



**Statewide Internet Portal Authority
(SIPA)**

2006 Annual Report

(in accordance with C.R.S. 24-37.7-113)

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Statewide Internet Portal Authority (SIPA)

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Dear Members of the General Assembly:

Over the past few years, a great deal has changed in information systems management. Just a few years ago, simply providing websites and Government information via the Internet was revolutionary. These days, Coloradoans are going online to find information, interact with others, and complete transactions. Consumers now expect the same of their state government as they do of other online services—reliable, functional, and convenient service.

Already one of the most “wired” states, Colorado is showing no signs of slowing down. Colorado governmental entities have been responsive to this demand by providing electronic information and services to its citizens. In the past year the Colorado.gov portal has augmented the achievements of Colorado governmental entities and allows citizens to access even more electronic information and services through a single point of access, a one-stop shop for all government information and services regardless of department or agency.

Visits to the Colorado.gov portal have increased 11 percent over the last year (2006). The average number of visits per month to the Colorado.gov portal exceeds 2.1 million, and this does not include visits to specific department or local government websites. Over twenty new applications have been launched in the last 12 months, furthering citizens’ access to governmental services. In addition, enterprise services such as Content Management for websites and Payment Engine have been successfully deployed.

Colorado.gov is the gateway to Colorado government, and it is intended to be Colorado’s single most comprehensive delivery channel for eGovernment services. Many citizens prefer to interact with state and local government online, but they are often unsure of which governmental entity provides the information or services they want. The Colorado.gov portal allows citizens to easily navigate to the information they are seeking through a single point of access. Colorado.gov is the official web portal of the state of Colorado and represents a collaborative effort between the Statewide Internet Portal Authority (SIPA) and Colorado Interactive, LLC, a wholly owned subsidiary of eGovernment firm NIC. The portal is functioning with the input of citizens and with the participation of local government and state agencies.

The SIPA Board of Directors is pleased with the advancement of the portal thus far, and the Board looks forward to further successes next year. This has truly been a collaborative effort, and SIPA is very thankful to everyone involved.

Best regards,



*Representative Bill Cadman
SIPA Board Chairman*



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I. EXECUTIVE SUMMARY

Background

The Statewide Internet Portal Authority (SIPA) was created in 2004 with the signing of Senate Bill 04-244. SIPA is an independent public body politic and corporate, governed by an 11-member Board of Directors.

The Goals of the Portal Authority, outlined in Senate Bill 04-244, are to:

- Provide a single point of access to electronic government information, giving citizens an alternate way to transact business with state and local government.
- Allow for the integration of specific applications that have been developed or may be developed by state and local agencies.
- Solicit the input, leadership, and technical expertise of the various state and local agencies across the state of Colorado.
- Provide appropriate administration and oversight for a successful Statewide Internet Portal.

The portal is administered and managed by the Statewide Internet Portal Authority, and the Board of Directors has appointed an Executive Director. The Statewide Internet Portal Authority has partnered with Colorado Interactive, a subsidiary of NICUSA, Inc. Colorado Interactive designs, implements, and maintains the statewide portal.

Accomplishments

Thanks to the hard work and ingenuity of several individuals, a strong foundation has been built for SIPA to thrive for years to come. Colorado Interactive utilizes the self-funded model to provide the infrastructure and staff expertise required to develop, maintain, and host the Colorado.gov portal. The self-funded model requires no additional tax dollars, and Colorado will retain ownership of the content, data, and statutory fees. The funding cornerstone has been established through the sale of bulk driver records. The Colorado.gov portal has over 30 existing services and websites.

Future Activities

While the Colorado.gov portal already has over 30 existing services and websites, SIPA and Colorado Interactive look forward to the deployment of up to 20 applications over the next year when citizens will continue to derive significant value from the use of the statewide portal. SIPA strives to give citizens the choice to get out of line and conduct business online, at any time, from any place.

II. PURPOSE, MISSION, VISION, AND GOALS

Purpose

The Statewide Internet Portal Authority (SIPA) serves as the oversight body of the Colorado.gov portal. The Colorado.gov portal is the gateway to Colorado government, and it is intended to be Colorado's single most comprehensive delivery channel for eGovernment services. Many citizens prefer to interact with state and local government online, but they are often unsure of which governmental entity provides the information or services they want. The Colorado.gov portal allows citizens to easily navigate to the information they are seeking through a single point of access. Colorado.gov is the official web portal of the state of Colorado by act of the Colorado General Assembly, and it represents a collaborative effort between the Statewide Internet Portal Authority (SIPA) and Colorado Interactive, LLC (CI), a wholly owned subsidiary of eGovernment firm NIC.

Mission

To provide efficient and effective services for citizens through the use of modern business practices and innovative technology solutions.

Vision

Transform Colorado government service delivery through the use of technology, allowing a single point of contact for citizens to access state and local government information, products and services.

Goals

- Provide a single point of access to electronic government information, giving citizens an alternate way to transact business with state and local government.
- Allow for the integration of specific applications that have been developed or may be developed by state and local agencies.
- Solicit the input, leadership, and technical expertise of the various state and local agencies across the state of Colorado.
- Provide appropriate administration and oversight for a successful Statewide Internet Portal.

III. BACKGROUND

History

Colorado State Government has been desirous of acquiring, operating, and maintaining a statewide Internet Web portal for some time. Initial efforts toward developing this capability were a part of the New Century Colorado Project in 1999 and 2000. Due to lack of initial funding, the project was suspended in 2001. During the interim, the Governor's Office of Innovation and Technology (OIT) in cooperation with state agencies, collected requirements, refined approaches, and studied Internet portal approaches in other states.

In 2003, Governor Owens identified funding for the project and legislation (Senate Bill 03-336) was signed on June 15, 2003. Senate Bill 03-336 gave recommendations on the appropriate state agency to serve as the operating authority of the statewide portal. The Governor's Office of Innovation and Technology (OIT) and the Commission on Information Management (IMC) developed a detailed Statewide Portal Plan, which determined that the critical success factors of a sustainable portal are governance and funding, and without these elements, portals fail. They also determined that statewide portals are most successful when they enable maximum participation from state, county, and municipal governments, and are operated using commercial business practices. The Portal Plan was delivered to the Legislature on April 16, 2004.

Legislation

In response to the Portal Plan, Governor Owens signed Senate Bill 04-244 during the 2004 Legislative Session. Senate Bill 04-244 created the Statewide Internet Portal Authority, identified the SIPA Board's membership, and established the legislative guidance under which the Authority would operate. The Statewide Internet Portal Authority is an independent public body politic and corporate, governed by an 11-member Board of Directors.

Significant Events

- Second Annual Meeting of the SIPA Board of Directors, officers elected (September 1, 2005)
- The funding cornerstone of the portal was achieved, as revenues began flowing from the sale of bulk driver records (October 2005)
- SIPA Board Chairman, SIPA Executive Director, and Colorado Interactive General Manager attend NIC eGovernment Leadership Summit in Chicago (October 2005)
- Portal infrastructure purchased, tested, and functioning (December 2005)
- Task order approved and signed for purchasing and implementing web content management solution (December 2005)
- Deployed and went live on over 30 applications and enterprises. Some of those include:
 - Content Management Systems
 - Google Search Engine
 - Unclaimed Property Claim Submissions

- Interactive Driving Record Delivery
- Online Vehicle Registration
- Payment Engine
- Auto Industry Online Salesperson Licensing
- Bulk Driving Record Delivery
- Measurement Standard Device Licensing
- Motorist Insurance Identification Database

IV. ORGANIZATION

Board of Directors

Pursuant to 24-37.7-102, there are eleven appointed members serving on the Board of Directors. In addition to the Secretary of State, the Governor appoints the head of one of the offices in the Office of the Governor and the Executive Directors of three principal departments of the state. With the consent of the Senate, the Governor also appoints two members representing the private sector and one member representing local government. The President of the Senate appoints one member of the Senate, and the Speaker of the House appoints one member of the House of Representatives. The Chief Justice of the Supreme Court appoints one member of the Judicial Department of the state. The Chief Technology Officer of the Office of Innovation of Technology serves as an ex officio, non-voting member, and the Board of Directors can appoint additional non-voting member as deemed necessary.

Statewide Internet Portal Authority Board Members: (11 Voting, 2 Non-Voting)

Representative Bill Cadman	Colorado General Assembly	State Representative	Chair
Jack Arrowsmith	Douglas County Government	Public Trustee	Vice Chair
Tambor Williams	Department of Regulatory Agencies	Executive Director	Secretary
Henry Sobanet	Office of the Governor	Director, Office of State Planning and Budgeting	Treasurer
Michael Cooke	Department of Revenue	Executive Director	
Gigi Dennis	Department of State	Secretary of State	
Bob Feingold	Feingold Consulting, LLC	President	
Greg Jenik	TAEUS International	Chief Operating Officer	
Gerald Marroney	Colorado Judicial Branch	State Court Administrator	
Senator Ron May	Colorado General Assembly	State Senator	
John Picanso, ex-officio *	Governor's Office of Innovation & Tech.	State Chief Information Officer	
Jeff Wells	Department of Personnel & Administration	Executive Director	
* non-voting members			

Gregg Rippey – Executive Director
 Richard Westfall, Hale Friesen, LLC – Legal Counsel

COMMITTEES

Committee membership is comprised of SIPA Board members and other non-voting members, as deemed necessary by individual committee chairs. The following is a list of each committee of the SIPA Board of Directors, major functions of each committee, and achievements of each committee.

Business Committee

The Business Committee was established on August 12, 2004 for the purpose of preparing and reviewing documents and processing necessary functions for the operation of SIPA. The Business Committee has been instrumental in creating the foundation of SIPA. In addition to creating these documents, the Business Committee reviewed and revised several documents and processes, including the Application Prioritization Matrix and the Web Content Management Task Order.

Finance Committee

The Finance Committee was established on August 12, 2004 for the purpose of establishing and maintaining the SIPA budget. Governor Owens approved the use of Federal Flexible Funds for the start-up of the Statewide Internet Portal Authority. Pursuant to the Master Contract with NICUSA, Inc., the portal will utilize the self-funded model. As a part of the self-funded model, the Finance and Business Committees successfully negotiated an appropriate revenue share value, which will cover SIPA's operating costs.

Contracts Committee

The Contracts Committee was created on February 3, 2005 (originally named the Negotiations Committee) for the purpose of negotiating contracts with the IV&V/PMO and Integrator vendors. The committee was successful in fulfilling its mission. A contract was established with SysTest Labs to serve as the IV&V/PMO vendor, and a contract was established with Colorado Interactive, LLC to serve as the Portal Integrator.

Personnel Committee

The Personnel Committee was established on August 12, 2004 and was charged with selecting an Executive Director and staff of the Authority. The Authority currently has a staff of two, and payroll services are handled by the Colorado Housing and Finance Authority. Upon departure of Don Ravenscroft, the Personnel Committee rehired former Interim Executive Director Gregg Rippey as the permanent Executive Director.

Selections Committee

The Selections Committee was created to evaluate the vendor proposals for both the Independent Verification and Validation and Project Management support for the Statewide Internet Portal (IV&V/PMO) and the Integration Contractor. The Selections Committee recommended issuing an Intent to Award IV&V/PMO Contract to SysTest Labs, and they recommended issuing an Intent to Award Integration Contract to NICUSA, Inc.

IV. ACCOMPLISHMENTS

Operating Accomplishments

Now that a strong foundation has developed, SIPA is able to work with its partner, Colorado Interactive in operating the portal. The cornerstone of portal operations has been the establishment of the self-funded model, which is the financial model by which the portal operates. The self-funded model requires no additional tax dollars. Under the self-funded model, multiple revenue sources are identified and established to fund the enterprise portal initiative. The self-funded portal remains financially viable by charging approved transaction fees on certain services. The fees are then reinvested in the state to provide infrastructure and services to Colorado.gov. Services provided through the self-funded model are typically built, maintained, and supported at no cost to the agency. Across NIC-managed portals, 80 percent of all services are provided at no cost to the user.

The portal infrastructure is up and running, and the Board prioritized applications. Templates to manage the look and feel are distributed, and a web content management solution is chosen, ordered, and applied. A help desk has been established and marketing efforts have begun.

SIPA currently has EGE agreements and works with the following:

- State Agencies:
 - Office of Secretary of State
 - Office of the State Treasurer
 - Department of Revenue
 - Department of Personnel and Administration
 - Office of Energy Management and Conservation
 - Office of Economic Development and International Trade
 - Office of Innovation and Technology
 - Department of Agriculture
 - Department of Public Health and Environment
 - Department of Regulatory Agencies
 - Department of Human Services
 - The Historical Society
- Local Government:
 - Douglas County

Colorado.gov adds new services and websites every month. Below is a list of all current existing services and websites that are live. Colorado.gov is currently live with over 30 applications and enterprises. Within that number, there are 19 complete Content Management System projects, 4 complete websites, and 5 complete Payment Engine projects.

Live/Completed Services and Websites Existing on Colorado.gov

Services and Websites

<u>Service</u>	<u>Agency</u>	<u>Status</u>
Measurement Standard Licensing	Agriculture	Live
Online Vehicle Registration	Revenue	Live
Payment Portal (Phase I – Pesticide Applicators WO)	Agriculture	Live
Payment Engine – Utility Self Service	Regulatory Agencies	Live
Payment Engine – Surplus Lines Tax	Regulatory Agencies	Live
Office of Economic Development (OEDIT) CMS	OEDIT	Completed
Google Search - OEDIT	OEDIT	Completed
OEDIT - Document Management Finance Div. CMS	OEDIT	Completed
Department of Public Health & Environment (CDPHE) CMS – Best Practices	CDPHE	Completed
Google Search - CDPHE Best Practices	CDPHE	Completed
Department of Personnel Administration (DPA) CMS – Blue Ribbon Commission for Health Care Reform	DPA	Completed
Google Search - DPA Division – Blue Ribbon Health Care Commission	DPA	Completed
Bulk MVR Delivery	Revenue	Live
Colorado.gov Transition	OIT	Live
Colorado.gov Live Help	Enterprise	Live
Cyber Security Website	OIT	Live
SIPA Website	SIPA	Live
Web Standards Tool Kit	Enterprise	Live
Google	Enterprise	Live
Static Department Website	OIT	Live
Great Colorado Payback Static Website	Treasury	Live
Great Colorado Payback Unclaimed Property Claim Submission	Treasury	Live
Great Colorado Payback Claim Status Lookup	Treasury	Live
Payment Engine/COFRS/Checkout Utility	Enterprise	Live
Site Migration	Treasury	Live
Content Management	Enterprise	Live
OIT CMS Site	OIT	Live
Registered Services Site	Enterprise	Live
Interactive Records Delivery (GUI)	Revenue	Live
Interactive Records Delivery (P2P)	Revenue	Live
Feedback Utility	Enterprise	Live
IMC Commissioners Work Area	IMC	Live
SIPA Work Area	SIPA	Live
CMS User Work Area	Enterprise	Live
Google Search - CDPHE	CDPHE	Completed
Google Search - CDA	CDA	Completed
Google Search - SOS	SOS	Live
Google Search - CISO - CyberSecurity Site	CISO	Live
Google Search - DPA	DPA	Completed
Google Search - DPA Division – Archives	DPA	Completed
Google Search - DPA Division – State Personnel Board	DPA	Completed
Google Search - DPA Division – Office of Administrative Courts	DPA	Completed
Google Search - DPA Division – Division of Finance and Procurement	DPA	Completed
Google Search - DPA Division – Division of Human Resources	DPA	Completed
Google Search - DPA Division – Division of Central services	DPA	Completed
Google Search - DPA Division – Division of Information Technology	DPA	Completed

<u>Service</u>	<u>Agency</u>	<u>Status</u>
AID Salesperson Licensing	DOR	Live
CyberSecurity CMS	OIT	Completed
Department of Agriculture (CDA) CMS	CDA	Completed
CDA – Animals CMS	CDA	Completed
CDA – Brands CMS	CDA	Completed
CDA – Conservation CMS	CDA	Completed
CDA – ICS CMS	CDA	Completed
CDA – Markets CMS	CDA	Completed
CDA – Plants CMS	CDA	Completed
CDA – Rocky Mountain Animal Health Lab CMS	CDA	Completed
Detailed Disbursement (PE)	Enterprise	Live
DreamWeaver Templates and Banners	DORA	Completed
Measurement Standard Licensing	Agriculture	Live
Online Vehicle Registration	Revenue	Live
Payment Portal (Phase I – Pesticide Applicators WO)	Agriculture	Live
Payment Engine – Utility Self Service	Regulatory Agencies	Live
Payment Engine – Surplus Lines Tax	Regulatory Agencies	Live
Office of Economic Development (OEDIT) CMS	OEDIT	Completed
Google Search - OEDIT	OEDIT	Completed
OEDIT - Document Management Finance Div. CMS	OEDIT	Completed
Department of Public health and Environment (CDPHE) CMS – Best Practices	CDPHE	Completed
Google Search - CDPHE Best Practices	CDPHE	Completed
Department of Personnel Administration (DPA) CMS – Blue Ribbon Commission for Health Care Reform	DPA	Completed
Google Search - DPA Division – Blue Ribbon Health Care Commission	DPA	Completed

V. SIPA BUSINESS PLAN OUTCOMES

SIPA concentrated its efforts on building a basis from which the Authority could effectively implement its mission and vision. The mission, vision, and goals below are exerted from the SIPA Strategic Business Plan dated October 2006. In addition to the goals outlined in Senate Bill 04-244, the SIPA Business Committee identified some additional goals, objectives, and strategies to include in the SIPA Strategic Business Plan. It is clearly evident that SIPA was successful in building a strong foundation and is well on its way to achieving all of these goals, objectives, and strategies.

Mission: to provide efficient and effective services for citizens through the use of modern business practices and innovative technology solutions.

Vision: to transform Colorado government service delivery through the use of technology, allowing a single point of contact for citizens to access state and local government information, products, and services.

Goals: to develop a statewide portal authority that provides one-stop access to electronic information, products, and services of state and local government in order to give members of the public an alternate way to transact business with state & local government.

The mission and vision identified in Senate Bill 04-244 and the SIPA Strategic Business Plan remain at the forefront of each SIPA activity. The Board of Directors is dedicated to fully executing their mission and vision. Now that the foundation is secure, the focus will turn to continue building applications and services that best meet the needs of Colorado citizens and businesses.

VI. FUTURE ACTIVITIES

Today's consumers now expect to access information, products, and services of state & local government online at their own convenience. Coloradans are among those consumers that are now going online to find information, interact with others, and complete transactions.

The Colorado.gov portal will give citizens the reliable, functional, and convenient service they expect. SIPA and Colorado Interactive continually discuss with state and local government agencies and departments to assess needs and desires for applications. SIPA and Colorado Interactive work using a prioritization of projects and expect an anticipated delivery of applications within the next year. Some high demand services include:

- Online tax payment
- Online sales tax payments for businesses
- Teacher license renewal
- Online drivers license renewal
- eRecording

All of these services give citizens and businesses in Colorado the ability to get out of line and complete business online, on their schedule, and from a location they prefer. Additional offerings of Colorado.gov for 2007 and beyond will include enterprise - wide services that any state or local department or agency can provide to their constituents with little or no effort from their technology staff. These services will include:

- Electronic credit card and e-check payments for licenses and fees
- Conference registration system
- Shopping cart
- Complaint submissions

SIPA looks forward to continue work with its partner, Colorado Interactive, in the coming year to build and enhance a statewide portal most beneficial to citizens and businesses.

VII. FINANCIAL OPERATIONS

The chart below details transfers to the SIPA fund and expenditures in major categories for the fiscal year July 2005-June 2006. In accordance with the Master Contract with NICUSA and subsidiary Colorado Interactive, the portal will be operated under the self-funded model. As such, SIPA will receive a portion of the revenues generated by the portal to cover operating expenses.

SIPA Financial Report September 2004 – December 2005

Statewide Internet Portal Authority Account		
Expenses	July 2005 - June 2006	Total
Income		
Colorado Interactive	351,161.00	
<i>Total Income</i>		351,161.00
Net Income		126,130.52
Bank Services		
Bank Service Charges	67.99	
<i>Total Bank Services</i>		67.99
Employee Costs		
Employee Wages and Benefits	146,825.33	
Travel and Expenses	2,756.39	
<i>Total Employee Costs</i>		149,581.72
Functions		
Meeting/user Groups/Dues	230.00	
<i>Total Functions</i>		230.00
Occupancy		
Office Equipment	7,358.72	
Office Lease	17,787.09	
Office Supplies	959.33	
<i>Total Occupancy</i>		26,105.14
Professional Fees		
Consulting	3,325.57	
IV&V	2,767.50	
Legal Fees	42,952.56	
<i>Total Professional Fees</i>		49,045.63
<i>Total Expense</i>		225,030.48

Federal Funds Account		
Expenses	July 2005 - June 2006	Total
Income		
Federal Funds	602,974.20	
<i>Total Income</i>		602,974.20
<i>Net Income</i>		29,855.75
Board Members		
Travel and Expense	876.06	
<i>Total Board Member Costs</i>		876.06
Contractors		
Contractor Pay	47,414.44	
Travel and Expense	1,512.03	
<i>Total Contractors</i>		48,926.47
Infrastructure		
Infrastructure Costs	344,301.49	
Occupancy		
Office Equipment	4,127.05	
Office Lease	15,969.33	
<i>Total Occupancy</i>		20,096.38
Professional Fees		
IV&V	130,355.00	
Legal Fees	28,515.05	
<i>Total Professional Fees</i>		158,870.05
<i>Total Expense</i>		573,118.45

VIII. RECOMMENDATIONS TO THE GENERAL ASSEMBLY

SIPA will continue to operate as a dynamic Authority, working on behalf of the Colorado General Assembly. As of this date, no additional legislation is required for the Authority to carry out its purposes. However, in the future, it may be necessary for additional legislation to be proposed, as circumstances require. The Authority looks forward to continuing its operation in partnership with the Portal Integrator Contractor, Colorado Interactive, LLC.