



**General Manager's Report
Quarter 3 - 2010**

Prepared by Jamie Gage
General Manager
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Table of Contents

EXECUTIVE SUMMARY	3
Q3 2010: DETAILS	4
<u>Service/Website Launches & Feature Upgrades (9)</u>	<u>4</u>
<u>2010 Projects in Development/Technical Analysis (11):</u>	<u>5</u>
<u>ECMS Sites Currently in Progress Toward Launch (5):</u>	<u>5</u>
<u>Other potential 2011 online service projects (9):</u>	<u>5</u>
<u>Partner Relations.....</u>	<u>6</u>
Q3 2010: PORTAL STATISTICS.....	6
PORTAL HIGHLIGHTS 2009 - 2010.....	7

EXECUTIVE SUMMARY

The third quarter of 2010 was a very productive and busy quarter for VIC. During this period we:

- **Won our 2nd consecutive Best of the Web Top 10 award for www.Vermont.gov**
- **Launched nine (9) new online services, websites, or service upgrades**, including 2 new widgets for the *MyVermont* portal & launch of the Proposed Rules Postings service (a Challenge project);
- **Signed Cavu Implementation SOW** for professional licensing with the Department of Health;
- **Received approval for eProcurement service from Joint Fiscal Committee of the Legislature;**
- **Added a new developer, Derek Devine, our 8th employee;**
- **Worked on over 25 additional service projects for the state**, including 8 for Challenges for Change

As evidenced above, the three months from June to September 2010 continued to establish e-government as a proven solution for Vermont state government and VIC. With our 2010 Best of the Web award, Vermont established itself - for the 2nd consecutive year - as one of the Top Ten states in the nation in e-government technologies, websites and services. This is a noteworthy achievement – in 2007, the state set a 3-year goal to be among the top 25 websites in the nation and has since rolled over that goal. Next year we plan to crack the Top 5.

The growing demand for online services throughout state government coupled with the Challenges for Change legislation made the 3rd quarter an extremely busy time for VIC. With the signing of two large projects with the Department of Health, the public announcement by the Governor of enterprise e-Procurement for the state by 2011 (to be built by VIC), and our sustained involvement on all web-related Challenges projects, we were fully engaged in e-government efforts. Indeed, during the quarter we began to deliver on several of the goals of the Challenges for Change legislation – through the three enterprise portals (human services, business, and permitting), the launch of the Proposed Rules Postings service for the SOS (estimated cost savings to Vermont = \$50K+), and new widget development for the myVermont service.

We also had several notable new projects begin development outside of Cfc. These included the two Health projects (Cavu professional licensing and Ladies First cancer screening services), the IRP/IFTA service with the DMV, and three services with the Department of Taxes (W2's/1099s, Homestead Declaration rewrite, and Property Transfer Taxes, the last for which we began statewide trainings and will launch in January). We also signed an SOW for an enterprise licensing service for the Agency of Agriculture, and worked on a new courts e-filing payment service for the Judiciary,

In the third quarter I appeared twice before the Joint Fiscal Committee of the Legislature to discuss fee services and VIC overall, had meetings with candidates for Governor (Dubie-R) and Secretary of State (Condos-D), and led our first-ever office retreat at Groton State Park. On the revenue side, even with the continued decline (-10%+) of Motor Vehicle Retrievals we ended up nearly \$60K over budget in Operating Income for the quarter - and look to meet most of our budgetary goals for the calendar year.

In sum, the third quarter of 2010 was very productive for VIC, and continued to establish us as the go-to source for e-government in Vermont. We are very proud of this achievement, and expect our ability to help the state will continue to grow.

Respectfully Submitted,
Jamie Gage, General Manager, Vermont Information Consortium

Q3 2010: DETAILS

Service/Website Launches & Feature Upgrades (9)

July:

Proposed Rules Postings Service	https://secure.vermont.gov/SOS/rules/
Highway Safety website	http://highwaysafety.vermont.gov
Sex Offender Registry Service	https://secure.vermont.gov/DPS/sor/agreement.php
Criminal Convictions Subscribers	https://secure.vermont.gov/DPS/criminalrecords/subscriber/

August

New myVermont widgets:

- Cities and Towns <https://secure.vermont.gov/myvermont>
- Proposed Rules Postings <https://secure.vermont.gov/myvermont>

September:

Vermont Criminal Information Center	http://vcic.vermont.gov
Vermont Emergency Management	http://vem.vermont.gov
Vermont Forensics Laboratory	http://vfl.vermont.gov

Best of the Web Award/Press:

"Vermont Recognized for Websites and Web Portals for Second Year in a Row"

<http://finance.yahoo.com/news/Vermont-Recognized-for-bw-3742307991.html?x=0&.v=1>

Additional Press:

"Governor Douglas Announces Implementation of eProcurement for the State of Vermont"

<http://www.vermont.gov/portal/government/article.php?news=1971>

"Vermont Mobile Home Parks Can Now Register Online with Housing Department"

<http://finance.yahoo.com/news/Vermont-Mobile-Home-Parks-Can-bw-3566315068.html?x=0&.v=1>

2010 Projects in Development/Technical Analysis (11):

- | | |
|--|------------------------------------|
| • Vital Records redesign (SOS/VSARA) | <i>PROPOSED LAUNCH: OCTOBER</i> |
| • Lead Compliance (HEALTH) | <i>PROPOSED LAUNCH: OCTOBER</i> |
| • IRP & IFTA Permitting (DMV) | <i>PROPOSED LAUNCH: OCTOBER</i> |
| • eCabinet Checkout Portal (JUDICIARY) | <i>PROPOSED LAUNCH: OCTOBER</i> |
| • Agriculture Weight & Measures (AAFM) | <i>PROPOSED LAUNCH: JAN 2011</i> |
| • VTDrives project: Services Migration (DMV) | <i>PROPOSED LAUNCH: JAN 2011</i> |
| • Property Transfer Tax Returns (TAX) | <i>PROPOSED LAUNCH: JAN 2011</i> |
| • Homestead Declaration (TAX) | <i>PROPOSED LAUNCH: JAN 2011</i> |
| • Ladies First health screening application (HEALTH) | <i>PROPOSED LAUNCH: APRIL 2011</i> |
| • Cavu professional licensing (HEALTH) | <i>PROPOSED LAUNCH: JUNE 2011</i> |
| • eProcurement (BGS) | <i>PROPOSED LAUNCH: JULY 2011</i> |

Additional Challenges for Change projects (8)

- | | |
|--|----------------------------------|
| • Permitting and Compliance Portal (SOV) | <i>PROPOSED LAUNCH: OCTOBER</i> |
| • W2's/1099's/Recons (TAX) | <i>PROPOSED LAUNCH: JAN 2011</i> |
| • MyVermont portal: Widget Development (SOV) | <i>ONGOING/UPCOMING</i> |
| • Unified Business Portal (SOV) | <i>ONGOING/UPCOMING</i> |
| • AHS myBenefits Portal (AHS) | <i>ONGOING/UPCOMING</i> |
| • Act 250 Forms online (SOV - ANR) | <i>ONGOING/UPCOMING</i> |
| • Creative Workforce website (ACCD) | <i>ONGOING/UPCOMING</i> |
| • DigSafe website (DPS) | <i>ONGOING/UPCOMING</i> |

ECMS Sites Currently in Progress Toward Launch (5):

The following is a listing of state agency websites that are in the active queue toward development. Please note this does not include the multitude of state websites which are in early resources/requirements gathering phase.

- Agency of Transportation/VTrans
- Office of Vocational Rehabilitation
- Voyages of Discovery
- Vermont Labor Relations Board
- Department of Children and Families (redesign)

Other potential 2011 online service projects (9):

- | | |
|-------------------------|---|
| • Health Premiums | • VDH Food & Lodging Mobile Inspections |
| • Fire Safety Licensing | • Municipal Payment Services |
| • Alarms | • Vermont Health Exchange |
| • Hazmat | • Lead Compliance testing service & fine payments |
| • Broadband service | |

Partner Relations

VDH partnership continues to grow with the Lead Compliance application nearing launch, the Cavu implementation about to begin, and Ladies First moving forward. We are also in discussions with them regarding 2-3 additional projects over the next 18 months.

DMV partnership continues to be strong with the imminent launch of the IRP-IFTA service. We also are working over the next several months on the service migration to VTDrives, and hope to re-interest the credit card processing payment service in 2011.

Tax partnership also continues to be strong, with several statewide trainings in September on the Property Transfer Tax application (due in January) and two CfC projects – W2's/1099s and Homestead.

DPS partnership continues to grow and strengthen with the launch of the new Sex Offender Registry and Criminal Convictions Subscription Service. They also approached us about enterprise licensing for the entire Department.

Judiciary partnership is strong with the development of VIC's payment engine for filings and fees in conjunction with their new case management system.

Q3 2010: PORTAL STATISTICS

1,295,203	Visits
575,997	Absolute Unique Visitors
3,399,796	Pageviews
2.62	Average Pageviews
00:01:57	Time On Site
42.36%	Bounce Rate
41.50%	New Visits

July:

Total Page Views (actual pages viewed): 331,330

Total Visits (visitors to the site – one visitor could have multiple page views): 127,420

August:

Total Page Views (actual pages viewed): 336,246

Total Visits (visitors to the site – one visitor could have multiple page views): 129,518

September:

Total Page Views (actual pages viewed): 340,097

Total Visits (visitors to the site – one visitor could have multiple page views): 131,909

Most Popular Pages (page views given):

	Page	Pageviews
1.	/portal/	125,634
2.	/portal/government/atoz.php	24,457
3.	/portal/government/	20,955
4.	/portal/employment/	10,761
5.	/portal/travel/	10,543
6.	/portal/employment/index.php?id=98	10,478
7.	/portal/vermont/	7,990
8.	/portal/search.php	5,476
9.	/portal/business/	4,843
10.	/portal/index.php	4,459

PORTAL HIGHLIGHTS 2009 - 2010

Staff VIC portal staff grows from 6 employees to 8
Awards Six (6) awards, including two consecutive Best of the Web Top 10 awards

