

Winners in Nebraska Spirit Art Contest announced

Nebraska Secretary of State John Gale announced the six winners of the 2008 Nebraska Spirit Art Contest. The winners will have their artwork available to the world on a downloadable computer screen saver.

Gale and Nebraska.gov, the State's Web portal, sponsored the contest for students to showcase their knowledge of Nebraska and its history.

The contest attracted about 2,300 entries. The winners were determined through online voting from May 12-23 that involved five finalists from each grade.

"We're delighted that the Nebraska Spirit Art Contest provides such a great opportunity to involve young students and promote our state," Gale said.

Nebraska Spirit Art Contest Winners



Carissa Hill
Kindergarten Winner



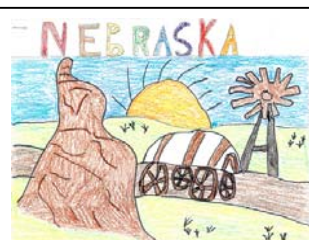
Brandi Larabee
1st Grade Winner



Bailey Honn
2nd Grade Winner



Elish Sheffy-Harris
3rd Grade Winner



Madi Gilg
4th Grade Winner



Benjamin Kiolbasa
5th Grade Winner

Nebraska.gov encourages you to show your Nebraska spirit and download the winners' art work screensaver for your office computer at: <http://www.nebraska.gov/contest/index.html>

Nebraska Network Manager: Nebraska Interactive, LLC 2008

NEBRASKA.GOV

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GM Corner Whole New Look! Same Great State!

The new look has been a very successful and positive change for the State of Nebraska. This new look is reflected in this edition of our newsletter as well. We will continue to make positive changes to the State web site, by evaluating feedback from the general public, state agencies and best practices. This new look reflects the passion we have to build great services for Nebraska citizens and businesses. We hope the site provides the fastest access to accurate agency information to keep citizens informed, encourage business development and increase visitors to our great state.

Brent Hoffman



Driving Adoption – Drivers License Reinstatements

It is 350 miles from the westernmost city in Nebraska, to the capitol city of Lincoln. This would be daunting for anyone needing to do business from one city to another. Try to imagine, what if on top of that, you don't have a driver's license?

This was the dilemma of thousands of Nebraskans prior to January of 2008, when the Department of Motor Vehicles introduced its Online License Reinstatement option.

Giving citizens the ability to pay a driver's license reinstatement fee online, rather than requiring them to figure out a way to travel to, and conduct this transaction in the Lincoln office, is a prime example of government using technology to ease interactions for its citizens.

Every reinstatement that is processed using the Internet saves 5-15 minutes of office processing time for the Department of Motor Vehicles. What used to be a full time position, taking care of processing walk-in and mail-in transactions, has now been reduced by half. In a busy office, which handles multiple types of requests, this has been invaluable.

The staff time saved in processing reinstatements is now used to assist with answer phone inquiries. And the number of phone calls themselves has also decreased. As an example, in March 2007, the number of calls incoming to this office of the Department of Motor Vehicles, was 52,504, of which only 10,603 callers were able to reach a customer service representative.

In March 2008, after the launch of the new online option, 9,180 calls were received, and 7,883 reached customer service.

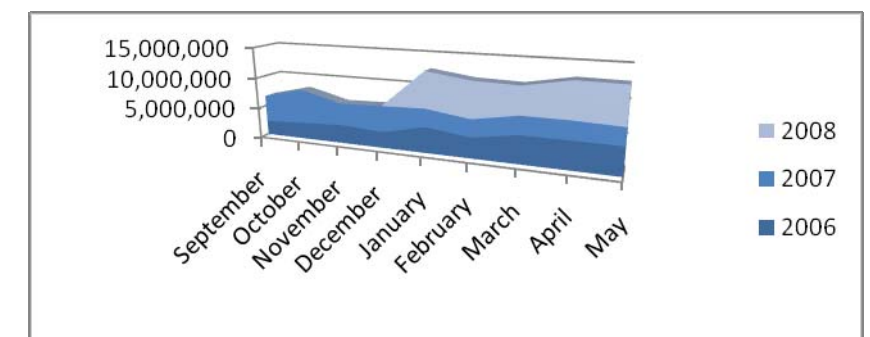
"Our goal is to make it easier for people to find out what they need to do to reinstate so that they may be more inclined to take action as soon as possible", said Kathy Hraban, Nebraska DMV Financial Responsibility Program Manger. "We want to make sure that everyone driving on our roadways has a valid driver license."

Over 60,000 driver licenses are suspended and revoked each year in Nebraska. This is why the Nebraska Department of Motor Vehicles knew that creating an online service to allow citizens to take control of reinstating their licenses, without having to visit an office, was such an important priority.

Development was done on the self-funded model, with no up-front charge to the agency. Instead, costs are being recouped through a support and maintenance fee being paid on each reinstatement.

While the Department of Motor Vehicles expected the new online option to be a success, the immediate adoption was even more phenomenal than imagined. Within three months of the service being available, nearly 5000 citizens used it to reinstate their licenses.

Nebraska.gov Portal Visit History



Nebraska.gov
Analytics
May 1 - 31, 2008

- There was 142,576 visits to the Nebraska.gov Web site
- 37.49% were new visitors
- These visitors came from 141 different countries and territories including: the United States, Germany, Canada, United Kingdom, South Korea, India, Ireland, Spain, Australia, and France
- The top categories that were viewed were business to business, citizen to citizen, and education



Governor Heineman Unveils the New and Enhanced Official State Web Site

June 10, 2008- Governor Dave Heineman of Nebraska today unveiled the new and enhanced official State Web site at <http://www.Nebraska.gov>. The State of Nebraska first launched its official Web site in 1995 and has continued to expand its suite of online services offered. The improved site includes enhanced navigation, improved functionality for the visually impaired and a new design reflecting the state's desire to meet the online needs of its businesses and citizens.

"More than 48 million business and citizen users accessed Nebraska.gov last year. This demonstrates the need to ensure we offer convenient online access to key information and services," said Governor Heineman. "In this spirit, we have streamlined the Web site to retain satisfied users, while encouraging new constituent interest in the applications and information."

In 2007, the Nebraska.gov site received more than 48 million visitors and securely processed 8.4 million online transactions. Nebraska.gov currently offers 300 services, with more planned to launch in 2008 and early 2009. The Web site improves efficiencies for both the state and the businesses and citizens.

Sample services include paying a speeding ticket, as part of the Courts Traffic Citation Payment system; filing a late campaign contribution before a looming deadline; and drivers license reinstatement applications.

To date, more than 5,000 driver's license reinstatements have been processed online. Prior to the online launch, those 5,000 users would have been required to travel to the Lincoln

Department of Motor Vehicles office to reinstate their licenses. And, more than \$500,000 has been collected in the Courts Traffic Citation Payment system through Nebraska.gov's secure payment system. Before going online, citizens were only able to either pay by cash or check in person or by mail.

"Now Nebraskans can get what they need even more quickly as Nebraska.gov adapts to the fast paced, 24/7/365 needs of Nebraska's constituents and many state agencies," continued Heineman. "Nebraska.gov is the online face of the state and needs to meet the needs of not only Nebraskan businesses and citizens, but those looking to know more about working with or enjoying our state. While more than half of the users are from the State of Nebraska, Nebraska.gov also receives many visitors from around the world."

All visitors to the Nebraska.gov Web site have the chance to influence and improve the experience. A survey is included within all applications, and on the portal, which enable users to provide comments and suggestions.

From the Communications Office of Governor Dave Heineman, Jen Rae Hein & Ashley Craddock



EFS Continuations & Terminations Update

On June 4th the Secretary of State's EFS Continuations and Terminations application service went live. This addition to the UCC Division's suite of services, promises to be a huge success.

Initial user response indicates that this application will quickly be adopted by filers. This new online version of a previously paper-only process means, that with three or four clicks, users can complete a filing that used to require typing an entire form, and submitting via mail, or office walk-in. The paper process also required administrative time for data entry, and submitting a Continuation or Termination via the Web is instantaneous. By continuing to build on their online services, and constantly striving to offer new filing types, the UCC division creates further efficiencies both in the office, and for their customers.

What the users had to say:

"The program worked well when doing either Continuations or Terminations, no problem."

"This system is so similar to the UCC system, that anyone who is familiar with it will be able to operate it. Nebraska's online filing system is extremely user friendly and frankly many of the neighboring states could learn a lot about simplifying their systems."

"I like using the program; it performed quickly with little to no delay between entries."

A Rave Review: From The Nebraska Web Masters Group

[On June 4th Nebraska.gov presented the new Web design to the Web Masters Group]

Thank you very much for agreeing to review the excellent new state web portal.

As expected, your enthusiasm for the project spread throughout the group and got everyone involved and onboard. After you and your entourage left the building. I heard nothing but positive comments from the group.



The new portal is intuitive, user friendly, and self-explanatory. I especially liked the rational for the color scheme, which has been spoken very highly of here at the Workers' Compensation Court. We knew we liked it but couldn't quite figure out why; thanks to your presentation we now understand.

James Lillis
Public Information Officer
Nebraska Workers' Compensation Court

Governor's Press Conference

To view a clip from Governor Heineman's press conference for the New Nebraska.gov Web site click here:

<http://www.governor.nebraska.gov/video/news/061108/portal.html>

New DMV Website

The Nebraska Department of Motor Vehicles has a newly redesigned Web site.

Check it out:

www.dmv.state.ne.us

We Want Your Feedback



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

Abby Anderson