

# Iowa 100% E News

THE LATEST ON THE STATE'S 100% E WEB MIGRATION

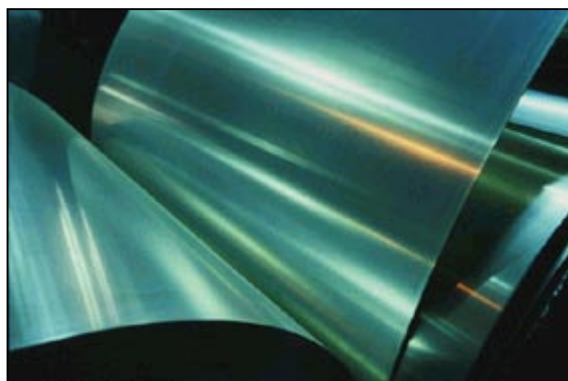
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Send comments and suggestions to [info@eiowacom.com](mailto:info@eiowacom.com)

Attn: 100% E Editor

## ALUMINUM AND SALT NEVER LOOKED SO GOOD



Perhaps the biggest efficiencies in the use of the Internet to conduct transactions may ultimately come in the area of procurement. Information technology allows government to create a wider marketplace by reaching more potential vendors. Last year, Pennsylvania purchased large amounts of aluminum and rock salt over the Internet. The number of bidders increased dramatically over that of previous years, and the state saved more than \$4 million.

State and local governments across the country are embracing the digital domain to streamline business processes, enhance services to citizens, and make government more accountable.

IBM recently designed and now hosts a site for the State of Arizona that residents can use, credit card in hand, to re-register their vehicles online in three minutes. The state pays IBM two percent of the fee for each transaction--much less than it would cost the state to perform those transactions itself.

In Indianapolis, a business owner can fill out a single form online, press a button, and the computer instantly fills out applications for all the requisite city, state, and federal licenses and permits.



## AND THE SURVEY SAYS....

State department directors and their senior staff are now completing electronic surveys on

100% E. The surveys will collect ideas and preliminary information

on any e-government applications that department managers are considering. They'll also track



projects that may be under way or have been completed.

"We want departments to fire up their imaginations and be bold in their thinking," said Dan Combs, director of the Bureau of Digital Government. "Now is the time to put forth all possibilities." Things that might seem way out there right now may actually be entirely workable—even practical—in the near future, especially as technology advances and

computing speed and capacity constantly increase.

Dan says that while almost anything is fair game at this stage, survey contributors should always be mindful that successful proposals for an e-government application will ultimately need to demonstrate some level of greater speed and productivity, cost savings and similar benefits that create a good return on investment.

*(cont'd on p. 2)*

## Survey (cont'd from p. 1)

The survey asks for a working title of the potential e-government project, who would benefit (certain groups of citizens, students, other government units, business owners, etc.) and how, and the basic components of the project such as financial transactions, database management, multi-media transmission, forms collection and other features.

### MORE RESEARCH TO FOLLOW

Soon all State employees and Iowa citizens will be invited to take part in an electronic survey to collect their e-government ideas. Be watching for announcements on this.

As results from these three survey groups are tabulated and examined, department managers, with assistance from Information Technology

Department project consultants, will review potential projects more thoroughly, determining customer needs, system requirements, architecture needs and software options.

Department directors and project leaders will then rank and prioritize e-government projects to determine which applications will be first to get planned and implemented.

# ALARMING DEVELOPMENT HITS INDIANA

Recently, city leaders in Indianapolis realized the process that people had to endure to obtain security alarm permits was time-consuming and tedious. Filling out forms, submitting forms, waiting for a reply--you know the drill! City leaders suggested the system be put online.

The firm hired by the city to help implement the project, however, went beyond simply automating an existing process: in a moment of brilliance the firm suggested that permits weren't even needed!

Why not just require the companies that installed the alarms to register them with the city over the Internet? Just like that, the city eliminated a whole layer of administrative busy-work.



So, the challenge is really not just to discover how 100% E can "automate" existing processes. The true challenge is moving beyond traditional ways of looking at the world and applying that breakthrough thinking to everyday work.

Think about the work you are doing **RIGHT NOW** - perhaps there is a moment of brilliance awaiting you.

### Let us have it

Any **questions** or **story ideas** you have on 100% E are welcome. Send them to [info@eiowacom.com](mailto:info@eiowacom.com). If you have story ideas, we'll give them a serious look. If you have questions, we'll track down the right people and publish answers.



## Factoid Farm



### E-GOVERNMENT ON THE RISE

Between June 1999 and December 2000, the number of e-government programs and services on state Web sites across the U.S. increased by nearly 400%. *Source: e-Business Solutions*

### IOWA WEB SITE USAGE EXPLODES

The number of monthly visitors to the State of Iowa Web site increased by nearly a million visitors a month between January and December, 2000 (from 1.09 million in January to 2 million in December). *Source: IOWAccess Network*