

# Defining Online Services & Digital States Survey

CIO Forum - 17 June 2014  
Bill Schrier, Mary Groebner

# Digital States Survey

Goal:

Get an “A”  
on the 2014  
Survey



And our Grade in 2012 was ...



<http://www.govtech.com/cdg/digital-states/Digital-States-Survey-2012.html>

# Thank You!

- Lots of good info from YOU ...
- Online at OCIO “About”:  
<https://www.ocio.wa.gov/digital-states-survey>
- Acronym Dictionary too!
- Still time for input, e.g. Social Media

# Defining “Online Services”

## Results Washington: Objective 1.1.a

Increase number of services available online from X to Y by 2015; increase online services for mobile devices from X to Y by mid-2015

But What's the "X" Baseline?

# Example Online Services Page

utah gov

Government Employment Business Education Residents Visiting About Utah Connect Services Support Settings

APR 15 Total Lunar Eclipse Western Hemisphere

Out Of State >

Home > Online Services

## Online Services

Find an Online Service  All Categories

Everything State Federal Local

**Amber Alerts**  
Attorney General's Office, Department of Public Safety  
<http://attorneygeneral.utah.gov/protecting-children/amber-alert/>  
This Utah Amber Alert Web Page is just one source and tool for an Amber Alert Activation. This Web Site will be utilized to post updates or cancellations of the

**Annual Business Renewal**  
Department of Commerce  
<https://secure.utah.gov/abr/abr>  
Renew Business Registration, Update addresses, change registered principals,

**Apply for Head Start Online**   
Department of Health  
[https://utahclicks.org/uas/content/consumer/application\\_information.cfm?app=372#372](https://utahclicks.org/uas/content/consumer/application_information.cfm?app=372#372)  
Apply for Baby Watch, Baby Your Baby, CSHCN, Early Head Start, Head Start, and Medicaid.

### Services by Audience

- Citizen Services
- Business Services
- Gov to Gov Services

### By Industry

- Legal Industry
- Financial Industry
- Technology

### By Topic

- Agriculture and Food Production
- Education
- Energy and Utilities
- Health
- Housing and Community Development
- Human Services
- Jobs
- Natural Resources
- Public Safety and Corrections

# IT SERVICE

An *IT service* is a service which incorporates technology to respond to a defined business need. The business need may also have levels of service standards associated with it.

# IT APPLICATION

An *IT application* is a collection of IT services which are related.

# ONLINE SERVICE

An “*IT Online Service*” is a service delivered over the internet, via a web browser and without the need for vendor-specific, proprietary software.

# Online Services Definition Online @ OCIO

[www.ocio.wa.gov/definition-  
results-wa-measures-online-  
services-mobile-applications](http://www.ocio.wa.gov/definition-results-wa-measures-online-services-mobile-applications)

# Thanks Again to ...

- Mary Groebner
- Darrell Davenport
- Vel Rajagopal
- Everyone who tossed a tomato at me in April

