

Building Relationships

We Want Your Feedback

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

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Reference Desk

When you just can't find the answers... we can help



We recently met with the Nebraska Library Commission to discuss with what Nebraska Interactive could add to the portal that would even further enhance its ability to assist visitors with their questions and to find what they are looking for faster. We came up with a few ideas. One of those ideas has already been implemented on Nebraska.gov.

You will see the Reference Desk icon featured on the scroll menu for the month of September and you will also find this icon on the "More How Do I's" pages. Clicking on this icon will take the visitor to the Library Commission's LIVE help desk. The reference librarians have been answering citizens' questions relating to government via the internet and by email over 14 years. Nebraska Interactive and the Library Commission are looking forward to continuing this relationship focused on best serving the needs of portal visitors.

Nebraska Network Manager: Nebraska Interactive, LLC 2008

NEBRASKA.GOV

Nebraska Interactive, LLC
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GM Corner

Business Development

In late 2007, we created a new Business Development position. This is the first time that our portal has had a person that solely focuses on new ideas for online services and finding new business for the State of Nebraska. I am excited to report that the future of online services looks very promising for the State of Nebraska.

Our Business Development Analyst has been making contacts, planning meetings, presenting new ideas, and re-introducing Nebraska Interactive to many Nebraska Associations, organizations, and State Agencies. In our monthly newsletters, we will begin reporting on new and future projects that we have been researching and working on behind the scenes.

Brent Hoffman



Driving Adoption

AOC - eFiling

Nebraska Interactive, in collaboration with the Administrative Office of the Courts has been very focused on driving adoption of the Courts newest service: eFiling. The application was piloted in April with one court online (Sarpy County) and one filing firm. In the case of a brand new service such as this one, getting the word out is key.

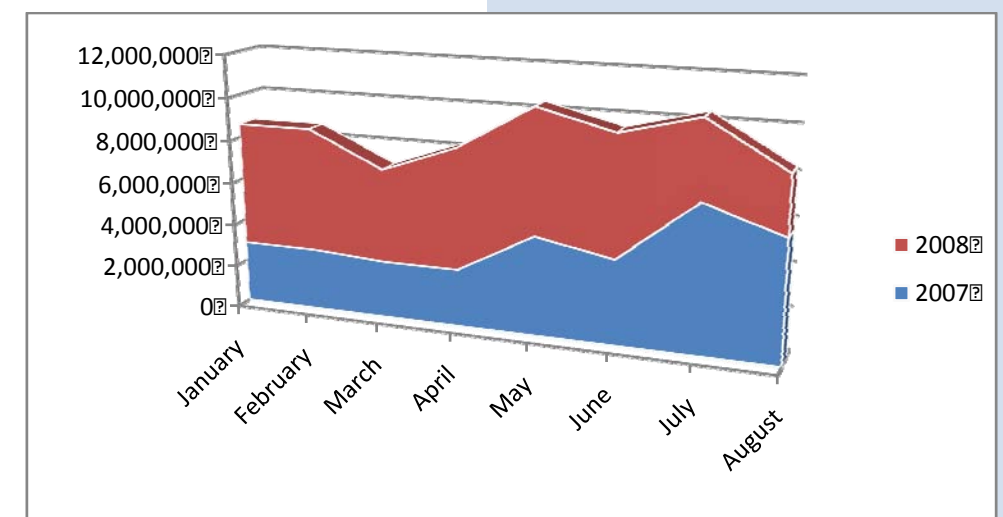
Previous efforts by the Courts to get an eFiling system off the ground with another vendor, were unsuccessful.

The first pilot project did not advance beyond the one filing firm. Now after four months, with an application designed and supported by Nebraska Interactive, over 30 law firms are signed up as eFilers, and the number of filings accepted has just passed the 3000 mark.

On-going marketing efforts include:

- The AOC has created flyers which are distributed to all courts as they are added to the jurisdictions available for eFiling.
- Nebraska.gov created an online demonstration that attorneys can go to and walk through the application in order to see how simple it is to file.
- The Nebraska.gov business analyst made connections with the state and local bar associations, and got messages posted on their individual web sites about eFiling.
- Judge William Cassel, and Deputy State Court Administrator Bill Miller co-authored an article for *The Nebraska Lawyer* magazine outlining the history and current state of electronic filing in the Nebraska Court System.
- Nebraska.gov customer service personnel are trained on the eFiling service, and are able to knowledgeably answer questions that come in from attorneys who have heard about the new service. The process to set filers up is streamlined and can be accomplished in a matter of hours.

Nebraska.gov Portal Visit History



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Nebraska.gov
Analytics
August 1 -31, 2008

136,403 visits to the
Nebraska.gov portal
34.63% of these visits
were new visitors

Top Traffic Sources

94.61% Direct Traffic
3.42% Referring Sites
1.97% Search Engines

Top 10 Countries & Territories

United States
132,303 visitors

United Kingdom
511 visitors

Canada
358 visitors

India
301 visitors

Germany
299 visitors

South Korea
214 visitors

Ireland
203 visitors

Italy
133 visitors

Mexico
131 visitors

Japan
125 visitors

DMV Launches New Online Service for Motor Carriers

IFTA International Fuel Tax Agreement

Filing fuel taxes in Nebraska just got easier, thanks to a new service now available through the state's official Web site (<http://www.Nebraska.gov>). The Nebraska Department of Motor Vehicles has worked with Nebraska.gov to create a system for motor carriers to submit their International Fuel Tax Agreement (IFTA) payments online. The Motor Carrier Services Division of the Nebraska Department of Motor Vehicles is responsible for collecting the taxes for the more than 4,200 Nebraska-based interstate carriers that file IFTA returns. Qualifying vehicles must have two axles with a gross weight exceeding 26,000 pounds or three or more axles regardless of weight.

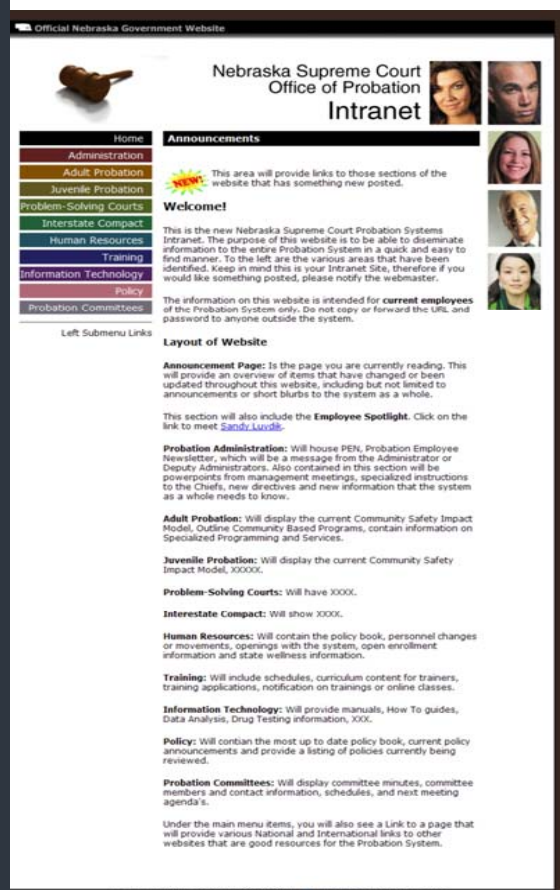
The user-friendly online IFTA quarterly return collects mileage and gallon information. While the DMV previously provided motor carriers with the opportunity to file quarterly IFTA returns, carriers were required to

print a voucher listing the payment owed and mail in a payment. With the enhancements to the program, carriers are able to make the electronic check, MasterCard, and Visa payments online through Nebraska.gov's secure payment server and print a receipt for each transaction.

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"We continue our demonstration of Governor Heineman's commitment to making government more efficient and responsive to the needs of the citizens," said Beverly Neth, Director of the Nebraska Department of Motor Vehicles. "The new online payment system is designed to complete the existing online process and ease the filing burdens for all motor carriers who file under IFTA. It brings us one step closer to the online motor vehicle registration renewal program that we intend to roll out later this year."

Cathy Beedle, Administrator for Motor Carrier Services, is also pleased to offer motor carriers the option to pay the quarterly IFTA fees online. "The carriers have requested this option and we are so happy to see it become a reality."



Nebraska Supreme Court Office of Probation Launches an Intranet Site for Employees

The Nebraska Supreme Court Office of Probation Administration, wanting to increase their employee access to information, decided to implement an intranet site. While the agency has the resources to take on the responsibility of implementing and managing content, they needed a designer to provide them with the framework. They turned to Nebraska.gov's creative services for help in creating the necessary templates. The collaboration resulted in a product tailored to the needs of the Probation Administration in a short amount of time and at no charge.



2008 Best of the Web & Digital Achievement Awards

Winners of the 2008 Best of the Web and Digital Government Achievement Awards have been announced by e.Republic's Center for Digital Government! The top state and local government Web portal and application awardees will be honored at the 12th annual Awards Gala on Sept. 12 in Hollywood, Calif.

Best of the Web recognizes the most innovative, user-friendly state and local government portals while the Digital Government Achievement Award recognizes outstanding agency and department

Nebraska.gov Official Website and DMV Recognized for E-Government Excellence

Nebraska Gov. Dave Heineman today announced Nebraska has received national recognition for the new State Web site, as well as individual recognition for the Nebraska Department of Motor Vehicles Web site. The Center for Digital Government has recognized Nebraska as one of the "Top 10" Web sites in the country, and the Department of Motor Vehicles was named one of the "Top 5" Digital Achievement Award sites in the Government to Citizen category for their License Reinstatement application.

"This is another example of the state of Nebraska utilizing technology to better serve our citizens," said Heineman. "The lines at the state agencies of tomorrow aren't in the front office, they are online. We will continue to seek ways to grow e-government for the accessibility of Nebraskans."

Nebraska's Chief Information Officer, Brenda Decker stated, "The new design of Nebraska.gov increases accessibility and focuses on user activity. We continue to receive positive comments from

Web sites and applications. Judges from all over the nation determined the winners.

Cathilea Robinett, executive vice president of the Center for Digital Government said, "Each year, state and local governments continue to make strides toward implementing better access and more efficient Web-delivery of public services. This year's winners represent the very best in each category. The Center applauds all the honorees for their diligence and hard work."

For more information go to: www.centerdigitalgov.com

our citizens on the new site, and the feedback box on the site allows citizens to give us direct input for new enhancements as we continue to evolve Nebraska.gov."

In January, 2008, the DMV launched its new Web site, which includes the online license reinstatement system. The reinstatement option provides citizens the ability to pay a driver's license reinstatement fee online, rather than requiring them to travel to the Lincoln office. The site also now allows individuals to use a credit card to pay the required reinstatement fee to the DMV.

Director of DMV, Beverly Neth added, "It is 350 miles from the westernmost city in Nebraska, to the capitol city. Our new Web site cuts that drive from hours to seconds. The online reinstatement option is a prime example of government using technology to ease interactions for its citizens. I encourage citizens [to] check out our new site options the next time they need to do business at the DMV."

A Rave Review: Department of Motor Vehicles

"The license reinstatement application has been very successful. More than half of the reinstatement fees are being paid at the website. I feel the best feature the application offers is immediate reinstatement if the fee is the only remaining requirement."

Kathy Hraban
Department of Motor Vehicles - Motor Carriers Division



New Website Design



The Nebraska Association of Transportation Providers launched a new website design.

Go to
<http://www.neatp.org/>
to check it out.

Business Development

DHHS
Health Practitioner License
Monitoring System

Fire Marshall
Blue Print Scanning
Payment System

Sarpy County
Real Estate Tax Collection

State Patrol
Criminal History Search

DMV
Drivers License Renewals