



We Want Your Feedback

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

Natalie Bacon
Business Development
Manager
nbacon@nicusa.com

NIC in the News

Texas NICUSA was awarded a long-term enterprise portal contract from the state of Texas commencing in January 2010. The contract has a seven-year term.

In the second quarter, New Mexico Interactive, LLC, part of the NIC family of companies, was also awarded a new DMV services contract from the state of New Mexico. The contract has an initial one-year term, with three single-year renewal options. The contract consists of services for the Motor Vehicles Division of the Department of Taxation and Revenue. The driver history database service is expected to launch in fourth quarter 2009.

Partners in Utah, South Carolina, and the city of Indianapolis and Marion County, Indiana recently awarded NIC entities long-term contracts after competitive rebids.

The Utah contract has an initial term of four years with six single-year renewal options that run through 2019, and the contract with South Carolina has a five-year term, ending in 2014.

In addition, the state of West Virginia has renewed its portal contract for an additional year.

"This has been a phenomenal time for NIC as we embark on long-term relationships with two new state partners, continue to deliver the value sought by new partners, and are rewarded by current partners with renewed contracts and competitive rebid wins," stated Harry Herington, Chairman of the Board and Chief Executive Officer of NIC.

Nebraska Network Manager: Nebraska Interactive, LLC 2009

NEBRASKA.GOV

301 S. 13th Street, Suite 301
Lincoln, NE 68508

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Nebraska.gov News

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GM Corner

Marketing. You know it needs to happen, yet it usually slips through the cracks. When you spend so much time working to launch a new service, you want people to know about it.

Nebraska.gov is here to help you will all steps of the project. We will work with you to design a marketing plan that fits your needs and budget.

The best time to design a plan is prior to launching the new service. Things to think about include:

- Who is your target market/audience?
- Will there be any conventions/meetings to make people aware of the service?
- Are there any mailings that are sent by your agency?
- When is the time of year that people will use your service?

Look for new updates to the partner portal that will assist you. You can always contact Nebraska.gov for further assistance.

Brent Hoffman

Driving Adoption –

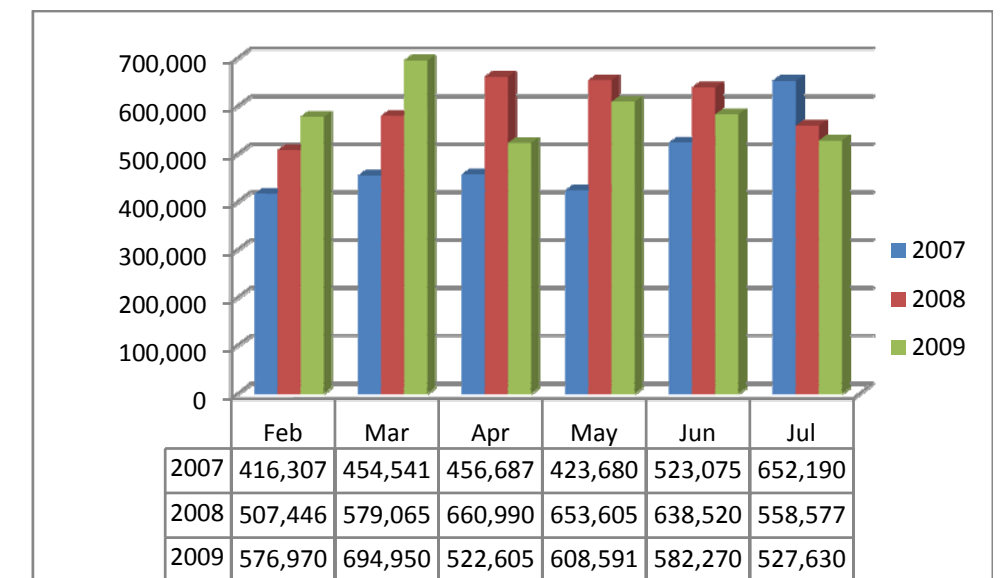
License Plate Renewals

During the month of May 2009, Douglas County taxpayers used the online service to renew 776 vehicles. For the month of June 2009, there were 2,108 vehicles renewed in Douglas County using the online service. In July 2009, there were 2,333 vehicles renewed online.

The large increase is attributed to Douglas County informing the public through a mailer that was included with the vehicle renewal reminder cards.

"We know residents are looking for easier ways to interact with Douglas County," said John W. Ewing, Jr., Douglas County Treasurer. "By providing services online, we are not only able to give people the convenience they want, but also create efficiencies for the County."

Nebraska.gov Portal Visit History



Nebraska.gov
Analytics for
July 2009

139,131 Visits

66,039 Visitors

37.52% New
Visitors

316,748 Pages
Viewed

Service Uptime

Number of Checks:
14,511

Number of Outages:
1

Uptime: 99.972%

Average Response
Time: 0.623 seconds

Internet Payment System

Welcome to the State of Nebraska Internet Payment System.
From the options below, select the desired transaction.

Available in all County Courts:

- Plead guilty by waiver to a waivable citation and make payment

NOTE: No Court Appearance required. (ex: Speeding ticket, traffic ticket, citation)

The following options are ONLY available in Lancaster County and District Courts at this time:

- Make a payment on a current criminal or traffic case
- Make a payment on a civil or small claims case
- Businesses: Make a payment on a garnishment

NOTE: Court Appearance has been made.



Online Court Payments

The Nebraska Administrative Office of the Courts (AOC) has launched a new service, expanding the types of court case payments that can be made online. In September of 2007 the Nebraska Court system introduced the Waivable Citation Payment system to allow drivers to pay for online traffic violations that do not require a court appearance.

Now, the Nebraska AOC is piloting a new service in the Lancaster County and Lancaster District courts, expanding online payments to case types which had a required court appearance. Payments can now be made by defendants in criminal or traffic cases and by any party to a civil or small claims case. The service securely accepts credit cards and electronic check (ACH). Some payments that can now be made using the courts Internet payment system include:

- Alimony payments
- Attorney Fees
- Property Settlements
- Probation Fees
- Court Costs

Other features of the system allow:

- Employers to make payments on employee garnishments
- Individuals to pay for copies of their case file in order to have it sent to them by the court

The Nebraska AOC intends that this service will be extended to allow for these types of online payments in all Nebraska County and District courts by the end of 2009.

The service is featured on the Nebraska state portal at www.nebraska.gov, or users can go directly to <http://ne.gov/go/paycourts>.

Ordering Birth Certificates

Over the last two months, Nebraska.gov has worked with the Department of Health and Human Services office of Vital Records to rewrite the administrative interface of their online birth certificate ordering system. This service was one of the very first that the state portal offered to citizens, and has functioned very well over the years, and handles over 15,000 orders annually. However, it was built prior to a lot of advances in technology that offer some real added conveniences.

Therefore, a project manager from Nebraska.gov visited several times with those responsible for processing the online birth certificate orders to analyze their work flow and determine how a new and improved administrative interface could help. The rewrite launched July 22nd.

During a follow-up meeting, after the first week the project was live, the agency reported that the new system was saving approximately an hour of work time daily, which will add up to over 250 work hours annually!

Nebraska.gov and the office of Vital Records are now discussing work together on other new possible projects with the goal of further increasing efficiency for the agency.

The rewrite of the Birth Certificate online order administration was also an opportunity to promote this service to the new Nebraska.gov payment engine, TPE 2.0. The upgraded payment processor offers more security, and enhanced reporting features.

Currently all 93 counties have at least one service that is using the new payment engine, as well as 32 individual Nebraska courts, all Department of Motor Vehicle services, and Secretary of State corporate filing.

Legacy services will all be migrated on a schedule agreed upon between the agencies and Nebraska.gov.

A Rave Review

"This was a great way to fill out our information and was extremely user friendly!"

From a user of the online specialty plate system.

The service recently completed an update to make the system as user friendly as possible and save time for the DMV staff.



Did You Know?

The Lincoln Food Bank held the Campaign Against Hunger from July 13 – 24.

The staff at Nebraska.gov participated this year by bringing in donations. A barrel was filled with various items to help those in need.

We look forward to participating again next year.



Coming Soon

Nebraska.gov has partnered with the Secretary of State's office, UCC division to create a new online service.

EFS (Effective Financing Statements) Original Filings service in the testing phase.