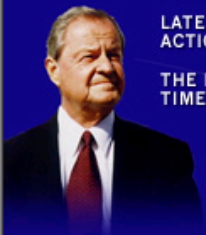


Innovation for the Benefit of Citizens: Access Indiana Information Network

Ms. Candy Irvén – Access Indiana, General Manager

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LATEST O'BANNON BUDGET ACTION

THE FINANCIAL TIMES OF INDIANA

accessIndiana

The Official Web Site of the State of Indiana



- ABOUT INDIANA
- GOVERNMENT
- ONLINE SERVICES
- LIVING IN INDIANA
- WORKING IN INDIANA
- LEARNING IN INDIANA
- VISITING INDIANA
- SOCIAL SERVICES
- FEATURED SITES
- NEED HELP?



Indiana General Assembly >

BMV Express Rapid Renewal >

Plan your Indiana Getaway >



Best of the Web Winner,
Presented by the Center for
Digital Government

KEYWORD SEARCH

Search IN.gov **GO!**

I want...

[CALENDAR](#) | [NEWS RELEASES](#) | [CONTACT US](#) | [ABOUT accessIndiana](#) | [SUBSCRIBER INFO](#)

[Text Version](#) | [Policies](#) | [Bobby 508 Approved](#) | [Disability Resources](#)

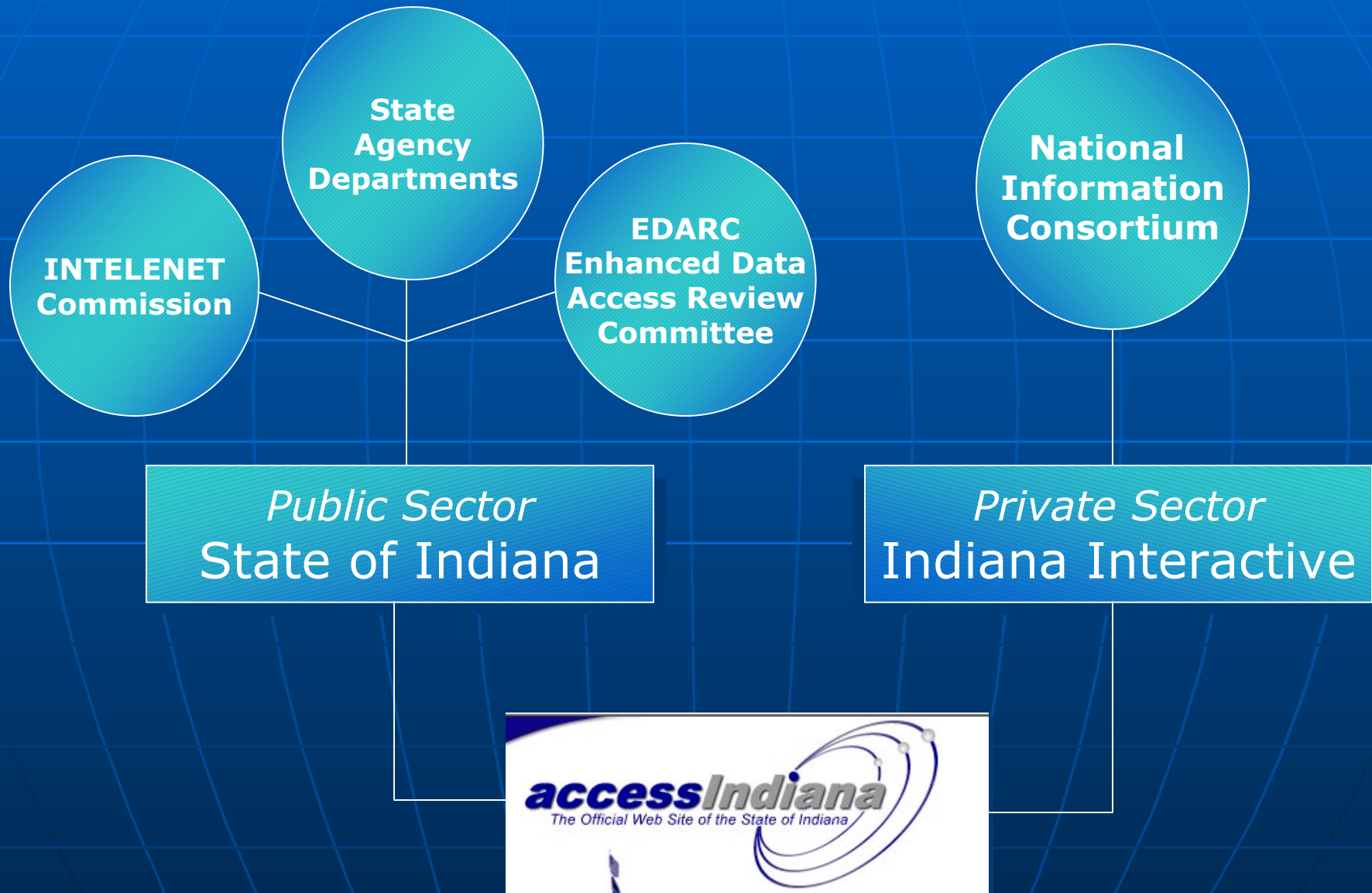
[Tell us what you think](#)

Background

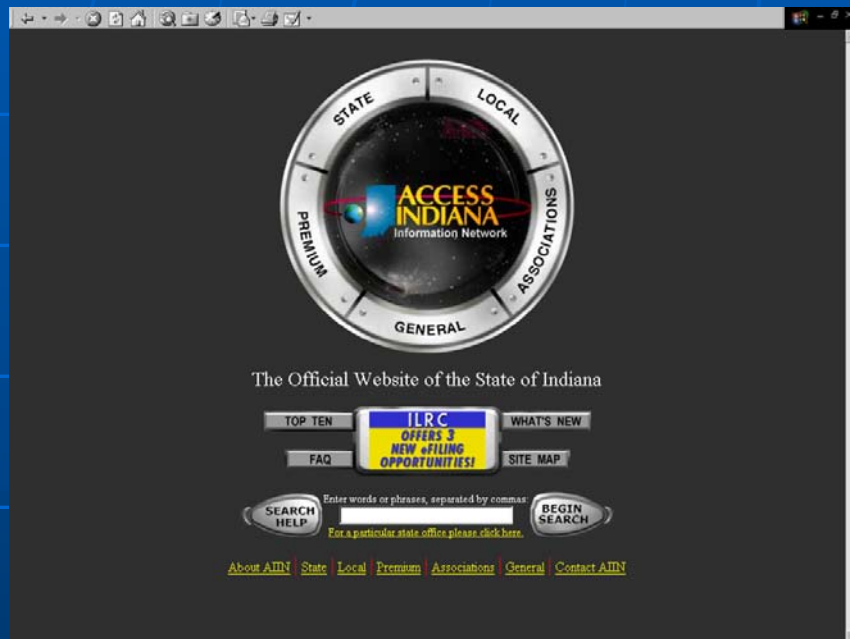


- Launched in 1995
- Primary gateway to State of Indiana
- Award winning site
- Nationally recognized funding model

Organization and Governance



Breathtaking Improvement



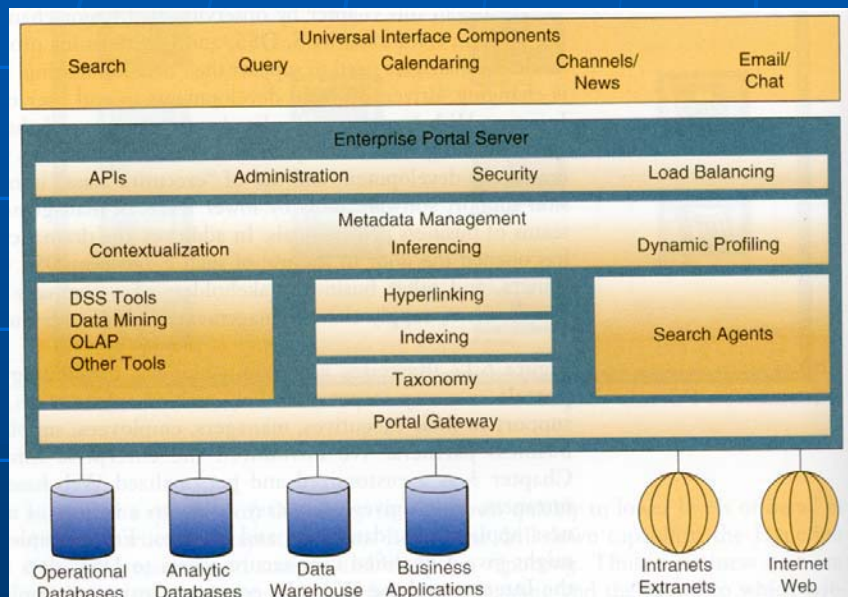
Original Web Portal
1998



Redesigned Web Portal

Technology-Related Challenges of Developing Web Portals

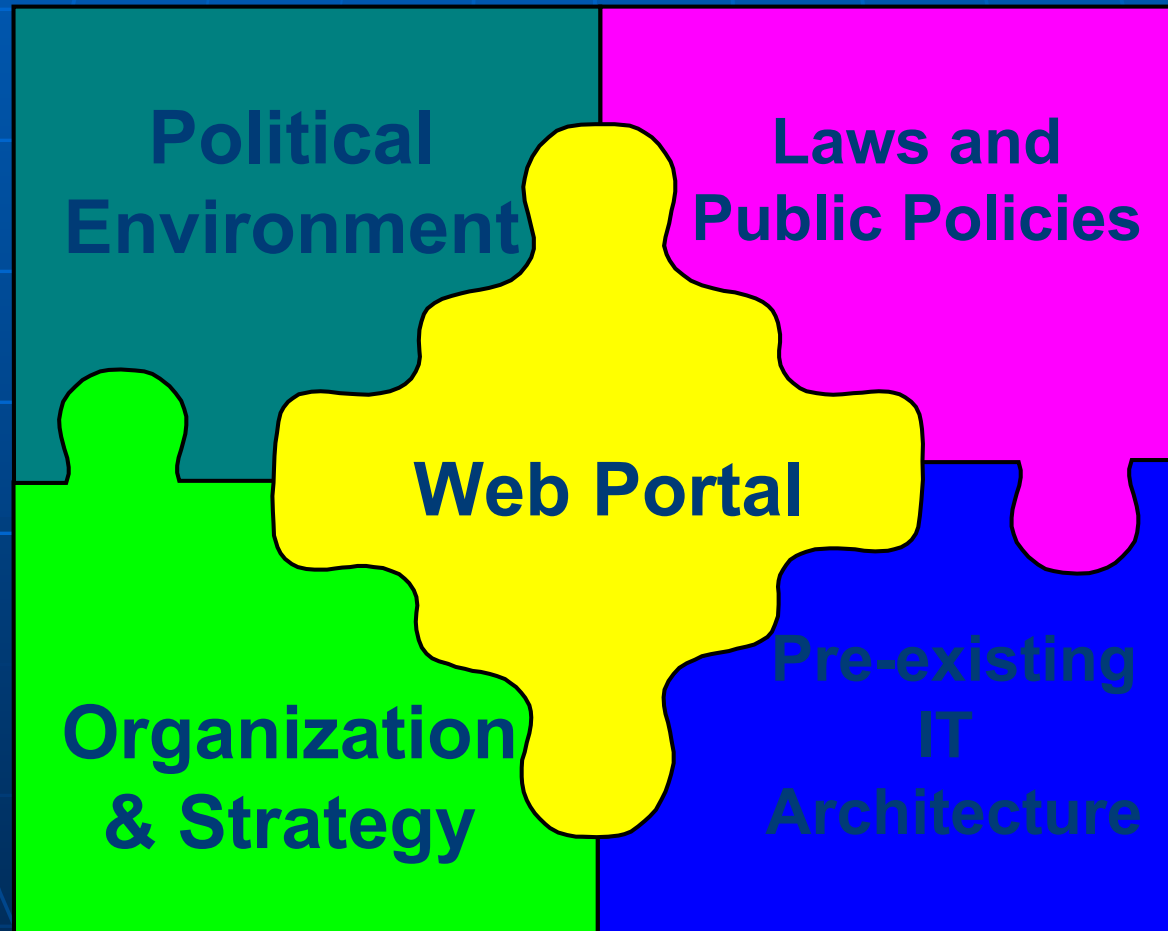
Diagram of Web Portal



Source: McGraw-Hill

- Redesign or develop new government services and software applications
- Integrate application through one interface
- Unable to use standard off the shelf solutions

Environmental Challenges of Developing Web Portal



E-Government Assets

- Highly competent IT human resource
- Reusable technology base
- Strong partnering relationships
- Systems Thinking

Critical Capabilities

- Having champions and a network of champions among stakeholders in the collaboration
- Evolving practices for coordinating work at the operational and tactical levels
- Co-develop policies, strategies, practices

Innovation for the Benefit of Citizens:

accessIndiana

linking hoosiers to government

Presented by:

Laura Larimer

*Chief Information Officer
State of Indiana*

Candy Irvn

*General Manager
Indiana Interactive, Inc*

What is *accessIndiana*?

- Official Web portal for the state of Indiana
- Every agency, every branch represented
- State government available to citizens 24/7
- Public – private partnership model

accessIndiana Funding Model

Primary funding for the portal comes from the assessment of modest convenience fees to end-users for a select set of services. Those convenience fees pay for the development, hosting, maintenance and marketing of accessIndiana portal services.

Critical Success Factors

- Commitment to Partnership
- Continuous Communication
- Trust and Team Work

Commitment to Partnership

- Definition of partnership
 - Must have a common definition
 - Must include “win-win”
- Similar to a marriage
 - Must agree “better together than apart”
 - Shared risk and reward
 - ...*Interdependency*

Commitment to Partnership

..... *What We Did Right*

- **Committed to Law**
 - Indiana Code 5-21
 - Operates under the authority of the Intelenet Commission
 - Governed by the Enhanced Data Access Review Committee (EDARC)
 - Defined “gateway” (now “portal”)
 - Continue to change legislation

Commitment to Partnership

..... *What We Did Right*

- Shared goals and vision at strategic level
 - EDARC
 - eTeam

Commitment to Partnership

..... *Lessons Learned*

- Commitment at all levels
- Cultural change at all levels
- Examples:
 - *Everything You Ever Needed to Know About accessIndiana But Didn't Know Who to Ask*
 - *Governor's Tech Group*

Continuous Communication

- **Develop the message**
 - Internal and external
- **Use all communication mechanisms**
 - One-to-one
 - Large group
 - Print
- **Repetition**

Continuous Communication

..... *Things We Did Well*

- **Provided human interface**
 - Project managers assigned to specific agencies
- **Listened to “folks in the field” and adapted**
 - Revisiting goals
 - Continuous evolution
 - Contractual terms and conditions

Continuous Communication

..... *Things We Did Well*

- Targeted potential customers with dedicated marketing resources
 - Industry tradeshow
 - Press releases
 - Industry publications

Continuous Communication

..... *Lessons Learned*

- Identify champions to communicate message
- Toot your own horn
 - Sharing success builds credibility

Trust and Team Work

- Challenge each other
- Trust your gut
- Choose the right people on both sides who work well together

Trust and Team Work

..... *Things We Did Well*

- Recognized not just choosing a vendor - choosing a partner
- Involved partners at the strategic level

Trust and Team Work

..... *Lessons Learned*

- Building trust and team work is an ongoing effort
- Must happen at every level

“Trust and teamwork are not going to happen day one. You have to build trust, earn respect, and grow the team over time.”

Where We Go From Here

- Continuous evolution of eGovernment
- Essentially starting over

Questions and Answers

Thank You!