mona Wanser  
Spirits & Wine Accountant of the Revenue Division  
Nebraska Liquor Control Commission



"Nebraska.gov has worked hard to get this application out for us. It looks great! They have done an excellent job! It is a great asset to our agency and very convenient for our wholesalers. They feel it is easy to work with and would recommend it to others. We look forward to our continued relationship with Nebraska.gov in moving forward with technology and convenience for our wholesalers."

Deb Jacobson  
Revenue Administrator  
Nebraska Liquor Control Commission



Show Your Husker Spirit!  
Click on the link below to order your Husker message plate.

<https://www.nebraska.gov/dmv/splate/>



138,256 visits came from 4,628 cities