



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

First Quarter  
January 2016 – March 2016

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## **2016 Business Plan for Initial Contract Terms**

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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

## Manage - Overview of Nebraska Interactive Financials and Margin Share

	2016	2015	2016	2015
	March	March	Jan-Mar	Jan-Mar
NI Revenue	\$595,006	\$537,202	\$1,735,478	\$1,587,274
10% NSRB Margin Share**	(\$41,077)	(38,177)	(\$116,604)	(\$106,805)
Gross Margin	\$553,929	\$599,025	\$1,618,874	\$1,480,469
Operating Expenses	(\$397,392)	(\$329,928)	(\$1,195,742)	(\$956,547)
Nebraska Interactive Pre-Tax Income	\$156,537	\$169,097	\$423,132	\$523,922
Nebraska Interactive Provision for Income Tax Expense	(\$65,296)	(\$69,052)	(\$169,577)	(\$211,253)
<b>Nebraska Interactive Net After-Tax Income</b>	<b>\$91,241</b>	<b>\$100,045</b>	<b>\$253,556</b>	<b>\$312,669</b>

\*\* 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.

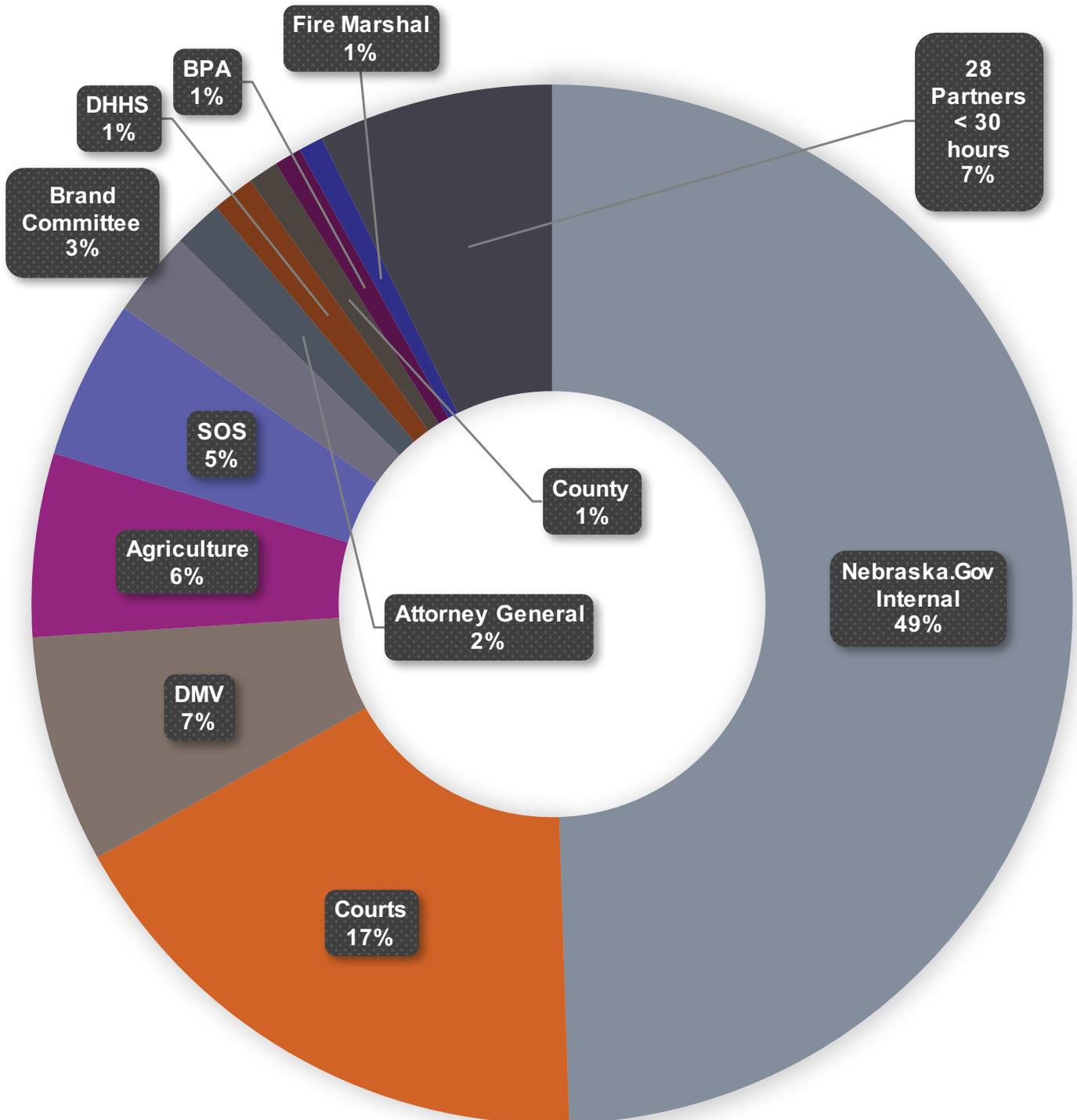
### Nebraska Interactive Revenue Subject to 10%

There a very limited number of services which are not subject to a 10% Partner share. 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.

NI Revenue	\$595,006	\$537,202	\$1,735,478	\$1,587,274
Courts, Subscriber and T&M (not included in NSRB 10%)	\$184,236	\$499,025	\$1,618,874	\$1,480,469
<b>NI Revenue Subject to 10%</b>	<b>\$410,770</b>	<b>\$38,177</b>	<b>\$116,604</b>	<b>\$106,805</b>

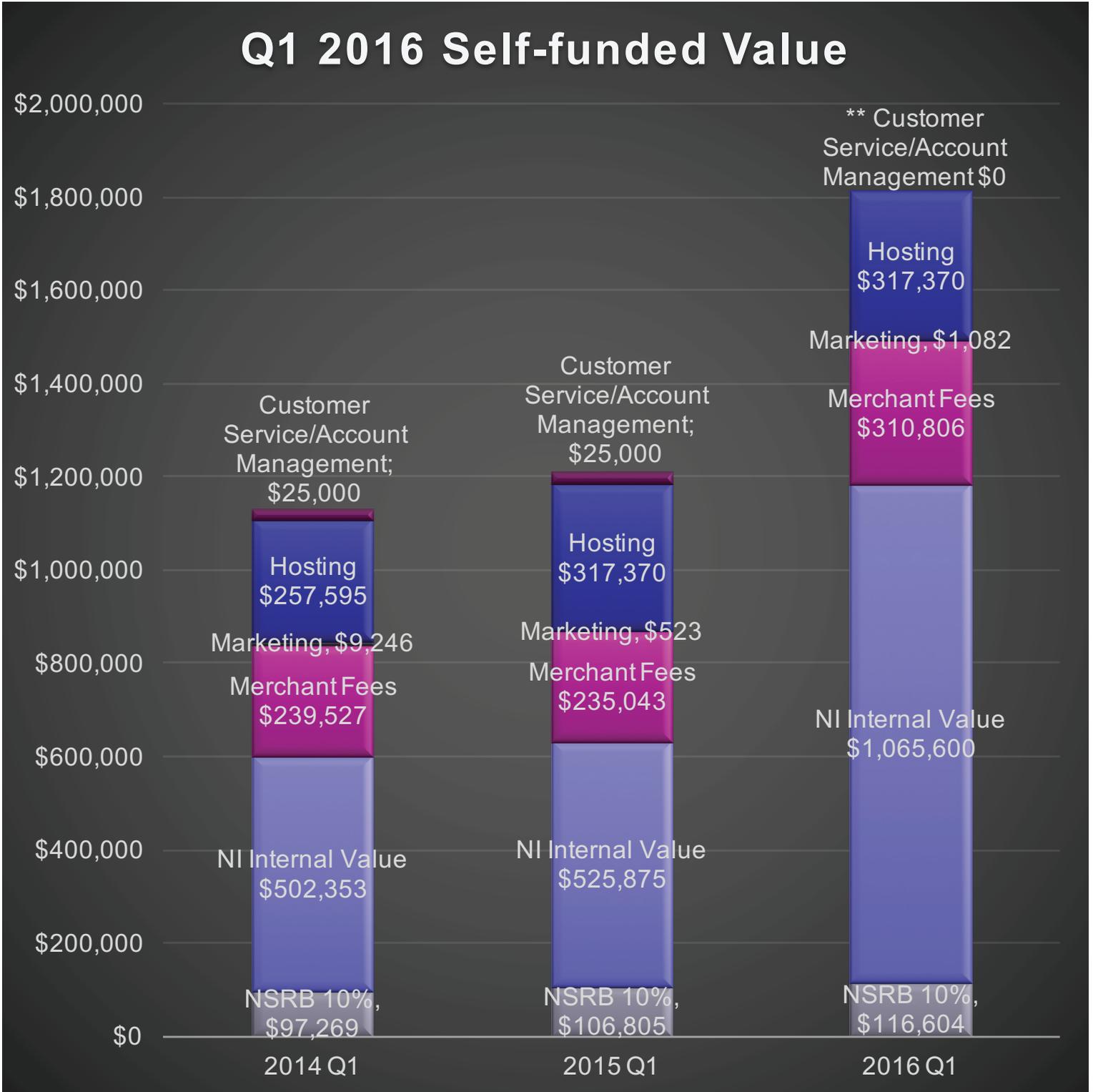
Manage - Business Plan

### Q1 2016 Resource Allocation % by Partner



Manage - Overview of Portal Financial Value

Q1 2016 Self-funded Value



**Note:** The above graph is not all inclusive.

\* Value categories displayed are based on actual expenses and Time & Material contract prices.

\*\* Customer Service for Q1 2016 is now included in NI Internal Value

Manage - Network Uptime, Response Time, Issues Quarterly Reporting

UPTIME REPORT

JANUARY	FEBRUARY	MARCH
99.9%	100%	100%

RESPONSE TIME REPORT

JANUARY	FEBRUARY	MARCH
Avg. response time 599 ms	Avg. response time 580 ms	Avg. response time 448 ms

NETWORK ISSUES DETAIL REPORT

None to report this quarter

**Nebraska Interactive Disaster Recovery Test**

On Saturday, January 23, 2016 Nebraska Interactive did a full disaster recovery test. We did a live failover to our Disaster Recovery (DR) data center in Allen, TX. During the testing period we ran all live traffic through our DR data center. We had our staff testing out services to validate their functionality along with monitoring for any problems. All of the tests were successful and no issues were found. Upon completion of our testing we successfully reverted back to our Primary data center in Ashburn, VA.

## Collaborate - Quarter 1 Projects Launched

### 1<sup>st</sup> Quarter Projects Launched

#### Nebraska.Gov Internal

- Migration - Elavon, SPS, ACH Pay, WorldPay - 03/31/2016

#### Department of Agriculture

- Milk Inspection Fee Reports (*Enhancement*) - 02/17/2016

#### Attorney General's Office

- Consumer Fraud "Protect the Good Life" (*Website*) – 03/07/2016

#### County Government

- Polk County Redesign (*Website*) – 03/01/2016

#### Board of Engineers and Architects

- Comity PDF Reports (*Enhancement*) – 03/24/2016

#### Commission Law Enforcement and Criminal Justice

- Crime Commission redesign (*Website*) - 01/11/2016
- Arrest Data Query Retemplate (*Enhancement*) - 01/11/2016
- Offense Data Query Retemplate (*Enhancement*) - 01/11/2016
- Basic JCR Query Retemplate (*Enhancement*) - 01/11/2016
- Enhanced JCR Query Retemplate (*Enhancement*) - 01/11/2016
- Offense Rates & Population Data Query Retemplate (*Enhancement*) - 01/11/2016
- County Map of Arrest & Offense Rates Retemplate (*Enhancement*) - 01/11/2016
- Agency Traffic Stop Data Reports Retemplate (*Enhancement*) - 01/11/2016

#### Local Government

- OTC - Village of Giltner (*Enhancement*) - 02/05/2016
- OTC - City of Wood River (*Enhancement*) - 03/21/2016

#### Department of Motor Vehicles

- Motor Voter Screen Conversion & UI Changes (*Enhancement*) - 01/01/2016
- MVR Add Plate Types (*Enhancement*) - 01/04/2016
- CDL Text DOB Location Edits (*Enhancement*) - 01/04/2016
- TLR Add Plate Types (*Enhancement*) - 01/11/2016
- TLR Add Plate Types (*Enhancement*) - 01/13/2016
- eNotice Prepopulate Data (*Enhancement*) - 03/21/2016

Continued on page 9

## Collaborate - Quarter 1 Projects Launched (continued)

### Nebraska Emergency Management Agency

- NEMA redesign (*Website*) – 02/01/2016

### Department of Revenue

- Motor Fuels Active Licensee Database Search Retemplate (*Enhancement*) - 02/02/2016
- Motor Fuels Tax Form Filings Retemplate (*Enhancement*) - 02/02/2016
- Motor Fuels Filings - New Tax Rates for Forms 74/74a & 86/86a (*Enhancement*) - 02/02/2016

### Secretary of State

- 2016 Annual & Biennial Report Filings (*Enhancement*) - 01/02/2016
- Voter Reg - DL Statuses/Permits & Voter Age (*Enhancement*) - 02/24/2016
- UCC Filing Image Corrections (*Enhancement*) - 03/02/2016

### Workers Compensation Court

- eFiling Image Links (*Enhancement*) - 03/29/2016

## Deployments

Applications Deployed	Q1 2016
Self-Funded Application	0
Non-revenue Application	0
Grant/Time & Materials Application	0
Websites deployed	4
Self-Funded application enhancements	15
Non-revenue application enhancements	9
Grand/Time & Materials application enhancements	1
Number of implemented changes*	110

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

Collaborate – Agency Spotlight

Featured Agency: Nebraska Judicial Branch



- 2016 — To date the AOC continues to realize the **value of our solutions** to improve efficiencies and business process, as well as, expand their reach to the citizens and businesses of Nebraska. With our continued partnership, we are currently working on many new projects with the AOC.
- 2015 — In 2015 the Workers' Compensation court promoted an eFiling system with a similar design, layout and workflow as the Trial Court System. The Library of Congress recognizes the Trial Court eFiling system as a full life cycle solution. After a demonstration of its capabilities, the LOC continues discussions about the implementation of the **NIC Company solution**.
- 2014
- 2013 — In the federal space, interest was brewing to find a solution for the Government Accountability Office after responding with the Nebraska Trial Court eFiling System as a potential resolution. NI presented in Washington, D.C..
- 2012
- 2011 — NI re-wrote the Nebraska Trial Court eFiling system, updating the current technologies and security. Using the self-funded model to develop these enhancements, Trial Court eFiling received attention from other states and the federal space. Realized savings by the courts are recorded at approximately \$775,000 per year for processing filings, printing costs and enhancements, changes or fixes.
- 2010
- 2009 — AOC recognizes the benefits of reconciliation using our **Transaction Payment Engine (TPE)**, and joined forces with NI to develop the ePayment system. This online service allows the Courts constituents to make payment(s) to the court and is launched in 2009. This system transacts more than 25,000 payments per year and disburses funds to each appropriate court.
- 2008
- 2007 — In 2008, NI launched the Nebraska Trial Court eFiling System. A system available **state-wide** developed to integrate and streamline court processes in every court. A revolutionary online service, that at the time, no other state had accomplished.
- 2006
- 2005 — The AOC began to engage the **self-funded model** and by 2007 they have 12 online services that had been developed, hosted and maintained by NI. All are current active services.
- 2004
- 2003 — Nebraska Interactive (NI) introduced the State Court Administrator (AOC) to our funding model and capabilities as the State's Network Manager. The working relationship led to the first collaboration of online services, Court Case Search.
- 2002

**Total # of Services:**

**41**

**Collaborate – Project Prioritization**

Project Priority  
March 28, 2016



Project Name	Typed of Project	Overall Score	Agency
Vital Records	Online Service	33	DHHS
Boiler Inspections (CommonCheckout)	Online Service	32	Department of Labor
DMV - Commercial Motor Vehicle Online Renewal and New CDL License from 3rd Party Testing School	Online Service	30	Department of Motor Vehicles
DMV Vehicle Registration - Re-issuance of New	Other	29	Department of Motor Vehicles
eNotice Prepopulate Data	Enhancement	29	DMV
CCW Renewal & Replacement Permits	Online Service	28	NSP
Change of Address	Online Service	28	Department of Motor Vehicles
Elevator Inspection Invoice Payments	Online Service	28	Department of Labor
ePayments Batch	Other	26	Courts
Appeals Court and Supreme Court eFiling	Online Service	24	Courts
DMV - CLP/CDL Data Form, and New, Renewal Replacement Card Class O, Class M and State ID	Other	24	Department of Motor Vehicles
DMV - Splate - Breast Cancer Awareness and	Enhancement	24	Department of Motor Vehicles
DMV - Splate - Mountain Lion Conservation	Enhancement	24	Department of Motor Vehicles
PreSentance Investigation Reports	Online Service	24	Courts/Probation
DMV - Certificate of Completion	Enhancement	23	Department of Motor Vehicles
Judge Portal Rewrite	Enhancement	23	Courts
eFiling Web Service Enhancement (CHARTS & New	Enhancement	22	Courts
ePayments Bulk Interactive	Enhancement	22	Courts
Appeal Application	Online Service	21	TERC
DMV - Specialty Plate - Historical Plates	Enhancement	20	Department of Motor Vehicles
Online Check Registry	Online Service	20	OCIO
eFiling Image Links	Enhancement	19	WCC
Nursery Fees	Online Service	19	NDA
Professional Certificate Renewals	Enhancement	19	Secretary of State
Corporate Document eDelivery System Re-	Re-template	18	Secretary of State

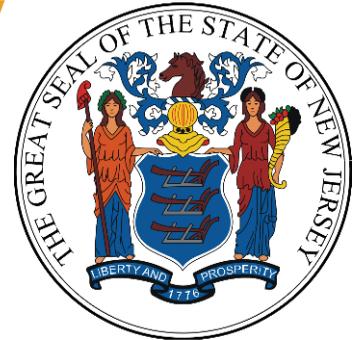
## Leverage - NIC projects and portals in the news

### New Jersey's Business Services Wins PTI Technology Solution Award

Finance.yahoo.com | 03.30.16

<http://finance.yahoo.com/news/jersey-business-services-wins-pti-120000659.html>

The New Jersey Division of Revenue and Enterprise Services is being recognized for its outstanding online business services that have simplified processes and increased efficiencies.



### Maryland Launches Online Notary Public Commission and Renewal Service

Finance.yahoo.com | 01.08.16

<http://finance.yahoo.com/news/maryland-launches-online-notary-public-130000122.html>

The Maryland Secretary of State has launched the Notary Public Online Application and Renewal Service that allows citizens to quickly and easily apply for a notary public commission, check their application status, renew existing commissions and update their information.

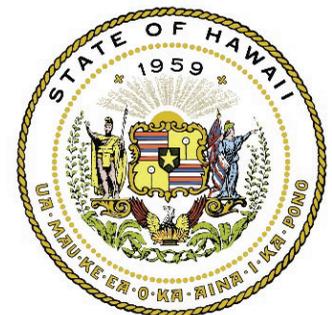


### Hawaii Medical Marijuana Dispensary License Application Now Available Online

Finance.yahoo.com | 01.14.16

<http://finance.yahoo.com/news/hawaii-medical-marijuana-dispensary-license-130000237.html>

The Hawaii State Department of Health (DOH) Medical Marijuana Dispensary License application is now available online at [mmjdisp.ehawaii.gov](http://mmjdisp.ehawaii.gov).



### Alabama Department of Revenue Offers Convenient Online Services to Taxpayers

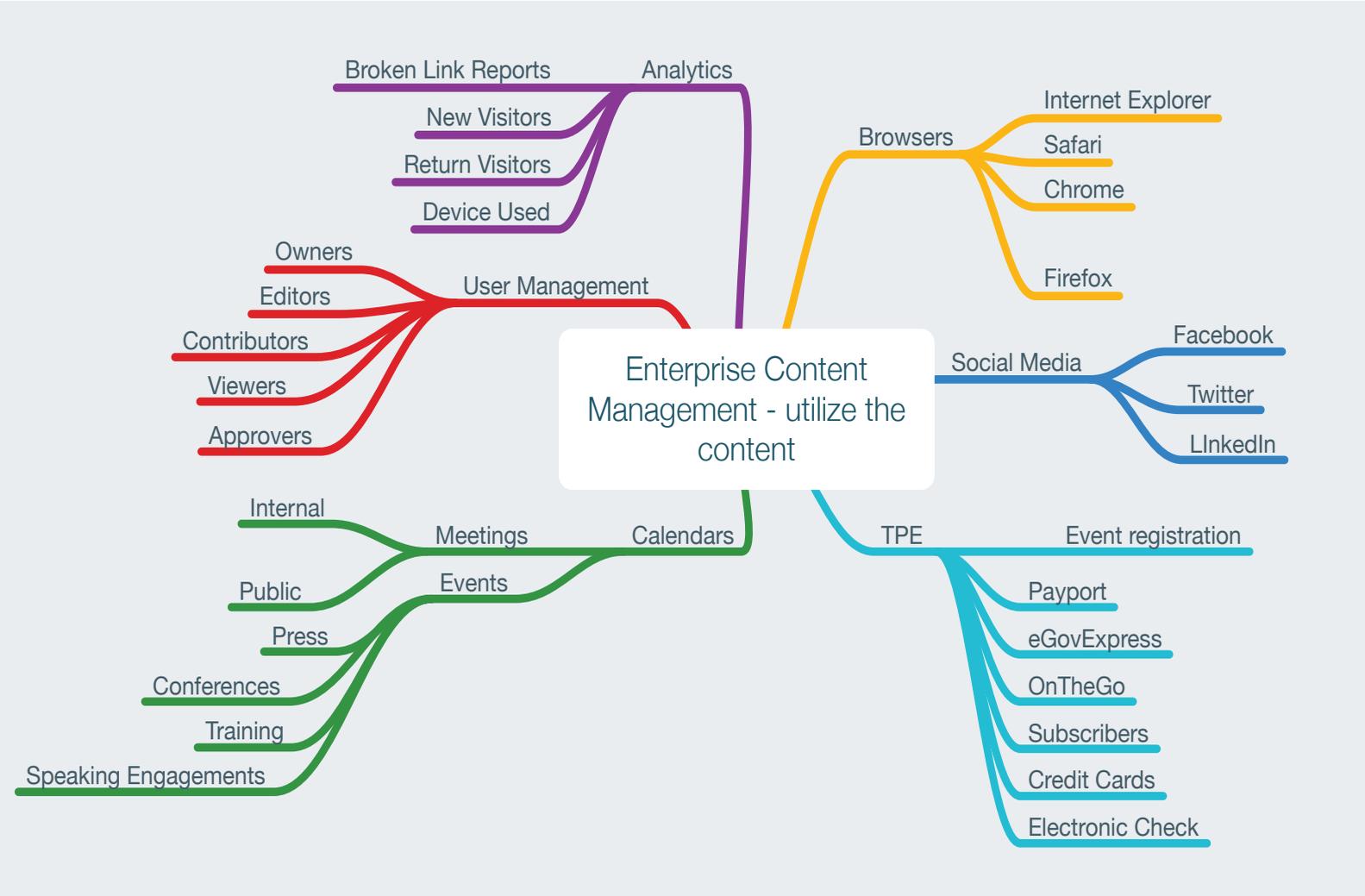
Finance.yahoo.com | 02.11.16

<http://finance.yahoo.com/news/alabama-department-revenue-offers-convenient-130000135.html>

The Alabama Department of Revenue is kindly reminding taxpayers of the many online services that can help alleviate stress for taxpayers during this tax season



Initiatives



Propose - New Services and Ideas Proposed to the State

iphone apps: Game and Parks

Utah's mobile hunting and fishing app now allows a mobile device to replace a paper license – the license featured on the mobile device can be shared with game wardens



Utah Hunting and Fishing

NIC Inc. Sports

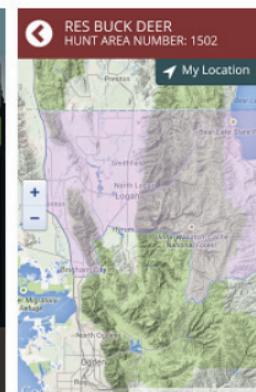
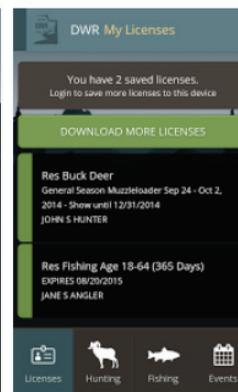
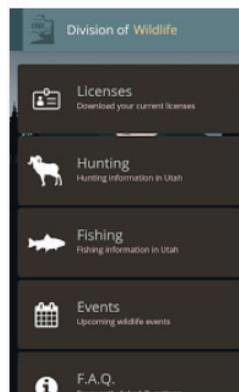
★★★★★ 286

Everyone

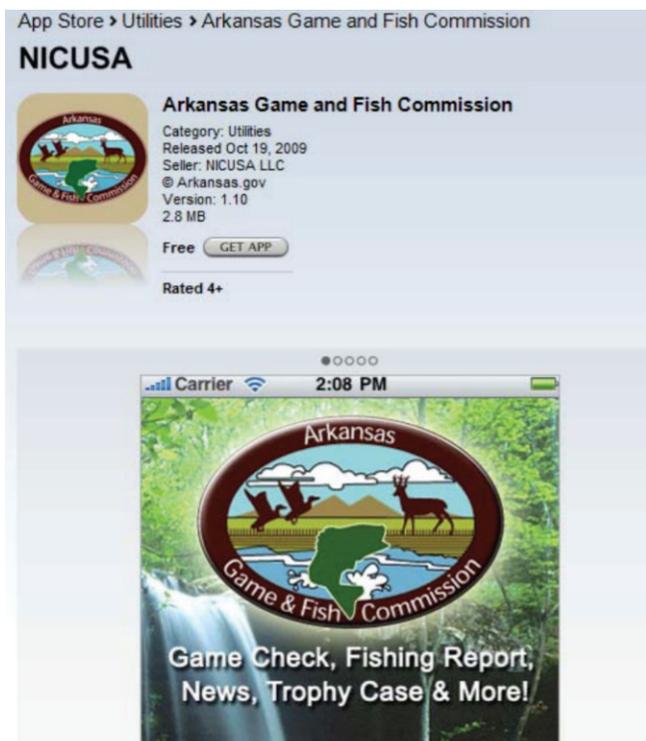
You don't have any devices

Add to Wishlist

Install



Available in Apple and Droid  
Funding: T&M/Transactional



In 2015, for the first time, more Arkansas hunters checked game via a mobile device than by using the traditional call-in number.

Arkansas Game and Fish Commission  
<http://www.agfc.com/fishing/Pages/fishingLocationsCo.aspx?show=03>

Funding: T&M/Transactional

## Propose - New Services and Ideas Proposed to the State (continued)

### Apple Watch: Department of Natural Resources

The NIC team in Maryland launched an app for the Apple Watch in partnership with the Maryland Department of Natural Resources. This app allows Maryland's water enthusiasts to discover nearby waterways right from their wrist. The app is one of the first to use geo-location on Apple Watch and helps people locate water trails and access points.

<http://www.agfc.com/fishing/Pages/fishingLocationsCo.aspx?show=03>

Funding: T&M/Transactional



### AccessDNR – Our Official Mobile App



AccessDNR is the official app from the Maryland Department of Natural Resources for the State's outdoor enthusiasts. Whether you want to visit a State Park, hunt or fish, explore waterways by boat or kayak, or simply watch wildlife, the AccessDNR app provides all the information and services you need on the go.

#### Features Include:

- Maps and directions to Maryland State Parks, trails, Wildlife Management Areas, boat launches and water access sites
- Maryland State Park activities and amenities by location
- Hunting season information by date
- An option for hunters to report their harvest directly to DNR
- A location-based sunrise/sunset display
- Trophy Case, where hunters can upload harvest photos and share through Facebook, Twitter or by email
- Maryland fish and shellfish identifier
- Tide time tables and state fish record information



Propose - New Services and Ideas Proposed to the State (continued)

**Apple Watch: Gov2Go**



It can be hard to keep up with your civic duties—things like assessing, paying property taxes and renewing your tags. But it's easy when you get Gov2Go. Think of Gov2Go as your personal government assistant: It plans your tasks for the year and reminds you when something is due, so you won't miss a deadline. Now that's public service.



**REMINDERS**

Get email reminders for important government deadlines.



**PERSONAL CALENDAR**

All your key government tasks for the year in one place.

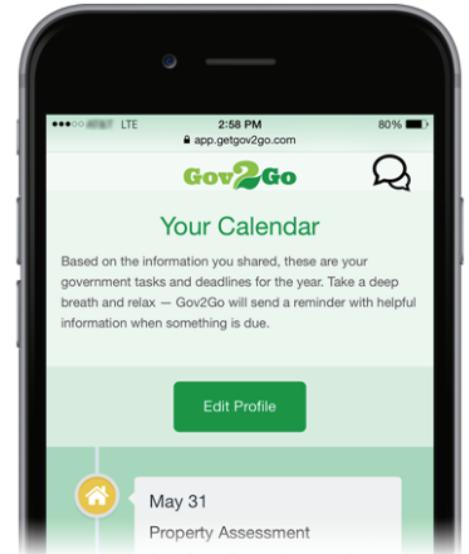


**ASK A QUESTION**

Need help? Send a text message and get an answer.

Enter Your Email Address

[Learn More About Gov2Go](#)



The long-awaited launch of the Apple Watch came this spring, and our team in Arkansas was the first to launch a government app for the new device. The app is called Gov2Go, and it serves as a citizen's digital government assistant that tracks government deadlines in a personalized calendar, and sends relevant reminders. When users enter some simple information, the app will send reminders for a variety of deadlines including paying property taxes, renewing vehicle registration tags, and more.

<https://www.getgov2go.com>  
Funding: T&M/Transactional

Propose – Staff Growth

Staff requirements to actualize initiatives

