
State of Missouri

*E-Government
Report and Plan*

**A Vision For
Missouri's
Future**

Office of Information Technology

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The Vision

The Goal

To describe Missouri's e-government vision, it is first necessary to define the term "e-government". E-government, as the term is used in this document, refers to the ability of Missouri State Government to interact electronically with citizens, businesses and other governmental entities. The interaction may be in the form of obtaining information, filings, or making payments.

We envision citizens having the ability to pay taxes, renew motor vehicle licenses, obtain hunting and fishing licenses, make state park reservations, and a host of other activities via the World Wide Web. We envision businesses being able to file sales tax forms and payments, obtain tax identification numbers, file unemployment tax forms and payments, and perform most other business interactions electronically with Missouri State Government. We envision state government being able to purchase goods and services electronically, using electronic catalogs, with purchase approvals, purchase order issuances, and payments performed electronically.

The Benefits

E-government will allow individual citizens a "one-stop shop" to interact with the state at their convenience, seven days per week, twenty-four hours per day, rather than at the state's convenience, five days per week, from 8 a.m. to 5 p.m. Electronic access provides a means to avoid trips to state offices, and avoid the aggravation of standing in line, thus allowing citizens to be "online - not in line."

Citizens will have access to online government services that are citizen centric, including a complete selection of easy-to-use integrated services that are constructed around citizens' intentions. If e-government is going to feel like "my government" to the citizen, it will have to be tailored to the citizen's interests, not the agencies'. Services must be brought online in a way that allows citizens to complete related transactions in one place. A rising tide of online service offerings will raise public support for e-government and the investments required to support it. Therefore, we should strive to offer a complete selection of services, not just high-volume transactions. Services should be built around customers' intentions, allowing them to complete transactions via the state's portal in a one-stop shop approach. We will strive to offer the citizen a personalized set of account options providing individual and automated access to government information and services.

Today individual businesses in the state face not only the direct cost of taxes levied, but also the indirect cost of the labor necessary to file returns, declarations, and forms to meet regulatory requirements. E-government will significantly reduce the indirect cost burden through reduction in the amount of paper processing required.

Missouri State Government benefits through much improved processing time, and significant cost savings through reduced labor in both entering data and in processing paper. The state also gains through the benefits accrued to private citizens and businesses in improved "customer satisfaction".

The Digital Divide

It is estimated that approximately 50% of United States households have a PC with Internet access. Of the remaining 50%, some have the economic means to own a PC but have chosen not to own one. Others would like to have a PC, but cannot afford to do so. An ever-increasing quantity and quality of services is accruing to those that own a PC with Internet access. Because that difference between using the Internet and not using it is for some an economic issue, the gap between the “haves” and the “have nots” has been termed the “digital divide”.

Digital government must engage everyone, not just those who are easiest to reach. In addition, widespread access to high bandwidth Internet services will be necessary for growth in the New Economy. We must understand the attitudes of reluctant and inexperienced customers, including special needs for those who do not speak English or those with disabilities. We must be cognizant of the implications of geography, economics, education and culture in order to provide equal access.

Missouri has attempted to address the digital divide in two ways. First, the state has undertaken an ambitious program to bring PCs and Internet access to public schools. Second, libraries have been equipped with PCs and Internet access, thus providing access to the public. Although both attempts have had their own successes, having central access to the Internet is neither as convenient nor as accessible as having a PC at home, so the digital divide continues to exist.

This blueprint primarily addresses access to Missouri State Government through the Internet, that is, through PC and Internet access. As such, it will have the unintended consequence of widening the digital divide. Having acknowledged that fact, the blueprint is offered for four reasons. First, it provides an infrastructure for sharing of information and for addressing future issues, such as alternative access. Second, Internet access is proposed as an alternative means of interacting with Missouri State Government, not as a replacement. Existing means of interaction will continue - thus no citizen or business will be any worse off than they are today so far as transacting government business goes. Third, half of the households in the state can use Internet access, as well as the vast majority of businesses. The convenience to citizens, and the savings to both businesses and the state, can be realized using mature technology with very low risk of technological failure in developing the systems. Taking advantage of the opportunity for improved service and savings constitutes a rational and obvious business decision. Fourth, developing alternative technologies will eventually serve to narrow the digital divide. In particular, voice response using the telephone is now showing promise as a means to use technology without a PC or Internet access. The technology recognizes spoken words, which in turn provides a means for interaction. The technology is not yet mature, but a great deal of money and research time is being spent to bring the technology to market. Kiosks, owned by the state and placed in public places, may also offer an additional means of public interaction with Missouri State Government.

While this blueprint addresses using the Internet for interaction between citizens, businesses and Missouri State Government, we expect the next version of the plan to include other technologies as they mature, serving to provide access to a greater number of citizens, and in turn, narrow the digital divide.

The Process of Constructing a Blueprint

The Participants

Responsibility for developing the blueprint was assigned to the Chief Information Officer (CIO), and the Office of Information Technology, by the Governor. However, the plan encompasses the entirety of state government and by definition required input and participation by many people.

During the course of preparing the blueprint, interviews were conducted with the Governor and his staff, the State Treasurer, Secretary of State and State Auditor. The director of each department within the executive branch of state government was interviewed, as was the Chief Justice of the Supreme Court in the Judicial Branch. Interviews centered on the challenges they face, the changes they anticipate and how e-government could assist them in meeting their goals and responsibilities. The plan will be presented to the Legislature during the course of appropriation hearings during the 2001 session, for legislators' input and approval.

The Information Technology Advisory Board (ITAB) is made up of the information technology Directors from each state agency. The ITAB appointed a sub-committee to participate in constructing the blueprint, and that group participated in each phase of its construction. In addition, the ITAB has had a long-standing sub-committee working with technology architecture, which took ownership and responsibility for the architecture portion of the plan.

During the past year, several states have undertaken the task of assembling an e-government plan, and most have utilized outside consulting services. We chose IBM to assist with the plan, as they have experience assisting other states. Taking advantage of their experience has shortened the amount of time necessary to develop the plan. With their assistance, we feel confident we have covered the necessary areas of concern and lessened the likelihood of missing areas that will later prove to be a problem. In particular, in the area of architecture their assistance has been invaluable.

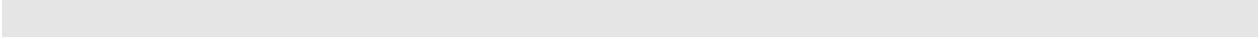
The Process

Through interviews with elected officials and department directors, we first documented the business drivers and strategies that are or will be used in delivering services to the public and improve the efficiency and effectiveness of operations. Through these interviews and working through the ITAB we identified the issues that must be addressed in initiating e-government. We then developed strategies to deal with the issues that were identified. The next chapter (Issues) describes those strategies.

We next developed the reference architecture for delivering e-government services in Missouri. The architecture defines the technologies to be utilized, and defines the security structure.

We then developed a list of potential e-government candidate applications among existing automated processes in state government. Each candidate was listed, along with an estimate of the number of people that would be served, the estimated cost savings to the public or business and the cost savings to the state. Candidates that can be implemented using in-house staff were identified, as well as those that would require outside assistance to develop. The cost of outside assistance was also identified.

The list of applications requiring outside assistance was then prioritized, based upon the number of people to be served, the savings to be realized and the estimated cost. The prioritized list will be used as a budget request during the FY 2002 budget year.



The Issues

Through the process of constructing the blueprint, several issues were identified that must be addressed to successfully implement e-government. The following is a discussion of those issues.

Simplify Citizen and Business Interaction with the State

Perhaps the single overriding theme that came from interviewing elected officials and department directors was that e-government should simplify interaction with the state. There are several business functions that require a private business to interact with several state government agencies, often providing the same information to each. Most interviewees felt that e-government should provide a single window into state government, and the public or business need not be aware of individual agencies. Simply stated, the “brand” should be “Missouri State Government,” not “Department of Revenue” or “Department of Social Services.”

A notable exception was the Department of Conservation, where considerable effort has been expended to create a “brand,” in that this agency serves a specific constituency -- those who enjoy hunting, fishing and the outdoors. Although the department will participate in the e-government project, it wishes to also maintain its established, independent “branding.”

In short, however, the e-government blueprint must address the issue of masking the organizational lines where appropriate, while providing flexibility for those serving a specific constituency.

Another important issue in the delivery of simplified citizen and business interaction with the state involves authentication. One of the keys to providing this simplified single window is common authentication, often referred to as “single sign-on”. The user should log on once to authenticate his/her identity to the state. After authentication, the user would be able to access any appropriate underlying service. These underlying services, while provided by various state departments, would appear, to the user, as a single integrated set of state services.

Privacy and Security

For purposes of this blueprint, we have defined “privacy” issues as those involving instances where the state would intentionally give a third party information about an individual or business. “Security” issues are defined as those in which an unauthorized party gains access to information or is able to disrupt operations. A security breach can violate individual privacy, but the basic issue is one of security rather than privacy.

The e-government blueprint creates no new privacy issues. Today, an individual or business submits paper forms to conduct business and the information is entered into computers by state employees. E-government applications allow the individual or business to enter the information directly into the system, but no new information is collected. The Governor and state legislature have played an active role in defining the information that can be released, with those rules set into state law. Information that by law can be released today will continue to be released, while information required to be held private will continue to be held private. The e-government blueprint does not affect the release of information.

However, the e-government plan does create additional security risks, which - if not effectively addressed - can create privacy as well as security concerns. For this reason, security is a major concern in developing an e-government blueprint.

Accessibility

Governmental agencies must always keep in mind that their services must be accessible to all users. The Americans with Disabilities Act (ADA) is generally considered in the context of “real” building space, especially of government buildings’ entrances, exits and hallways, but citizens with disabilities may face significant obstacles when they attempt to access governmental cyberspace as well. Much as architects must design accessible ramps, elevators and room entrances for a real-world building, cyber-architects must design their websites and web services so they are accessible to persons with disabilities. Missouri e-government must address these accessibility issues in the development of our statewide portal and online services.

Availability

The Internet has changed the way we live and work. With the availability of state services online, no longer is it necessary to conduct governmental business during the traditional working hours of 8 a.m. to 5 p.m., or to appear at a state agency location. Business transactions will be conducted online anytime with 24 hour – 7 days per week (24/7) access to the information and services citizens require.

A challenge for Missouri State Government will be to provide personalized assistance and business expertise to those citizens doing business online, any time of the day or night. Although cyberspace has no defined “working hours”, our physical world of an 8 a.m. to 5 p.m. working day still exists. This challenge will be met with enhanced help desk availability and personalized responses to citizens’ inquiries in the shortest timeframe possible.

User Fees and Cost Savings

The subject of user fees and cost savings could appropriately be subtitled “who pays for Missouri e-government?” To illustrate the issue, we’ll use a hypothetical example of a state agency that provides a service not currently online. We will assume that the service application requires outside help to construct and will cost \$750,000. Let’s assume we expect the application to eventually save the agency \$500,000 per year. While the payback on the investment in the new system is worthwhile, there are significant front-end costs. We know that the entire universe of potential users will not begin using the system on the first day it is operational, so the state agency will have the expense of running the current paper system at or near it’s current level, as well as the expense of running the e-government system for an unknown period of time. The cost of the current paper system is variable, where cost is proportional to the number of submissions received. The cost of the e-government system is relatively fixed. With the exception of help desk support it will cost about the same to process a hundred submissions as it will a million. Thus, as more submissions are shifted to the automated system, costs will decrease.

The above hypothetical scenario holds true for the majority of proposed e-government applications that involve transactions. There is typically a front-end cost that must be borne before savings are realized. While we believe the savings and public service aspects of e-government create a compelling reason for inclusion in the Governor’s budget and appropriation from the Legislature, it is unlikely that funding will be available to accomplish the entire plan in a single year. It is also unlikely that the internal technology staff can effectively manage that many major development projects simultaneously.

There are several private companies that have contracted with various states throughout the country, providing an e-government application to the state, administering and hosting the system, and charging a user fee to the citizen or business using the system. There is no cost to the state for the service, and the state realizes the savings as they materialize. In effect, the cost of e-government is shifted from the state to the citizens or businesses. Using the hypothetical example above, an outside technology company approaches the state agency and offers to construct and operate an e-government application that will automate the service it provides. The company proposes to charge the businesses using their system a fee of five dollars per transaction. Because the company has the system already operating in several states, it guarantees to have the system up and running in Missouri in less than ninety days. For the sake of discussion, let's also assume that the average business in Missouri spends fifty dollars to prepare the appropriate paper documents in order to conduct business with the state agency, half of which would be saved if the process were automated. Thus, for the typical business, payment of the five-dollar fee saves the business twenty dollars.

In brief, the issue is whether, as a matter of public policy, should the State of Missouri avoid all e-government solutions that require user fees? Should it utilize user fees whenever possible to avoid the cost of implementing systems? Clearly the blueprint must address these issues.

Digital Signatures

Most states, including Missouri, and the federal government have passed digital signature laws, giving a digital signature the same weight of law as a written signature. The issue is one of giving a person, business or government entity the ability to rely on the signature, and not having the signature later repudiated by the person purported to have affixed the digital signature. Recently questions have been raised concerning the non-repudiation aspects of a digital signature. If the party whose digital signature appears on the document claims he/she did not put the signature on the document, some attorneys now speculate that the burden to prove who sat at the keyboard when the digital signature was applied would rest with the reliant party (in our case, Missouri State Government). This, of course, would be difficult or impossible to prove.

Implementing digital signature technology across state government will be expensive. If we implement digital signatures, what exactly will be gained? If we choose not to use them, what method of authentication do we use? Do we need an authentication methodology at all, given that on line brokerage, banking and filing of tax returns all use no authentication method beyond a PIN code or password? Authentication is an issue that must be addressed by the blueprint.

Credit Card Fees

If Missouri e-government is to function, we must have a means to accept payments over the Internet. To accomplish this, we will need the ability to process credit card payments, probably MasterCard and Visa. Typically, a vendor (in this case the state) pays a percentage of the transaction as a fee to the bank for processing. However, the amount the state is to collect for fees is usually set by statute, and state agencies cannot accept less. The processing fee could be added to the amount paid by the public, but this would probably add to the irritation of a public that was not that happy about paying the fee in the first place.

The ability to process credit card payments must be addressed in the blueprint.

Architecture

For Missouri e-government efforts to be effective and efficient, a common reference technical architecture must be developed that will be used by all state agencies. The architecture must establish a framework for operation and subsequently set the standards to which agencies will adhere when selecting the hardware and software to be used. Standards won't necessarily provide product specificity, but they must provide the detail necessary to ensure the interoperability that is necessary for e-government to be effective.

Standards are an almost unnoticeable part of our lives today, but without them chaos would abound. Imagine an environment in which every state could operate its own railroad with the track gauge being whatever suited the state. In order for a train to move from one state to another there would have to be ports at each state line to convert the wheels of the engine and cars so the train could move from one state track to another, based upon the new gauge. Transportation across state lines for both passengers and commerce would become exceedingly difficult, if not impossible. Another practical example includes the three prong electrical plug in our homes today. Imagine life where the electrical circuits in our homes were left up to each individual electrical contractor. What would life be like if you wanted to travel to another family member's home, took an electrical appliance such as your hair dryer, CD player or laptop computer only to find out that the plugs in your family member's home is not 3 prong grounded but rather 3 prong bent with no ground? This scenario is not unlike the condition that exists in Europe today. In order to ensure your access to electricity, you must carry a converter pack that includes up to 7 different connectors. Every time you cross a country border, you have to use a different converter.


With architecture and standards, life can be much easier. The same is true of technology and in this case the construction of Missouri's e-government portal, with architecture and standards, this project will become much easier to complete and will be much more cost effective in its construction and operation. Architecture and standards will establish the framework for operation in a new environment. However, the blueprint must also take into account the investment in existing hardware, software and staff training through procedures and protocols that will allow transitioning from our current environment to that necessary to fully support e-government.

Architecture will establish an environment that addresses a number of issues and areas. The manner in which the portal is implemented, the manner in which single requests for service by citizens access multiple data files embedded within disparate systems, the manner in which one portal connects to multiple legacy applications managed by several agencies, and the security features of Missouri's e-government operation are all areas to be addressed by architecture. How we govern ourselves technically is what architecture and standards are all about. Our ability to manage our actions as we build the e-government portal and as we mature the operation through the addition of new services is controlled by architecture. We cannot afford to have an e-government portal in which every agency has to find the right 3-prong grounded adaptor in order to participate.

The same issues that have challenged IT service delivery for the past 30 years still exist because of a lack of a recognized and accepted enterprise-wide architecture. These challenges become even more severe as we begin to deliver access to the public 24 hours a day, 7 days a week (24/7). Compounding this is the "portal" that will be built by integrating the new and existing distributed applications. There is a need to establish an agreed approach to systems management with defined responsibilities. E-government will demand that we each focus on what we are uniquely qualified to deliver and then rely upon and trust the service delivery capabilities of other agencies. The confidence level in service delivery goes up exponentially when operations are based upon commonly agreed upon architecture and standards. Those general areas within the e-government computing environment that will require agency interaction include:

- ❑ centrally monitored and controlled servers;
- ❑ a shared portal environment that is singularly managed;
- ❑ accessibility to the underlying distributed applications;
- ❑ reliable backup, restoration and disaster recovery;
- ❑ business continuity plans for our business community in the event of a technology outage;
- ❑ integrated network management;
- ❑ change management; and
- ❑ problem management.

Given the investment dollars required, the need for a stable operating environment, the high risk security implications, the shared policies to be enacted among disparate groups, and the rapidly changing market for this area of technology, the architecture process becomes the anchoring mechanism to realize the technical portion of e-government and in the process business community and customer confidence.



The E-Government Blueprint

The E-Government Blueprint for Missouri was written first to address the issues found in the prior section of this document. It then lists the candidate applications, in priority order that will allow us to realize our vision. The candidate applications are explained in terms of what they do, and the cost and savings for both state government and the public.

Using existing resources and staff, some e-government work has been completed. Appendix A of this document lists applications that are now online and descriptions of their purpose. Appendix B offers a similar list for applications that are currently in-progress, and expected to become operational over the next twelve months. Because state agencies lack sufficient staff and resources to attempt the larger and more complex projects, these applications in Appendices A and B are generally small in scope.

It should be clearly understood that implementing e-government is a *process* rather than an event. While every effort was made to include all candidates, it is not unreasonable to expect to find more candidates later. Future versions of the blueprint will probably include other technologies, such as kiosks and voice response. Future versions will probably also include linkages with county and municipal governments within Missouri, and linkages to the federal government. Attempting to incorporate these items at this early date would complicate an already ambitious undertaking, and for this reason we have chosen to leave them for a future date.

Simplify Citizen and Business Interaction with the State

To assist in simplifying interaction, we will use a single web “portal” which will be the “window into state government”. The portal will have four primary subjects:

- ❑ Living in Missouri,
- ❑ Doing Business in Missouri,
- ❑ Vacationing in Missouri, and
- ❑ Missouri State Government Employees.

From these four subjects, we will provide logical linkages to each e-government function. Where the subject matter involves a single state agency, such as paying income taxes through the Department of Revenue, clicking on “pay income taxes” will take the user to the Department of Revenue income tax application. In instances where several departments are involved, such as registration of a new business, an application within the portal will collect the necessary information from the user a single time, and then transfer the information to the appropriate departments. It will not be necessary for the user to know what departments are involved.

To better understand the web portal and its function, part of our contract with IBM was to build a prototype portal. The prototype demonstrates how the portal will work, but of course does not actually link to working applications. The portal is listed later in the blueprint as priority item number two.

Privacy and Security

As discussed in the Issues section of this document, privacy is not an e-government issue except where security is breached. Citizen trust in online services is essential. The privacy of their personal information must be secure and access to services online, over-the-counter and on the phone must be supported by systems that are secure and reliable. Our online services will be secure, resisting attacks that can compromise the confidentiality of data and availability of services. Our secure electronic government will require investments in front and back-end technology, as well as staff who are well trained in proper security procedures.

Our customers will be able to conduct business online after having accessed the portal via a single sign-on authentication. Tiered security will be used to ensure service availability and data confidentiality. The security mechanisms to be utilized will be determined from the state's e-government adaptable architecture. A general framework is provided in the separate publication, State of Missouri Strategic E-Government Architecture. The details of the security program will, for obvious reasons, remain confidential.

Accessibility

Accessibility to those citizens with disabilities will be a high priority in the design of Missouri State Government's portal and services available online. Missouri's existing web presence already adheres to the legislation mandated by the Americans with Disabilities Act (ADA) and Missouri state law (Section 191.863, RSMo). Accessibility guidelines developed by Missouri's Digital Media Developer's Group and are available at <http://www.oa.state.mo.us/dmd/>. Adherence to existing guidelines and improvements to those guidelines, as the introduction of new technology permits, will become part of the ongoing development of Missouri e-government so that the state's portal and services are available to those individuals with disabilities.

Availability

Cyberspace has no predefined working hours and for Missouri e-government, the "office" is never closed. Availability of services in a 24-hour – 7 days per week (24/7) format provides new challenges to state government that traditionally operates in an 8 a.m. – 5 p.m. – 5 days per week world. As citizens access the state's portal and services, assistance will be necessary for those with questions related to portal navigation, or perhaps business expertise needed to complete a form.

In order to address those issues in a 24/7 world, it will be necessary to establish a helpdesk operation available on a 24/7 basis. Also important to the 24/7 service delivery will be a robust search engine to access information for frequently asked questions and searchable business categories with scripted narrative drawn from business expertise of agency personnel. We do, however, understand that the answers to all questions cannot be discerned from helpdesk personnel, nor the searchable text. For this reason, agency personnel will respond directly with personalized responses in the shortest timeframe possible, with the goal of that timeframe being the next business day.

User Fees and Cost Savings

Over a period of time, e-government applications will pay for themselves through cost savings for the state. As a matter of policy, we prefer not utilizing user fees to pay for the development of systems. However, on a case-by-case basis, where it can be shown that resources do not currently exist to pay for a system, and it can be shown that a private vendor can implement a system that will produce a savings for the public or business within the state, we would allow user fees to be collected for a period

not to exceed two years. At the end of the two-year period, savings generated should be sufficient to either pay for a new system, or allow the state agency to pay the user fees.

Digital Signatures

To reach a decision on the issue of using digital signatures, a meeting was held September 13, 2000 with attorneys' representing the major state agencies. A national expert on digital signatures (and law school dean) was brought in for the purpose of addressing the group and facilitating the discussion.

The conclusion was that Missouri would not utilize digital signatures at this time. The actual number of anticipated problems that would be solved through the use of a digital signature is so small as to not be worth the expense of implementing a digital signature system. For this reason, the decision was made to utilize other forms of authentication, such as password or personal identification number.

Credit Card Fees

The Office of the State Treasurer has agreed to accept responsibility for State of Missouri credit card transactions, treating them as any other banking service. The Office of the State Treasurer will bid credit card services, and it is anticipated that the service will be available to all state agencies in the spring of 2001.

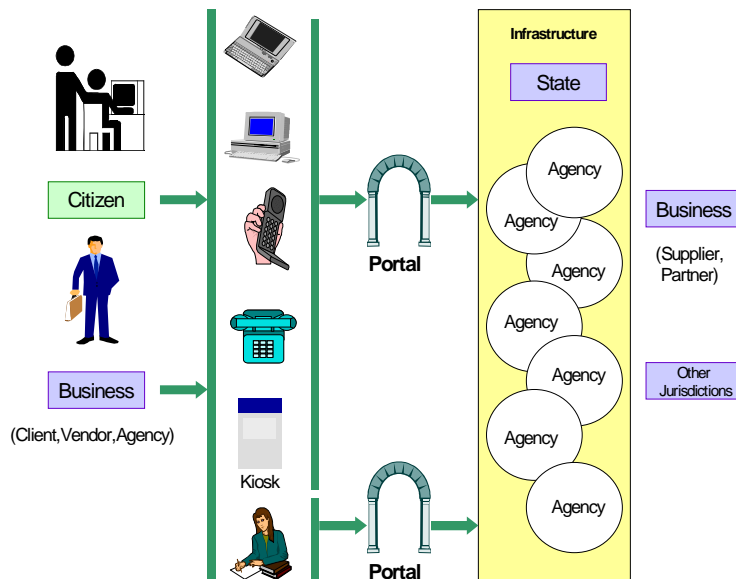
This solution provides several benefits. First, the state agencies pay no credit card fee. If they make a \$10 transaction, they receive the entire \$10. Additional benefits include the ability of the state to obtain better credit card fee rates, and the simplicity of managing one bank account for credit card transactions vs. managing separate multiple accounts for various agencies. In keeping with the philosophy of having a single look and feel for all web transactions, all state agencies will accept the same credit cards and process them in an identical manner.

Architecture

The operational reference architecture recommends the creation of secured demilitarized zones for delivery of content via the Internet and interagency zones for shared infrastructure across agencies. The implications are three-fold:

- 1) investment and planning for the technical infrastructure (delivery mechanism) will require serious reconsideration of technology currently in place;
- 2) development principles and methodologies within agencies will have to change, i.e., moving from monolithic to true multi-tiered development;
- 3) management of this shared infrastructure will have to be centralized and empowered to ensure a secure and stable environment.

This new architectural adjustments creates the operational environment depicted in Illustration 1.



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Illustration 1

By reducing the number of “contact points” the state has with citizens, great efficiencies can be realized in both cost and quality of delivery. This then increases the necessity for a secure and stable operation to provide e-government. To have limited access points, multiple access devices, a single secure portal and uninterrupted system availability across multiple agencies we *must* have a robust architecture.

Missouri’s e-government must have an infrastructure for the agencies’ legacy systems to be accessible. Infrastructure is dependant upon a sound architecture. In very clear terms architecture and infrastructure are inextricably bound together. The implication of this is that when considering the prioritization of our e-government solutions, infrastructure received the highest priority. We cannot hope to offer a quality e-government solution that is not founded upon a stable infrastructure. The risk of not beginning with infrastructure is that the cost to recover will far exceed the cost of doing it right.

Just as we don’t burden ourselves with understanding the detail of what establishes train gauges or the electrical engineering issues of 3-prong grounded outlets, we also don’t have to understand the system engineering principles of e-government architecture. The engineering documentation and specifications for the train and electrical standards are voluminous and so are the elements of our e-government architecture. Because the architecture plan is large and encompasses a great deal of technical language, we chose to make it a separate document, as the intended audience is the technical staff of the various departments and those corporate partners with whom the state conducts e-business.

Missouri's E-Government Plan for FY02

The following categories, E-Government Infrastructure and Government to Business, are key components to the delivery of the Missouri e-government portal and services. As such, these two categories hold the highest priority in the fiscal year 2002 appropriation request. The E-Government Infrastructure is also addressed in the fiscal year 2003 request.

Office of Administration - E-Government Infrastructure

Appropriation request FY02: \$6,441,822 GR 3 FTE

The implementation of Missouri E-Government requires an infrastructure capable of supporting the effort. A portal must be developed which will present a single point of contact for citizens, providing simple government access. A search engine must be provided to assist in locating services and information within the E-Government system. A system allowing "single-sign-on" must be provided to enable citizens to sign on once and transact business with multiple agencies. The state data center will require additional hardware and software to implement e-government, to avoid duplicate efforts within each agency. State-of-the-art security must be provided to safeguard confidential information and citizen privacy.

The infrastructure must be in place to enable the Missouri E-Government blueprint.

Office of Administration - B2B or Government to Business System

Number served: 10,000

Estimated annual state savings: \$3,000,000

Estimated annual customer savings: \$3,000,000

Appropriation request (including first year ongoing): \$1,988,000 GR

Appropriation request (ongoing after first year): \$448,000 GR

The e-government B2B (business to business) system allows Missouri State Government to interact with vendors using the Internet, providing the first step in paperless government. A state employee will have the ability to use an electronic catalog of items available on state contract, clicking on the items desired. The system will produce an electronic purchase order and forward within the organization for necessary approvals. The vendor will receive an electronic order. When the product is received by the state, the employee will electronically indicate the order was received, and the payment request will electronically flow through state accounting, with an electronic funds transfer to the vendor. The system will be totally integrated with existing OA purchasing and accounting systems.

FY02 Web Applications

Listed below are the agency e-government applications submitted in their order of priority for funding in fiscal year 2002.

Department of Revenue – Vehicle Registration Renewal

Number served: 4,600,000
Estimated annual state savings: \$2,730,000
Estimated annual customer savings: \$12,620,000
Appropriation request: FY02 - \$750,000 GR

Application would allow for online vehicle registration renewal. The current process forces customers to visit a branch or fee office or use a paper mail-in system. The online renewal would issue personal identification numbers to qualifying customers that would allow them to renew their vehicle registrations online. The online process would save time for customers and improve cycle time for producing the renewal for the department. In addition, the new system would reduce paper document flow.

Department of Elementary & Secondary Education – Grants Program

Number served: 5,000,000
Estimated annual state savings: \$1,365,000
Estimated annual customer savings: \$47,000,000
Appropriation request: FY02 – \$2,250,000 GR, \$2,250,000 Federal (Total \$4,500,000)

This project will promote the consolidation of DESE entitlement and competitive grants, streamline administration and application processes and create online Internet applications that tie district planning to the Missouri School Improvement Program requirements. This project allows DESE to reallocate staff from the application monitoring and payment processes to advising and supporting customers in their improvement planning. This project will allow customers to view programs as funding streams that can be used to implement their improvement plans. This project will promote reuse of streamlined processes and component based technologies resulting in a consistent look and feel for customers and, by utilizing state standard software, these applications could be shared by all other agencies that work with grant applications, budgets, federal expenditure reporting and payments.

Office of the State Treasurer – Unclaimed Property

Number served: 1,142,189
Estimated annual state savings: \$0
Estimated annual customer savings: \$7,276,320
Appropriation request: FY02 - \$60,000 GR

This system keeps track of all unclaimed property for the state of Missouri. It also processes all claims for that property to be returned to the rightful owner. The desired outcome of this application is to allow other systems in state government that become web-enabled to be able to do an unclaimed property check. For example, when a person renews their driver's license, for that system to do an unclaimed property check for that person. The other web-enabled part of this system is to allow people to process a claim on-line and receive payment.

Department of Agriculture – Licensing/Loans/Product Marketing/Voting Systems

Number served: 190,065

Estimated annual state savings: \$1,287,310

Estimated annual customer savings: \$189,895

Appropriation request: FY02 - \$635,000 GR

The Department of Agriculture has forty-five web applications that would serve the citizens of Missouri through e-government. The applications are relatively small and lack the complexity found in some of the larger applications from other agencies. The forty-five applications that have been grouped into a single e-government priority are as follows:

Certified Pesticide Applicator and Pesticide Dealer Application	Pesticide Technician Application	Application for Registration on Pesticides
Application for Nursery Dealer's License	Treated Timber Dealers License	Missouri Treated Timber License
Market Testing Laboratory License Application	Schedule of Charges/Warehouseman Tariffs	Dealer Application – Animal Health
Market Application – Animal Health	Dairy Products Manufacturing Plan License Application	Missouri Milk Distributors and Processors License
Brokerage License	Approved Field Man Application	Application for Registration (Weights and Measures)
Application for Serviceman Registration	Application for LPG Bulk Storage	Application for Brand Registration
Certification of Insurance	Public Warehousemen Grain Bond Form	Public Grain Dealer Bond Form
Renewal Licenses for Warehouses or Grain Dealers	Original Licenses for Warehouses or Grain Dealers	Commercial Feed License Applications
Seed Permits	New Generation Cooperative Incentive Tax Credit Program	Animal Waste Treatment System Loan Program
Beginning Farmer Loan Program	Single Purpose Animal Facility Loan	Missouri Value Added Grant Program
Missouri Value Added Loan Guarantee Program	Agri-Missouri Matching Fund Application	Farmers Market Grant Program
Alternative Loan Payments	State Fair Admission Tickets	Client Tracking System
Agri-Missouri E-Catalog	State Fair Entries	Sell Souvenirs
Weekly Market Summary	Concession Contracts	Food Shows
Veterinarian Supply Order	Commodity Group/Merch. Council Elections– Corn, Soybean and Beef	Missouri Youth Livestock Grading and Judging Contest and Workshop

Department of Elementary & Secondary Education – Community Connection

Number served: 5,000,000

Estimated annual state savings: \$600,000

Estimated annual customer savings: \$700,000

Appropriation request: FY02 - \$350,000 GR

Community Connection is a statewide database of community resources on the WWW. Originally funded as a collaborative effort between OA and the University of Missouri, it offers an immediate important service to the public – a central place currently holding 15,000 resources offering information and services with an easy-to-use search capability. Without the requested appropriation funds, this program will not be able to continue. Community Connection has great value to the e-government initiative and its services would have to be replicated in the future at much greater expense if funding is not secured for its continuance with an estimated cost avoidance of \$1,000,000 to \$1,500,000.

A free public service, it provides a central source for information about a wide variety of resources available to Missourians. In addition, it provides links to useful “consumer information” that can aid people in evaluating and choosing those resources. It is designed to 1) improve access to information about community services and resources; 2) enable community resources to make information about their services widely available and easily found; 3) enhance information sharing, referral, and collaboration among community agencies and resources; and 4) aid in community capacity building. Community Connection saves duplication of effort and application development both on statewide and agency levels and makes it easy to add present and future resource/services information.

Coordinating Board for Higher Education – State Grant and Scholarship Applications

Number served: 121,300

Estimated annual state savings: \$1,300,000

Estimated annual customer savings: \$0

Appropriation request: FY02 - \$1,434,000 Federal funds

This includes several different applications that we intend to group together. The first is the Charles Gallagher Student Financial Assistance Program and it provides need-based grants for Missouri citizens to access Missouri postsecondary education. The rest are scholarship applications, the first of which is the Higher Education Academic Scholarship Program (“Bright Flight”). This merit-based program encourages top-ranked high school seniors to attend approved Missouri postsecondary schools. Also included is the Marguerite Ross Barnett Memorial Scholarship that was established for students who are employed while attending school part-time. The latest application to be added to this group is the Missouri College Guarantee Program. This scholarship is based on demonstrated financial need, as well as high school and college academic achievement. Advantage Missouri is a loan and loan forgiveness program designed to address Missouri’s workforce needs by targeting designated high-demand occupational fields, which are determined annually. Students entering or enrolled in academic programs related to the designated high-demand fields may apply for loans.

Current systems lack integration, limit the efficiency of MOSTARS core operations and are particularly inefficient and time consuming for colleges and universities in administering student financial aid programs on campus. A cohesive web-based system will offer students the ability to submit applications for aid online, estimate financial aid awards, show cost comparisons for institutions, and show current and comprehensive financial aid status whenever they want it. This system will also streamline the distribution of funds to institutions to improve not only efficiency when dealing with the department, but also in getting those funds out to students.

Department of Economic Development – PR Licensing System

Number served: 98,000

Estimated annual state savings: \$98,088

Estimated annual customer savings: \$980,880

Appropriation request: FY02 - \$500,000 Funding from professional license fees (does require budget decision item)

The current process for renewing licenses with the Division of Professional Registration is labor intensive and slow. Renewal forms are sent to licensed professionals through the postal service. Once received, the license professional completes the form and returns it to the Division of Professional Registration where the form is reviewed, the information is entered into the licensing system and a license is issued. This system will allow licensed professionals to renew their licenses via the Internet eliminating a number of steps from the process and reducing cycle time.

Missouri State Highway Patrol – Statewide Traffic Accident Records System

Number served: 5,200,000

Estimated annual state savings: \$269,816

Estimated annual customer savings: \$9,900

Appropriation request: FY02 – \$711,450 Highway Funds, \$53,550 GR (Total \$765,000)

The Missouri State Highway Patrol has responsibility for processing all traffic accident reports submitted by law enforcement agencies throughout the State of Missouri. The Statewide Traffic Accident Reporting System (STARS) was designed to collect, maintain, and distribute this accident information. Contributors to STARS and users of accident data include not only law enforcement agencies but citizens and private industry as well. Enabling STARS to function in an e-government environment offers law enforcement agencies the opportunity to contribute accident reports via the web utilizing a browser data collection application or the enterprise application integration features. The citizens will be able to get copies of accident reports for accidents in which they were involved without contacting the law enforcement agency investigating the accident or the Patrol in its role as central repository. Insurance agencies will be able to access accident reports for the purpose of claim processing. In this instance, the web enablement of STARS offers access through the citizen portal and affords private industry the opportunity to utilize B2B functionality.

Department of Labor & Industrial Relations – Continued Claims

Number served: 300,000

Estimated annual state savings: \$22,500

Estimated annual customer savings: \$0

Appropriation request: FY02 – \$0

A claimant who has filed an initial claim makes a weekly request for benefits. This request is either through an IVR or on paper document and receives payment or written notification as to why payment is not made.

Office of Administration/Office of Information Technology – GIS System

Number served: 2,500,000

Estimated annual state savings: \$0

Estimated annual customer savings: \$2,000,000

Appropriation request: \$1,132,182 GR

Missouri State Government has accumulated a large quantity of geographic information over the last decade, particularly in the Departments of Transportation, Natural Resources and Conservation. The information is very useful to the state, but also can be of use to other political entities, businesses and private citizens. As a part of Missouri e-government, geographic information will be made available to the public. The expense anticipated reflects the cost of the necessary equipment to make existing information available.

Department of Transportation (MoDOT) – Commercial Vehicle Operations

Number served: 15,000

Estimated annual state savings: \$600,000

Estimated annual customer savings: \$300,000

Appropriation request: FY02 - \$600,000 Highway Funds

This Web-based application will provide commercial carriers and carrier service providers the capability to apply for and secure credentials, permits and operating authority through the Internet or via modem dialup. The Web application will be located, operated and maintained within Missouri State Government for use by commercial transportation organizations and the transportation industry. Through the use of this Web-based application, carriers will be able to apply for and receive permits pursuant to the International Registration Program, International Fuel Tax Agreement, Single State Registration System, Intrastate Operating Authority, and state regulations for Oversize and Overweight vehicle limits. Payment information will be sent to the appropriate agency and notice of receipt of payment will be provided to the carrier or carrier service provider. The Web-based program will also allow interested carriers to make application for participation in Missouri Electronic Pre-Clearance program once this program is available. Participating agencies are the Department of Economic Development, Department of Natural Resources, Department of Revenue, and Department of Transportation.

The Department of Economic Development, Division of Motor Carrier and Railroad Safety, registers motor carriers transporting property and passengers in and through Missouri, monitors motor carriers' compliance with state and federal safety regulations, performs motor carrier rate and fee audits, and performs safety compliance reviews and inspections of carrier's records at the carrier's terminal. The Department of Revenue, Highway Reciprocity Commission collects multi-state motor vehicle registration fees for motor carriers whose base jurisdiction is Missouri under the International Registration Program (IRP), issues a pro-rate license plate for each interstate vehicle, and collects interstate fuel taxes pursuant to the International Fuel Tax Agreement (IFTA). The Department of Natural Resources, Hazardous Waste Program requires motor carriers transporting hazardous waste in and through Missouri to be licensed, performs vehicle inspections after hazardous waste carriers are licensed, and helps Missouri businesses manage their hazardous waste to protect public health and the environment. The Department of Transportation, Over-dimension/Overweight Special Permits Section issues special permits for all truckloads that exceed the legal dimension and weight limits set by state law, defines routes for certain length, vehicle combinations or weights, with USDOT oversight.

Department of Public Safety/Director's Office – Grants Management

Number served: 1000

Estimated annual state savings: \$15,000

Estimated annual customer savings: \$25,000

Appropriation request: FY02 - \$35,000 Federal Funds

Grants Management is an existing system used to track grant applications, sub-grantees, budget, payment and expenditure information for approximately 40 million annually in state and federal grants. The system currently tracks 1200 sub-grantees and 54 million in funds. The e-government component is intended to allow customers to submit application, budget and expenditures information online.

Department of Social Services – Employee Disqualification List (nursing home and child care workers)

Number served: 350,000

Estimated annual state savings: \$75,000

Estimated annual customer savings: \$300,000

Appropriation request: FY02 - \$150,000 GR for Division of Aging EDL

- \$75,000 GR, \$75,000 federal funds for Division of Family Services BSIU, (\$300,000 total)

The Division of Aging's Employee Disqualification List (EDL) provides a listing of individuals who are prohibited from employment in long-term care facilities, health care facilities, or by providers that serve the elderly in their homes. Individuals are placed on the EDL after an investigation establishes that they have abused, neglected or exploited elderly clients under their care. EDL screenings are requested by completing a Caregiver Background Screening form. EDL information is confidential and available to facilities and agencies that employ staff to care for elderly or disabled individuals. Individuals that desire in-home services for a child, senior or person with disability may request a screening through the EDL by completing the Caregiver Background Screening form. Approximately 15,000 background checks are completed each month or 180,000 per year.

The Division of Family Services' Background Screening/Investigation Unit (BSIU) accepts and processes written requests for child abuse and neglect background screenings. For FY00, a total of 169,526 background screenings were completed. Requests come from many agencies and organizations that provide services to children (i.e., schools, residential treatment facilities, day care providers, adoption agencies, nanny agencies, home-health agencies, churches, hospitals, scouting programs, etc.) to screen employees, prospective employees and volunteers. The unit currently provides a written response to such requests, giving a match or no match finding.

Critical for the safe operations of the nursing home and day care facilities is expeditious processing and posting of individuals that have failed a statutorily background check performed by the Missouri State Highway Patrol. The Division of Aging is required to maintain a listing of persons who have abused, neglected, or exploited the elderly and disabled. Nursing homes, residential care facilities, businesses who hire nurses aids, hospitals and home health care agencies are prohibited from hiring anyone on the employee disqualification listing (EDL). The Department of Social Services, Division of Family Services also maintains a Central Registry of Child Abuse and Neglect. A recent State Audit Report No. 2001-13, issued March 1, 2000, identified numerous instances in which a nursing home or in-home care providers hired staff listed on the Division of Aging EDL, the Division of Family Services Central Registry of Child Abuse and Neglect listing, or the Department of Mental Health employees disqualification listing.

As a first step to making EDL information more accessible, a Department of Social Services web enabled application is being developed for implementation in February 2001. This enhancement will allow nursing homes, residential care facilities, and businesses that hire nurses aids, hospitals and home health care agencies to access the EDL through an Internet connection. Funding provided in this request will allow further development of a similar Internet access, with security restrictions, for the Division of Family Services Central Registry of Child Abuse and Neglect listing. Funding included in this request will also further automate, via the Internet, the front-end processing of EDL background checks now requested on paper, mailed to the Division of Aging, and then hand carried to the Highway Patrol. Automating the background checking process will eliminate, in some instances, up to four weeks of paper processing time. Nursing homes and caregiver organizations will have timely access to the Division of Aging EDL and the Division of Family Services Child Abuse and Neglect data.

Missouri Lottery Commission – Web Marketing FY02

Number served: 5,000,000
Estimated annual state savings: \$0
Estimated annual customer savings: \$0
Appropriation request: FY02 - \$150,000 Lottery funds
FTE request: (2 @ \$51,252) CIT Specialist I - \$102,504
Revenue generation: \$1-3,000,000

The Lottery is committed to providing extraordinary customer service to its players, retailers, legislature and other agencies. The Internet provides a channel which, when properly configured, allows state-of-the-art technologies to give the customers what they want, when they want it. The Lottery is interested in providing information, education and entertainment to citizens through the Internet. This is a very robust environment that allows the lottery to disseminate as well as collect information. There are many applications and small projects affiliated with this initiative, including E-Business and E-Commerce usage that will streamline business and provide quality service to our users.

Department of Insurance – Missouri Insurance Department System

Number served: 186,000
Estimated annual state savings: \$102,800
Estimated annual customer savings: \$50,000
Appropriation request: FY02 - \$0 Insurance fees

This is MDI's PRIMARY data system. Custom built on an Oracle database, it contains 1) complaints made by consumers to the MDI & follow-up information regarding each inquiry or complaint; 2) all information on individuals & companies licensed or doing business in the MO insurance industry 3) history & data of all insurance companies domiciled in Missouri. Pieces of this system are planned as Web candidates. Major functions include: Agent Licensing Agent Appointments Education & Testing Agent License Renewals Certifications Company Licensing Company Financial & Conduct Tracking Complaint Processing Bail Bondsmen Licensing.

Secretary of State – Corporation System

Number served: 474,000
Estimated annual state savings: \$0
Estimated annual customer savings: \$0
Appropriation request: FY02 - \$0 Technology Fund

The current system keeps track of the status (e.g. "In Good Standing") of corporations and other business entities doing business in Missouri. It allows reservations of business names and tracks fictitious names. It also maintains information on registered agents and corporate addresses. A module implemented in 1999 provides images of annual reports. The Business Entities database is available on the web. We desire to enable electronic filings of business documents.

Department of Health – Birth System

Number served: 7,000,000
Estimated annual state savings: \$90,000
Estimated annual customer savings: \$15,500
Appropriation request: FY02 - \$200,000 GR

The Birth System contains a record of all births in the state since 1910. The system is used by many agencies to confirm dates of birth, to print official birth certificates for individuals, and for health data analysis. DOH is considering web-enabling three function in the system: 1) Allowing hospitals to enter data on-line via the Internet. 2) Allowing individuals to order and pay (with credit card) for birth certificates, which would then be sent by mail to the individuals.

Department of Natural Resources – Missouri Emissions Inventory System

Number served: 2,500
Estimated annual state savings: \$45,000
Estimated annual customer savings: \$100,000
Appropriation request: FY02 - \$300,000 GR

The Missouri Emissions Inventory System (MoEIS) plays a pivotal role in DNR's Air Pollution Control Program's (APCP) collection of data. Through this system, the APCP is able to collect point-source facility emissions data that previously had been collected by four separate applications developed with Paradox and Microsoft Access. Regulated facilities report their site and emissions data using an emissions inventory questionnaire (EIQ). It is through this system that the APCP is able to collect fees from facilities based upon their emissions. The DNR strives to ensure the state efficiently and accurately collects air pollution emission inventory data by phasing in a system that will take full advantage of Internet technology. A web-enabled MoEIS will provide the regulated community the ability to electronically submit EIQs (Emissions Inventory Questionnaires) and fee payments through a web portal. These e-government transactions will make the emissions inventory process more efficient and will reduce the reporting burden of the regulated community, and the state's data entry burden. This can mean significant savings for large companies. Electronic submittal also reduces the entry errors and improves data integrity. These fees account for approximately 60 percent of the APCP's revenue. The MoEIS is essential to the effectiveness of the APCP.

Missouri Lottery Commission – Retailer Accounts Profile

Number served: 5,000

Estimated annual state savings: \$0

Estimated annual customer savings: \$0

Appropriation request: FY02 - \$75,000 Lottery Funds

Revenue Generation: \$1,000,000

FTE Request – DB Programmer \$51,252, LAN/WAN Tech. \$36,012

This system manages retailer POS inventory, Lottery Supplies and consumables. It incorporates information associated with retail licensing, retail accounting and sales information systems. Lottery field personnel, to better serve and recruit retailers, will also use this system. Part of this project, along with licensing and others, will be the implementation of electronic devices in the field to assist Lottery personnel with performing this new level of customer service.

Department of Social Services – Child Support Enforcement

Number served: 755,369

Estimated annual state savings: \$0

Estimated annual customer savings: \$0

Appropriation request: FY02 – \$99,000 Federal, \$51,000 GR (Total \$150,000)

In support of the Missouri Automated Child Support System (MACSS), an automated voice response system (AVR) is now used to provide limited payment, disbursement and arrearage information to custodial and non-custodial parents. The AVR system for the MACSS child support data is comprised of a shared central processor and seventy (70) voice lines to handle over 400,000 inquiry calls per month. To limit expensive expansion of the AVR system and voice lines and to provide needed additional historical information to custodial and non-custodial parents, an Internet enabled application is proposed. Information will be accessible from the AVR and through the Internet.

Office of Administration – Surplus Property Auction

Appropriation request: FY02 - \$400,000 Federal Funds

The surplus property Internet system would allow state agencies to declare property surplus by entering information online rather than fill out a paper form. Other state agencies would be automatically notified of available surplus property. If surplus property is not transferred to another state agency, it would move to an online retail store area for eligible donees, then eventually move to an online public auction site. As property is sold or transferred, the appropriate revenue and fixed asset transactions would be recorded in SAM II through an interface.

Department of Insurance – Premium Tax

Number served: 1,800
Estimated annual state savings: \$10,821
Estimated annual customer savings: \$5,400
Appropriation request: FY02 - \$0 Insurance Fees

The Premium Tax system collects tax-related information from all insurance companies licensed to do business in Missouri. The tax return data is verified by DOI staff. This system coordinates with the tax payments collected by DOR. It is presently undergoing a face-lift. This system currently resides on the SDC mainframe. If web-enabled, the companies will complete the tax return forms online and submit them via the Internet to DOI. This will eliminate or greatly reduce the time and cost to enter these into the current system via data entry temporary personnel.

Department of Public Safety/Fire Safety – Elevator Registration/Inspection

Number served: 25,000
Estimated annual state savings: \$12,000
Estimated annual customer savings: \$50,000
Appropriation request: FY02 – \$25,000 GR

Missouri Law, RSMo 701-350 through 701-380 requires that by July 1 each year the owner, operator, or lessee shall register each installation of elevator type equipment, whether dormant or other, with the department, giving type, contract load and speed, name of manufacturer, location and purpose for which it is used. It is estimated that there are between 15,000 and 18,000 installations in the State of Missouri.

Office of the State Treasurer – Linked Deposits

Number served: 3,600
Estimated annual state savings: \$20,000
Estimated annual customer savings: \$10,000
Appropriation request: FY02 - \$60,000 GR

This system tracks all deposits made to banks at a lower interest rate. Banks submit applications (paper) to us and we review them and enter them into the system and they go through an approval process. Once approved, we make the deposit. We also track all of the borrowers that are recipients of that money. In the future we would like to receive all the applications and documentation from the banks electronically.

Secretary of State – Archives and Local Records Holdings

Number served: 36,000
Estimated annual state savings: \$0
Estimated annual customer savings: \$0
Appropriation request: FY02 - \$0

The State Archives and Local Records Program maintain many Access databases and finding aids that are available only to staff and reference room patrons. A guide to county microfilm posted on the web as static pages receives an average of 5,000 to 10,000 hits per month. The SOS would like to develop databases suitable for the web and make the Archives/Local Records holdings available to everyone with web access.

Secretary of State – Centralized Voter Registration Database

Number served: 160

Estimated annual state savings: \$5,000

Estimated annual customer savings: \$75,000

Appropriation request: FY02 - \$0 Information Technology Fund

Maintain voter registration data and voter history records in all registered voters in Missouri and provide fields allowed by law to the public. Currently the data is output to CD's. It would save time and resources to accept orders via a secure web site and return the data electronically in zipped form. Also, we would like to provide access to the CVRDB via the web to the 116 election authorities that provide the data.

Department of Natural Resources – Hazardous Waste Billing System

Number served: 6,000

Estimated annual state savings: \$25,000

Estimated annual customer savings: \$50,000

Appropriation request: FY02 - \$40,000 GR

The HWBS was developed in response to the super fund project. The super fund was created to collect funds from industries that produce and/or store hazardous waste in Missouri. This system records the receipt of payments from these industries. Information collected includes generator registration, hazardous management billing and payment information. The HWBS business processes change often because the rules and regulations are controlled and mandated by the Hazardous Waste Management Commission. This commission meets four times a year and can change the dollar value placed on each category of waste or the process for handling the hazardous waste. The major benefits of web-enabling this application include the elimination of duplicate data entry costs for the government and regulated entities, and the electronic payment of associated fees. Electronic submittal also reduces entry errors and improves data integrity.

Department of Insurance – Surplus Lines

Number served: 2,000

Estimated annual state savings: \$28,223

Estimated annual customer savings: \$3,125

Appropriation request: FY01 - \$0 Insurance fees

The Surplus Lines system keeps track of surplus lines broker and related insured information, such as premium dollars, type of insurance sold, etc. The data is used as a tool to regulate the surplus lines brokers operating in Missouri. This information is sent in to the department throughout the year and is currently input into the Access database via data entry personnel. If web-enabled, the brokers will complete the forms online and submit them via the Internet to DOI. This will eliminate or greatly reduce the time and cost to enter these into the current system via the data entry temporary personnel. It was a mainframe system that was converted to Microsoft Access.

Office of the State Treasurer – Check Inquiry

Number served: 500
Estimated annual state savings: \$5,000
Estimated annual customer savings: \$5,000
Appropriation request: FY02 - \$30,000 GR

This system will allow for other state agencies and banks to inquire into the SAM II system for a check and determine if the check has been paid and the date and dollar amount of the check. Eventually this could be available to the public and vendors so they would have the capability to look up a check to see if it has been paid.

Missouri Lottery Commission – Retail Licensing

Number served: 5,000
Estimated annual state savings: \$10,000
Estimated annual customer savings: \$0
Appropriation request: FY02 - \$25,000 Lottery funds

This application processes all applications from retail outlets to sell Lottery products. There are forms associated with their business and their primary owners which are used to determine eligibility based on State Statutes, outstanding debts to the state, criminal history and history with the Lottery. We have cumbersome interfaces with Highway Patrol, Child Support Enforcement, Revenue and Employment Security.

Department of Public Safety/Fire Safety – Fire Department Registration

Number served: 1,000
Estimated annual state savings: \$5,000
Estimated annual customer savings: \$10,000
Appropriation request: FY02 – \$15,000 GR

Missouri Law, RSMo 320.271 requires Missouri fire departments to register with the Division of Fire Safety annually. There are approximately 1000 departments in the state. Data collected includes fire department name, address, chief, contact phone number(s), department type (i.e., paid, volunteer, etc.), population served, number of responses, plus others.

Missouri Lottery Commission – Ticket Validation

Number served: 5,000,000
Estimated annual state savings: \$0
Estimated annual customer savings: \$100,000
Appropriation request: FY02 - \$150,000 Lottery Funds
Revenue Generation: \$300,000
FTE Request: Help Desk \$40,716

This is the system that validates whether a Scratcher ticket is a winner or not, allows for the retailer to receive credit for payment and prevents the ticket from being cashed a second time. This system currently gets transactions from two sources. Tickets validated by an 'Online Gaming' retailer are processed to the validation system through the 'Online Game Wagering' System provided by our Online Gaming vendor, GTECH Corp. These transactions come through a dedicated network of terminals and communications. The second source of transactions is from retailers who do not sell the online 'Numbers' type games. They are supplied with bar code swiping devices and printers similar to those used by the credit card industry. Internet usage of this application could be that the Lottery allows players to check their tickets for winners via the Lottery WEB site.

Office of the State Treasurer – Vendor Electronic Payment Inquiry

Number served: 5000
Estimated annual state savings: \$10,000
Estimated annual customer savings: \$500,000
Appropriation request: FY02 - \$30,000 GR

This system would allow vendors to obtain detailed information about their payments from the state's SAM II system. Currently the larger vendors have the ability (or will soon) to receive this information from the bank directly into their accounting systems through an EDI addenda record. However the smaller banks have no means to do this.

Department of Insurance – Page 14/15 Supplement (4a priority)

Number served: 1,000
Estimated annual state savings: \$2,504
Estimated annual customer savings: \$1,500
Appropriation request: FY02 - \$0 Insurance fees

A Page 14 supplement form is filed by certain insurance companies along with their annual statement. It shows premiums and losses incurred for various lines of insurance and other categories. This information is used for DOI decision-making purposes, and is included in various public reports and brochures issued by the department. If web-enabled, this form would be completed by the insurance companies and submitted to the department via the Internet. This will eliminate or greatly reduce the time and cost to enter these into the current system via data entry temporary personnel. This system currently resides on the SDC mainframe.

Department of Natural Resources – Public Drinking Water System – Surface

Number served: 100
Estimated annual state savings: \$2,800
Estimated annual customer savings: \$67,200
Appropriation request: FY02 - \$20,000 GR

This application would allow water systems to submit their monthly Surface Water Treatment Rule (SWTR) report electronically, rather than completing paper forms that have to be mailed. Currently, this is a one-page form, however, this will probably be expanded to multiple pages in the future. Web-enabling

this application will reduce the reporting burden of regulated entities and duplicate data entry for government and regulated entities. Electronic submittal also reduces entry errors and improves data integrity.

Department of Insurance – Page 15 (backside – 4b priority)

Number served: 100
Estimated annual state savings: \$400
Estimated annual customer savings: \$300
Appropriation request: FY02 - \$0 Insurance fees

A Page 15 supplement form is filed by certain insurance companies along with their annual statement. It shows premiums and losses incurred for various lines of insurance and other categories. This information is used for DOI decision-making purposes, and is included in various public reports and brochures issued by the department. If web-enabled, this form would be completed by the insurance companies and submitted to the department via the Internet. This will eliminate or greatly reduce the time and cost to enter these into the current system via data entry temporary personnel. It is an Access database.

Department of Public Safety/SEMA – Training Registration

Number served: 2,000
Estimated annual state savings: \$5,000
Estimated annual customer savings: \$2,000
Appropriation request: FY02 - \$5,000 GR

The training registration program will be used by customers to learn about emergency management courses being offered and allow them to register online. Administrators will be able to see the list of individuals already enrolled in the class. Hotel registration and driving instructions will be available online for each training class. This program will reduce the time required to answer calls and send out information about Emergency Management coursework.

Missouri Lottery Commission – Accounts Receivable

Number served: 5000
Estimated annual state savings: \$10,000
Estimated annual customer savings: \$150,000
Appropriation request: FY02 - \$25,000 Lottery Funds

This system reconciles retailer accounts for all Lottery products, promotions, incentives and commissions. Currently the statements are produced weekly and mailed. A summary statement can be produced at the retail location through their Lottery sales or validation device. There will be a time when the retailers will be asked to either use this summary report, utilize EDI or XML interfaces or enter a Lottery retailer WEB page to view their accounting information.

Department of Public Safety/Liquor Control – Licensing

Number served: 18,000
Estimated annual state savings: \$1,500
Estimated annual customer savings: \$180,000
Appropriation request: FY02 - \$75,000 GR

The Division processes approximately 22000 license applications annually, granting licenses to qualified applicants and denying them to applicants who do not meet the public safety and other requirements of the statutes and regulations, such as those ensuring the integrity of alcohol products and those restricting felons or others of bad moral character from participation in the liquor industry. The licensing system consists of approximately 40 to 50 different programs that are used to issue licenses, renew licenses, various reports, legal description, owners and officers, financial, violations and etc.

Department of Natural Resources – Public Drinking Water System – Laboratory

Number served: 35
Estimated annual state savings: \$2,744
Estimated annual customer savings: \$35,280
Appropriation request: FY02 - \$20,000 GR

This application would allow private laboratories to submit the results of drinking water analysis electronically, rather than completing paper forms that must be mailed to the DNR. The Safe Drinking Water Information System (SDWIS), which will be provided by the US Environmental Protection Agency will be implemented during 2001 and already has built-in EDI capabilities. However, there will need to be a mechanism for the laboratories to provide the EDI files to the DNR. This could be through the web, FTP sites, or some other method. Web-enabling this application will reduce the reporting burden of regulated entities and duplicate data entry for government and regulated entities. Electronic submittal also reduces entry errors and improves data integrity.

Missouri State Employees Retirement System (MOSERS) – Payroll Reporting

Number served: 60,000
Estimated annual state savings: \$0
Estimated annual customer savings: \$0
Appropriation request: FY02 - \$0

Payroll is reported to us each month for all MOSERS covered employees. This is edited and errors are reported back to the State Departments.

Department of Insurance – WC900/IVR System

Number served: 3,000
Estimated annual state savings: \$6,129
Estimated annual customer savings: \$6,129
Appropriation request: FY02 - \$0 Insurance fees

This call-in telephone system provides Workers Compensation rates for companies. The rates are accessed via a modem. The rates are provided as a service to the public. If web-enabled, the rates would be posted on our web site.

Department of Natural Resources – Public Drinking Water System – CARES

Number served: 5,117,073
Estimated annual state savings: \$3,000
Estimated annual customer savings: \$3,000
Appropriation request: FY02 - \$100,000 GR

This application was developed by the Center for Agricultural Resource and Environmental Systems (CARES) and DNR's Public Drinking Water Program (PDWP) as part of a cooperative agreement to make drinking water source information available to the public via the Internet. The user can generate maps showing drinking water sources, other drinking water facilities, and potential contamination sources. In addition, detailed well information is available in tabular form. The capabilities of this application need to be expanded to include additional information about each water system and also to allow interactive use so that water systems can provide the PDWP feedback on the information presented. Additionally, web-enabling this application will reduce the reporting burden of regulated entities and eliminate duplicate data entry for government and regulated entities by allowing the regulated community to electronically submit required reports. Electronic submittal also reduces entry errors and improves data integrity. Finally providing public drinking water information "online" would facilitate informed public decision-making concerning drinking water issues.

Department of Natural Resources – Publication Sales of Natural Resource Information

Number served: 20,000
Estimated annual state savings: \$24,000
Estimated annual customer savings: \$24,000
Appropriation request: FY02 - \$40,000 GR

Application would support the sales of publications, maps, data and bound volumes via the Internet. Currently, these items are sold to walk-ins, telephone and mail customers. Application will increase availability and distribution of natural resource publications.

Department of Insurance – Medical Malpractice

Number served: 200
Estimated annual state savings: \$801
Estimated annual customer savings: \$600
Appropriation request: FY02 - \$0 Insurance fees

Medical Malpractice suits are recorded in this system, along with information as to their status, dollar amounts involved, and other detailed information about the suit. This system currently resides on the SDC mainframe. If web-enabled, this form would be completed online and submitted to the department via the Internet. This will eliminate or greatly reduce the time and cost to enter these into the current system via data entry temporary personnel.

Missouri State Employees Retirement System (MOSERS) - Retirement Benefit Processing

Number served: 17,000
Estimated annual state savings: \$0
Estimated annual customer savings: \$100
Appropriation request: FY02 - \$0

Retirees submit forms to change the deductions from their retirement checks. We produce 12,000 EFT benefits and 5,000 paper checks each month. We produce supplemental checks once or twice a week.

Department of Public Safety/Liquor Control – Geographicals

Number served: 1,000
Estimated annual state savings: \$1,000
Estimated annual customer savings: \$70,000
Appropriation request: FY02 - \$50,000 GR

This system tracks assigned territories of wholesaler distribution. It also tracks which wholesaler is selling certain products to different vendors in their territory. We would like another area on the web site for the wholesalers so they can check to make sure they are compliant. Once again, utilizing our AS/400 database, moving/copying the data over to a server.

Department of Natural Resources – Cultural Resource Inventory System

Number served: 5,000,000
Estimated annual state savings: \$1,000
Estimated annual customer savings: \$1,000
Appropriation request: FY02 - \$40,000 GR

The Cultural Resource Inventory System (CRIS) contains information about Missouri's architectural, archaeological and historic resources collected since the Missouri State Historic Preservation Office was established in 1969. This information consists of indexed documentation on properties listed in the National Register of Historic Places, National Historic Landmarks, and other buildings, objects, and sites. The system's purpose is to provide a method of computerizing the state architectural, archaeological and historic resource information. Although the system does not replace actual supportive documentation, it provides "pointers" to areas that can be researched for more detailed information. The system is also used to provide quick responses to numerous public inquiries about Missouri's historic resources. A web-enabled CRIS application will help the DNR fulfill its responsibilities as outlined in the National Preservation Act of 1966, and allow the public "online" access to information currently only available to department personnel. Information made available would include buildings on the national register, buildings eligible for tax credits, and buildings or sites that could be affected by proposed construction projects.

Department of Insurance – Life Supplement

Number served: 800
Estimated annual state savings: \$3,203
Estimated annual customer savings: \$2,400
Appropriation request: FY02 - \$0 Insurance fees

Life and health information about insureds, such as individual and group benefits, medical expenses, and stop loss, is collected on a life supplement form and resides in the Life Supplement system. This information is used for DOI decision-making purposes, and is included in various public reports and brochures issued by the department. This system currently resides on the SDC mainframe. If web-enabled, this form would be completed online and submitted to the department via the Internet. This will eliminate or greatly reduce the time and cost to enter these into the current system via data entry temporary personnel.

Department of Insurance – Commercial Liability

Number served: 400
Estimated annual state savings: \$1,602
Estimated annual customer savings: \$1,200
Appropriation request: FY02 - \$0 Insurance fees

The Commercial Liability system consists of four parts from open and closed parts A, B, or C for HB700 forms – professional and commercial liability claims. This information is used for DOI decision-making purposes, and is included in various public reports and brochures issued by the department. This system currently resides on the SDC mainframe. If web-enabled, this form would be completed online and submitted to the department via the Internet. This will eliminate or greatly reduce the time and cost to enter these into the current system via data entry temporary personnel.

Department of Insurance – Products Liability

Number served: 250
Estimated annual state savings: \$1,001
Estimated annual customer savings: \$750
Appropriation request: FY02 - \$0 Insurance fees


The Products Liability system collects and reports liability coverage for products made in Missouri, and for claims adjudicated in and involving persons in Missouri. This information is used for DOI decision-making purposes, and is included in various public reports and brochures issued by the department. This system currently resides on the SDC mainframe. If web-enabled, this form would be completed online and submitted to the department via the Internet. This will eliminate or greatly reduce the time and cost to enter these into the current system via data entry temporary personnel.

Department of Public Safety/Liquor Control – Price Posting

Number served: 95
Estimated annual state savings: \$1,000
Estimated annual customer savings: \$140,000
Appropriation request: FY02 - \$100,000 GR

Missouri wholesalers must file posting schedules of all brands of intoxicating liquor in excess of five percent alcohol by weight for sale to licensed retailers with the Division of Liquor Control each month to become effective on the first day of the following month. At the present time ninety-five licensed liquor

wholesalers file price schedules on over thirty-one thousand different liquor and wine items for sale in this state, which is maintained on a complex computerized system that resides on the Highway Patrol's mainframe computer. We would like to develop an area on the web site for the wholesalers to electronically submit their price changes right from the web site.



Missouri's E-Government Plan for FY03

Office of Administration - E-Government Infrastructure

Appropriation request FY03 \$4,722,563 GR

The implementation of Missouri E-Government requires an infrastructure capable of supporting the effort. A portal must be developed which will present a single point of contact for citizens, providing simple government access. A search engine must be provided to assist in locating services and information within the E-Government system. A system allowing "single-sign-on" must be provided to enable citizens to sign on once and transact business with multiple agencies. The state data center will require additional hardware and software to implement e-government, to avoid duplicate efforts within each agency. State-of-the-art security must be provided to safeguard confidential information and citizen privacy.

The infrastructure must be in place to enable the Missouri E-Government blueprint.

Office of Administration - B2B or Government to Business System

Number served: 10,000

Estimated annual state savings: \$3,000,000

Estimated annual customer savings: \$3,000,000

Appropriation request (including first year ongoing): \$1,988,000 GR

Appropriation request (ongoing after first year): \$448,000 GR

The e-government B2B (business to business) system allows Missouri State Government to interact with vendors using the Internet, providing the first step in paperless government. A state employee will have the ability to use an electronic catalog of items available on state contract, clicking on the items desired. The system will produce an electronic purchase order and forward within the organization for necessary approvals. The vendor will receive an electronic order. When the product is received by the state, the employee will electronically indicate the order was received, and the payment request will electronically flow through state accounting, with an electronic funds transfer to the vendor. The system will be totally integrated with existing OA purchasing and accounting systems.

FY03 Web Applications

Listed below are the agency e-government applications submitted in their order of priority for funding in fiscal year 2003.

Department of Elementary & Secondary Education – Grants

Number served: 5,000,000

Estimated annual state savings: \$1,365,000

Estimated annual customer savings: \$47,000,000

Appropriation request: FY03 – \$2,250,000 GR, \$2,250,000 Federal (Total \$4,500,000)

This project will promote the consolidation of DESE entitlement and competitive grants, streamline administration and application processes and create online Internet applications that tie district planning to the Missouri School Improvement Program requirements. This project allows DESE to reallocate staff from the application monitoring and payment processes to advising and supporting customers in their improvement planning. This project will allow customers to view programs as funding streams that can be used to implement their improvement plans. This project will promote reuse of streamlined processes and component based technologies resulting in a consistent look and feel for customers and, by utilizing state standard software, these applications could be shared by all other agencies that work with grant applications, budgets, federal expenditure reporting and payments.

Department of Elementary & Secondary Education – Community Connection

Number served: 5,000,000

Estimated annual state savings: \$600,000

Estimated annual customer savings: \$700,000

Appropriation request: FY03 - \$350,000 GR ongoing request

Community Connection is a statewide database of community resources on the WWW. Originally funded as a collaborative effort between OA and the University of Missouri, it offers an immediate important service to the public – a central place currently holding 15,000 resources offering information and services with an easy-to-use search capability. Without the requested appropriation funds, this program will not be able to continue. Community Connection has great value to the e-government initiative and its services would have to be replicated in the future at much greater expense if funding is not secured for its continuance with an estimated cost avoidance of \$1,000,000 to \$1,500,000.

A free public service, it provides a central source for information about a wide variety of resources available to Missourians. In addition, it provides links to useful “consumer information” that can aid people in evaluating and choosing those resources. It is designed to 1) improve access to information about community services and resources; 2) enable community resources to make information about their services widely available and easily found; 3) enhance information sharing, referral, and collaboration among community agencies and resources; and 4) aid in community capacity building. Community Connection saves duplication of effort and application development both on statewide and agency levels and makes it easy to add present and future resource/services information.

Department of Labor & Industrial Relations – Employer Reporting

Number served: 504,000
Estimated annual state savings: \$756,000
Estimated annual customer savings: \$75,000
Appropriation request: FY03 - \$0

Employers who become liable under Missouri Law are required to file quarterly Contribution and Wage Reports with the Division of Employment Security. Workers' wages filed on these quarterly reports are used in determining claim eligibility and benefit amounts. The wages paid are also used in calculating the amount of employer contribution that must be paid to the Division of Employment Security and deposited into the Unemployment Insurance trust fund. Currently these reports are mailed to employers, completed and mailed back. An extensive effort is made by Employment Security to get the money deposited, the employers' contribution data entered and finally the wage records entered from the report.

Missouri State Highway Patrol - Missouri Uniform Law Enforcement System

Number served: 5,200,000
Estimated annual state savings: \$0
Estimated annual customer savings: \$1,026,000
Appropriation request: FY03 - \$435,860 GR - \$711,140 Highway Funds (Total \$1,147,000)

MULES originated as a computerized information system to serve all criminal justice agencies in Missouri. In 1998, a decision was made to reengineer the MULES system using current technologies. The MULES/3 business system was designed using a NCIC 2000 Model as the base and was subdivided into six areas to allow for a phased implementation. These areas include: Search Engine, Stolen Parts, Stolen Plates, Stolen Boats, Stolen Vehicles, and Wanted/Missing Persons. The MULES system provides a way for MULES users to enter, maintain, and inquire on records pertaining to these areas. Porting MULES to the web offers tremendous opportunity for justice agencies in terms of contributing data, electronically interfacing to the system via the electronic application interface feature, and retrieving data via the web. The significant savings are generated in utilizing the Internet to network justice agencies. Browser access will move a heavily utilized application into a standard desktop environment that is more and more prominent each day. Security and privacy will be enhanced with the incorporation of firewall protection in the DMZ and IAZ architecture and through the use of encryption technology.

Missouri State Highway Patrol – Criminal History Record System

Number served: 5,200,000
Estimated annual state savings: \$80,208
Estimated annual customer savings: \$0
Appropriation request: FY03 - \$725,248 GR

The Criminal History Records System is a system comprised of a series of manual and automated techniques intended to accurately collect, compile, and provide criminal history record information for the purpose of criminal justice administration on the law enforcement, prosecutorial, judicial, or custody level as well as criminal justice and public employment. Current state statute specifies the collection of a \$5.00 fee for CHRS name checks and a \$14.00 fee for CHRS fingerprint checks. This has become a labor intensive process as fees are now processed individually. In an e-government environment, checks can be processed in a more efficiently by allowing authorized access via the web and by utilizing B2B solution for

the submission of requests and subsequent collection of statutorily authorized fees. The fees can be utilized through B2B interface options of the enterprise application interface module for service agencies or the use of credit card processing for individuals.

Department of Revenue – Withholding Tax Filing

Number served: 130,000

Estimated annual state savings: \$52,000

Estimated annual customer savings: \$3,315,000

Appropriation request: FY03 - \$500,000 GR

Host Application (Withholding) - collects and processes withholding taxes paid by employers for employees working and filing individual income tax returns in Missouri. This online transaction would allow businesses to file and pay withholding tax returns online. This transaction would make filing and payment easier for customers and improve the efficiency of processing in the department. It would also reduce paper transactions.

Department of Labor & Industrial Relations – Automated Integrated Claims System

Number served: 1,439,000

Estimated annual state savings: \$60,000

Estimated annual customer savings: \$300,000

Appropriation request: FY03 - \$475,000 Workers Compensation Fund

AICS is used within the Division of Worker's Compensation to accept and track all injuries related to Injured Workers. This system accepts information from Reports of Injuries and disputes or claims against these cases. It also manages the adjudication, resolution, and appeal processes of these cases. AICS is also used to provide information and statistics to DWC stakeholders as well as tracking regulatory functions for medical services, workers' safety and Self Insurance.

Department of Revenue – Motor Vehicle e-Liens

Number served: 1000

Estimated annual state savings: \$580,000

Estimated annual customer savings: \$2,330,000

Appropriation request: FY03 - \$300,000 GR

Will allow liens to be processed electronically from lien holders (financial institutions) to the Department of Revenue. This application would reduce the cost of paper tracking of titles for motor vehicles by lien holders and the department. In addition, online perfection of titles would eliminate the printing of titles until the lien holder had released the lien on the vehicle that reduces departmental costs and eliminates the cost of filing and maintaining paper titles for the lien holder. A pilot program is being pursued in FY01.

Missouri State Highway Patrol – Traffic Arrest System/Alcohol Drug Offender Record System

Number served: 5,200,000
Estimated annual state savings: \$72,187
Estimated annual customer savings: \$0
Appropriation request: FY03 – \$1,078,688 Highway Funds

The Missouri State Highway Patrol has been designated by Senate Bill 513 as the agency that has the responsibility of maintaining all DWI conviction records for the state of Missouri. The Patrol has also been directed by Senate Bills 318 and 135 to establish and maintain a system that deals specifically with the suspension and revocation of an operator's license due to alcohol and drug related traffic offense actions. The TAS/ADORS system is the repository for Patrol traffic arrests and all DWI conviction records for the state. . Portal access for this application improves efficiencies for courts in conducting sentencing investigations, creates the opportunity to create calendaring events for citizens who are the subject of a uniform complaint and summons where they can inquire as to court appearance information and creates an interface point in the enterprise application integration module for agencies with browser based mobile computing technology to electronically submit UCS and resulting dispositions. Utilization of the Internet will also place this application within the IAZ architecture, provide firewall protection via the DMZ architecture and secure data during transmission through encryption technology.

Department of Labor & Industrial Relations – Wage Order

Number served: 20,000
Estimated annual state savings: \$350
Estimated annual customer savings: \$1,660
Appropriation request: FY03 - \$150,000 GR

Gathers, calculates Wage Rates for Public Works Projects by county. This is used to determine the prevailing wage for certain occupations in these counties. Contractors working for public bodies must pay at least the prevailing wage and need to know what the prevailing wage is.

Missouri Lottery Commission – Web Marketing FY03

Number served: 5,000,000
Estimated annual state savings: \$0
Estimated annual customer savings: \$0
Appropriation request: FY03 - \$220,000 Lottery funds
Revenue generation: \$2-5,000,000

The Lottery is committed to proving extraordinary customer service to its players, retailers, legislature and other agencies. The Internet provides a channel which, when properly configured, allows state-of-the-art technologies to give the customers what they want, when they want it. This is a continuation of the Web Marketing 2002 project and will be a significant effort to finalize the initial offerings of Internet services to our diverse customer base.

Missouri Lottery Commission – Telemarketing and Ticket Distribution Retailer

Number served: 5000
Estimated annual state savings: \$100,000
Estimated annual customer savings: \$0
Appropriation request: FY03 - \$50,000 Lottery Funds
Revenue generation: \$120,000

Ticket distribution is currently an 'interactive/batch' process driven by a group of telemarketers who make calls via assigned routes. Ticket orders are placed and processed at night. The processed orders are filled the next day and shipped via UPS. Giving retailers direct access to order screens could allow the Lottery to better service accounts by not spending so much time just on inventory.

Missouri Lottery Commission – Management Information System

Number served: 100
Estimated annual state savings: \$0
Estimated annual customer savings: \$0
Appropriation request: FY03 - \$125,000 Lottery Funds
Revenue generation: \$30,000

This system is a statistical management system that tabulates a wide variety of sales, validation and budget issues for management information. This system is fed by almost every system within the Lottery that is sales or validations driven.

Department of Revenue – Corporate/Franchise Tax Filing

Number served: 94,000
Estimated annual state savings: \$94,000
Estimated annual customer savings: \$208,000
Appropriation request: FY03 - \$200,000 GR

Host Application (COINS) - process income tax collected from corporations that are required to file income tax returns. Transaction would allow corporations to file their income tax returns online.

Department of Revenue – Business Tax Tracking

Number served: 363,000
Estimated annual state savings: \$18,150
Estimated annual customer savings: \$54,450
Appropriation request: FY03 - \$500,000 GR

Host application that administers and enforces the statutes governing state sales/use tax, including general revenue, conservation, education, parks and soils, as well as local taxes comprising county sales, public mass transit and city sales taxes. Transaction would allow businesses to review and update their accounts online. This application would improve service and reduce telephone calls to the department. This reduction in telephone volume would allow better service to other callers.

Department of Natural Resources – Rideshare Program

Number served: 109

Estimated annual state savings: \$1,000

Estimated annual customer savings: \$60,060

Appropriation request: FY03 - \$18,000 GR

This program matches individuals desiring ridesharing/vanpooling services to other participants. Individuals contact the Missouri Energy Center, are asked a series of questions, and then are sent a list of matches to the desired location. Updates are performed yearly to purge outdated information from the system. Web-enabling this application will provide an electronic self-service capability and therefore extend service delivery to remote and underserved areas.

DSS/DMH/DOH/MSHP – Employee Disqualification List/Agency Integration

Appropriation request: FY03 - \$150,000 GR

The Departments of Social Services, Mental Health and Health all have requirements for background checks performed by the Missouri State Highway Patrol for persons applying for positions in nursing homes, residential care facilities, businesses who hire nurses aids, hospitals and home health care agencies. These departments are also required to maintain a listing of persons who have abused, neglected, or exploited the elderly and disabled. The Department of Social Services has a request in FY02 to create such a web-enabled application for implementation in February 2001. The Departments of Health and Mental Health have similar applications in progress. With additional funds in FY03, a combined effort on the part of the four agencies would take these applications a step further into a web-enabled shared environment, thus creating greater efficiency of resources and timely access to critical information.

Missouri's E-Government Plan for FY04

Office of Administration - B2B or Government to Business System

Number served: 10,000

Estimated annual state savings: \$3,000,000

Estimated annual customer savings: \$3,000,000

Appropriation request (including first year ongoing): \$1,988,000 GR

Appropriation request (ongoing after first year): \$448,000 GR

The e-government B2B (business to business) system allows Missouri State Government to interact with vendors using the Internet, providing the first step in paperless government. A state employee will have the ability to use an electronic catalog of items available on state contract, clicking on the items desired. The system will produce an electronic purchase order and forward within the organization for necessary approvals. The vendor will receive an electronic order. When the product is received by the state, the employee will electronically indicate the order was received, and the payment request will electronically flow through state accounting, with an electronic funds transfer to the vendor. The system will be totally integrated with existing OA purchasing and accounting systems.

FY04 Web Applications

Listed below are the agency e-government applications submitted in their order of priority for funding in fiscal year 2004.

Department of Elementary & Secondary Education – Grants

Number served: 5,000,000

Estimated annual state savings: \$1,365,000

Estimated annual customer savings: \$47,000,000

Appropriation request: FY04 – \$2,250,000 GR, \$2,250,000 Federal (Total \$4,500,000)

This project will promote the consolidation of DESE entitlement and competitive grants, streamline administration and application processes and create online Internet applications that tie district planning to the Missouri School Improvement Program requirements. This project allows DESE to reallocate staff from the application monitoring and payment processes to advising and supporting customers in their improvement planning. This project will allow customers to view programs as funding streams that can be used to implement their improvement plans. This project will promote reuse of streamlined processes and component based technologies resulting in a consistent look and feel for customers and, by utilizing state standard software, these applications could be shared by all other agencies that work with grant applications, budgets, federal expenditure reporting and payments.

Department of Elementary & Secondary Education – Community Connection

Number served: 5,000,000

Estimated annual state savings: \$600,000

Estimated annual customer savings: \$700,000

Appropriation request: FY04 - \$350,000 GR ongoing request

Community Connection is a statewide database of community resources on the WWW. Originally funded as a collaborative effort between OA and the University of Missouri, it offers an immediate important service to the public – a central place currently holding 15,000 resources offering information and services with an easy-to-use search capability. Without the requested appropriation funds, this program will not be able to continue. Community Connection has great value to the e-government initiative and its services would have to be replicated in the future at much greater expense if funding is not secured for its continuance with an estimated cost avoidance of \$1,000,000 to \$1,500,000.

A free public service, it provides a central source for information about a wide variety of resources available to Missourians. In addition, it provides links to useful “consumer information” that can aid people in evaluating and choosing those resources. It is designed to 1) improve access to information about community services and resources; 2) enable community resources to make information about their services widely available and easily found; 3) enhance information sharing, referral, and collaboration among community agencies and resources; and 4) aid in community capacity building. Community Connection saves duplication of effort and application development both on statewide and agency levels and makes it easy to add present and future resource/services information.

Department of Natural Resources – Water Quality Information System

Number served: 12,000

Estimated annual state savings: \$500,000

Estimated annual customer savings: \$500,000

Appropriation request: FY04 - \$60,000 GR

The WQIS is an interactive system utilized by all Water Pollution Program staff. It is used to collect a large volume of water related data, including permit, discharge monitoring, enforcement, inspection, resource, fee and financial assistance information. It is the primary data source for all federal and state clean water law related activities. WQIS data includes General Facility (point and non-point), Permit Limits, Water Quality Monitoring and Assessment Data, Facility Tracking, and Facility Operator information. General facility data consists of all information that pertains to any source of waste discharge. These are point sources (treatment plants, etc.) and non-point sources (agricultural, etc.). Permit limits data consists of reissued, new and modified permits information. Water quality and assessment data consists of any information gathered concerning water quality from low-flow surveys, inspections, basin segment studies and water quality standards. Facility tracking data consists of the information necessary to monitor the progress of any activity in the other functional areas to include grants, enforcement, schedules, any other information about the current status of any project. Facility operator data consists of background data, training history and the certification history of treatment facility operators. Web-enabling this application will reduce the reporting burden of regulated entities and duplicate data entry for government and regulated entities. Considering the fact that it can take as long as one week to enter one month’s data for one facility, this is significant. Electronic submittal also reduces entry errors and improves data integrity. Finally, providing water quality information “online” will facilitate informed public decision-making by providing access to information currently only available to department personnel.

Department of Health – Death System

Number served: 4,000,000
Estimated annual state savings: \$120,000
Estimated annual customer savings: \$0
Appropriation request: FY04 - \$75,000 GR

The Death System maintains a record of all deaths in the state. The system is used by many agencies to confirm the date of death, it produces death certificates for individuals, and is used by DOH for data analysis. DOH is planning on web-enabling the system so funeral directors and attending physicians can enter death data on-line via the Internet. Also, death certificates could be ordered on the Internet by individuals.

Department of Revenue – Personal Income Tax Account Status

Number served: 2,500,000
Estimated annual state savings: \$312,500
Estimated annual customer savings: \$312,500
Appropriation request: FY04 - \$750,000 GR

Host application (MINITS) ensures all individual taxes due the state are collected in accordance with Missouri statutes and that overpayment of individual income taxes are properly refunded or credited to taxpayers. This online transaction would allow taxpayers to check their personal income tax account status, i.e., refund inquiry. The online transaction would allow customers to check the status of their account more conveniently and would reduce the number of telephone calls to the department. The reduction in call volume would allow better service to remaining callers.

Department of Labor & Industrial Relations – Appeals

Number served: 21,845
Estimated annual state savings: \$25,000
Estimated annual customer savings: \$10,000
Appropriation request: FY04 - \$0

The Division of Employment Security makes many determinations each day affecting the rights of claimants to draw unemployment, and the liability issue of employers. Employers and claimants who disagree with these determinations have appeal rights. The appeals application tracks the process by which these proceedings take and generate printed decisions to the participants of such proceedings.

Missouri's E-Government Plan for FY05

Office of Administration - B2B or Government to Business System

Number served: 10,000

Estimated annual state savings: \$3,000,000

Estimated annual customer savings: \$3,000,000

Appropriation request (including first year ongoing): \$1,988,000 GR

Appropriation request (ongoing after first year): \$448,000 GR

The e-government B2B (business to business) system allows Missouri State Government to interact with vendors using the Internet, providing the first step in paperless government. A state employee will have the ability to use an electronic catalog of items available on state contract, clicking on the items desired. The system will produce an electronic purchase order and forward within the organization for necessary approvals. The vendor will receive an electronic order. When the product is received by the state, the employee will electronically indicate the order was received, and the payment request will electronically flow through state accounting, with an electronic funds transfer to the vendor. The system will be totally integrated with existing OA purchasing and accounting systems.

FY05 Web Applications

Listed below are the agency e-government applications submitted in their order of priority for funding in fiscal year 2005.

Department of Elementary & Secondary Education – Grants

Number served: 5,000,000

Estimated annual state savings: \$1,365,000

Estimated annual customer savings: \$47,000,000

Appropriation request: FY05 – \$2,250,000 GR, \$2,250,000 Federal (Total \$4,500,000)

This project will promote the consolidation of DESE entitlement and competitive grants, streamline administration and application processes and create online Internet applications that tie district planning to the Missouri School Improvement Program requirements. This project allows DESE to reallocate staff from the application monitoring and payment processes to advising and supporting customers in their improvement planning. This project will allow customers to view programs as funding streams that can be used to implement their improvement plans. This project will promote reuse of streamlined processes and component based technologies resulting in a consistent look and feel for customers and, by utilizing state standard software, these applications could be shared by all other agencies that work with grant applications, budgets, federal expenditure reporting and payments.

Department of Elementary & Secondary Education – Community Connection

Number served: 5,000,000

Estimated annual state savings: \$600,000

Estimated annual customer savings: \$700,000

Appropriation request: FY05 - \$350,000 GR ongoing request

Community Connection is a statewide database of community resources on the WWW. Originally funded as a collaborative effort between OA and the University of Missouri, it offers an immediate important service to the public – a central place currently holding 15,000 resources offering information and services with an easy-to-use search capability. Without the requested appropriation funds, this program will not be able to continue. Community Connection has great value to the e-government initiative and its services would have to be replicated in the future at much greater expense if funding is not secured for its continuance with an estimated cost avoidance of \$1,000,000 to \$1,500,000.

A free public service, it provides a central source for information about a wide variety of resources available to Missourians. In addition, it provides links to useful “consumer information” that can aid people in evaluating and choosing those resources. It is designed to 1) improve access to information about community services and resources; 2) enable community resources to make information about their services widely available and easily found; 3) enhance information sharing, referral, and collaboration among community agencies and resources; and 4) aid in community capacity building. Community Connection saves duplication of effort and application development both on statewide and agency levels and makes it easy to add present and future resource/services information.

Department of Revenue - Dealer Vehicle Titling

Number served: 1,300,000

Estimated annual state savings: \$1,200,000

Estimated annual customer savings: \$1,200,000

Appropriation request: FY05 - \$500,000 GR

This system allows dealers to title vehicles online. Instead of using the current paper process, this system would allow dealers to title vehicles directly with the departments. This would save time for filing for titles as well as speed the cycle time for issuing the title.

Department of Revenue – Driver License Renewal

Number served: 25,000

Estimated annual state savings: \$25,000

Estimated annual customer savings: \$157,750

Appropriation request: FY05 - \$500,000 GR

This application will allow driver to renew driver licenses online. This application is challenging due to the requirement for vision testing when renewing a driver license. The online application would require a vision test and verification by a doctor that would reduce the number of persons that would exercise this option (if they have to visit the doctor, they might as well visit the office). However, this application may become more viable in the future.

Department of Revenue – Dealer License Registration

Number served: 6,000
Estimated annual state savings: \$222,000
Estimated annual customer savings: \$12,000
Appropriation request: FY05 - \$150,000 GR

This application would allow Missouri Motor Vehicle Dealers to renew their dealer business license online. The application would apply to Missouri motor vehicle dealerships. The application would improve service to the dealers and reduce the paper associated with renewal processing.

Department of Revenue – Use Tax Filing

Number served: 35,000
Estimated annual state savings: \$35,000
Estimated annual customer savings: \$35,000
Appropriation request: FY05 - \$0 - paid by user fees

Host Application (MOST): Administers and enforces the statutes governing state sales/use tax, which consist of general revenue, conservation, education, parks and soils, as well as local taxes comprising county sales, public mass transit and city sales taxes. Transaction would allow businesses to file their use tax returns online.

Department of Natural Resources – Missouri Environmental Emergency Response Tracking System

Number served: 2,500
Estimated annual state savings: \$150,000
Estimated annual customer savings: \$150,000
Appropriation request: FY05 - \$500,000 GR

The Missouri Environmental Emergency Response Tracking System (MEERTS) is an Access database that tracks DNR/DEQ/ESP responses to environmental emergencies. It is a web candidate for online interactive data exchange. Information is currently submitted via paper and then entered into the database. The goal is to be able to enter and query this information via the Internet. A web-enabled application will reduce the reporting burden of government staff and citizens. Electronic submittal also reduces entry errors, improves data integrity, and will provide incident information to the public and other government agencies in a much more timely manner.

Appendix A

Completed E-Government Systems

Department of Economic Development - Missouri Works!

Number served: 3,000,000

This system allows Job Seekers to develop a resume on line, post the resume for interested employers and view job orders posted by employers. Employers can view resumes and search for individuals to fill job openings. This is a web-based system that feeds the Missouri Toolbox and AWS/AWSES.

Department of Health - Health Management

Number served: 700,000

Health Management is a component of DOH's integrated public health system, MOHSAIC, which includes individual health services such as immunizations, family planning, and health services coordination. The system is a client-server application that is web-enabled using Citrix Metaframe to allow web browsers to use the client portion of the application rather than a normal web client. The system is primarily used by city and county health departments who are directly connected to the database and have the client loaded on their PC. Private providers and schools use the web access to look up and enter new immunization data.

Department of Mental Health - Service Authorization System

Number served: 10,000

Authorizes service for certain Alcohol and Drug Abuse clients.

Department of Elementary & Secondary Education - Data Warehouse

The purpose of this project is to provide the ability for the school districts, DESE employees, Legislators, and the general public to compare and analyze data via the Internet and/or desktop. In addition, providing a method of producing reports and graphical representations of the data while reducing Information Technology involvement will be provided.

Department of Public Safety/SEMA - Tier II Hazmat Reporting

Number served: 7,000

Ability to enter data the first year and only need to edit changes the following years.

Department of Social Services - Health Insurance Program for Children

Number served: 90,000

MC+ for Kids, part of the federal Children's Health Insurance Program, is a health insurance program for uninsured children of low-income families who do not have access to affordable health insurance.

Department of Agriculture - Agriculture Scholarships

Number served: 500

This electronic form replaces the paper Agriculture Scholarship Form. The form is a 4-page, fill in the blank, scholarship application. Applicants fill the form out on-line and submit it to MDA for evaluation. Scholarship monies are delivered to the college where the successful candidate is attending. Benefits include saving time, paper, postage, and convenience for the applicant.

Department of Agriculture - Alternative Loans

Number served: 70

This electronic form replaces the paper Alternative Loan Application. The form is a 6-page, fill in the blank, Alternative Loan Application. Applicants fill the form out on-line and submit it to MDA for evaluation. Loan monies are delivered to the successful candidate(s). Benefits include saving time, paper, postage, and convenience for the applicant. This application serves approximately 2,200 Missouri Farms, 70 loans are actually awarded.

Department of Agriculture - BOAC Grant Applications

Number served: 600

This electronic form replaces the paper BOAC Grant Application. The form is a 4-page, fill in the blank, BOAC Grant Application. Applicants fill the form out on-line and submit it to MDA for evaluation. Grant monies are delivered to the Chapter or Club of the successful candidate(s). Benefits include saving time, paper, postage, information is transferred electronically to the panel of judges, and convenience for the applicant.

Department of Agriculture - Certificate of Insurance

Number served: 500

This electronic form replaces the paper Certificate of Insurance Form. The form is used by Insurance companies to provide proof of insurance for Missouri's Grain Dealers and Warehouses. Insurance companies fill the form out on-line and submit it to MDA to provide proof of insurance. Benefits include saving time, paper, postage, accessibility of information, and convenience for the customer.

Department of Agriculture - Commercial Feed License Application

Number served: 1,700

This electronic form replaces the paper Commercial Feed License Application. The form is a 1-page, fill in the blank, Commercial Feed License Application. Applicants fill the form out on-line and submit it to MDA. A commercial feed license is issued upon receiving this document and the required license fee. Benefits include saving time, paper, postage, and convenience for the applicant. A commercial feed license is required of any person or facility engaged in the following activities: manufacturing commercial feed within the state, distributing a commercial feed within or into the state, name appearing as guarantor of a commercial feed, or person acting as an independent feed consultant for a fee.

Department of Agriculture - Employment Application

This system allows Job Seekers to fill out the Missouri Department of Agriculture's Employment Application form on-line. Benefits include saving time, paper, advertising expense, and convenience for the applicant. This application is available on our WEB site along with MDA's current job openings.

Department of Agriculture - Missouri Agribusiness Academy

Number served: 1,500

This electronic form replaces the paper Missouri Agribusiness Academy Form. The form is a 4-page, fill in the blank, Missouri Agribusiness Academy application. Applicants fill the form out on-line and submit it to MDA for evaluation. The applications are then electronically transferred to the judiciary panel for scoring. Those receiving the top scores are interviewed and may be awarded membership to the Missouri Agribusiness Academy. Benefits include saving time, paper, postage, electronic transfer to judiciary panel for evaluation, and convenience for the applicant.

Department of Agriculture - Missouri Feed Tonnage Report

Number served: 1,700

The electronic Missouri Feed Tonnage Report replaces the paper version of the report. This report is available on-line, in PDF format, for use by our customers. Benefits include reduced printing costs, postage, and improved availability to our customers.

Department of Agriculture - Original App. for Grain Warehouses and/or Dealers

Number served: 50

This electronic form replaces the paper Original License Application for Grain Warehouses and/or Dealers. Applicants fill the form out on-line and submit it to MDA for evaluation. This form is the basis for issuing a new license to a grain warehouse or dealer. Benefits include saving time, paper, postage, and convenience for the applicant.

Department of Agriculture - Public Grain Dealer Bond Form

Number served: 500

This electronic form replaces the paper Public Grain Dealer Bond Form. Bond companies fill the form out on-line and submit it to MDA as a supporting document required for a grain dealer license. Benefits include saving time, paper, postage, and convenience for the customer.

Department of Agriculture - Public Warehouseman Grain Bond Form

Number served: 250

This electronic form replaces the paper Public Warehouseman Grain Bond Form. Bond companies fill the form out on-line and submit it to MDA as a supporting document required for a grain warehouseman license. Benefits include saving time, paper, postage, and convenience for the customer.

Department of Agriculture - Renewal License for Grain Warehouses/Dealers

Number served: 675

This electronic form replaces the paper Renewal License Application for Grain Warehouses and/or Dealers. Applicants fill the form out on-line and submit it to MDA for evaluation. This form is the basis for renewal of a license to a grain warehouse or dealer. Benefits include saving time, paper, postage, and convenience for the applicant.

Department of Agriculture - Seed Permits

Number served: 4,500

This electronic form replaces the paper Application or Renewal Form for Seed Permits. Applicants fill the form out on-line and submit it to MDA for evaluation. This form is the basis for issuing seed permit. Benefits include saving time, paper, postage, and convenience for the applicant. Any person who sells, distributes, offers or exposes for sale any agriculture or vegetable seed in the state of Missouri shall obtain a seed permit from the director of agriculture unless exempted as in section 266.080.

Office of the State Courts Administrator - Adult Abuse Protection Orders

Number served: 100,000

The Adult Abuse Protection Order system is a Lotus Notes based application and in use at 3 metro area shelters. This application allows the user to file a request for an order of protection with the court without having to leave the shelter and traveling to the court. This application is now under development to be installed across the state.

Office of the State Courts Administrator - CaseNet

Number served: 5,000,000

CaseNet allows free, Internet queries to cases filed in Missouri. Case information that is deemed "public information" can be viewed over the Internet. In order to grant the viewing of this information the Supreme Court needed to amend administrative rule 2 that spelled out what parts of a case were considered public and appropriate for the Internet. The list of data elements that can be viewed from this web site are: Appellate mandate date Appellate opinion Attorneys' addresses Attorneys' names Bail amount Calendar dates Case number Case type Charges Date of birth Defendant address Defendant name Disposition type Docket entries Filing date Finding and finding date Judgment and judgment date Judgment or appellate decision Judgment or appellate mandate date Law enforcement agency Offense tracking number Party address Party name (Litigant) Party type Satisfaction of judgment date Sentence and sentence date Trial judge currently assigned Trial judge at disposition Violation code There are five case security levels. Only cases at security level one (the lowest) will be available for querying. This data resides in Oracle databases on servers in each circuit that has converted to the Court Automation project's Banner case repository. More information is available by going to the courthouse directly. The Office of State Courts Administrator gratefully acknowledges Jackson County Circuit Court and the Eastern District Court of Appeals for being the pilot sites for this project.

Secretary of State - Election Night Reporting

Number served: 5,000,000


Election results are entered in a database via the web by SOS staff or directly by local election officials. A combination of dynamic and static web pages provides immediate results to the public and press on election night. Historical election date is maintained on the web site.

Office of Administration – Online Bidding/Vendor Registration System

The Online Bidding/Vendor Registration System was implemented in May 2000. It is a web-based system that is fully integrated with the statewide financial management system (SAM II). The system increases administrative efficiency by streamlining the procurement process and provides an opportunity for better contract awards by exposing state bidding opportunities to a larger vendor population.

The system allows vendors interested in doing business with the state to register through the Division of Purchasing & Materials Management (DPMM) website. Vendors register their company profile and indicate the products/services provided by their company. By registering, vendors receive automatic email

notification when a bid solicitation is issued in their product/service area. Vendors can view a listing of current open bid solicitations and download or view the related official bid solicitation documents. Vendors can submit electronic bid responses and attachments that are held in a secure database until bid opening. The system also generates an electronic spreadsheet of bid responses for DPMM buyers to use in evaluating bids and awarding contracts. The system provides easy online access to bid response, contract award and commodity/service history information.



Appendix B

E-Government Work-in-Progress

Department of Economic Development - Missouri Toolbox/America's Workforce System

Number served: 30,000

The Missouri Toolbox replaces the Job Training Information System, the ALMIS system and the Americas Workforce Information System (AWS). The Division of Workforce Development and its local partners will utilize the Toolbox to match job seekers and employment opportunities and to track training and other assistance provided to job seekers, i.e., Workforce Investment Act activities. The Toolbox is an Intranet/Extranet that is tightly integrated with Missouri Works! The first piece of the Toolbox—the Job Training Information System and ALMIS replacement—went into production on September 11, 2000.

Department of Economic Development - Customer Management System

Number served: 7,625

This system is designed to allow the economic development groups of DED to track services and provide services in a more integrated manner. The Customer Management System (CMS) will allow DED staff to determine which products have been provided to its customers and which products should be provided in the future. The system will also be available to the department's foreign offices providing the department with real time information concerning international leads.

Department of Economic Development/Public Service Commission - Information System

Number served: 200

This system tracks rate cases, complaints and tariffs concerning PSC regulated utilities.

Coordinating Board for Higher Education - Automated Transfer of Money

Number served: 120,000

Automated Transfer Of Money (ATOM) is a single-source disbursement service that serves as an escrow agent. It is meant to provide schools and lenders with a simplified, more efficient method of disbursing, delivering, and returning Federal Family Education Loan Program funds to students and their parents.

Coordinating Board for Higher Education - Program Inventory

Number served: 300

On April 21, 1989 the Coordinating Board directed the staff, with the assistance of Missouri's public institutions, to develop a comprehensive program inventory that will display complete information on programs, options and emphasis areas. This inventory will reflect standardized nomenclature and program code assignments, and can be linked to an improved data support system that will provide information on enrollment, credit hours, degrees conferred, and instructional expenditures will be useful in monitoring trends at the programmatic level. The "number people served" by this application include Presidents/Chancellors, Vice Presidents/Vice-Chancellors, and faculty/curricula committees at the State's 59 public and independent universities. That number does not include current and potential students that will also benefit from web-enabling this application.

Department of Labor & Industrial Relations - Employer Liability

Number served: 30,000

Employers are to register with the Division of Employment Security. Determinations are made on whether these employers are liable under the law for their workers. This may involve a new business, or individual workers or classes of workers of an existing employer.

Department of Labor & Industrial Relations - Initial Claims

Number served: 28,000

Wages are reported by covered employers for each worker receiving wages during the quarter. When one of these workers become unemployed they file for unemployment benefits from the Division of Employment Security. The first time they file in a benefit year is the initial claim.

Department of Mental Health - Outcomes

Number served: 100,000

Collect, analyze and report on various assessment and outcomes instruments related to mental health and substance abuse services.

Department of Health - MOHSAIC Surveillance Information System (MOHSIS)

Number of people served: 35,000

MOHSIS is a component of DOH's integrated public health system, MOHSAIC, that tracks communicable and infectious diseases (i.e. measles, mumps, hepatitis, sexually transmitted diseases, AIDS, food-borne illness). MOHSIS is used by public health officials to prevent disease outbreaks from expanding. Information from MOHSIS helps public health officials quickly identify disease outbreaks, treat infected

people and people who have had contact with infected people or food, and to analyze causes and ways to prevent future outbreaks. MOHSIS also provides functionality needed to respond to a bioterrorism attack. The system needs to be web-enabled to allow private health care providers to report any occurrence of a communicable or infectious disease or signs of a possible bioterrorism attack.

Department of Mental Health - Substance Abuse Traffic Offender Program

Number served: 15,000

Records participation and completion of SATOP assessment and treatment by offenders

Department of Revenue - Job Application

Number served: 1,800

Employment application.

Department of Revenue – Business Start Up Kit Request

Number served: 40,000

This application would provide a means to allow new businesses to submit registration information online and one time. The information would be centrally collected and then shared with Department of Revenue, Department of Labor and Industrial Relations, Secretary of State, Federal and the Internal Revenue Service as appropriate. The system will also provide prospective owners information on opening a new business in Missouri.

Department of Revenue - Motor Fuel Tax System

Number served: 700

The Motor Fuel Tax system is current in design phase. It will be implemented in January 2002. It will process monthly reports for approximately 700 business entities.

Department of Revenue - Motor Vehicle\Driver License Forms Ordering

Number served: 1,000

System to allow remote offices to order forms as needed.

Department of Revenue - Personal Income Tax Filing

Number served: 2,500,000

Unknown number of average transactions per month, but it would be very seasonal, heaviest between January and April. Host application (MINITS) - ensures all individual taxes due the state are collected in accordance with Missouri statutes and that overpayment of individual income taxes are properly refunded or credited to taxpayers. Transaction would allow taxpayers to file their individual income tax returns online.

Department of Elementary & Secondary Education - Annual Performance Report

Once every five years, Missouri school districts are reviewed to determine accreditation status. That review consists of three parts or areas: Resources, Process, and Performance. There are eleven measures in the Performance area that count significantly toward the determination of whether a district is accredited. The District Annual Performance Report (APR) provides school districts an annual update of the progress being made toward the expected level of performance in their five-year accreditation review. A similar Building APR is created for each building in each district so that buildings can see the impact of their performance on the total district's performance measures. Both APRs are scored using the same scoring guidelines (rubrics) that would be used the year of their accreditation review. Some of the performance measures on the APR include the Missouri Assessment Program (MAP) scores, Vocational Education placement and completer rates, and other data, such as Dropout and Graduate rates, which are submitted by the districts on the new Data Collection (Core Data) system. Currently the APR is maintained and supported by an outside vendor.

Department of Elementary & Secondary Education - School Finance

Number served: 1600

The School Finance Section is responsible for the calculation of the required disbursement of the Basic State Aid Formula, Proposition C Sales Tax, Fair Share (Cigarette Tax), and Free Textbook (Foreign Insurance Revenue) Revenue to all public school districts. During FY 2000 the sum of these revenues was approximately \$2.5 billion with \$1.78 billion distributed through the Basic State Aid Formula often referenced as the foundation formula. The major portion of state funds for elementary and secondary education pass through the Basic State Aid or Foundation Formula. The School Finance Section is also responsible for monitoring several compliance areas including property tax rate rollback, certificated salaries as a percent of current operating expenditures, average daily attendance of resident students in the regular school term as well as the summer school session, membership count of resident students, and appropriate financial accounting of revenue and expenditures. These monitoring activities are accomplished through evaluating data collected various times during the year through the Department's Core Data Collection System, the Annual Report of the County Clerk to the State Board of Education from all county clerks, and the Annual Secretary of the Board Report from all school districts. The automation of these processes, along with the Transportation Aid payment process, is the primary focus of this project.

Department of Public Safety - Water Patrol Regatta Applications

Number served: 1500

Online application to process Regatta Permit Applications for statewide use on Missouri's Lakes and Waterways. Interactive application process on the web would allow faster processing online.

Missouri Lottery Commission - Employee Time Reporting

Number served: 180

This is a new system being created to expedite time reporting for the up coming changes for SAMII payroll.

Department of Conservation - Point of Sale

Number served: 1,500,000

This is a computerized system that allows vendors from around the state to sell hunting and fishing permits to the public.

Missouri Consolidated Health Care Plan - Open Enrollment on the Web

Number served: 80,000

This provides for health care plan selection over the web.

Missouri State Highway Patrol - State Offender Registry

Number served: 8,500

The Missouri "State Offender Registry" is a state repository for Sex Offenders living, working, attending school, or registered in Missouri. The State Offender Registry is directly interfaced to the National Sex Offender Registry (NSOR). NSOR transactions are made available to the user community through the Missouri Uniform Law Enforcement System (MULES). The Chief Law Enforcement Officer of each county has the responsibility for maintaining offender records for his/her county, and for providing a list of offenders upon request. This application is being web enabled to offer citizens with the opportunity to determine the presence of registered offenders within their community and to provide a means for those registered offenders to utilize a secure environment on the web to update the registry on a monthly basis as required by statute.

Missouri State Highway Patrol - Uniform Crime Reporting

Number served: 8,500

The Criminal Records & Identification Division of the Missouri State Highway Patrol will serve as the central repository for Uniform Crime Reporting for the state. Law enforcement agencies throughout the state will report summary based crime statistics to the Patrol, which in turn will serve as the reporting hub for Missouri to the FBI. UCR is a mandatory reporting format as opposed to the voluntary nature of reporting today. UCR will provide for more accurate and complete crime statistics for the state. Web enablement of this application provides the means for law enforcement agencies to utilize a web resident application to submit monthly UCR reports, thus saving them the expense of automating a cumbersome manual process. The citizens will also have access to timely crime statistic reporting thereby offering a timely snapshot of crime in Missouri. Traditional reports that have been dated as much as a year will now be available monthly and in an electronic format. Various views of the data will be available on the Patrols UCR web site.

Missouri State Employees Retirement System (MOSERS) - Benefit Estimates

Number served: 60,000

Retirement benefit estimates for members. These are calculated using our database information on each member.

Missouri State Employees Retirement System (MOSERS) -Investment Trading

Number served: 6

This is for commercial paper online trading. Although this is a small part of our in-house trading, we are working toward doing all trading electronically. Currently we have our reporting and proxy voting online.

Missouri State Employees Retirement System (MOSERS) - Retirement Application Processing

Number served: 5,000

Members submit a paper retirement application that we input into our system. The system generates a letter containing an estimate of all benefits the member is eligible for and a form for the member to select their retirement benefit. Also members are sent direct deposit, tax and life insurance forms.

Office of Administration - Advantage\Human Resources

Number served: 70,000

Replace the Personnel Accounting and Reporting System (PARS).

Office of the State Courts Administrator - Juror Management System

Number served: 5,000,000

Allows Missouri citizens to communicate directly with local related to juror duty.

Office of the State Courts Administrator - Juvenile Statewide Search

Number served: 1,500

The ability to search for Juveniles throughout the state database network will be accomplished by a repository architecture. This functionality is essential for the successful implementation of a multi-jurisdiction application. The application will need to provide the ability for the user to search for any person stored in the Banner database, regardless of database location. Search criteria will consist of data elements such as SSN, DCN, Last Name, and DOB (date of birth). The information contained in the repository will identify the individual(s) and the location(s) where the complete case-management resides (i.e. Banner location of the case(s) for the requested individual). The implementation of this system will require a custom application to be developed and additional hardware to be installed. Also, incorporated into the application will be the appropriate user level security.

Office of the State Courts Administrator - Statewide Judicial Information System

Number served: 3,000

The SWJIS II application is a repository of case information. The system collects statistical information on case processing to develop time standards. In addition to reporting SWJIS II also provides criminal history information to the Missouri Highway Patrol via electronic file.

Department of Economic Development/Public Service Commission - Case Management System

Number served: 250

This is the Case Management System for the PSC and is the brunt of the agency's work. This system is being converted from a centralized mainframe to a client server with a centralized repository and is part of our Information Technology project with Gulf Computers and FileNet. This system is about 80% of the PSC work.

Department of Economic Development/Public Service Commission - Consumer Quality

Number served: 250

This is the PSC Consumer (Complaint) function of the PSC. This area consists of approximately 20% of all work done by the PSC.

Secretary of State - Missouri State Library

Number served: 999,999

The State Library has opportunities to make its holdings available via the web. (1) By joining MOBIUS, a consortium that already has a web presence, our holdings will be available as part of a large consortium. (2) The State Library is also working on a project to bring holdings of Missouri public libraries into the OCLC database and provide web access to the titles via First Search.

Office of the State Treasurer - Bank Product Summary Book

Number served: 1000

This is a book that contains all the banks in the state that offer low/no cost savings and checking accounts. This is used by the Department of Social Services to help encourage their welfare clients to open bank accounts. We are in the process of putting this on-line to also allow it to be accessed by the public. It will have a searchable database behind it to locate banks by name or in a certain county. There will also be links to the individual banks that have a site. Eventually it will also allow case workers to download a bank application and help the individual fill it out to open an account instead of going to the bank themselves.

Missouri Department of Transportation - Condition Acquisition Reporting

Number served: 2,500,000

Disseminate timely information about the state of the transportation network to assist travelers, as well as transportation providers. Providing timely information to transportation users and transportation providers is necessary in managing congestion and improving safety. Information to be disseminated includes road and weather conditions, maintenance and construction activities, incidents such as accidents or stalled vehicles, special events such as state fairs or concerts, and any other information about impacts to the transportation network.

FY02 Appropriation Request

Agency	Application	General Revenue	Federal Funds	Professional License Fees	Highway Funds	Lottery Funds	Total
OA	E-Government Infrastructure	6,441,822	0				6,441,822
OA	B2B System	1,988,000	0				1,988,000
DOR	Vehicle Registration Renewal	750,000	0				750,000
DESE	Grants Program	2,250,000	2,250,000				4,500,000
STO	Unclaimed Property	60,000	0				60,000
MDA	Licensing/Loans/Product Marketing, Voting Systems	635,000	0				635,000
DESE	Community Connection	350,000	0				350,000
CBHE	State Grant and Scholarship Applications	0	1,434,000				1,434,000
DED	PR Licensing System	0	0	500,000			500,000
MSHP	Statewide Traffic Accident Records	53,550	0		711,450		765,000
DOLIR	Continued Claims	0	0				0
OIT	GIS System	1,132,182	0				1,132,182
MoDOT	Commercial Vehicle Operations	0	0		600,000		600,000
DPS-DO	Grants Management	0	35,000				35,000
DSS	Employee Disqualification List	225,000	75,000				300,000
Lottery	Web Marketing FY02	0	0			252,504	252,504
DOI	MO Insurance Department System	0	0				0
SOS	Corporation System	0	0				0
DOH	Birth System	200,000	0				200,000
DNR	MO Emissions Inventory System	300,000	0				300,000
Lottery	Retailer Accounts Profile	0	0			162,264	162,264
DSS	Child Support Enforcement	51,000	99,000				150,000
OA	Surplus Property Auction	0	400,000				400,000
DOI	Premium Tax	0	0				0
DPS-FS	Elevator Registration/Inspection	25,000	0				25,000
STO	Linked Deposits	60,000	0				60,000
SOS	Archives & Local Records Holdings	0	0				0
SOS	Centralized Voter Registration DB	0	0				0
DNR	Hazardous Waste Billing System	40,000	0				40,000
Subtotal		14,561,554	4,293,000	500,000	1,311,450	414,768	21,080,772

Agency	Application	General Revenue	Federal Funds	Professional License Fees	Highway Funds	Lottery Funds	Total
DOI	Surplus Lines	0					0
STO	Check Inquiry	30,000					30,000
Lottery	Retail Licensing	0				25,000	25,000
DPS-FS	Fire Department Registration	15,000					15,000
Lottery	Ticket Validation	0				190,716	190,716
STO	Vendor Electronic Payment Inquiry	30,000					30,000
DOI	Page 14/15 Supplement (4a priority)	0					0
DNR	Public Drinking Water – Surface	20,000					20,000
DOI	Page 15 (backside – 4b priority)	0					0
DPS-SEMA	Training Registration	5,000					5,000
Lottery	Accounts Receivable	0				25,000	25,000
DPS-LC	Licensing	75,000					75,000
DNR	Public Drinking Water – Laboratory	20,000					20,000
MOSERS	Payroll Reporting	0					0
DOI	WC900/IVR System	0					0
DNR	Public Drinking Water – CARES	100,000					100,000
DNR	Publication Sales	40,000					40,000
DOI	Medical Malpractice	0					0
MOSERS	Retirement Benefit Processing	0					0
DPS-LC	Geographicals	50,000					50,000
DNR	Cultural Resource Inventory System	40,000					40,000
DOI	Life Supplement	0					0
DOI	Commercial Liability	0					0
DOI	Products Liability	0					0
DPS-LC	Price Posting	100,000					100,000
Subtotal Page 1		14,561,554	4,293,000	500,000	1,311,450	414,768	21,080,772
Total FY02		\$15,086,554	\$4,293,000	\$500,000	\$1,311,450	\$655,484	\$21,846,488

FY03 Appropriation Request

Agency	Application	General Revenue	Federal Funds	Workers Comp Funds	Highway Funds	Lottery Funds	Total
OA	E-Government Infrastructure	4,722,563					4,722,563
OA	B2B System	448,000					448,000
DESE	Grants	2,250,000	2,250,000				4,500,000
DESE	Community Connection	350,000					350,000
DOLIR	Employer Reporting	0					0
MSHP	MO Uniform Law Enforcement Sys	435,860			711,140		1,147,000
MSHP	Criminal History Record System	725,248					725,248
DOR	Withholding Tax Filing	500,000					500,000
DOLIR	Automated Integrated Claims Sys.	0		475,000			475,000
DOR	Motor Vehicle e-Liens	300,000					300,000
MSHP	Traffic Arrest System/Alcohol Drug Offender Record System	0			1,078,688		1,078,688
DOLIR	Wage Order	150,000					150,000
Lottery	Web Marketing FY03	0				220,000	220,000
Lottery	Telemarketing and Ticket Distribution Retailer	0				50,000	50,000
Lottery	Management Information System	0				125,000	125,000
DOR	Corporate/Franchise Tax Filing	200,000					200,000
DOR	Business Tax Tracking	500,000					500,000
DNR	Rideshare Program	18,000					18,000
DSS/DMH/ DOH/MSHP	Employee Disqualification List/Agency Integration	150,000					150,000
Total FY03		\$10,749,671	\$2,250,000	\$475,000	\$1,789,828	\$395,000	\$15,659,499

FY04 Appropriation Request

Agency	Application	General Revenue	Federal Funds	Total
OA	B2B System	448,000		448,000
DESE	Grants	2,250,000	2,250,000	4,500,000
DESE	Community Connection	350,000		350,000
DNR	Water Quality Information System	60,000		60,000
DOH	Death System	75,000		75,000
DOR	Personal Income Tax Account Status	750,000		750,000
DOLIR	Appeals	0		0
Total FY04		\$3,933,000	\$2,250,000	\$6,183,000

FY05 Appropriation Request

Agency	Application	General Revenue	Federal Funds	Total
OA	B2B System	448,000		448,000
DESE	Grants	2,250,000	2,250,000	4,500,000
DESE	Community Connection	350,000		350,000
DOR	Dealer Vehicle Titling	500,000		500,000
DOR	Drivers License Renewal	500,000		500,000
DOR	Dealer License Registration	150,000		150,000
DOR	Use Tax Filing	0		0
DNR	Environmental Emergency Response Tracking System	500,000		500,000
Total FY05		\$4,698,000	\$2,250,000	\$6,948,000