



We Want Your Feedback

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

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Nebraska eGov Payment System

Nebraska.gov has developed a system that will allow agencies to accept credit card payments over-the-counter.

Currently, the Logan County Treasurer and Valley County Treasurer are using the system to give their customers the option to pay with a credit/debit card.

“We are excited to be the leader in the latest eGovernment service,” said Maureen Hayden, Logan County Treasurer. “I researched the different options available and Nebraska.gov provided the solution that best fit our needs and the needs of our citizens.”

Janet Suminski, the Valley County Treasurer, said “Everyday someone comes into our office and would like to pay using their credit card. We are excited to be able to offer this option to our customers.”

At this time, Keith County District Court, McPherson County Treasurer, and Cheyenne County Treasurer have signed up to use the service.

If your agency is interested in accepting credit card payments, contact Natalie Bacon for more information. She can be reached at nbacon@nicusa.com or 402-471-7810.

ISSUE

33

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Nebraska.gov News

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GM Corner

Customer service is a top priority at Nebraska.gov. We pride ourselves on being able to find resolution to an issue quickly and professionally.

One service that we provide is the ability to answer questions online, without the need to call for answers.

Our “Live Chat” system has recently been updated. We use this system to efficiently communicate with people from around the world.

We are now able to offer this service to agencies. The benefits of this service include a decrease in phone calls and the ability to track questions that are being asked. This can lead to a more efficient way of providing information to people.

Contact Nebraska.gov to learn more about this system.

Brent Hoffman

Driving Adoption – Court eFiling

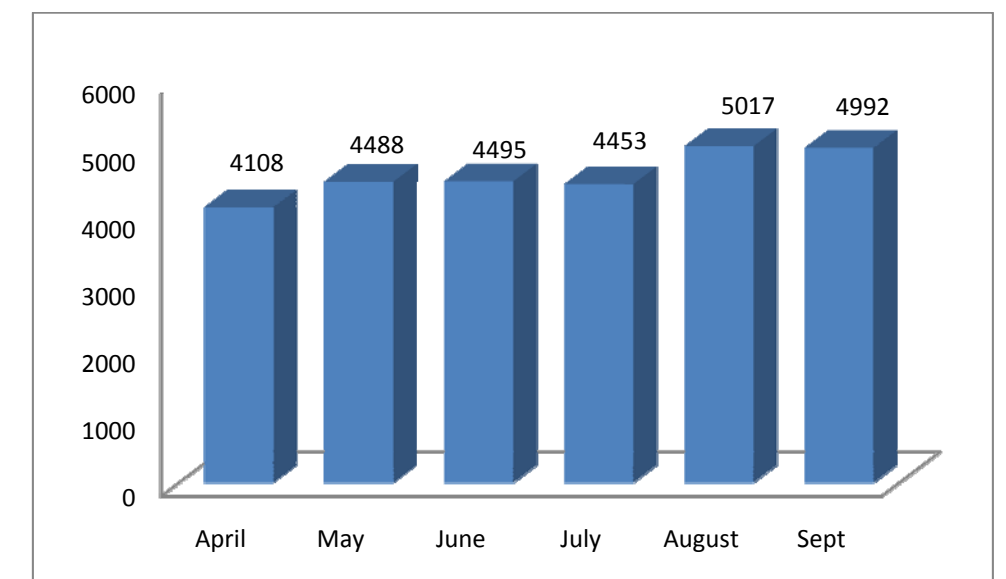
Nebraska.gov continues to work with the Courts to increase the usage of the online service to file Court documents.

A new marketing campaign was created to increase awareness and adoption of the service. A poster was created featuring incoming Nebraska Bar Association President, Bob Bartle. These posters will be distributed at various offices across the state.

Jennifer Rasmussen, Project Manager, has been speaking at various conferences about the service.

Nebraska.gov will have an exhibit booth at the upcoming Nebraska Bar Association meeting held October 20-22.

History of Court eFiling –2010



NEBRASKA.GOV

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

Nebraska.gov
Analytics for
September 2010

143,395 Visits

68,771 Visitors

38.56% New
Visitors

281,786 Pages
Viewed

Service Uptime

Number of Checks:
13,971

Number of Outages:
3

Uptime: 99.971%

Average Response
Time: 0.641 seconds

New Website for Nebraska Federal Surplus Property



The Nebraska Federal Surplus Property has a new website.

This site allows visitors to search property for sale by type of item, or all properties. A picture of the item, along with description, price and stock number are given.

Only certain agencies may purchase items from the site, after completing an application. The general public is not eligible to purchase from the site.

Go to www.corrections.nebraska.gov/fsp to take a look.

Updated Live Chat

Nebraska.gov recently upgraded to a new version of Live Chat, which offers the operator more options in assisting visitors. Such new features include the ability to transfer within departments, join, and monitor chats with other operators who are online.

Nebraska.gov will also be offering the Live Chat as a service to agencies who are looking to decrease their phone traffic by implementing this Live Chat on their website. This gives agencies the ability to record and track the questions the visitors are asking in order to identify and address issues within their agency.

Please contact Nebraska.gov at ne-support@nicusa.com for more information.

New iPhone and iPad Application for Trial Court Calendar

A new application for the iPhone and iPad from the Nebraska Judicial System is now available from the iTunes store for free downloading. The Nebraska Court Calendar app gives the user ability to search most District and all County Court hearing schedules to find day, time and location information. Searches can be done by either name or date, and previous search results can be re-viewed using a History option. Hearing schedules are pulled in real time from the court database, providing users with the most accurate information available.

Nebraska Court Calendar Searches provide:

- * Up-to-date Information: User has access to even last-minute changes to the calendar
- * 169 different trial courts online: Broad access to information in courts across the state
- * Versatile: Compatible with iPhone, iPod touch and iPad
- * Free: No charge to download or use

"We are very pleased with the continued success of the technology services offered through the Judicial Branch," said Chief Justice Mike Heavican. "We look forward to offering court applications in the most convenient way possible."

The Nebraska Court Calendar is also available online, and is part of a suite of web-based services being offered by the Judicial Branch. Other successful initiatives for Nebraska's trial court system include eFiling for attorneys and ePayment for citizens.

A Rave Review

"Nice system. Very easy to navigate. I love the fact that I could search your database to see if the plate I wanted is available."

The above comment was received by someone who ordered a special license plate.

A specialty license plate can be ordered using the online service. You can view the plate prior to ordering.



New Enhancement

The Nebraska Real Estate Commission has sections of their website that can only be accessed with a username and password.

Nebraska.gov has completed an enhancement that now allows those users to be able to change their password on the site, without needing to contact anyone. This gives people the ability to make changes any time of the day or night.

Upcoming Conferences:

October 20-22

State Bar Association Annual Meeting

October 25-26

NE Society of Certified Public Accountants Fall Conference

December 8-10

NE Association of County Officials (NACO)

Contact Nebraska.gov if you would like us to have a booth at your next conference.