



Presents the Nebraska.gov General Manager's Report & Business Plan Update

Fourth Quarter
October 2015 – December 2015

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Glossary of Terms

- **Free Service:** An application or website developed, hosted, and maintained by Nebraska Interactive that does not process payments.
- **Self Funded Service:** An application developed, hosted, and maintained by Nebraska Interactive that processes payments. Revenue from the service may or may not cover the cost of service, self fund.
- **Revenue:** Funds collected via a portal fee (user/statutory/partner) before revenue share to NSRB, hosting, merchant fees, marketing, etc.
- **Grant:** New application or enhancement funded by a grant obtained by the partner.
- **Time & Materials:** A new application or enhancement funded by the partner on a time and materials rate.
- **Margin Share:** Are typically non-transactional services which are not subject to a 10% Margin share due to the NSRB. These service do not include transactions such as T&M, Annual Subscriber revenues or are not subject to the NSRB through Legislation such as Courts and the Legislature

Overview of Nebraska Interactive Financials and Margin Share

	2015	2014	2015	2014
	Sept	Sept	Jan-Sept	Jan-Sept
NI Revenue	\$470,147	\$448,117	\$5,975,897	\$5,311,209
10% NSRB Margin Share**	(\$32,140)	(\$31,507)	(\$401,496)	(\$366,439)
Gross Margin	\$438,008	\$416,610	\$5,574,401	\$4,944,771
Operating Expenses	(\$374,038)	(\$300,437)	(\$3,973,241)	(\$3,632,434)
Nebraska Interactive Pre-Tax Income	\$63,970	\$116,173	\$1,601,160	\$1,312,336
Nebraska Interactive Provision for Income Tax Expense	(\$25,637)	(\$33,739)	(\$641,689)	(\$515,980)
Nebraska Interactive Net After-Tax Income	\$38,333	\$82,434	\$959,471	\$796,356

** This revenue is deposited into the NSRB Cash fund and reported in the NSRB Cash Fund Balance Report in the Executive Director's report. This Partner share is the primary contributor to the NSRB Cash fund.

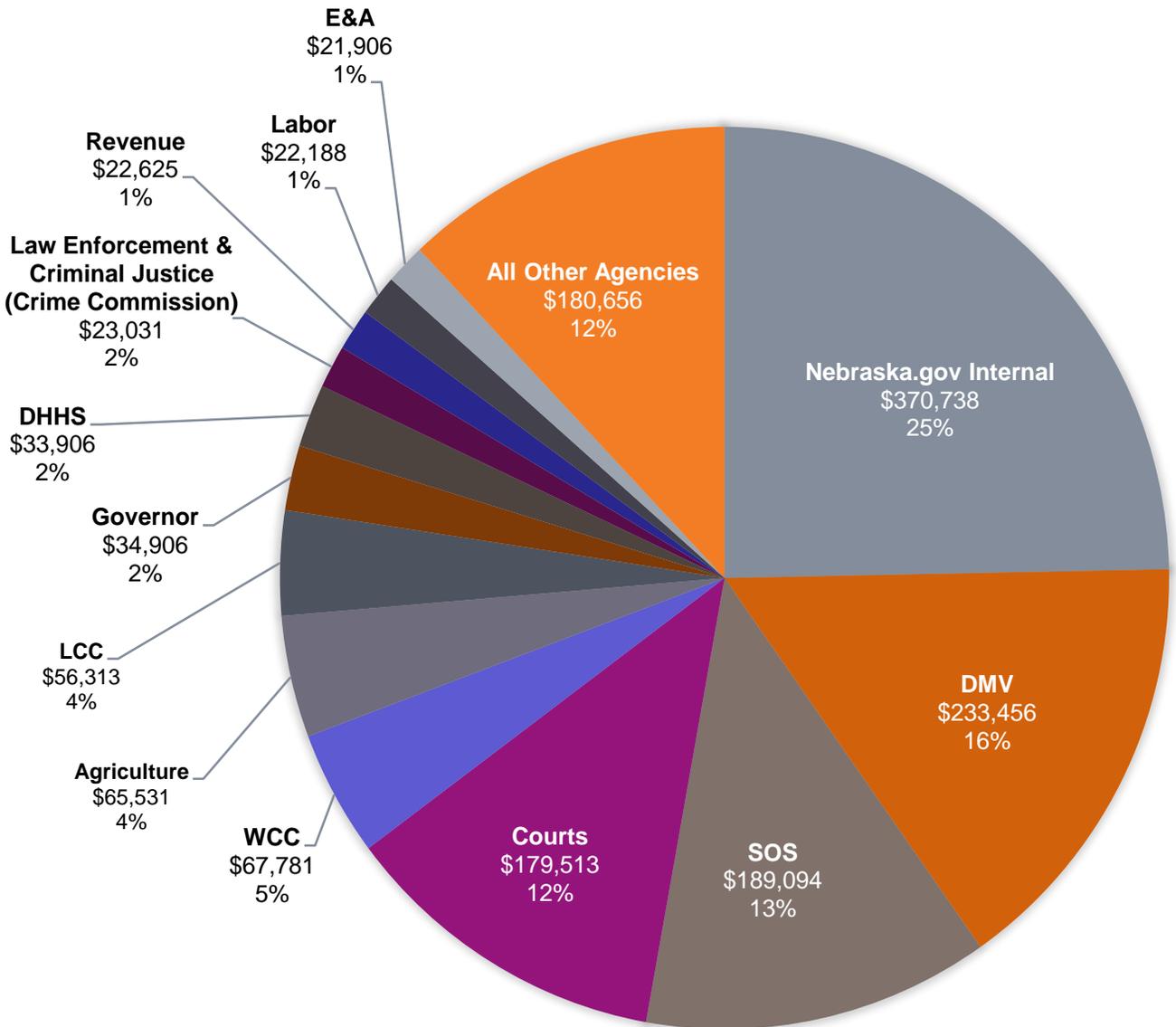
Nebraska Interactive Revenue Subject to 10%

There are a very limited number of services which are not subject to a 10% Partner share. These services do not include transactions such as T&M, Annual Subscriber revenues or are not subject to the NSRB through Legislation such as Courts and the Legislature.

NI Revenue	\$470,147	\$448,117	\$5,975,897	\$5,311,209
Courts, Subscriber and T&M (not included in NSRB 10%)	\$148,747	\$133,047	\$1,960,937	\$1,646,819
NI Revenue Subject to 10%	\$321,400	\$315,070	\$4,014,960	\$3,664,390

Business Plan Portal Strategy #1: Expanding the Network

**Project Management & Development Cost Avoidance
Q1 - Q4 2015 = \$1,501,644**



Quarter 4 Projects Launched and 2015 Projects Launched

4th Quarter Projects Launched

Abstracters Board of Examiners

- Company & Individual License Search Re-templates (*Enhancement*) – 11/16/2015
- License Searches - Additional changes to license & company search (*Enhancement*) – 11-16/2015
- Abstracters Board of Examiners Website Redesign (*Website*) – 11/16/2015

Department of Agriculture

- NDA Quarterly Report - Price Change for Dry Bean (*Enhancement*) – 10/14/2015
- NDA Quarterly Reports Remove Natl Fees CR (*Enhancement*) – 10/14/2015

Nebraska Coordinating Commission for Postsecondary Education (CCPE)

- CCPE website (*Website*) – 11/23/2015

State Court Administrator

- Court Public Guardian Event Registration (*Enhancement*) – 10/26/2015
- Court Citation Payments - Add Middle Initial to App & WS (*Enhancement*) – 12/21/2015
- Courts ePub Display & sort order change (*Enhancement*) – 12/16/2015

State Electrical Division

- SED-Contractor Permits - Add Field Irrigation Option & Correct Fees (*Enhancement*) – 11/10/2015

Nebraska Emergency Management Agency

- Event Registration NEMA (*Enhancement*) – 11/19/2015

Board of Engineers and Architects

- NBEA (Engineers & Architects) website redesign (*Website*) – 12/9/2015
- Comity - Data Validation/Text Changes (*Enhancement*) – 11/10/2015
- E&A Event Reg (*Enhancement*) – 10/26/2015

Department of Health and Human Services

- DHHS License Search Enhancement (Filter Functionality Changes) (*Enhancement*) – 12/14/2015
- DHHS Practitioner List Retemplate (*Enhancement*) – 12/21/2015

Department of Labor

- DOL-Unemployment Overpayments-CCP (*New Application*) – 12/17/2015

Local Government

- OTC - City of Gibbon (*Enhancement*) – 12/10/2015
- OTC - City of Fairfield (*Enhancement*) – 12/21/2015

Continued on page 7

Quarter 4 Projects Launched and 2015 Projects Launched (continued)

Department of Motor Vehicles

- Fleet Motor Vehicle Registration Renewal Application (*Enhancement*) – 10/1/2015
- DMV, Motor Vehicle Registration Renewal eNotice (*New Application*) – 10/30/2015
- CDL Database - Federal Regulation Requirements (*Enhancement*) – 10/1/2015
- CDL - Desk Audit Enhancement (*Enhancement*) – 10/1/2015
- CDL Fed/Med in Batch Driver Record Search (*Enhancement*) – 10/1/2015
- Driver Record Changes - CDL Final Rule (*Enhancement*) – 10/1/2015
- DMV, CDL Desk Audit Ad Hoc Reports (*Enhancement*) – 10/1/2015
- DMV, Specialty Sesquicentennial Plate (*Enhancement*) – 10/1/2015
- DMV-Specialty Plate Military Honors (*Enhancement*) – 12/7/2015
- DMV, CDL Testing & Appointment System, Add VI form (*Enhancement*) – 10/1/2015
- DMV, CDL Audit Calendar Location Edit function (*Enhancement*) – 12/17/2015
- DMV, eNotice Enhancement (*Enhancement*) – 12/7/2015
- DMV, Vehicle Reg_eNotice integration (*Enhancement*) – 12/17/2015

Nebraska.gov (Internal)

- 2015 portal updates (*Website*) – 12/31/2015
- Nebraska Interactive website www.nebraska-interactive.com (*Website*) – 10/15/2015

Secretary of State

- Add Verification IDs to e-mail receipt (credit card) (*Enhancement*) – 10/26/2015

Department of Veterans' Affairs

- VA Registry Enhancement Request for Military Plate (*Enhancement*) – 10/5/2015
- VA Website - Add Mail Form: DD214 Request Form (*Website*) – 12/28/2015

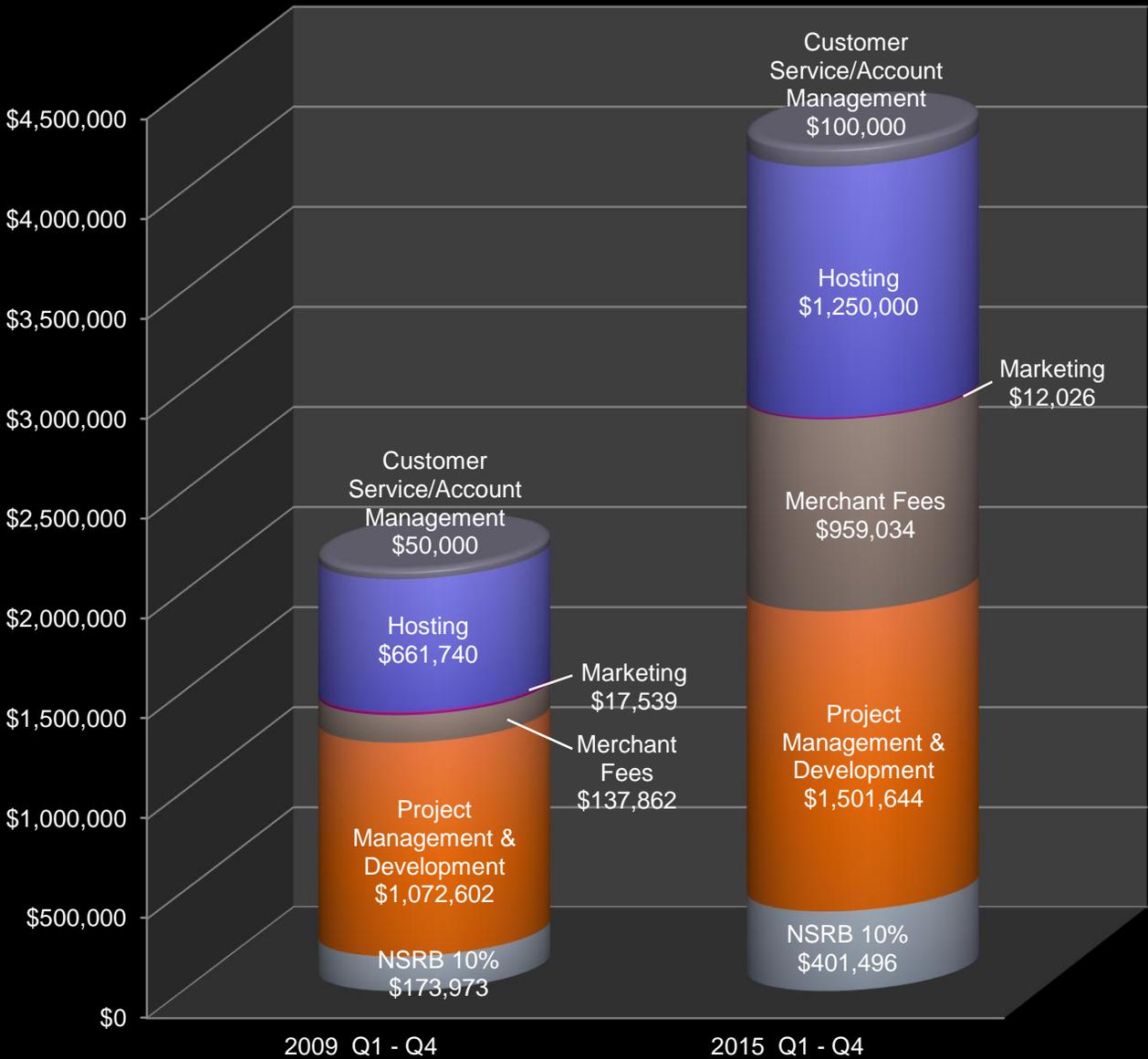
Deployments

Applications Deployed	Q4 2015	2015 Total
Self-Funded Application	5	7
Non-revenue Application	0	2
Grant/Time & Materials Application	0	1
Websites deployed	6	11
Self-Funded application enhancements	19	44
Non-revenue application enhancements	7	9
Grand/Time & Materials application enhancements	0	0
Number of implemented changes*	72	382

*Changes include code enhancements as well as bug fixes, security updates, requested text changes, etc.

Overview of Portal Financial Value

2009 vs 2015 Self-funded Value for the State of Nebraska



Note: The above graph is not all inclusive.

Displayed values are based on the top 6 classifications.

Recognition of Excellence from 2009-2015



2009 Finalist – Nebraska Court eFiling System (NACIO Awards)

2013 Finalist – Nebraska Handicap Parking Permit Application and Management System (NACIO) Cross-Boundary Collaboration & Partnerships)



2009 Nebraska.gov ranked in the top 10 best state government websites (State Portal Category), sponsored by the Center for Digital Government

2012 Nebraska.gov ranked in the top 10 best state government websites (State Portal Category), sponsored by the Center for Digital Government

2013 Nebraska.gov ranked in the top 10 best state government websites (State Portal Category), sponsored by the Center for Digital Government

2013 Winner – Nebraska Handicap Parking Permit Application and Management System (Driving Digital Government State Government Category)

2014 Nebraska.gov ranked in the top 10 best state government websites (State Portal Category), sponsored by the Center for Digital Government



2010 Honorable Mention – Nebraska Judicial Branch Internet Payment System (Center for Digital Government Category).

2011 Winner – Nebraska ClickDMV (Center for Digital Government-to-Citizen State and Federal Government Category).



2012 Winner – Nebraska Online Rules and Regulations Tracking System (National Association of Secretaries of State (NASS) IDEAS Award)

Recognition of Excellence from 2009-2015 continued



2014 The Nebraska Department of Motor Vehicles (DMV) was awarded the Pioneer Institute Better Government Competition Runner Up award for the Handicap Parking Permit Application and Management System.



2015 Nebraska Interactive's work on www.nebraska.gov received a Gold Award Winner in the Website Features – Home Page Category. The W³ Awards honors creative excellence on the web, and recognizes the creative and marketing professionals behind award winning sites, videos and marketing programs.



2015 Nebraska Interactive's work on www.governor.nebraska.gov received a Silver Award Winner in the General Website – Government Category. The W³ Awards honors creative excellence on the web, and recognizes the creative and marketing professionals behind award winning sites, videos and marketing programs.



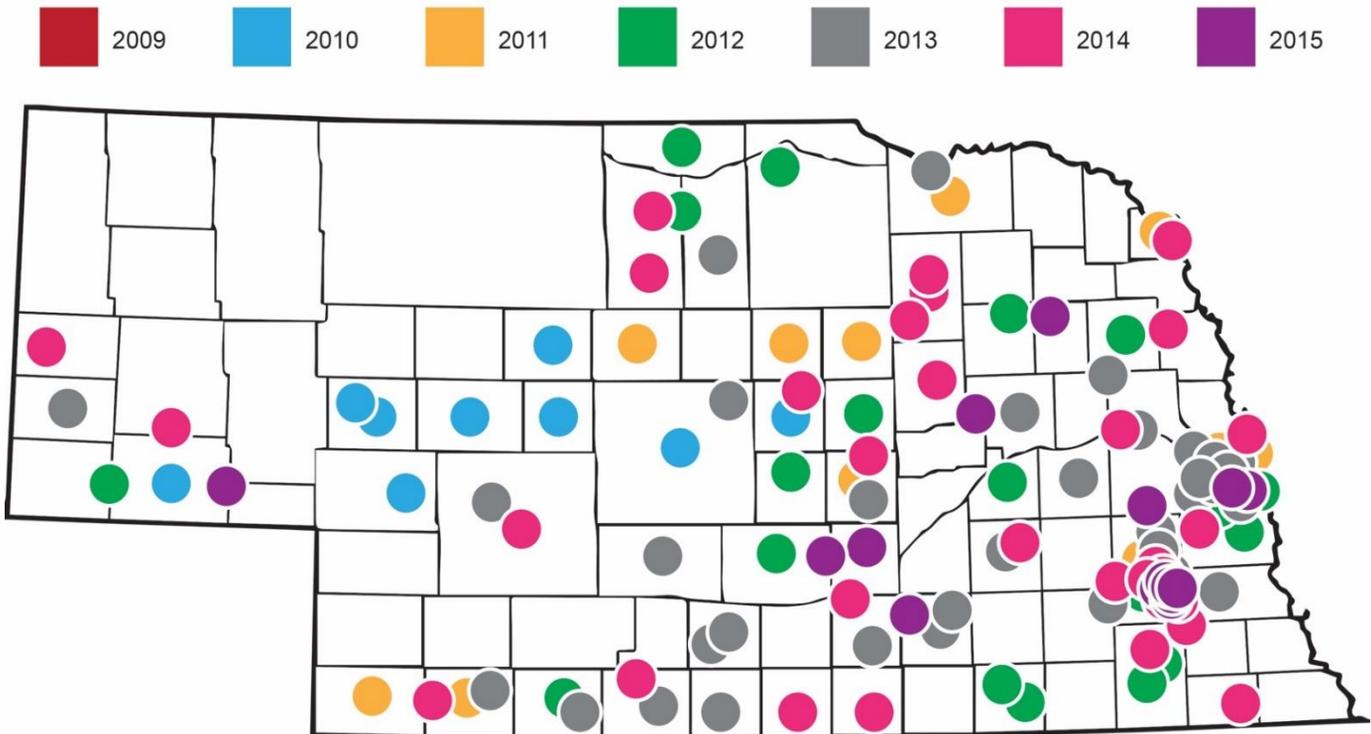
2015 The Nebraska Department of Veterans' Affairs Military and Veteran's Registry Application was awarded a State Scoop Award for State IT Program.



2015 Nebraska Interactive's work on www.nebraska.gov received a Silver Award of Distinction in the Government websites category. The Communicator Awards is the leading international awards program recognizing big ideas in marketing and communications.

Local Business Initiatives

A Contract in Review: **PAYPORT**[®] Implementations



- 2009 = 0 Implementations
- 2010 = 9 Implementations
- 2011 = 11 Implementations
- 2012 = 19 Implementations
- 2013 = 35 Implementations
- 2014 = 34 Implementations
- 2015 = 15 Implementations

123 **PAYPORT**[®] Implementations

The easiest, safest and most cost effective way to accept credit cards in the office or online.

2015 and into the Future, Our Growth Trajectory

In order to drive success in the company we must be Willing to be Accountable for that which is Necessary to build Trust

Willing

- The foundational principle required by all stakeholders to continue to deliver successful services to constituents.

Accountable

- Manage the benefits and risks of the State portal
- Grow the company financially and physically to meet the expectations of the constituents
- Mitigate operational risks and challenges with the portal
- Electronic reporting for a more dynamic information

Necessary

- Data driven services - Gamification, Predictive, Insightful services
- Full life cycles services - eProcurement, Enterprise Payments, Game Check, Modernized Tax Filing, Vital Statistics
- Enterprise services - OnTheGo payments, eGovExpress, Gov2Go
- Single Sign-on to create a cohesive user experience across all State services
- Project Process Evaluation for efficiency
- Investment in Business tools to increase visibility to partners
- Service Portfolios for agencies to understand available services
- Grow company headcount to meet demands
- Increasing transaction volumes to lower state costs

Trust

- Expand Security and integrity of the State enterprise
- Utilize the portal as a valued and trusted partner for delivering government services
- IT cost efficiencies, revenue recovery and cost avoidance across the state enterprise
- Portal revenues support increased resources and company expansion
- Expand eGovernment platforms to make it easier to do business in Nebraska

“Trust is the glue of life. It’s the most essential ingredient in effective communication. It’s the foundational principle that holds all relationships.”

– Stephen Covey

Network Uptime, Response Time, Issues Quarterly Reporting

UPTIME REPORT

RESPONSE TIME REPORT

OCTOBER	NOVEMBER	DECEMBER
100%	99.97%	99.96%

OCTOBER	NOVEMBER	DECEMBER
Avg. response time 506 ms	Avg. response time 504 ms	Avg. response time 528 ms

NETWORK ISSUES DETAIL REPORT

	Start Time	End Time	Time*	Description	Impact
11/7/2015 To 11/9/2015	2:10 PM	9:00 AM	18:50	State of Nebraska had a power outage during a scheduled network maintenance. This took down their networking. Recovery efforts started immediately and various services were available at different times through out this incident.	Any service that communicates to State of Nebraska systems were unavailable at various times. Due to the nature of the event, as different parts of the State's networking went up and down, so did the service that depends on it.
11/20/2015	11:40 AM	11:45 AM	:05	A standard load balancer rule was being made for abstracter.nebraska.gov to send traffic to their new site. An unexpected error happened that broke other rules. The change was immediately rolled back.	NI hosted websites were temporarily unavailable. All applications and services were still up and responding to users.
12/13/2015	4:00 AM	4:15 AM	:15	The latest system patches were applied to our servers.	Websites and services were not available.

* Downtime reporting tool rounds the time to 5 minute increments, actual downtime may be less.

NIC projects and portals in the news

Arkansas Community Corrections Launches Online Resident Banking

Finance.yahoo.com | 12.01.15

<http://finance.yahoo.com/news/arkansas-community-corrections-launches-online-130000035.html>



Citizens can now securely send money to a resident's trust account online.

Taking death records digital: The Iowa experience

GCN.com | 09.25.15

http://gcn.com/articles/2015/09/25/digital-death-records.aspx?admgarea=TC_STATELOCAL



As digital death certification becomes standard, states like Iowa -- with an established system in place -- are taking a step back to evaluate what works, what doesn't and if they are happy with the results.

Illinois ponders digital driver's license

Watchdog.org | 12.09.15

<http://watchdog.org/250739/illinois-ponders-digital-drivers-license/>

Tired of carrying a wallet? Ready to go all digital, including your state ID?



Georgia, North Carolina take aim at tax fraud with new app

StateScoop.com | 10.06.15

<http://statescoop.com/georgia-north-carolina-take-aim-tax-fraud-new-app/>

A simple “selfie” could soon help prevent tax fraud in Georgia and North Carolina, thanks to a new federal grant.

The direction of computing is only going in one way—to the cloud.

