

We Want Your Feedback

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

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2009 Partner Event

We Want to Know What You Want to Know!

We encourage you and other state leaders to let us know what you would like to learn more about when it comes to Government Technologies in Nebraska.

Will social networks impact government? Will Web 2.0 technologies change government service delivery? What are other states doing today to take advantage of these cutting-edge technologies and a new generation of online users?

Click on the link below to share your ideas with us. Please feel free to pass this link along to other state leaders.

https://www.nebraska.gov/surveys/public/survey.php?name=2009_Partner_Event_Questionnaire

Nebraska Network Manager: Nebraska Interactive, LLC 2008

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Nebraska.gov News



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GM Corner

Do you know everything you want to know about government technologies?

Government technology has overcome many challenges over the past few years as citizens continue to support online service.

At Nebraska.gov, we feel it is more important than ever that state agencies learn from each other and share their experiences and solutions with each other.

Nebraska.gov will be hosting the 2009 Partner Event next spring. Our goal will be to provide new ways in which we can help make government more accessible, efficient and effective for citizens, businesses and state leaders.

We want to know what you want to know! Click on the link on page 4, and fill out a questionnaire for the 2009 Partner Event.

Brent Hoffman

Driving Adoption

Annual Nebraska Bar Association Meeting

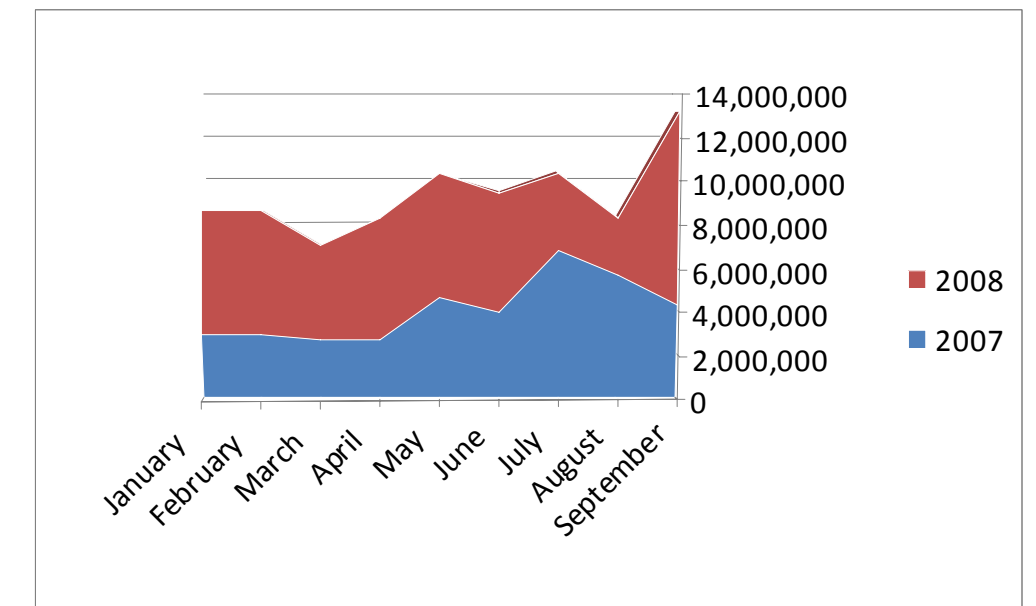
As part of the ongoing marketing effort to get the word out about Court eFiling, representatives from Nebraska.gov will be co-presenting with representatives from the Court System at the annual Nebraska Bar Association meeting in October.

With several hundred lawyers from around the state attending, this is the largest gathering of the targeted demographic for electronic filing. The presentation will consist of a demonstration of the online application

with an opportunity for the audience to ask questions. Nebraska.gov will also be providing FAQ sheets as well as being prepared to sign up attorneys on the spot, or take names of people who would like to be contacted later.

To date, there are 40 firms signed up to file with the courts online. The coordinated effort between the partner and Nebraska.gov to highlight this service at the association meeting could potentially double this number.

Nebraska.gov Portal Visit History



141,579 visits to the Nebraska.gov portal

35.46% of these visits were new visitors

Top Traffic Sources

95.11% Direct Traffic

3.05% Referring Sites

1.84% Search Engines

Accessibility Options

Languages 678 Page Views

Text Only 395 Page Views

Mobile Download 422 Page Views

Accessibility Policy 144 Page Views

DMV License Renewals

Final Count Down



The end is near! The Department of Motor Vehicles has been working with Nebraska.gov to create a program so the citizens of Nebraska will be able to renew motor vehicle license plates online.

Once a year, postcards are sent to notify people when it is time to renew the license plates for their vehicle. Instead of going to the local DMV office, people will be able to go to a computer and renew online. The postcard will contain the needed information to proceed with the online renewal. The fees may be paid by check or credit card. The license plate stickers and registrations will be mailed to the individuals.

Once the renewal fees have been collected, Nebraska.gov will distribute the funds to the individual counties. All 93 county treasurers in Nebraska have submitted the necessary banking information to Nebraska.gov in order to receive the funds owed to them.

The program is currently in the testing phase. Informational and press packets are being created for each county. The packets will contain the needed information about the program and suggestions for handling inquiries they may receive about new online system.

Updates will be provided as the online renewal program gets closer to launching.

RENEWALS, RENEWALS, RENEWALS

It seems to be that time of year again, it's Renewal Season. This means that agencies are busy and they are keeping Nebraska.gov busy with up-dates, enhancements, and marketing services. A few agencies that have renewal services beginning this fall are Engineers and Architects, Real Estate Commission, and the State Electrical Division. Other agencies that we provide online license renewal services for are Liquor Control Commission, Fire Marshall Fireworks, and Board of Public Accountancy.



LIVE CHAT

A NEW PHENOMENON IN CUSTOMER SUPPORT

Live Chat is a powerful way for users to get in touch with an expert and get hands-on assistance in solving their problems.

Users get satisfaction using the Nebraska.gov live chat Support because it is available 24/7 and it is fast and easy. The picture to the left shows an example of how fast The Nebraska Library Commission assisted this user with

their question using Live Chat. They answered their question in a matter of three minutes.

One of the benefits of a chat based contact center is that the customer support representative can handle more than one chat at a time. They can multiplex. Hence they are able to provide support to more customers in lesser time.



Ask a Librarian - Government Information Services <http://www.nlc.state.ne.us/docs/needhelp.html>

A chat conversation enables a customer support representative to send direct links and images which assists in providing customer support. For example, if the customer support rep is explaining to someone where to find something on a state website, they can direct the customer using exact links through the chat to make it easy for the customer and in the end will save them time.

At Nebraska.gov we see that chat based support is the most efficient and effective means of customer support.

Live Chat Statistics: Nebraska.gov averages 6 chats per day using the Live Chat feature on the www.Nebraska.gov. Nebraska.gov featured the Nebraska Library Commission Reference Desk (live chat) last month and they went from assisting 11 visitors per month to assisting 47 visitors per month.

NLCC's Online Tax Reporting for Liquor Wholesalers Continues to be a Success!

13 out of 25 Spirit/Wine wholesalers reported online = 52% adoption

12 out of 25 paid by ACH Payment

18 out of 25 Beer wholesalers reported online = 72% Adoption

20 out of 25 paid by ACH Payment

11 out of 15 Craft Breweries paid by ACH Payment

8 out of 23 Farm Wineries paid by ACH Payment

A Rave Review: Nebraska Library Commission

"After losing prominence in the redesign of the new Nebraska.gov webpage, we noticed our emails, chats, and telephone calls decreased. When we were highlighted in the month of September on the Nebraska.gov website, our customer contact increased in every way. It's our mission to help citizens locate Nebraska government information and we're happy and eager to help."

Lisa Kelly
Reference Services Coordinator
Nebraska Library Commission



Business Development

Over the Counter Credit Card Payments

COURTS District Court Payments