

Approved: _____
Date

2-8-01

MINUTES OF THE E-GOVERNMENT COMMITTEE.

The meeting was called to order by Chairperson Deena Horst at 3:37 p.m. on January 30, 2001 in Room 526-S of the Capitol.

All members were present.

Committee staff present:

Audrey Nogle, Kansas Legislative Research Department
Amory Lovin, Kansas Legislative Research Department
Robert Chapman, Kansas Legislative Research Department
Jim Wilson, Revisor of Statutes' Office
Denise Richards, Committee Secretary

Others attending: See attached sheet.

The minutes for the January 25, 2001, were approved as printed. (Motion, Representative Lloyd, second Representative Levinson)

Kansas Legislative Research Department Staff presented an overview of how state governments are using Digital Technology. (Attachment 1) Audrey Nogle listed the states currently on the top ten list for e-government services: Washington, Kansas, Alaska, Illinois, Utah, New Jersey, Georgia, Wisconsin, Maryland and Texas. She reviewed the Information Technology services of the states of Washington, Kansas, Alaska and Illinois, pointing out salient features from each web site. Robert Chapman reviewed the Information Technology service of the states of Utah, New Jersey and Georgia, pointing out features from each web site. Amory Lovin reviewed the Information Technology services of the states of Wisconsin, Maryland and Texas, pointing out that Texas, Virginia and Kansas were leaders in law enforcement. Ms. Nogle noted the different factors in assessing a state's effectiveness in electronic government. (Attachment 2)

Member questions elicited the following comments from staff: Mr. Chapman said html (hypertext markup language) was being replaced by xml (extensible markup language) on web sites. Representative Morrison noted that the 13 states managed by the National Information Consortium (NIC) now use xml. He said the best sites use the "two-click" rule to enable clients to reach information. Ms. Lovin stated that one web site provided links to all states: www.washlaw.edu. Representative Morrison said digital signature usage will increase as states change their statutes to reflect federal requirements, as Kansas has done. He said the Information Network of Kansas is administered through a contract with the Kansas Information Consortium, a division of NIC

The meeting was adjourned at 4:40 p.m. The next meeting is scheduled for Thursday, February 1, 2001, at 3:30 p.m. in Room 106, Landon State Office Building.

e-GOVERNMENT COMMITTEE
GUEST LIST

DATE: JANUARY 30 2001

NAME	REPRESENTING
Keith Haxton	OSEAK

House E-Government Committee

Staff Presentation

January 30, 2001, Room 526-N

States currently on the top ten list for e-government services:

1. Washington - access.wa.gov
2. Kansas - www.accesskansas.org
3. Alaska - www.state.ak.us
4. Illinois - www.state.il.us
5. Utah - www.state.ut.us
6. New Jersey - www.state.nj.us
7. Georgia - www.state.ga.us
8. Wisconsin - badger.state.wi.us
9. Maryland - www.state.md.us
10. Texas - www.state.tx.us

The Digital State 2000, September 2000.

Kansas Legislative Research Department - January 29, 2001

**The Progress & Freedom Foundation
The Center for Digital Government**

The Digital State 2000

**How State Governments
Are Using Digital Technology**

September 2000

The Digital State 2000 has been sponsored by Compaq Computer Corporation

*Attachment 2
e-Gov 1-30-01*

Project Team

The Progress & Freedom Foundation

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Reuben R. Hermoso, Research Associate
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202/289-8928, www.pff.org

Foreward

In 1997, when The Progress & Freedom Foundation released the first edition of *The Digital State*, many state governments were just in the process of establishing their first web pages. The phrase "Y2K" had not yet become part of common parlance. Reasonable people were still debating whether there was really anything "revolutionary" about the "digital revolution," and many economists still believed there was nothing particularly "new" and about the "new economy."

We have come a long way since then. As this report demonstrates, states have moved aggressively to bring digital technology into the business of government. From the first wave of non-interactive "information only" sites, through today's sophisticated, integrated, commerce-enabling portals, governments have moved quickly to get on top of – and sometimes ahead of – the information technology curve.

As we enter the 21st Century, the digital revolution in state government is raising questions of every kind. Is on-line voting a good idea? When should state governments collaborate with private companies to provide digital services; and when, if ever, should they compete? What are the implications of on-line data bases for personal privacy? At The Progress & Freedom Foundation, we are working with state CIOs and other government officials to help answer these questions. But progress, in the meantime, is marching on. This third edition of *The Digital State* makes clear that the pace of technological change remains extraordinarily rapid.

In releasing this year's *Digital State* report, we gratefully acknowledge our partnership with the Center for Digital Government, led by Cathilea Robinett. Cathilea and her staff played a crucial role in undertaking the bulk of the research upon which this report is based. We value our collaboration and look forward to its continuation in 2001 and beyond. We also want to express our gratitude to Compaq Computer Corporation, which provided the financial support that makes this report possible.

At The Progress & Freedom Foundation, I would like to express thanks to Tom Lenard, PFF's Vice President for Research, who participated in the research and oversaw the writing of this report. Reuben Hermoso, a Research Associate at the Foundation, and Katie Flint, a Project Associate, also played key roles. Finally, we would all like to express our gratitude to the state CIOs and other officials who, in addition to providing much of the data upon which this report is based, are working every day to create the next, even better version of the digital state.

Jeffrey A. Eisenach
President
Washington, DC
September 22, 2000

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Purpose And Methodology

This study presents the results of the third Digital State Survey. Like its predecessors, the purpose of the study is to document and assess the progress state governments are making in adopting and utilizing digital technologies to improve the delivery of services to their citizens. Also like its predecessors, the 2000 Survey assesses state efforts in eight specific categories:¹

1. **Electronic Commerce and Business Regulation:** The availability of regulations, forms and online assistance, and the ability to submit required paperwork using the Internet.
2. **Taxation and Revenue:** The ability of taxpayers to obtain information, submit returns and correspond with revenue authorities online, and the ability of states to use digital technologies to store and retrieve taxpayer information.
3. **Social Services:** The availability of online information regarding program eligibility and application procedures, and the application of digital technologies, such as electronic benefit transfer (EBT) systems and “smart cards,” for benefits delivery.
4. **Law Enforcement and the Courts:** The utilization of digital technologies by the judicial system, including online access to court opinions, the use of digital communications by police agencies and the availability of “digital signature” capability for contracts and filings.
5. **Digital Democracy:** The application of digital technologies to permit Internet access to laws, government officials and other sources of information on the functioning of the various branches of government.
6. **Management and Administration:** The adoption of new information technologies with applicability across programs and agencies, and investment in long-term information technology infrastructure. (This replaces the “Other Initiatives” category in the earlier surveys.)
7. **Higher Education:** The utilization of digital technologies for educational and administrative functions, including admissions, financial aid and course registration.
8. **K-12 Education:** The utilization of digital technologies for educational purposes in grades K-12, including providing students and teachers with computers and access to the Internet.

¹ The survey discussed in this report, which took place over 1999 and 2000, will be referred to as the 2000 Survey.

In each of the above categories, the 2000 Digital State Survey examined a specific list of technology applications and other measures of progress. For each indicator, the survey established a set of benchmark criteria and ranked progress on a scale of zero to three, with zero indicating little or no progress and three indicating substantial progress or complete adoption of a particular technology. The 2000 Survey measured a total of 63 indicators of progress, a significant increase over the 41 measures included in the 1998 Survey.

Comparison with Previous Surveys

The 2000 Survey has been updated to reflect the substantial advances that state governments already have made in applying digital technologies. These advances made it necessary to "raise the bar" for measuring progress in 2000. Because of this, state scores in the 2000 Survey understate the improvement relative to 1998.

Examples of changes in the 2000 Survey that reflect the raised standards include the following:

- The 1997 and 1998 Business Regulation questions asked for qualitative responses concerning the availability of forms online and whether forms could be filed and payments made electronically. In contrast, the 2000 Survey requested quantitative responses – i.e., the percentage of government forms available online. The 2000 Survey also has an e-commerce component, including a question on electronic signature technology, which was not present in the previous surveys.
- In the Taxation area, the 2000 Survey assumed the availability of many online services, including the ability to download forms and file returns. Questions focused on the success and effectiveness of these services, rather than their availability.
- In the Social Services area, the 2000 Survey asked if Intranet systems had been implemented this year. The use of Intranets will allow states to share information and process applications in large groups, and caseworkers to check the latest rules and regulations. The 2000 Survey also addressed electronic access to job search services, which was not included in the earlier surveys.
- In the Law Enforcement category, the scaling of the responses has been changed to raise the standard. For the question on whether the state has an integrated computer information system, for example, the lowest score in the 2000 Survey corresponded to the system being implemented in 2000. In previous surveys, the lowest score corresponded to no implementation at all. The 2000 Survey also placed added emphasis on progress in implementing digital mobile technologies in patrol cars, including whether or not the new technologies could do important functions, such as fingerprint identification.

- The 2000 Digital Democracy section attempted to determine if online services regarding legislation had become more interactive, allowing citizens to more easily make their views known. Previous survey questions were limited to the availability of legislative documents online. The 2000 Survey also added a question concerning Web access to lobbyists and other organizations that influence legislative proceedings and the conduct of government.
- The 2000 Survey's questions on K-12 Education contained significant changes, with emphasis on how digital technology was being applied to professional development and certification for teachers. One new question asked if technology training or proficiency was required as part of the standard teacher education curriculum and certification. Another new question asked if the state Department of Education had the technology infrastructure to disseminate state standards and frameworks to the schools. The 2000 Survey also asked if lesson plans and other resources were easily accessible to its districts, sites, and teachers.
- The most significant change in the Higher Education category concerned the questions about administrative functions. The past surveys asked about the availability of general information, including the ability to apply for admissions online. The latest survey asked about additional administrative features, such as the ability to register for and add and drop classes online, as well as the ability to make payments and check financial aid status online. On the issue of distance education, the 2000 Survey went beyond simply asking whether Web-based courses were available, and asked if distance education had been standardized and structured in a way that avoided overlap of course offerings.

Data Collection and Ranking

In order to obtain the most current and accurate information on the status of technology applications in each of the 50 states, the 2000 Study is based on a comprehensive survey distributed to each state's Chief Information Officer (CIO). This was also the primary data collection tool for the previous studies. The survey was designed to capture information on specific criteria in each of the eight categories examined, and to assist the quantitative ranking of each state's utilization of information technology (IT).

Unlike the previous studies, which were based on a single survey covering all categories, the 2000 Study is based on four surveys (one per quarter) each of which covered two categories. The spacing of the surveys in this manner was intended to ease the burden on the CIOs.

In addition to the survey, data were also collected via the Internet by visiting each state's official home page and the links it provided. Information was also obtained and confirmed through e-mail correspondence, interviews, written materials, and secondary research.

The 2000 Survey received close to a 100-percent response rate from the states on all parts. Two states elected not to participate in Part III and three states chose not to respond to Part IV.

For each of the eight categories, the raw score was normalized from a zero-three ranking to a scale of 0-100 by dividing the number of points collected (zero to three for each question) by the total number of possible points, and multiplying by 100. Scores for each state were calculated by averaging its scores in the eight categories. The complete summary of each state's raw score is in Appendix Three.

Leading Applications of Digital Technologies

As discussed, the 2000 Survey has been modified to account for the progress the states have already made incorporating IT into their programs. Despite the higher standards, however, the overall average score for the 2000 Survey increased modestly relative to 1998 – from 61 to 63 – and scores in all but two categories increased. See chart on following page. Because of the changes in the survey, these increases understate the progress made during the 1999/2000 period.

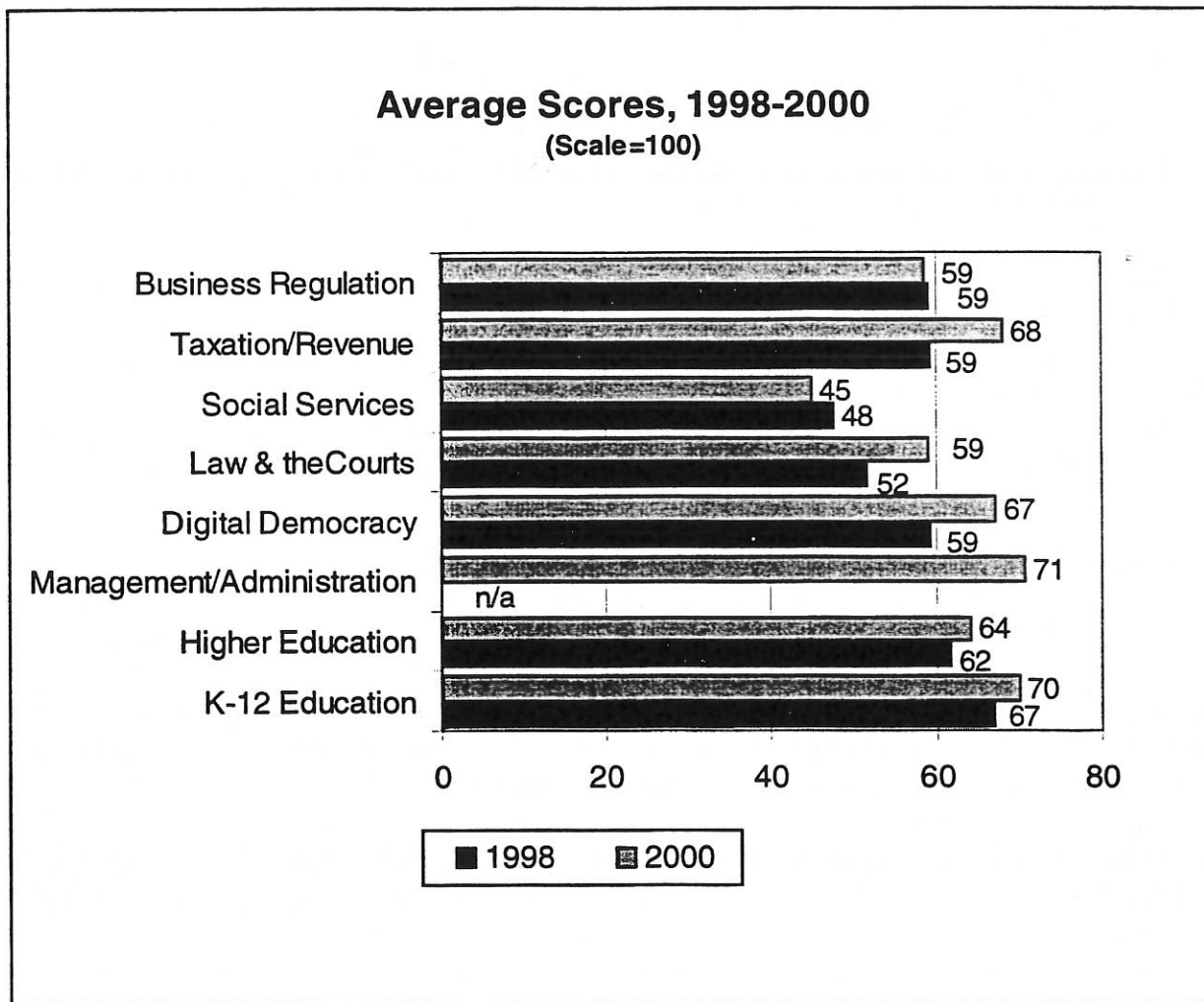
The most significant increase was in the Taxation category, with a nine-point rise in the average score – from 59 in 1998 to 68 this year. The increase in this category reflects the desire on the part of states to make it as easy as possible for their citizens to meet their tax obligations. All states now permit their citizens to obtain and file tax forms online, as well as to seek online assistance. Importantly, three quarters of all states are now able to collect, store, and retrieve tax data electronically.

The Digital Democracy category also experienced significant gains, with an increase of eight points – from an average score of 59 in 1998 to 67 in 2000. Citizens in all states now have electronic access to the state legislature and judicial branch, increasing their ability to participate in state matters. Other examples of increased access in several states include the availability of governors' e-mail addresses; real time audio and video access to legislative proceedings; and even the ability to vote online in some instances.

Law Enforcement and the Courts improved with an average score of 59 in 2000, up seven points from 52 in 1998. The 2000 score reflects increased online access to appellate and Supreme Court opinions and a 100-percent increase in comprehensive digital signature laws.

Social Services category showed a very modest decline – of about three points – reflecting a slower implementation of new online programs, as well as the desire of program administrators to maintain some personal contact with benefits recipients.

Finally, the Electronic Commerce and Business Regulation score was the same as in 1998, indicating a slower rate of progress in this area, which is already at a relatively advanced stage.



Electronic Commerce and Business Regulation

This category examines state governments' use of digital technologies to make it easier for businesses to comply with government regulations. The use of IT in this area has expanded greatly in recent years, but there is still room for improvement:

- The average state has between 50 and 75 percent of its forms online. However, only seven states have more than 75 percent of forms online.

Rank	State	Score
1	Georgia	91
2	Alaska	88
3	Kansas	82
3	Kentucky	82
3	Maryland	82
3	Washington	82
3	Wisconsin	82
8	Illinois	79
9	Idaho	76
9	Michigan	76

- In most states, the ability to pay online for a license or permit remains very limited. Only three states provide for online payment for more than 15 licenses/permits.
- Thirty-eight states have enacted an electronic signature law that is at least in an early stage of operation.
- Thirty-one states have a general online mailbox on the state Web site where businesses can send general inquiries regarding business licenses, permits, forms and procedures. Forty-one states also provide online help for businesses through individual agency staff.

BEST PRACTICES

ALASKA – www.dot.state.ak.us

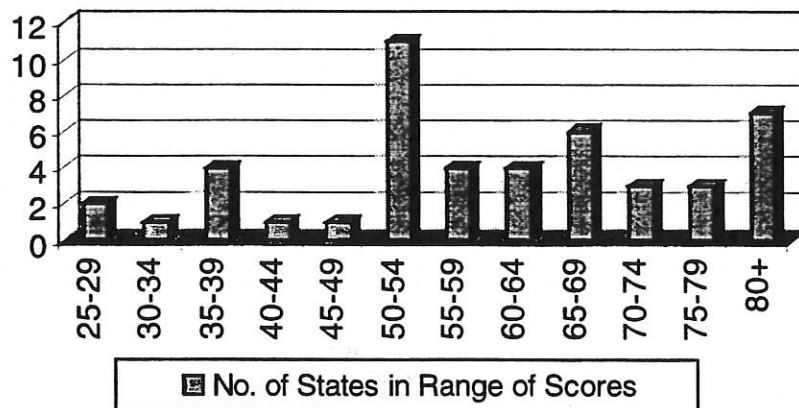
Alaska utilizes IT to connect to its rural citizens who may be literally hundreds of miles from the nearest population center. Alaska now makes most state forms and applications – including vehicle registration, personalized license plates, and fishing and hunting licenses – available online. One major online application that has provided infrastructure and an example for other major state agency projects is Alaska DMV Online. Before this new process was instituted, renewing an Alaska vehicle registration was (as it is in most other states) a laborious task, requiring up to a two-hour wait in line or six-to-eight weeks in processing time if done by mail. In Alaska, the inconvenience of this process was magnified by local conditions, where a quick trip to the nearest DMV can be hundreds of miles in a single-engine plane. Since the new online processes have been deployed, the re-registration process takes less than two minutes – from home. The DMV Online process has dropped state cost-per-transaction from \$7.75 to 91 cents. The time required to ordering and receive delivery of a personalized license plate has been reduced to four weeks.

Electronic Commerce and Business Regulation Top 25 States

2000 Rank	1998 Rank	State	2000 Score
1	39	Georgia	91
2	1	Alaska	88
3	9	Kansas	82
3	14	Kentucky	82
3	2	Maryland	82
3	14	Washington	82
3	14	Wisconsin	82
8	46	Illinois	79
9	44	Idaho	76
9	4	Michigan	76
11	48	Louisiana	73
11	2	Pennsylvania	73
11	25	Texas	73
14	14	Connecticut	70

2000 Rank	1998 Rank	State	2000 Score
14	9	Florida	70
14	14	Indiana	70
14	14	Oregon	70
14	4	South Dakota	70
14	39	Utah	70
20	4	Missouri	64
20	25	Virginia	64
22	9	Montana	61
22	14	West Virginia	61
24	9	Arizona	58
24	14	Colorado	58
24	25	Mississippi	58
24	25	Ohio	58

Electronic Commerce and Business Regulation Distribution of Scores for All States



Taxation and Revenue

While paying taxes will never be easy or painless, digital technology can make the filing process somewhat easier. States have made substantial progress in the taxation area. The average state score in this category was 68 and half the states had scores of 72 or higher (see distribution of scores on chart, opposite page). Highlights from this category include:

- Forms for all fifty states can now be downloaded from the state's Web site.
- Half the states make all business and personal tax forms available online.
- Forty-four states provide some tax-filing ability online. Nineteen states provide for filing through the state's Web site.
- Forty-four states also provide online help services via e-mail for filing-related questions.
- Thirty-eight states are now using digital technology to collect, store and retrieve tax records, up from ten states in 1998. Eleven states now store all their tax records digitally.

Rank	State	Score
1	Kansas	100
2	Alaska	94
2	New Jersey	94
2	Oklahoma	94
2	Pennsylvania	94
2	Washington	94
2	Wisconsin	94
8	Illinois	89
8	South Carolina	89
10	Maryland	83

BEST PRACTICES

PENNSYLVANIA - www.revenue.state.pa.us

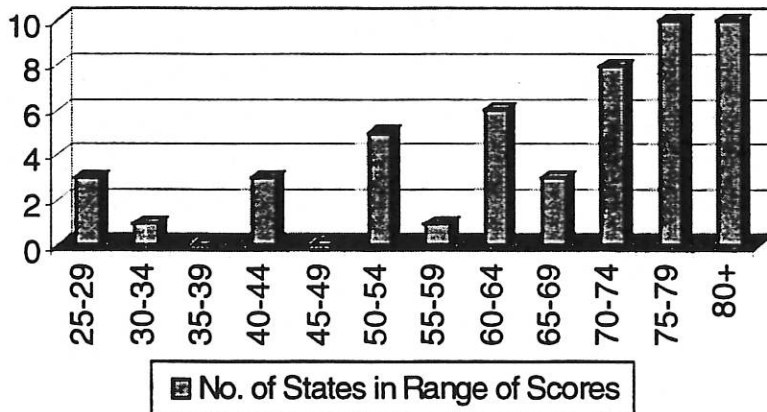
Pennsylvania has started a program that makes it much easier for taxpayers to substitute electronic filing for paper filing. In August 2000, the state launched PA TIDES (Tax Information Data Exchange System), a personal computer-based software available free of charge from the state Department of Revenue. PA TIDES can be used to file returns for a variety of taxes, including sales, use, hotel occupancy, employer withholding and motor fuels taxes. Many of these taxes otherwise require particularly paper-intensive returns. PA TIDES provides simultaneous filing, computational verification, audit trailing, and payment acknowledgement to reduce filing errors and processing delays.

Taxation and Revenue Top 25 States

2000 Rank	1998 Rank	State	2000 Score
1	26	Kansas	100
2	10	Alaska	94
2	19	New Jersey	94
2	34	Oklahoma	94
2	2	Pennsylvania	94
2	8	Washington	94
2	2	Wisconsin	94
8	26	Illinois	89
8	19	South Carolina	89
10	5	Maryland	83
11	39	Colorado	78
11	37	Georgia	78
11	39	Idaho	78
11	15	Massachusetts	78

2000 Rank	1998 Rank	State	2000 Score
11	31	Michigan	78
11	15	Missouri	78
11	11	New Mexico	78
11	26	Texas	78
11	11	Utah	78
11	50	West Virginia	78
21	8	Delaware	72
21	31	Indiana	72
21	19	Iowa	72
21	14	Louisiana	72
21	39	Maine	72
21	11	Minnesota	72
21	39	Nevada	72
21	26	Virginia	72

Taxation and Revenue Distribution of Scores for All States



Social Services

The Social Services section of the survey measures the progress states have made in providing their citizens with the ability to obtain information, and apply for and receive social service benefits online. States are measured according to the comprehensiveness of their online services, including: the adoption of "smart cards" to distribute and track benefits; electronic benefits transfer (EBT) systems; and online technologies to support services ranging from job search to collection of child support payments. The utilization of technology in this area is limited by the desire of states to maintain some personal contact with benefits recipients.² For example, Washington, which led this category with a perfect score of 100, requires an in-person meeting to determine an applicant's eligibility for benefits programs.

Rank	State	Score
1	Washington	100
2	Kansas	89
3	Utah	74
4	New Jersey	70
5	Alaska	67
5	Texas	67
7	Arkansas	63
7	South Dakota	63
9	Massachusetts	59
9	Nebraska	59
9	Pennsylvania	59

- The most significant recent development is the offering of online job search services by the states. All 50 states provide this service in some form, with each of the top ten states providing complete and current information on both public and private sector jobs.
- More than 40 states have an EBT system. Nineteen states have an EBT system that includes more than 50 percent of all state benefit programs.
- Fifteen states, including six of the top ten states, have also introduced smart cards for the provision of benefits.

BEST PRACTICES

TEXAS – www.window.state.tx.us/control/ebt/ebtfacts.html

Texas is the leading provider of electronic benefits transfers in the nation through its Lone Star EBT Program. Since the program was first implemented, over 300 million transactions, totaling over \$7.3 billion, have been processed through a network of 12,000 retailers. The Lone Star EBT program provides food stamp and Temporary Assistance to Needy Families (TANF) benefits to nearly 1.5 million people monthly. The program has also made it possible to terminate 1,187,410 dormant cases, which were costing the state almost \$41.7 million, as well as a one million dollar illegal food stamp ring that had been in operation for a year before the EBT system provided the necessary electronic trail to track it down.

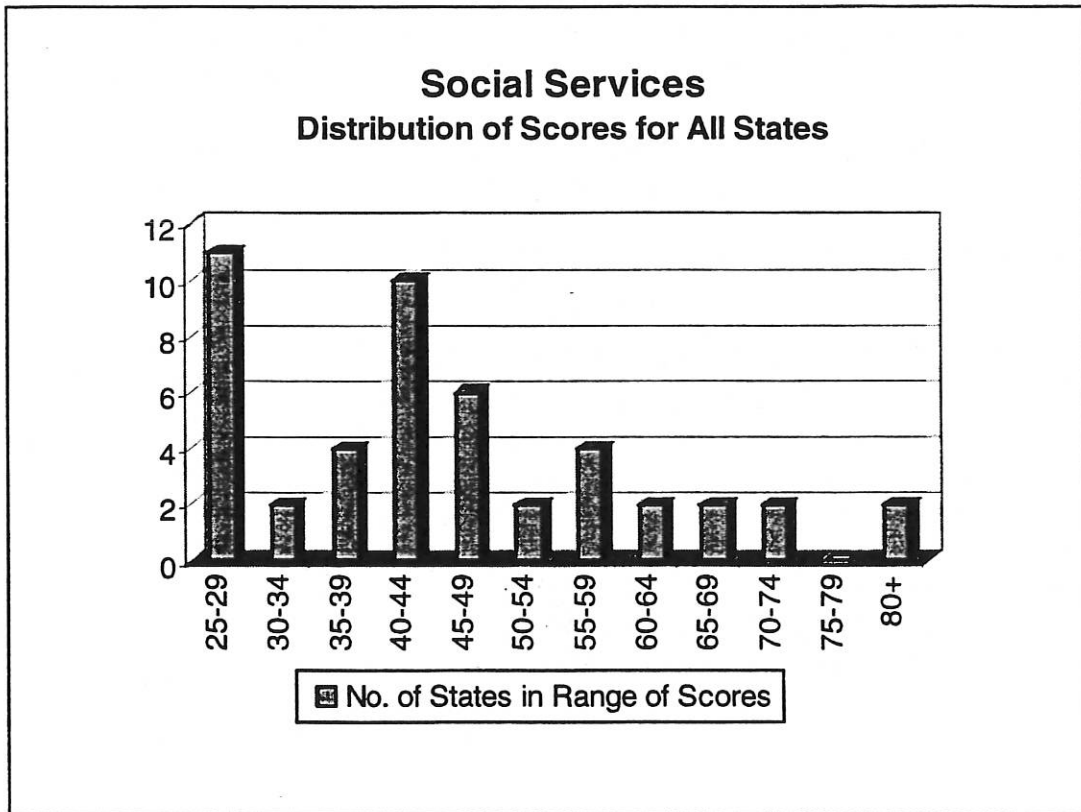
² Tod Newcombe, "Reinventing Welfare for the Digital Age," *Government Technology*, p.34, April 2000

2-14

Social Services Top 25 States

2000 Rank	1998 Rank	State	2000 Score
1	2	Washington	100
2	30	Kansas	89
3	14	Utah	74
4	18	New Jersey	70
5	1	Alaska	67
5	30	Texas	67
7	30	Arkansas	63
7	7	South Dakota	63
9	12	Massachusetts	59
9	18	Nebraska	59
9	25	Pennsylvania	59
12	12	Nevada	56
13	43	Hawaii	52
13	7	Wisconsin	52

2000 Rank	1998 Rank	State	2000 Score
15	30	Louisiana	48
15	24	Maryland	48
15	38	Minnesota	48
15	7	Missouri	48
15	18	Virginia	48
15	3	Wyoming	48
21	18	Colorado	44
21	25	Illinois	44
21	29	Michigan	44
21	10	Montana	44
21	14	New Hampshire	44
21	18	Oregon	44
21	3	Vermont	44



Law Enforcement and The Courts

The Law Enforcement and the Courts category examined a variety of indicators, including the extent to which police departments have been using digital technologies; criminal justice and law enforcement databases have been integrated; and law enforcement officials and information can be accessed online. The survey also provides data on the use of digital signatures by state governments. States are moving rapidly in this category:

- More than two-thirds of the states have equipped their patrol cars with digital mobile technologies connected to a digital mobile network.
- Three quarters of the states have taken at least initial steps toward integrating their criminal justice information systems. Nine of the top ten states integrate the majority of their information systems.
- Digital signature legislation also experienced substantial growth. At present, 22 states across the nation recognize digital signatures for all official purposes.
- Seven of the top ten states provide Internet teleconferencing at 50 percent or more of state prisons, and 60 percent provide at least some Internet teleconferencing.

Rank	State	Score
1	Georgia	95
2	Pennsylvania	90
2	Utah	90
4	Maryland	86
4	New Jersey	86
4	Texas	86
4	Wisconsin	86
8	Kansas	81
8	North Carolina	81
8	Oregon	81
8	Washington	81

BEST PRACTICES

GEORGIA – www.ganet.org/gbi/gcic.html

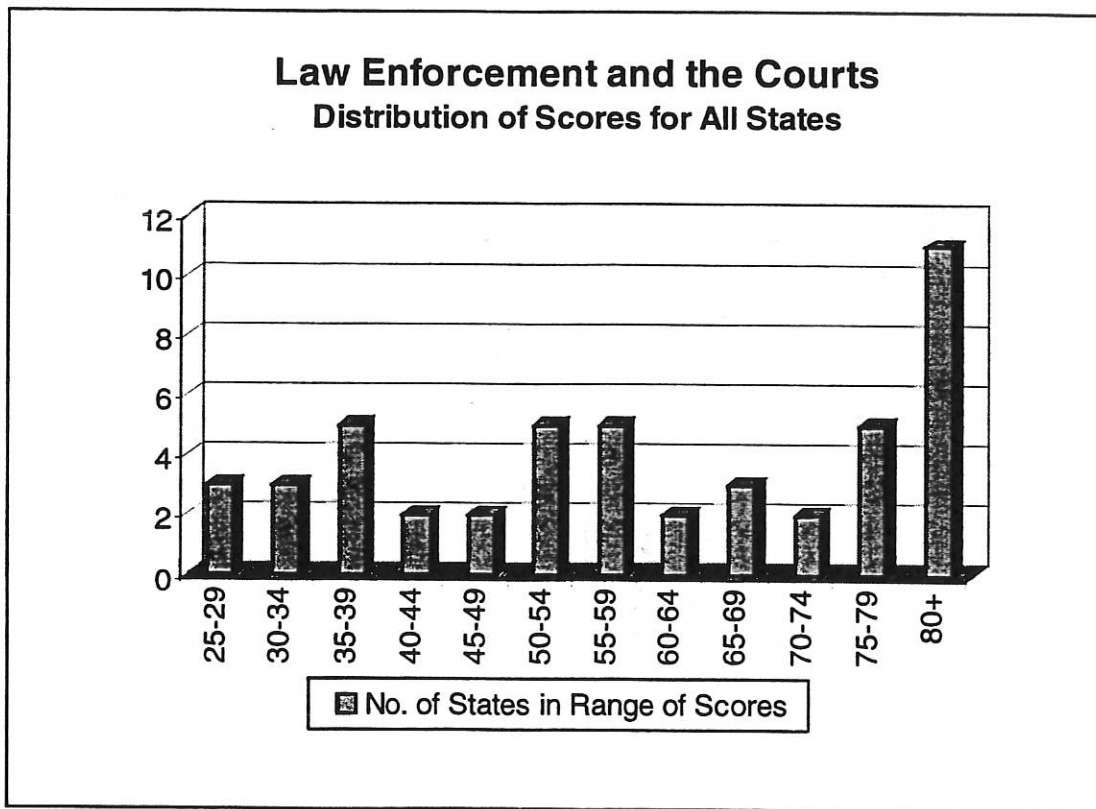
The Georgia Crime Information Center (GCIC) maintains one of the broadest and most integrated crime prevention networks in the United States. The Georgia Criminal Justice Information System (CJIS) Network provides direct terminal access to computerized databases maintained by Georgia agencies, other state agencies, and by the National Crime Information Center. The CJIS network has more than 1,200 member agencies operating over 7,000 terminals able to communicate instantly with tens of thousands of terminals operated by other federal, state and local criminal justice agencies throughout the United States. The CJIS network handles more than 11 million messages per month in support of Georgia's criminal justice agencies.³

³ Steve Towns, "Digital Justice," *Government Technology*, p.24, April 2000

Law Enforcement and the Courts Top 25 States

2000 Rank	1998 Rank	State	2000 Score
1	35	Georgia	95
2	15	Pennsylvania	90
2	3	Utah	90
4	2	Maryland	86
4	6	New Jersey	86
4	37	Texas	86
4	1	Wisconsin	86
8	6	Kansas	81
8	15	North Carolina	81
8	28	Oregon	81
8	6	Washington	81
12	15	Alaska	76
12	6	Colorado	76
12	39	Delaware	76

2000 Rank	1998 Rank	State	2000 Score
12	35	Illinois	76
12	49	Nebraska	76
17	39	Iowa	71
17	39	New York	71
19	23	Louisiana	67
19	23	Massachusetts	67
19	6	South Carolina	67
22	34	Montana	62
22	23	Virginia	62
24	15	Arkansas	57
24	32	Hawaii	57
24	45	Kentucky	57
24	23	Ohio	57
24	45	West Virginia	57



Digital Democracy

This survey measured states' progress in providing their citizens with electronic access to information on the functions of the various branches of government. The survey also covered access to information on legislative proceedings and on lobbyists and others trying to influence government. It included election research materials and data on the use of online voting. This year's Digital Democracy survey reveals a marked improvement in the level of sophistication of state government Web sites, in terms of both Internet access and participation:

Rank	State	Score
1	Arizona	100
1	Washington	100
3	Idaho	90
3	Kansas	90
3	Minnesota	90
3	Wisconsin	90
7	Alaska	86
7	Connecticut	86
7	Illinois	86
7	Michigan	86
11	Georgia	81
11	Texas	81

- Forty states now have their governor's e-mail address posted on the state Web site.
- Citizens can vote online in referenda or elections in 19 states. Twenty-two states provide online information from political parties, links to candidates, and online voter registration.
- At this time, only 13 states have robust audio or video access to both real time and archived legislative proceedings. Another 13 states have no remote access at all to such proceedings.

BEST PRACTICES

ARIZONA – www.azleg.state.az.us

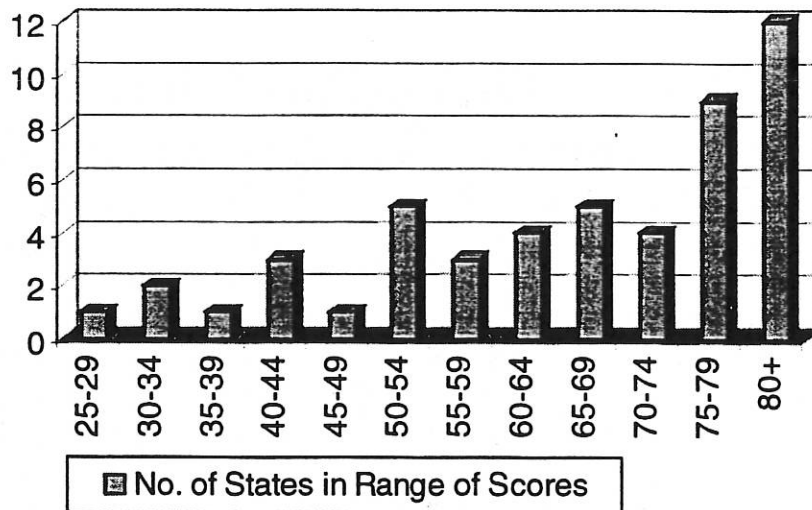
In Arizona, citizens can now follow legislative deliberations and track bills through a customized, free tracking system called the Arizona Legislative Information System (ALIS). This system also allows citizens to e-mail all elected representatives. The Arizona legislative Web site contains complete information on all state legislation and includes a bill database for proposed legislation. Statutes are searchable by sponsor, title, number and keyword. The Web site also provides full election information and links for district maps, called "Maps on ALIS online."

Digital Democracy Top 25 States

2000 Rank	1998 Rank	State	2000 Score
1	14	Arizona	100
1	1	Washington	100
3	28	Idaho	90
3	1	Kansas	90
3	14	Minnesota	90
3	1	Wisconsin	90
7	1	Alaska	86
7	22	Connecticut	86
7	49	Illinois	86
7	22	Michigan	86
11	40	Georgia	81
11	34	Texas	81
13	28	California	76

2000 Rank	1998 Rank	State	2000 Score
13	10	Florida	76
13	47	Louisiana	76
13	22	Maryland	76
13	1	Nebraska	76
13	14	Nevada	76
13	37	New Jersey	76
13	45	Ohio	76
13	14	South Carolina	76
22	1	Iowa	71
22	14	Oregon	71
22	34	South Dakota	71
22	1	Virginia	71

Digital Democracy Distribution of Scores for All States



Management and Administration

This category measured the overall extent to which states have adopted new information technologies and are building an IT infrastructure that will serve them over time. Issues addressed include the existence of such institutional underpinnings as the creation of an information technology advisory commission, a high-level Chief Information Officer, the development of an Intranet or state-wide portal, the use of IT to improve procurement, and the budget planning initiatives for further IT efforts. Highlights from this category include:

Rank	State	Score
1	Washington	100
2	Illinois	97
3	Michigan	94
4	Alaska	91
4	Arizona	91
4	Indiana	91
4	Kansas	91
4	Virginia	91
9	West Virginia	88
10	Nebraska	85
10	Nevada	85
10	Utah	85

- Forty-six states either have or have approved a commission, board or council to oversee statewide information and technology strategies.
- All states except one have created a Chief Information Officer position.
- Thirty-nine states give at least 75 percent of their employees access to a personal computer and the Internet.
- Only ten states have e-procurement systems up and running. Fifteen states are still in the planning stage.

BEST PRACTICES
WASHINGTON – <http://access.wa.gov>

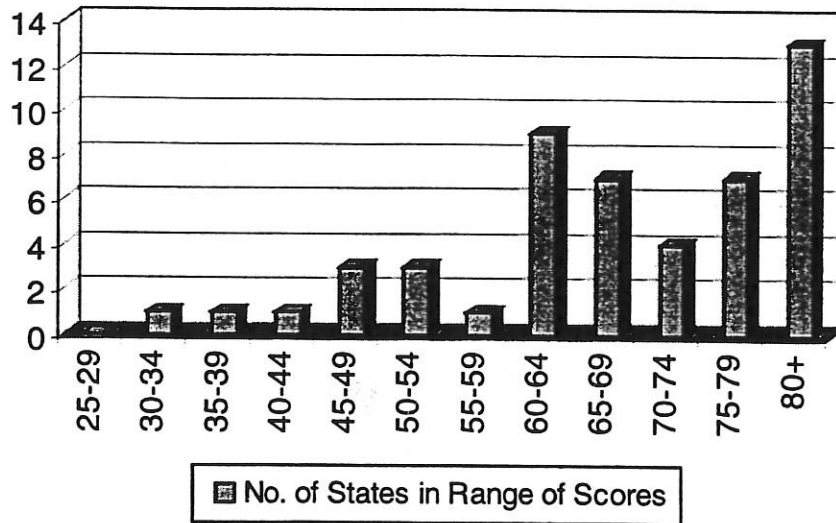
Washington’s award-winning portal, Access Washington, in operation since November 1998, provides easy-to-use navigation schemes and one-stop shopping for a variety of government functions. For example, the Environmental Permit Assistance Center provides a single online location for completing and filing environmental permits for the Departments of Ecology, Fish and Wildlife, and Health and Natural Resources. WorkFirst provides information on Washington’s welfare reform program. Claimant Collections, a secured application inside the state firewall, allows the Employment Security Department to electronically share information with the Office of Child Support Enforcement. Trans@ct Washington is an extension of Access Washington, which went online in June and gives external entities a place to conduct business with the state and allows users to jump from one service to another without having to re-authenticate themselves.

Management and Administration Top 25 States

2000 Rank	State	2000 Score
1	Washington	100
2	Illinois	97
3	Michigan	94
4	Alaska	91
4	Arizona	91
4	Indiana	91
4	Kansas	91
4	Virginia	91
9	West Virginia	88
10	Nebraska	85
10	Nevada	85
10	Utah	85
13	New Jersey	82
14	Georgia	79
14	Iowa	79

2000 Rank	State	2000 Score
14	Maryland	79
14	Minnesota	79
14	Tennessee	79
19	Kentucky	76
19	Pennsylvania	76
21	Maine	73
21	Missouri	73
21	Ohio	73
21	Wisconsin	73
25	Colorado	70
25	Louisiana	70
25	Massachusetts	70
25	Mississippi	70
25	New York	70
25	Texas	70

Management and Administration Distribution of Scores for All States



Higher Education

The Higher Education category measured the extent to which state colleges and universities have incorporated online technologies into their administrative operations and academic curriculum. In both these areas, state institutions of higher learning are making substantial progress, as are their private counterparts. The extent to which colleges and universities are now wired is reflected by the fact that direct questions on that subject have now been dropped from the survey.

- Virtually all states offer online access to administrative functions, including course registration, the ability to add and drop classes, and the ability to check financial aid and bill payment status in more than 25 percent of their universities and colleges. Twenty-three states offer these services in more than 75 percent of their colleges and universities.
- Similarly, virtually all the states provide course syllabi, notes, and supplemental resources online in a significant portion (more than 25 percent) of their institutions of higher learning. Twenty-eight states provide these services in more than 75 percent of their higher learning institutions.
- Distance education services have also improved, with 41 states providing some form of state-wide coordination of distance education, and 24 states providing relatively complete coordination of distance education offerings, schedules and standards.

Rank	State	Score
1	Kansas	100
1	South Dakota	100
3	Alaska	93
3	Arizona	93
3	Montana	93
3	Utah	93
3	Washington	93
8	Florida	87
8	Georgia	87
8	Idaho	87
8	Illinois	87
8	Iowa	87
8	Michigan	87
8	New Jersey	87

BEST PRACTICES
KENTUCKY - www.kcvu.org

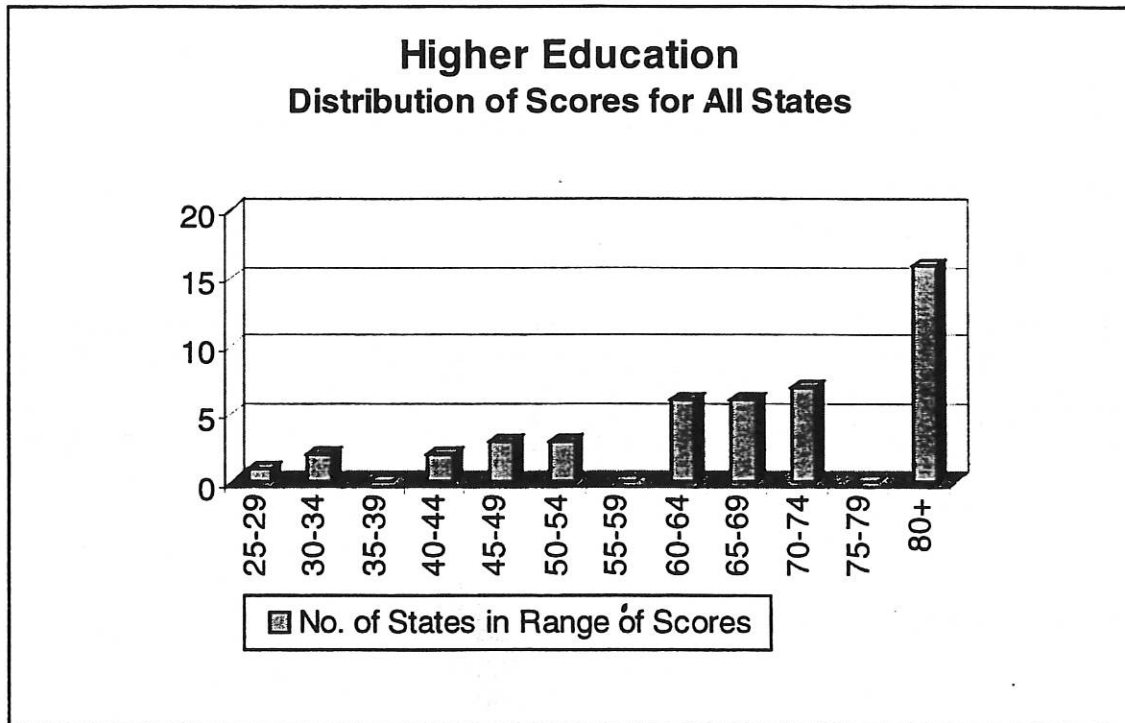
The Kentucky Commonwealth Virtual University (KCVU) is a one-stop online resource for distance education services. The online university is a joint project of the Commonwealth of Kentucky and the Council for Secondary Education. It offers complete administrative and academic services to students in college, professional training courses and career development. Since its establishment, KCVU has enjoyed a 700-percent increase in enrollment. KCVU presently has 1,724 enrolled students representing 116 of Kentucky's 120 counties, 18 states, and seven foreign countries.

2-22

Higher Education Top 25 States

2000 Rank	1998 Rank	State	2000 Score
1	2	Kansas	100
1	19	South Dakota	100
3	26	Alaska	93
3	2	Arizona	93
3	42	Montana	93
3	41	Utah	93
3	2	Washington	93
8	10	Florida	87
8	42	Georgia	87
8	39	Idaho	87
8	46	Illinois	87
8	26	Iowa	87
8	1	Michigan	87
8	32	New Jersey	87
15	2	Hawaii	80

2000 Rank	1998 Rank	State	2000 Score
15	42	Maryland	80
17	15	Indiana	73
17	40	Louisiana	73
17	2	Nebraska	73
17	31	New York	73
17	19	Texas	73
17	10	Wisconsin	73
17	26	Wyoming	73
24	2	California	67
24	37	Colorado	67
24	32	Connecticut	67
24	2	Mississippi	67
24	36	Missouri	67
24	19	Nevada	67



K-12 Education

The K-12 Education section measured the extent to which states have made online technologies available to teachers and incorporated them into primary and secondary classrooms. In fact, substantial resources have been put into providing teachers with both the technology and the training necessary to produce new innovations in the classroom. Ninety-nine percent of all public school teachers now report that computers are available somewhere in their school. Eighty-four percent have computers available in their classrooms for students to use. Teachers have also been using computers and the Internet for preparatory and administrative tasks.⁴

Rank	State	Score
1	South Dakota	100
2	Illinois	94
2	Tennessee	94
2	Washington	94
5	Arizona	89
5	Florida	89
5	Georgia	89
5	Michigan	89
5	West Virginia	89
10	Arkansas	83
10	Connecticut	83
10	Maryland	83
10	New Jersey	83
10	North Carolina	83
10	Texas	83
10	Utah	83

- Forty-four states provide students with some form of high-speed access to online learning resources at their schools. In more than half the states, more than half the students can be online at the same time.
- Forty-three states provide at least some funding for training teachers on how to use technology in the classroom. Sixteen states provide \$500 or more.
- Thirty-six states have supported at least 10 new projects and invested up to \$1 million for the exploration and creation of new ways to use technology in the public classroom.

BEST PRACTICES

ILLINOIS - www.isbe.state.il.us

The Illinois State Board of Education (ISBE) Learning Technologies program has successfully integrated IT into teaching, learning, and assessment. For teachers, the program provides interactive resources for professional development. For example, the program includes online training modules and instructional resources that allow teachers and administrators to exchange ideas and lesson plans electronically and to more effectively use technology in the classroom. Resources for students include "Web museums" and interactive "portal playgrounds" that entertain as they instruct.

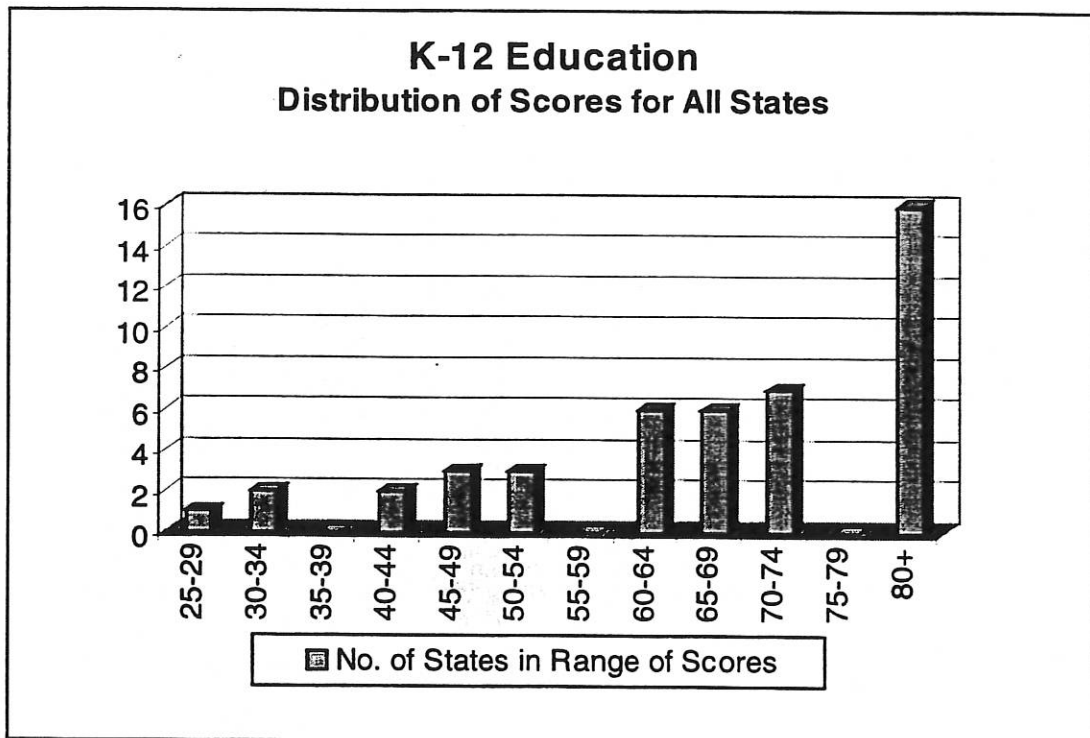
⁴ U.S. Department of Education. National Center for Education Statistics. *Teachers' Tools for the 21st Century*, NCES 2000-102. Washington, DC: September 11, 2000.

2-24

K-12 Education Top 25 States

2000 Rank	1998 Rank	State	2000 Score
1	39	South Dakota	100
2	6	Illinois	94
2	22	Tennessee	94
2	1	Washington	94
5	6	Arizona	89
5	22	Florida	89
5	6	Georgia	89
5	18	Michigan	89
5	39	West Virginia	89
10	22	Arkansas	83
10	6	Connecticut	83
10	22	Maryland	83
10	32	New Jersey	83
10	6	North Carolina	83
10	49	Texas	83

2000 Rank	1998 Rank	State	2000 Score
10	6	Utah	83
17	47	Alaska	78
17	6	Hawaii	78
17	39	Idaho	78
17	39	Kansas	78
17	32	New Hampshire	78
17	1	Ohio	78
17	1	Pennsylvania	78
17	22	Virginia	78
25	18	Indiana	72
25	6	Kentucky	72
25	39	Nevada	72
25	39	New York	72
25	32	South Carolina	72
25	1	Vermont	72



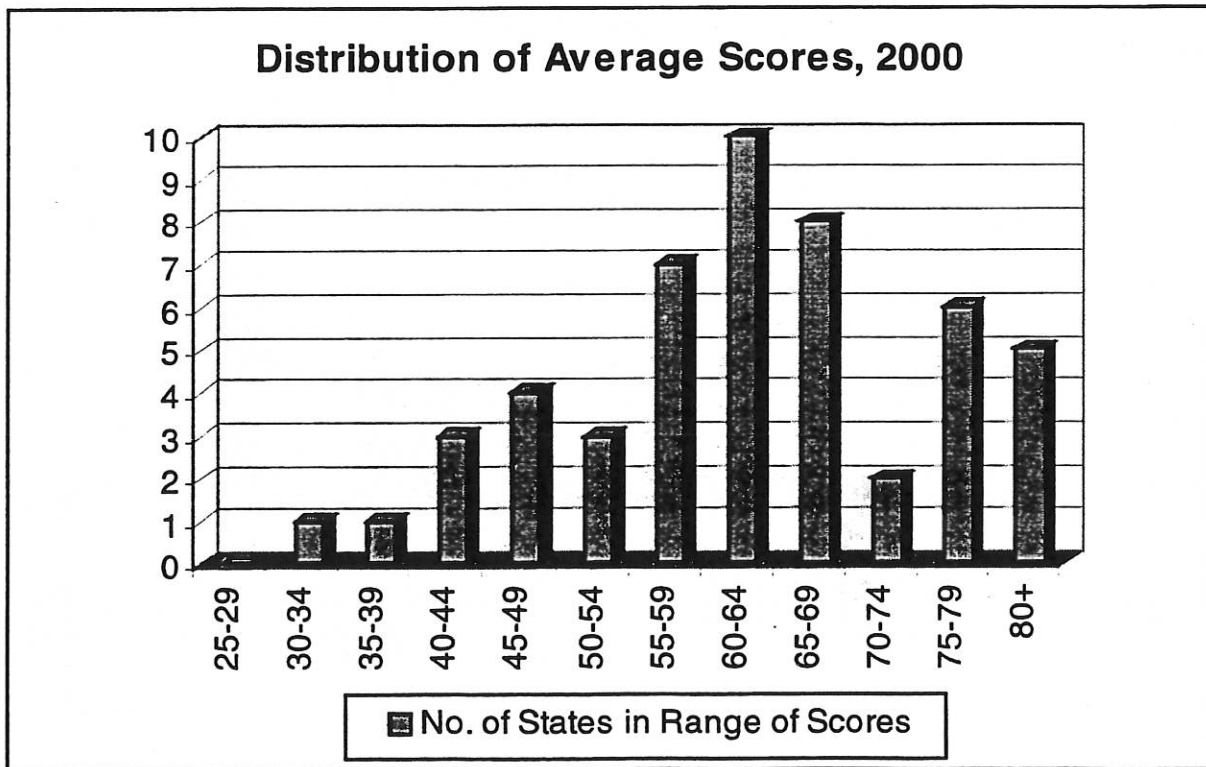
State by State Results: A Digital Report Card

The top ten states in the 2000 Digital State Survey are shown in the table on the right, and the distribution of state scores is shown in the chart below. The average (mean) score was 63. This number also represents the median score – half the states were above 63 and half below it.

Relative to 1998, the average score increased modestly, from 61 to 63. Given the higher standards reflected in the 2000 survey, this increase indicates more significant progress by the states as a group.

Rank	State	Score
1	Washington	93
2	Kansas	89
3	Alaska	84
4	Illinois	82
5	Utah	80
6	New Jersey	79
7	Georgia	79
8	Wisconsin	77
9	Maryland	77
10	Texas	76

The state of Washington continues to rank first, as it has in the past two surveys. Four states – Washington, Kansas, Alaska and Wisconsin – carry over from the 1998 top ten. The remaining six states are new to the list, and some of them have moved up dramatically. Georgia, for example, moved up from 37th to seventh; Illinois moved up from 49th to fourth; New Jersey moved up from 31st to sixth; and Texas moved up from 40th to tenth. Because this is such a rapidly changing area, these rankings remain volatile and we would expect significant additional movement in the future.



Conclusions

It is clear from the results of this year's survey and other evidence that, while some states are ahead of others, all states have integrated digital technologies into their operations in major ways. The use of digital technologies and the Internet for a wide array of functions is now routine across states. All states, for example, now provide their citizens the opportunity to download tax forms and obtain tax information online. The ability to obtain forms and information and make applications online in areas ranging from Business Regulation to Higher Education to Social Services is now ubiquitous. The use of the computer and the Internet for a variety of educational purposes is universal. And, all states now provide significant online resources on the functioning of the various branches of government.

While the 2000 and 1998 surveys are not directly comparable, it is also clear that the pace of progress remains rapid. The more innovative states are continuing to innovate and, as with any new technology, the payoffs to other states from technological "catch up" are large. Some significant advances since 1998 include:

- States are continuing to pass digital signature laws. Twenty-two states now recognize digital signatures for all official purposes. Adoption of digital signature laws will enable states to make progress in other areas, including, importantly, e-procurement.
- The development of distance education at the post-secondary level has continued. Many state colleges and universities have added courses, while continuing efforts to standardize classes to avoid overlaps. The result is an important new educational option, which will improve as access and content are continuously upgraded.
- Electronic tax filing is now fully operational in some states, which was not the case in 1998. In 1998, taxpayers could download forms in almost all states, could file returns in a smaller number of states, but could not pay in any state. In 2000, taxpayers in a growing number of states are able to download, file and pay electronically.

The development of state portals is an area of great potential promise in which Washington, the leading digital state, is paving the way. State portals provide a mechanism for integrating state functions and databases in order to improve services and reduce costs for individuals, businesses and state governments. Portals also provide a centralized location for e-procurement, which will be aided by the passage of digital signature laws. E-procurement will enable states to realize savings that are also being realized in the private sector and pass these benefits along to their citizens.

Most importantly, all states have mapped out long term IT infrastructure strategies and many states are already implementing their strategies. These strategies can be expected to yield big payoffs. We can expect the 2001 report to again show significant new advances.

Appendix One: State Report Cards

Over the following pages we present brief report cards, in alphabetical order, displaying how each state fared in our quantitative analysis and providing a snapshot summary of our research. We wish again to highlight certain caveats to place our findings in the proper context:

- This report was researched over a period of months, during which time some of our data may have become out of date. Given the fast-changing nature of the subject being studied, our findings may be incomplete.
- Our research also relied upon contacts at state governments to report on their own agencies' activities through the questionnaire that we distributed. While we make extensive efforts to check every response, our quantified results may nevertheless be influenced by differences in interpretation of certain benchmarks in the questionnaire.

Having made these allowances, we do believe that the following "report cards" are useful indicators of relative progress along the path to a more technologically sophisticated form of governance. We believe this report contributes to the understanding of opportunities at hand for governments to harness new digital technologies.

ALABAMA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	15	50	46
Taxation & Revenue	61	32	5
Social Services	22	48	30
Law Enforcement & the Courts	33	43	6
Digital Democracy	43	44	47
Management and Administration	33	50	n/a
Higher Education	47	39	15
K-12 Education	28	49	6

Alabama earned an overall average score of 35 points in this year's survey. Alabama's highest scores were in the areas of Taxation and Revenue (61), Higher Education (47) and Digital Democracy (43). Alabama's recent accomplishments include the following:

- In August 2000, Alabama's Department of Revenue began offering an electronic filing option for businesses that file state tax returns. The online Internet filing service is provided by approved electronic return originators (EROs) allowing businesses to prepare, file, and pay their taxes by logging on to the state Web site. The online filing option is available for all county and city sales, consumer's use, seller's use, lodging and rental taxes.
- Alabama scored poorly in the K-12 Education category, but recent projects are expected to improve the state's performance in this area substantially. In August 2000, the Alabama Department of Education and the state Office of Technology Initiatives introduced MarcoPolo, an educational training program that will integrate Internet resources into the classroom curricula.
- While Alabama is not at the forefront in the Social Services category, the Alabama State Board for Social Examiners does provide online assistance for social services professionals applying for licensing, certification and seeking other resources.

ALASKA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	88	2	1
Taxation & Revenue	94	2	10
Social Services	67	5	1
Law Enforcement & the Courts	76	12	15
Digital Democracy	86	7	1
Management and Administration	91	4	n/a
Higher Education	93	3	26
K-12 Education	78	17	47

With an average score of 84, Alaska ranked third overall in this year's survey, up from ninth in 1998. Alaska placed second in the E-Commerce/Business Regulation, and Taxation/Revenue categories, and was in the top ten in the Social Services, Digital Democracy, Management/Administration, and Higher Education categories.

- More than 75 percent of Alaska's business forms are available online and more than 50 of these forms can be filed online. Forms can be filed online and specific tax questions can now be answered via e-mail on the state's Web site.
- Perhaps the biggest accomplishment for the state this year was the passage of a digital signature law that updates state statutes and codes to make digital signatures legally binding.
- The state government offers Online Technology Training, a series of 400 Web-based, interactive computer technology courses that can be taken anywhere and anytime via a computer and an Internet connection. Courses are available to the University of Alaska and the State of Alaska employees free of charge as part of a campaign to increase each state employee's level of proficiency in high-technology applications.
- Alaska also plans to extend its electronic services to the tourism industry. The Division of Parks and Outdoor Recreation is planning to provide online reservations for visitors to the state as part of its program to become a "self-serve" government.

ARIZONA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	58	24	9
Taxation & Revenue	28	48	35
Social Services	37	31	25
Law Enforcement & the Courts	48	29	6
Digital Democracy	100	1	14
Management and Administration	91	4	n/a
Higher Education	93	3	2
K-12 Education	89	5	6

Arizona earned an overall score of 68 in this year's survey. This overall score does not reflect the very high scores Arizona received in the Management and Administration, Higher Education, K-12 Education and Digital Democracy categories. In the latter, Arizona tied with Washington for the top spot with a perfect score of 100.

- In the Digital Democracy area, Arizona now gives its residents access to a tracking system that allows them to search for existing laws and regulations, bills pending before the legislature, court decisions and judicial proceedings using multiple criteria. The state Web site also provides complete e-mail access to all members of the legislature. Arizona was also the first state to hold a binding, online election.
- Arizona has established a Digital Government Working Group (DGWG) to address the complex issue of electronic data privacy and security. This working group will develop state access and confidentiality principles that will provide a basis for categorizing information to assure both appropriate access and appropriate confidentiality.
- In the K-12 Education area, Arizona has established Regional Training Centers to provide technological assistance for applications, academic content, and curriculum integration for educational institutions around the state. This year, the center's advanced programs include E-Rate, which monitors schools' technology plans, and the Technology Research Challenge Fund, which examines projects and grants concerning connectivity.

ARKANSAS	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	55	28	44
Taxation & Revenue	50	39	46
Social Services	63	7	30
Law Enforcement & the Courts	57	24	15
Digital Democracy	52	38	50
Management and Administration	61	38	n/a
Higher Education	60	30	48
K-12 Education	83	10	22

The Digital State 1998 identified Arkansas as “among those states that will need to play catch-up in the area of information technology deployment.” The 2000 Survey shows that Arkansas is moving in the right direction, earning an overall average score of 60 points. Arkansas placed in the top ten in the Social Services and K-12 Education categories.

- In the Social Services area, while Arkansas does not provide application forms and smart cards online, it is one of the states that started to provide job search services as well as Intranet connections between social services departments. Another notable feature of Arkansas is its wide coverage of resources concerning child welfare issues. The state Web site provides 30 links in this area, from homework tips to poison control assistance.
- During the summer of 2000, Arkansas began a program designed to recognize the proactive use of technology within the state government. The Smart Moves Program will link with different state agencies and identify those that use technology to improve operational efficiency.
- Over the past year, the Arkansas Game and Fish Commission, the State Board of Nursing, and the Board of Apportionment launched online services in their Web sites.

CALIFORNIA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	27	46	34
Taxation & Revenue	44	44	15
Social Services	26	42	18
Law Enforcement & the Courts	29	46	28
Digital Democracy	76	13	28
Management and Administration	61	38	N/a
Higher Education	67	24	2
K-12 Education	67	31	22

California earned an average score of 50 on this year's survey. California's strongest category was Digital Democracy, where it received a score of 76 points.

- California provides an array of services on the state's legislative Web site. Bills from either the Assembly or the Senate can be searched and downloaded using the bill information (number, author, session it was passed, etc.). This year's additions include daily updates and e-mail notices if any action has been taken on a bill. The number of subscriptions per e-mail user ID was also increased to 100, giving users additional storage capabilities.
- California remains as one of the states that maintain strong ties with the private sector in the area of digitalization. In the state's Department of General Services (DGS), a partnership exists with PacBell/MCI Worldcom for resources on local services, events, training, strategic planning, and telecommunications information.
- Chartered in 1977, the California Health and Human Services Agency Data Center (HHSDC) provides cost-effective, large-scale computer processing and telecommunications services to the departments within the California Health and Human Services Agency (CHHSA). The HHSDC offers computing services by handling 8.5 million on-line customer transactions on a 24-hour basis from remote transactions throughout the state. The center also links 2,000 State and County offices, including 58 County government networks and all State data centers. The HHSDC also offers consulting services in network and database design, office automation, and capacity planning to various government centers.

COLORADO	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	58	24	14
Taxation & Revenue	78	11	39
Social Services	44	21	18
Law Enforcement & the Courts	76	12	6
Digital Democracy	67	26	1
Management and Administration	70	25	n/a
Higher Education	67	24	37
K-12 Education	61	36	22

Colorado earned an overall average score of 65. The state's overall ranking is led by solid performances in the Taxation and Revenue, and Law Enforcement and the Courts categories.

- In 1998, Colorado only had 25 percent of its tax forms available online, with no digitized record storage program in place. This year, all business and personal tax forms are available online; all forms can be filed through the state's web site; and general assistance services are available online.
- In the Management and Administration area, Colorado established one of the earliest IT councils, the Commission on Information Management, to oversee strategic planning and set policy for the state's information systems.
- Colorado not only operates a program for the entry, storage, and retrieval of records, it also provides public access to these records. The state Web site contains links to 13 departments from which 45 data sets can be downloaded. The data sets cover topics ranging from the governor's office to the winning lottery numbers.

CONNECTICUT	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	70	14	14
Taxation & Revenue	61	32	31
Social Services	41	28	10
Law Enforcement & the Courts	52	29	37
Digital Democracy	86	7	22
Management and Administration	39	49	n/a
Higher Education	67	24	32
K-12 Education	83	10	6

Connecticut earned an average overall score of 62. Connecticut's strongest showings were in the Digital Democracy and K-12 Education categories. In both of these, Connecticut ranked in the top ten.

- In addition to comprehensive information on state legislative activities, Connecticut's legislative site also provides complete and immediate online information on lobbyists and contributors to political campaigns.
- In the K-12 Education category, programs such as the Area Cooperative Educational Services (ACES), the Capitol Regional Educational Council (CREC), and the CT Academy for Education in Math, Science, and Technology, Inc. apply technology to existing professional development programs. Connecticut also has well-established digital links to the state Department of Education and statewide innovation projects that develop new teaching and learning models.
- This year, Connecticut's Center for Applied Special Technology (CAST) released its latest upgrade to Bobby, which is a free service of CAST that analyzes Web pages for their accessibility to people with disabilities. Bobby also examines a page's HTML for compatibility with selected Web browsers or HTML specifications. The application, which can be downloaded from the state site, can also be used on Intranet sites that are behind a firewall.
- In the Business Regulation category, businesses can download more than 75 percent of available forms and receive assistance from an online professional staff, although Connecticut does not yet provide online filing and payment systems.

DELAWARE	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	39	41	39
Taxation & Revenue	72	21	8
Social Services	37	31	38
Law Enforcement & the Courts	76	12	39
Digital Democracy	38	47	42
Management and Administration	67	31	n/a
Higher Education	53	36	48
K-12 Education	56	41	18

Delaware earned an average score of 55 overall. Delaware's strongest showings were in the Law Enforcement and the Courts, and Taxation and Revenue categories. Other findings include:

- Delaware's site continues to be a convenient source of information for individuals in the job market. In addition to providing the standard database on employment opportunities, Delaware also provides an interactive recruitment network, a "one-stop" training program, and a deferred compensation program link for state employees.
- Delaware's Department of Labor has developed Career Directions, an interactive mapping site that provides information about Delaware's employers, licensed child care facilities, public transportation, adult training sites and public and private schools. The information can be retrieved and mapped according to the user's needs.
- While at least half of all business-related forms and applications can be downloaded from the state site, Delaware still does not have any online filing and payment services. Assistance is also not available online.

FLORIDA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	70	14	9
Taxation & Revenue	44	44	19
Social Services	33	37	3
Law Enforcement & the Courts	43	43	6
Digital Democracy	76	13	10
Management and Administration	63	32	n/a
Higher Education	87	8	10
K-12 Education	89	5	22

Florida earned an average overall score of 63. Florida ranked among the top ten states in both Higher Education and K-12 Education. Florida also performed well in the Digital Democracy, and E-Commerce/Business Regulation sections.

- Florida's top-ten slot in the Higher Education category reflects its citizens strong interest in education.⁵ The state government has supported Florida's system of higher education by providing online resources for programs and courses, distance learning, and workforce training in the community colleges and its divisions.
- This year, the Technology Research Challenge Fund awarded grants to 31 projects in Florida involving schools, districts, district consortiums, and instructional technology centers. The grants ranged from \$200,000 to more than \$1 million. The Technology Literacy Challenge Fund is a \$2 billion federal program that, since 1997, has granted money to states for use in placing technology resources and well-trained staff in schools.
- The decentralization of IT programs has paid off in the E-Commerce/Business Regulation area. Compliance matters still fall under the Department of Business and Professional Regulation (DBPR), but online information can be obtained from 26 business boards that are licensed by the DBPR. Information covers most businesses, from Accountancy to Wholesale Distribution of Alcohol and Tobacco. The state site also features links to relevant Florida statutes for easy reference by businesses.

⁵ Immerwahr, John, "Great Expectations: How Floridians View Higher Education," National Center for Public Policy and Higher Education, (August 2000), (www.highereducation.org/reports/expectations_fl/expectations.shtml)

GEORGIA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	91	1	39
Taxation & Revenue	78	11	37
Social Services	30	37	47
Law Enforcement & the Courts	95	1	35
Digital Democracy	81	11	40
Management and Administration	79	14	n/a
Higher Education	87	8	42
K-12 Education	89	5	6

Georgia ranked 7th overall in The 2000 Digital State survey with an overall score of 79. Georgia also posted the highest scores in the E-Commerce and Business Regulation, and Law Enforcement and the Courts categories, while earning top-ten places in the categories of Higher Education and K-12 Education.

- In July 2000, State Senate Bill 465 established the Georgia Technology Authority (GTA), providing government agencies with technical assistance in strategic planning, program management, and human resources development.
- Georgia's performance in applying digital technology to law enforcement is the best among the 50 states. The Georgia Crime Information Center (GCIC) maintains one of the widest and most integrated crime prevention networks in the United States. The Georgia Criminal Justice Information System (CJIS) Network provides direct terminal access to computerized databases maintained by Georgia agencies, other state's agencies, and the National Crime Information Center. The CJIS network has more than 1,200 member agencies operating over 7,000 terminals able to communicate instantly with tens of thousands of terminals operated by other federal, state, and local criminal justice agencies throughout the United States. The CJIS network handles more than 11 million messages per month in support of Georgia's criminal justice agencies.
- Georgia's Web site provides a comprehensive list of government departments, along with online services available. Major business-related departments, such as the state Department of Trade, the Small Business Administration, and rural development institutions are conveniently networked into the state site, giving easy access to online business services.
- In addition to offering standard features, such as online application, filing and payment services, many departments, depending on their function, also provide supply catalogs, procurement procedures and loan assistance services.

HAWAII	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	21	49	48
Taxation & Revenue	33	47	49
Social Services	52	13	43
Law Enforcement & the Courts	57	24	32
Digital Democracy	24	50	14
Management and Administration	52	43	n/a
Higher Education	80	15	2
K-12 Education	78	17	6

Hawaii's overall score was 50. Hawaii posted strong performances in both Higher Education and K-12 Education. The state recently launched its "2000 New Economy" program to promote information technology legislation, particularly in the areas of higher education and business regulation.

- The "2000 New Economy" program promotes the application of information technology to new higher education programs, such as the Pacific Center for Advanced Technology and Education, the Asia Pacific Center for E-Commerce and Entrepreneurship, and the Hawaii Center for Advanced Communications. The program aims to equip young people with skills needed in IT-related employment opportunities.
- Along with the Hawaii Information Consortium (HIC), the state government has initiated plans for eHawaiiGov, an Internet portal that will provide enhanced electronic access to government information and services. Costs associated with the portal will accrue from convenience fees that will be charged for certain transactions, sparing the State from any outlay.
- The state Department of Education's Planning and Evaluation Group has put up a Web-based resource for all matters concerning K-12 education development. The Assessment Resource Center continuously updates online information on school improvement reports and school quality surveys. The resource also provides information on professional accountability and system responsibilities in Hawaii K-12 education.

IDAHO	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	75	9	44
Taxation & Revenue	78	11	39
Social Services	52	28	50
Law Enforcement & the Courts	38	50	28
Digital Democracy	91	3	28
Management and Administration	64	32	n/a
Higher Education	87	8	39
K-12 Education	78	17	39

Idaho earned an overall average score of 70 points this year as a result of top-ten performances in the Electronic Commerce and Business Regulation, Digital Democracy and Higher Education categories. Idaho also performed well in the areas of Taxation and Revenue, and K-12 Education.

- Idaho's online services for scholarships and financial aid cover most topics, ranging from SAT preparation tips to financial resources for international graduate degrees.
- Idaho's digital legislative services were improved to include a broad list of resources, such as prior and current legislation, a complete list of state statutes, and an index of contact information for different state departments and personnel. Advances in these areas may be attributed to the combined efforts of the Department of Administration, the Idaho Legislative Services Office, and the Judiciary Branch.
- Potential and existing business owners can seek online assistance from the Idaho Department of Commerce for business matters, including starting a business, expanding or relocating a company, developing workforce skills, and providing business networks.

ILLINOIS	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	79	8	46
Taxation & Revenue	89	8	26
Social Services	44	21	25
Law Enforcement & the Courts	76	12	35
Digital Democracy	86	7	49
Management and Administration	97	2	n/a
Higher Education	87	8	46
K-12 Education	94	2	6

Illinois showed the biggest jump in the rankings, from 49th in 1998 to fourth this year with a score of 82. Illinois was in the top ten in six of the eight categories: Electronic Commerce and Business Regulation, Taxation and Revenue, Digital Democracy, Management and Administration, Higher Education, and K-12 Education.

- To provide the infrastructure needed to support K-12 education, the Illinois Century Network was put up in 1999 to provide a telecommunications backbone for high speed access to data, video, and audio communication in schools, libraries, colleges, universities, museums, and municipal government offices. The network was created upon the recommendation of The Higher Education Technology Task Force and was built on LincOn, an already existing network being constructed by the state for K-12 education schools.
- The Illinois Virtual Campus (IVC) is a service of the state's colleges and universities to provide access to distance education via stored media (VHS, CD-ROM), broadcast TV, interactive TV, or correspondence courses. In its second year in existence, the IVC already offers 9,888 courses to 26,214 students. Community colleges offered the largest number of distance education courses (1,278) and generated the highest enrollments (21,200) during the spring/winter term 2000. During the previous term, the IVC offered 5,887 courses to 14,846 students.

INDIANA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	70	14	14
Taxation & Revenue	72	21	31
Social Services	15	50	25
Law Enforcement & the Courts	48	34	23
Digital Democracy	62	31	9
Management and Administration	91	4	n/a
Higher Education	73	17	15
K-12 Education	72	25	18

Indiana earned an overall average score of 63. Programs involving innovative uses of IT boosted Indiana into the top ten in the Management and Administration category with a score of 91.

- Indiana's flagship project in the digitalization of government services is the Access Indiana Information Network (AIIN), which is the central source of information related to Indiana State government. AIIN contains approximately 100,000 pages of content covering state agencies, elected officials, commissions, the judicial system and the legislative branch.
- AIIN does not use state or federal tax money, but rather subsidizes the network's free content with revenues from "commercially valuable" information. Ninety percent of all information on the network is available to the public at no cost. The remaining content is information that requires either annual subscription fees or per transaction charges. These include applications for licenses, permits, and titles.
- Indiana also posted solid numbers in the Taxation category with a score of 72.2. Indiana introduced I-File, an Internet tax filing service, in January 2000. Both the State Board of Tax Commissioners and the Indiana Tax Court provide complete online services, including provision of online assistance and the ability to download and file forms. However, the state does not yet have a system for storing, entering or retrieving digital records.
- Indiana also earned 70 points in the E-Commerce/Business Regulation category due to its effective online assistance program. Industry-specific information on issues ranging from employee training to industrial bonds is available in one location of the state's site.

IOWA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	55	28	39
Taxation & Revenue	72	21	19
Social Services	30	37	38
Law Enforcement & the Courts	71	17	39
Digital Democracy	71	22	1
Management and Administration	79	14	n/a
Higher Education	87	8	26
K-12 Education	61	36	18

Iowa's overall average score was 66 this year. Iowa's performance was highlighted by a score of 87 – eighth highest – in the Higher Education category. The state also posted a score of 79 in the Management and Administration category.

- Iowa provides online services to students and administrators above and beyond those that have become relatively standard in the higher education community. For example, Hawkeye Community College provides online resources for the Assessment of Skills for Successful Entry and Transfer (ASSET), which identifies a student's strengths in his/her program of concentration.
- The 21st Century Learning Infrastructure is a program to utilize a wide range of information technologies to provide learning opportunities within and beyond the bounds of the traditional classroom. It will be a combination of a digital library and a virtual open campus for all learners and institutions.
- Iowa also had a strong showing in the Management and Administration category, with a score of 79. The state's Information Technology Department (ITD) continues to provide an extensive range of digitalization programs, from infrastructure projects to the creation of a new policy framework to balance Internet privacy and public access. The ITD is also assisted by the Iowa Access Network Advisory Council.

KANSAS	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	82	3	9
Taxation & Revenue	100	1	26
Social Services	89	2	30
Law Enforcement & the Courts	81	8	6
Digital Democracy	91	3	1
Management and Administration	91	4	n/a
Higher Education	100	1	2
K-12 Education	78	17	39

Kansas was this year's second most digital state, with an average score of 89 points. Kansas was strong in all categories, but especially in the categories of Taxation and Revenue, and Higher Education, in which it led all other states. Kansas' initiatives in applying IT to higher learning are widely recognized as among the most advanced in the nation today.

- TAKE, The Technology Assistance for Kansas Educators, provides technological assistance to state education through technology planning, student leadership, framework integration, and professional development. Its recent achievements include a webcasting conference for students and the Generation www.Y, a project that facilitates the use of students as technology leaders in various programs.
- Kansas has encouraged electronic filing of tax returns through the state's Telefile, PC-File, and E-File services that were recognized by the National Association of Computerized Tax Processors. As of January 2000, electronic returns increased 29 percent over the same period the year before.
- Under 1990 legislation, the Information Network of Kansas (INK) was established for the purpose of providing electronic access to state, county, local and other public information. INK provides residents equal access to the data they need through their own computer and the Internet. No state funds were used for the creation or operation of the INK; it is entirely "subscriber fee" funded.

KENTUCKY	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	82	3	14
Taxation & Revenue	44	44	15
Social Services	37	31	47
Law Enforcement & the Courts	57	24	45
Digital Democracy	62	31	12
Management and Administration	76	19	n/a
Higher Education	60	30	10
K-12 Education	72	25	6

Kentucky earned an overall average score of 61. Kentucky scored especially well in the E-Commerce and Business Regulation category – where it placed third in the nation – and the Management and Administration and K-12 Education categories.

- In the Management and Administration area, Kentucky founded KY Direct.net in 1999 as an “umbrella” resource that makes a variety of different services, forms and available electronically. In its first 45 days of operation, the site received 59,760 hits.
- During the 2000-2001 schoolyear, the Kentucky Department of Education will launch the “New to the Net” program, which provides professional development opportunities for teachers to learn how they can better use the World Wide Web for teaching and raising student achievement. The program’s Web site will post instructional materials, match participants with mentors, and provide opportunities to exchange information on instructional methods.
- Kentucky also has established the Kentucky Virtual University, which provides a one-stop online resource for distance education services. The University is a joint project of the Commonwealth of Kentucky and the Council for Secondary Education and it offers complete administrative and academic services to students in college, professional training, and career development. Since its establishment, the Kentucky Virtual University has experienced a 700-percent increase in enrollment rates.

LOUISIANA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	73	11	48
Taxation & Revenue	72	21	14
Social Services	48	15	30
Law Enforcement & the Courts	67	19	23
Digital Democracy	76	13	47
Management and Administration	70	25	n/a
Higher Education	73	17	40
K-12 Education	61	36	32

Louisiana earned an overall average score of 68. Louisiana is expected to build on this year's performance using the Louisiana Technology Innovation Fund, which was established to accelerate the implementation of electronic government.

- In the Electronic Commerce and Business Regulation area, Louisiana's Integrated Statewide Information System (ISIS), provides a variety of services to assist those doing business with the state. ISIS provides online assistance in the areas of purchasing, financing, budgeting, contracting and human resources issues. ISIS also offers online assistance for training courses on financial systems, government purchasing and systems administration.
- Louisiana offers the TeleFile and On-Line filing methods for taxes. TeleFile allows taxpayers to file their returns using a touch-tone telephone. On-Line filing allows taxpayers to file from a personal computer using Department-approved commercial software. During the last tax-filing period, taxpayers that filed electronically using either method received refunds within six to eight days, while those who did not file electronically waited for six to eight weeks.

MAINE	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	55	28	14
Taxation & Revenue	72	21	39
Social Services	30	37	38
Law Enforcement & the Courts	43	36	39
Digital Democracy	62	31	37
Management and Administration	73	21	n/a
Higher Education	60	30	48
K-12 Education	61	36	6

Maine's average score was 50 this year. Maine's strengths were in the areas of Taxation and Revenue (with a score of 72) and Management and Administration (with a score of 73). The state fell behind in the Social Services and Law Enforcement and the Courts categories, but existing infrastructure is being upgraded and improved to extend electronic services to those categories in the near future.

- Maine introduced online tax filing in January 2000 to cover the individual returns from the 1999 tax year. This program also provided for electronic payment methods, including electronic benefits transfers and electronic funds transfers through debit or credit accounts.
- The use of Electronic Data Interchange (EDI) for state programs using an exclusive software package began during the first quarter of 2000. EDI is a method of exchange business documents between computer systems.
- Maine also stands out in terms of receiving technological assistance from several non-profit groups. The New England Electronic Data Interchange User Group (NEEDI), one of the largest nonprofit electronic commerce user groups in the country, promotes EDI and related technologies by offering seminars, conferences and classes on IT and EDI issues. The Electronic Commerce for Maine User Group ("ec4me") is another statewide, nonprofit electronic commerce user group, promoting the understanding and use of technology in business.

MARYLAND	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	82	3	2
Taxation & Revenue	83	10	5
Social Services	48	15	24
Law Enforcement & the Courts	86	4	2
Digital Democracy	76	13	22
Management and Administration	79	14	n/a
Higher Education	80	15	42
K-12 Education	83	10	22

Maryland is the ninth most digital state in this year's survey, with an average score of 77. Maryland ranked in the top ten in four categories: Electronic Commerce and Business Regulation, Taxation and Revenue, Law Enforcement and the Courts, and K-12 Education. Maryland anticipates maintaining its position as one of the most digital states through several administrative initiatives:

- The eMaryland Initiative will establish a CEO-level Board of Advisors for E-Commerce and an eMaryland Application Service Provider Consortium to assist Maryland in its efforts to create an advanced electronic business environment and become an international leader in the deployment of new Internet technologies. The program also provides the consortium with a funding stream through the Information Technology Investment Fund.
- Maryland's Electronic Government Initiative will require all units of the executive branch, with the exception of public institutions of higher education, to have: (1) 50 percent of their public information and services available over the Internet by 2002; (2) 65 percent of their public information and services available over the Internet by 2003; and (3) 80 percent of their public information and services available over the Internet by 2004.
- Other programs covering the privacy and security of public records, computer piracy, digital signatures, and uniform transactions are also in the pipeline.

MASSACHUSETTS	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	55	28	4
Taxation & Revenue	78	11	15
Social Services	59	9	12
Law Enforcement & the Courts	67	19	23
Digital Democracy	67	26	28
Management and Administration	70	25	n/a
Higher Education	47	39	32
K-12 Education	56	41	22

Massachusetts earned an average score of 62 this year. Massachusetts' strongest showing was in the Taxation and Revenue category, where it achieved a score of 78. Massachusetts' strongest relative showing was in the Social services category, where it ranked ninth with a score of 59.

- In the Taxation area, the Massachusetts Department of Revenue launched the Bay State Business Connection, an online service initially geared toward small- and medium-sized businesses, new businesses and businesses considering relocating to Massachusetts. This new resource allows businesses to register or update trustee tax registrations, download software for filing sales and withholding taxes, and locate information, forms and guides on several tax issues. The online service will be made available to larger businesses at a later date.
- Massachusetts has also adopted several IT infrastructure programs to develop new learning opportunities for students, provide new tools for teachers and to improve administrative systems. The Mass Community Network (MCN) is a dedicated high-speed network that connects schools, municipal offices, libraries and communities. MassEd.Net is the commonwealth's educational Internet service provider available at a low cost to educators. Educational Technology Integration Services (ETIS) is a service provided under state procurement law for easy purchase of technology goods.

MICHIGAN	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	76	9	4
Taxation & Revenue	78	11	31
Social Services	44	21	29
Law Enforcement & the Courts	52	29	15
Digital Democracy	86	7	22
Management and Administration	94	3	n/a
Higher Education	87	8	1
K-12 Education	89	5	18

Michigan earned an overall average score of 76. Michigan was in the top ten in five categories: Electronic Commerce and Business Regulation, Digital Democracy, Management and Administration, Higher Education and K-12 Education. The state is in the process of developing two major programs to improve electronic services.

- The Centralized Commerce Leadership Team is in the process of implementing a centralized electronic credit card authorization module. The system will be based on standard formats enabling all of the government's electronic applications requiring payment to use one payment approval mechanism.
- License 2000 is a modular application that will enable the adoption of common solutions to state business problems across multiple agencies. Across the state, many business functions are common from agency to agency, but applications are often developed independently in agency-specific situations. License 2000 aims to eliminate this redundancy.
- Michigan's Department of Education currently maintains a comprehensive online financial aid resource in the Higher Education Assistance Authority. Its services include resources on state scholarships and grants, and an Electronic Payment Savings system.

MINNESOTA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	55	28	25
Taxation & Revenue	72	21	11
Social Services	48	15	38
Law Enforcement & the Courts	52	29	3
Digital Democracy	91	3	14
Management and Administration	79	14	n/a
Higher Education	13	47	15
K-12 Education	39	46	22

Minnesota earned an overall average score of 56. Minnesota's strongest showing was in the Digital Democracy category, where it placed third, with a score of 91. Minnesota also scored well in the Taxation and Revenue category (with a score of 72) and the Management and Administration category (with a score of 79).

- Minnesota currently maintains a legislative Web site with services ranging from bill information to the State Fair Poll Results. The Web site also features video coverage of legislative events, administrative services, fiscal analysis and research sources. All Minnesota House publications since 1996 are available from the Web site.
- Electronic tax filing is already a standard feature in Minnesota. In tax year 1999, 22 percent of all tax returns were filed electronically. In 2000, approximately 22,000 individuals, representing 22 percent of all taxpayers, filed their returns online. In the last tax year, the state also allowed three private companies to have links to the Department of Revenue Web site. More residents are expected to file electronically for tax year 2000 due to the additional software and the increasing awareness about its convenience.

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MISSISSIPPI	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	58	24	25
Taxation & Revenue	61	32	37
Social Services	26	42	47
Law Enforcement & the Courts	33	43	15
Digital Democracy	67	26	34
Management and Administration	70	25	n/a
Higher Education	67	24	2
K-12 Education	67	31	32

Mississippi's overall average score this year was 56. Mississippi's best category was Management and Administration, where it achieved a score of 70 points.

- The Mississippi State Department of Information Technology Services (ITS) provides systems analysis, design, development, documentation, acquisition, training, and implementation of information technology (computer hardware and software, telecommunications equipment, or any combination of resources) for customer agencies and institutions on a project basis. A unique feature of the ITS is that it employs students from both Alcorn State University and Mississippi State University under a cooperative program.
- The state Department of Education's Classroom Connect added a high school distance learning feature last July 2000. Classroom Connect is a leader in Internet-based curriculum and professional development in K-12 education. It fosters interaction among teachers, students and families by providing high-quality content, functionality and interactivity in a Web environment. The latest improvement offers high school juniors and seniors a six-week, project-based class delivered entirely over the Internet.
- The Office of the Governor established the Classroom Technology Task Force to provide an Internet-accessible computer to every public elementary and secondary classroom in the state by the year 2002. The Task Force is currently evaluating proposals for hardware infrastructure projects.

MISSOURI	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	64	20	4
Taxation & Revenue	78	11	15
Social Services	48	15	7
Law Enforcement & the Courts	52	29	5
Digital Democracy	62	31	12
Management and Administration	73	21	n/a
Higher Education	67	24	36
K-12 Education	67	31	6

Missouri earned an overall average score of 64. Missouri's strongest categories were Taxation and Revenue and Management and Administration, where it earned scores of 78 and 73, respectively.

- Electronic services offered by Missouri have led to a substantial increase in the number of tax returns that are filed early. In the first quarter of 2000, over a million returns were received, of which approximately 475,000 were sent electronically. In this same period, more citizens have filed returns electronically than in all of 1999 signifying an increasing shift to using the electronic filing option.
- The Department of Elementary and Secondary Education (DESE) Information Technology Section continues its campaign to provide digital services to the state's public education system. Over the past five years, the DESE-ITS provided schools with numerous new services, including Internet connection to 95 percent of the school districts in the state, technical support training, the EBSCO periodical database and the Grolier online encyclopedia. By the end of June 2001, DESE-ITS expects to provide T1 connections to support instructional and administrative activities within school districts. This will allow DESE to use the Internet for regular electronic communication with, and data collection from, the school districts.
- Along with the American Management System, Missouri is operating the Statewide Advantage for Missouri (SAM) II system. SAM II is an integrated financial, budget preparation, purchasing, and human resources application that uses Intranet servers. SAM II will improve state financial operations through online functions, real time access, uniform formats, validation systems, and online assistance. The human resources and payroll functions of SAM II were implemented in September 2000.

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MONTANA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	61	22	9
Taxation & Revenue	61	32	19
Social Services	44	21	10
Law Enforcement & the Courts	62	22	34
Digital Democracy	33	48	46
Management and Administration	64	32	n/a
Higher Education	93	3	42
K-12 Education	39	46	47

Montana earned an average score of 57. Montana excelled in the Higher Education category – ranking third, along with Arizona, Utah, and Washington, with a score of 93 points.

- In Montana, the state Board of Regents of Higher Education and the Office of the Commissioner of Higher Education provide a comprehensive set of online resources for higher education. Both institutions provide resources concerning statewide education programs, university system policies, faculty appointments and budgeting.
- The Information Services Division of Montana is one of the few state digital service providers maintaining 911 emergency links. The site offers basic information on the 911 service and specific operations regarding the emergency service. The site also provides complete information on Enhanced 911 (E911), a project that will provide faster connection and information retrieval services for emergency situations.
- The state Department of Administration continues to maintain and improve the operation of the Project to Reengineer the Revenue and Information Management Environment (MT PRRIME). The project is an infrastructure and application plan to improve revenue and expenditure information, enhance revenue forecasting and expenditure monitoring, streamline business processes, maximize the ability to plan for the future using relevant management information and improve service to Montana's citizens.

NEBRASKA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	55	28	34
Taxation & Revenue	67	29	2
Social Services	59	9	18
Law Enforcement & the Courts	76	12	49
Digital Democracy	76	13	1
Management and Administration	85	10	n/a
Higher Education	73	17	2
K-12 Education	67	31	39

Nebraska earned an average score of 70. Nebraska's strongest performance was in the Management and Administration category, where it ranked tenth with a score of 85. Nebraska also performed well in the Law Enforcement and the Courts (76 points), Digital Democracy (76points) and Higher Education (73 points) categories. Nebraska ranked ninth in Social Services with a score of 59.

- The Nebraska Crime Commission maintains several statewide adult and juvenile criminal databases. The commission has a Statistical Analysis Center that maintains and develops the commission's online functions.
- The Nebraska Unicameral online service offers three major sources of news on legislation: Unicameral Update, an online news service providing daily updates on the state legislature; Unicam Live, which provides live video coverage of legislative proceedings; and Unicam Daily, which provides video coverage of daily legislative news over the Internet.
- In September 2000, The Nebraska Department of Health and Human Services started implementing an EBT smart card program that is scheduled to be fully operational by July 2001.

NEVADA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	55	28	9
Taxation & Revenue	72	21	39
Social Services	56	12	12
Law Enforcement & the Courts	48	34	49
Digital Democracy	76	13	14
Management and Administration	85	10	n/a
Higher Education	67	24	19
K-12 Education	72	25	39

Nevada earned an average score of 66. Nevada secured a top ten position in the Management and Administration category with a score of 85. Other strong categories included Taxation and Revenue (72 points), Digital Democracy (76 points) and K-12 Education (72 points).

- The Nevada State Legislature Web site presents a well-structured format for its online service. The site includes general information, session information, legislator information, and interim information on legislative proceedings. It also provides live audio coverage of all hearings. The Elections Division of the Secretary of State also releases online data on candidates, campaigns, political parties, and initiatives and referendums.
- The state Board of Education formed the Commission on Educational Technology as part of the Nevada State Reform Act to oversee the application of digital technology in K-12 education. Going into its third year, the commission is targeting Level 3 plans which include WAN/LAN classroom connections, a 5:1 ratio between students and computers, and access to the latest software. With the plans the commission hopes to improve attendance and participation and reduce truancy.
- Nevada's government has also introduced SilverSource, a Web portal for state citizens that provides complete information on government, business, recreation, employment, education, regulatory, and public safety services.
- To combat state computer crimes and telecommunications fraud – particularly in its gaming industry – the Nevada High Technology Crime Task Force was formed in 1997. The task force is linked to all local law enforcement bodies as well as federal agencies to monitor and prevent technology-related violations from equipment theft to cybercrimes.

NEW HAMPSHIRE	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	49	39	38
Taxation & Revenue	61	32	44
Social Services	44	21	14
Law Enforcement & the Courts	38	38	22
Digital Democracy	52	38	25
Management and Administration	58	41	n/a
Higher Education	27	46	10
K-12 Education	78	17	32

New Hampshire's average score this year was 51. The state's strongest performance in this year's survey was in the K-12 Education category, with a score of 78 points.

- The New Hampshire Department of Education and Society for Technology in Education conduct projects that encourage the use of digital technology in K-12 education: The Internet Policy Tool Kit is a project that integrates Internet technology in district educational policies. The Technology Long Range Plan studies the financing of digital tools for education. NHEON, The New Hampshire Educators Online, supports curriculum planning and professional development.
- The New Hampshire Governor's Office has implemented a Computers in the Schools Program. Along with the state Department of Education and the Department of Corrections, the program aims to provide computers in every public school classroom in the state by collecting and upgrading surplus computers and computer equipment. The Department of Corrections' Prison Industries Program upgrades the computers to meet the specific needs of each applicant school. The upgraded computers are then given to qualified New Hampshire public schools.

NEW JERSEY	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	55	28	25
Taxation & Revenue	94	2	19
Social Services	70	4	18
Law Enforcement & the Courts	86	4	6
Digital Democracy	76	13	37
Management and Administration	82	13	n/a
Higher Education	87	8	32
K-12 Education	83	10	32

New Jersey is the sixth most digital state in this year's survey, with a score of 79 points. New Jersey was in the top ten in five categories: Taxation and Revenue, Social Services, Digital Democracy, Higher Education and K-12 Education.

- New Jersey is currently conducting five major programs to promote the use of digital technology in K-12 education. County Coordinated Services include grants to state counties to develop long-term resources for educational technology activities: The Distance Learning Network Aid is a funding system to build electronic communities within counties for educational use. Educational Technology Training Centers (ETTC) is a resource center for the professional development of educators. Local Technology Planning involves the creation of guidelines for the integration of technology in education. Finally, Special Education Training is a program to promote the use of technologies in teaching students with disabilities.
- New Jersey also initiated a comprehensive High-Tech Workforce Excellence program to fully integrate digital technologies in higher education while increasing the prominence of academic programs in computer science and information technology; physical, life and health sciences; engineering and engineering technology; and science and mathematics teacher education.
- New Jersey's state legislature also provides online resources for all legislative issues. Resources are available depending on the user's level of understanding of New Jersey legislation. In addition to complete details on past bills, there is also a separate resource for Minority and Majority offices.

NEW MEXICO	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	37	43	39
Taxation & Revenue	78	11	11
Social Services	37	31	30
Law Enforcement & the Courts	38	38	47
Digital Democracy	33	48	39
Management and Administration	49	45	n/a
Higher Education	7	48	42
K-12 Education	44	45	17

New Mexico's average score this year was 40. New Mexico performed well, however, in the Taxation and Revenue category, with a score of 78 points.

- Plans are currently underway to improve the Agency Information Management System (AIMS), the financial software currently part of the state's Central Agency Reporting Link (CARL). The state Information Technology Management Office plans to improve AIMS by including electronic capture of transaction documents, reducing processing costs, enhancing procurement and payment relationships, and allowing orders via Internet. Purchasing orders (e.g., for equipment acquisition) by state agencies will then be electronically documented for a more efficient system of information storage.
- New Mexico also offers one of the most comprehensive online services for recreation and tourism. In addition to general information about different New Mexico attractions, the Governor's Committee on the Concerns of the Handicapped also provides online guides for visitors with disabilities.

NEW YORK	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	52	38	33
Taxation & Revenue	50	39	30
Social Services	22	48	17
Law Enforcement & the Courts	71	17	39
Digital Democracy	57	35	10
Management and Administration	70	25	n/a
Higher Education	73	17	31
K-12 Education	72	25	39

New York earned an overall average score of 58 in this year's survey. New York performed best in the categories of Law Enforcement and the Courts (71 points), Management and Administration (70 points) and Higher Education (73 points).

- The New York State Education Department and the Technology Literacy Challenge Fund provide technical assistance in offering digital technologies to state schools and libraries. The program offers e-mail and Internet resources for education, as well as in-state teleconferenced seminars for professional development.
- New York offers full online social services to its citizens. The New York State's Office of Temporary and Disability Assistance provides an online "checklist" for the Division of Disability Determinations to verify an applicant's qualifications for benefits. The office also extends its online services by providing resources for individuals after they have stopped receiving government assistance.
- New York introduced EBT payment methods in 1999 and the system remains one of the best-established EBT networks in the nation. In New York City, for example, the Electronic Benefit Insurance and Control System distributes benefits to 57 districts, while the Electronic Payment File Transfer System distributes benefits to a network of 455 check casher locations.

NORTH CAROLINA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	42	40	25
Taxation & Revenue	50	39	46
Social Services	26	42	43
Law Enforcement & the Courts	81	8	15
Digital Democracy	57	35	28
Management and Administration	64	32	n/a
Higher Education	53	36	15
K-12 Education	83	10	6

North Carolina earned an average score of 57 points. North Carolina performed exceptionally well in the Law Enforcement and Courts category – where it ranked eighth in the nation – and the K-12 Education category – where it ranked tenth.

- North Carolina's online resources for law enforcement are among the best in the nation, with sections on general information, assistance, courts, violations, statistics and jobs. The assistance section, for example, covers 18 separate issues ranging from finding consumer protection information to contacting criminal justice agencies. The violations section offers procedures for reporting different acts.
- North Carolina's Information Technology Services continue to operate NC @ Your Service, which provides online portals as a one-stop resource for citizens, businesses and state employees. NC @ Your Service also operates a Project Management Office that will continue to develop state e-strategy plans. Finally, NC @ Your Service operates cross-cutting projects across government agencies such as EDIs and e-auctions.

NORTH DAKOTA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	36	43	34
Taxation & Revenue	50	39	39
Social Services	26	42	43
Law Enforcement & the Courts	29	46	15
Digital Democracy	52	38	28
Management and Administration	46	46	n/a
Higher Education	40	42	26
K-12 Education	50	43	1

North Dakota's average score in this year's survey was 41 points. The state expects expanded use of digital technology in the near future with the implementation of future projects.

- North Dakota has made progress in applying digital technology to business compliance. Licensing and registration forms for most businesses, particularly in the financial sector, are available online.
- Electronic tax filing was also introduced in 1999, resulting in 30,000 returns being filed electronically. Greater use of the new software-based payment system is expected in the next tax year, with 300,000 taxpayers expected to use the online option.
- North Dakota maintains fairly simple IT initiatives for K-12 education in the form of grants for school districts integrating digital technology with school curricula. The state Management Information System (MIS), however, operates a well-established information technology and data management network for district schools. The MIS also provides administration and support of the local area network, hardware and software, and remote connections with school systems and local agencies.

OHIO	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	58	24	25
Taxation & Revenue	56	38	19
Social Services	41	28	14
Law Enforcement & the Courts	57	24	23
Digital Democracy	76	13	45
Management and Administration	73	21	n/a
Higher Education	47	39	26
K-12 Education	78	17	1

Ohio earned an overall average score of 61. The state's performance was highlighted by scores of 73 in Management and Administration, 76 in Digital Democracy, and 78 in the K-12 Education.

- To stay current with developments in K-12 education, the Ohio Department of Education, in cooperation with the Ohio SchoolNet Commission, specified the development of an interactive tool which provides a systematic approach to the planning process. The Interactive Continuous Improvement Plan (iCIP) is an online medium for Ohio school districts to identify and achieve their district's educational goals. It is a central source for collecting and analyzing the information needed for continuous education planning.
- In its fifth year, the state's SchoolNet continues to offer advanced IT-related courses. SchoolNet began as a \$95 million, state-funded project to provide access to data, voice, and video networks in every public school classroom in the state. SchoolNet's strategic directions now include the development of classroom infrastructure and digital learning resources and professional development.
- Ohio also maintains one of the most user-friendly resources for the collection, storage, and retrieval of public records, not only for state employees but for the public as well. The Ohio Government Records Database contains information about individual documents, record series, electronic publications, and automated systems created by Ohio state government agencies. Resources that are available via the Web have a direct link.

OKLAHOMA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	55	28	48
Taxation & Revenue	94	2	34
Social Services	26	42	3
Law Enforcement & the Courts	38	38	47
Digital Democracy	43	44	27
Management and Administration	42	48	n/a
Higher Education	40	42	19
K-12 Education	39	46	49

Oklahoma's average score was 47. Oklahoma's strongest category by far was Taxation and Revenue, where it placed second with a score of 94 points.

- The Oklahoma Tax Commission formatted its online services to go directly to a specific tax issue, depending on the user's preferences. Resources are then available on each tax issue along with links for online assistance. In the income tax section, for example, tables are provided to check what taxes have to be paid. Assistance is also available for most tax-related issues like extensions, interest, and penalties.
- To keep up with the changes in the new economy, Oklahoma transformed the Department of Vocational and Technical Education into the Oklahoma Department of Career and Technology Education in May 2000. With existing resources and facilities, including 399 school districts and 54 technology centers, the state plans to focus on more IT-oriented education.
- TeleTech Online is a statewide project to train Oklahoma's educators in the most effective use of telecommunications and distance learning technology for the enhancement of education in Oklahoma. There are over 51,000 teachers in Oklahoma, with roughly 44,000 in comprehensive school districts, 5,600 in higher education institutions and 1,100 in technology centers. The intent is that every educator in Oklahoma should have access to training. Oklahoma recently made available seven million dollars over a five-year period to train state teachers in the most effective use of telecommunications and distance-learning technology.

OREGON	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	70	14	14
Taxation & Revenue	67	29	35
Social Services	44	21	18
Law Enforcement & the Courts	81	8	28
Digital Democracy	71	22	14
Management and Administration	64	32	n/a
Higher Education	60	30	2
K-12 Education	50	43	22

Oregon's average score was 63. Oregon scored well in the Law Enforcement and the Courts, where it ranked eighth with a score of 81. Oregon also performed well in Digital Democracy (71 points) and Electronic Commerce and Business Regulation (70 points).

- In February 2000, the Oregon Internet Commission was formed to review Oregon's Internet profile and position in the "new economy." The Commission will make recommendations on how best to encourage Internet commerce in Oregon, while at the same time delivering social and economic benefits to all Oregonians. The Commission will focus on three main areas: Oregon's education and workforce training needs; how to ensure that no Oregonian is left behind; and how to ensure that all Oregon businesses have a fair chance in this new environment.
- Oregon has also made significant progress in the digitalization of K-12 education. As of late 1999, a total of 23,614 out of 26,147 classrooms have Internet access. Of all the schools that provide Internet access, 33 percent provide remote access to students, teachers, administrators, parents, or the community in general. Distance learning has also been introduced to 42 percent of K-12 schools.
- The state legislature provides complete resources regarding its legislative counsel, administrative functions, fiscal issues, and revenue matters apart from offering comprehensive online information bills and committees from both the House and the Senate. Live audio coverage is also offered and archived sessions are also stored for easy reference.

PENNSYLVANIA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	72	11	2
Taxation & Revenue	94	2	2
Social Services	59	9	25
Law Enforcement & the Courts	91	2	15
Digital Democracy	57	35	40
Management and Administration	76	19	n/a
Higher Education	60	30	19
K-12 Education	78	17	1

Pennsylvania earned an average score of 73. Pennsylvania was second in the nation in Taxation and Revenue and Law Enforcement and the Courts, with scores of 94 and 91, respectively. Pennsylvania also performed well in the categories of Electronic Commerce and Business Regulation (72 points), Management and Administration (76 points) and K-12 Education (78 points). Pennsylvania was ninth in Social Services, with a score of 59.

- In *The Digital State 1998*, Pennsylvania was cited for its Link to Learn program, an effort to connect schools, libraries, and communities for educational development. Today, the program has grown to include 13 projects, expanding Link to Learn's scope in terms of both content and geographical coverage. Project Neat, for example, is targeted to assist 162 Pennsylvania schools in the Appalachian region with obtaining Internet connections. The Office of Educational Technology focused on helping small, rural schools free Internet equipment and training.
- Pennsylvania also continues its digital law enforcement service through the JNet Program. The program was established to enhance public safety by providing a common online environment whereby authorized state, county, and local officials can access offender records and other criminal justice information from participating agencies. The program is implemented via the JNET Laboratory, located at Pennsylvania State Police Department Headquarters in Harrisburg.
- The state's notable performance in the Taxation and Revenue category was a result of the efficient operation of the Tax Information Data Exchange System (PA TIDES). (see the Best Practices section of Taxation and Revenue)

RHODE ISLAND	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	27	46	34
Taxation & Revenue	67	29	46
Social Services	26	42	38
Law Enforcement & the Courts	14	49	6
Digital Democracy	52	38	42
Management and Administration	61	38	n/a
Higher Education	n/a	n/a	37
K-12 Education	n/a	n/a	39

Rhode Island was not able to participate in both education categories of the survey, which accounts for its low average score. Though the state fell behind in this year's survey, the state is taking steps to adopt digital technologies. In particular, Rhode Island earned a score of 67 in the Taxation and Revenue as a result of heightened efforts to provide additional online services.

- In Spring 2000, the Division of Taxation introduced a 2-D bar-coding program to accelerate the processing of computer-generated returns. The system is currently supported by two software companies and should be enhanced by support from the tax software industry.
- The Division of Taxation also entered its fifth season of electronic filing (ELF). An estimated 40,000 e-filed returns were received for tax year 1999, 35 percent higher than the previous year. Seven software companies currently support Rhode Island's E-File and two more are expected for tax year 2000.

SOUTH CAROLINA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	39	41	25
Taxation & Revenue	89	8	19
Social Services	30	37	30
Law Enforcement & the Courts	67	19	6
Digital Democracy	76	13	14
Management and Administration	52	43	n/a
Higher Education	53	36	19
K-12 Education	72	25	32

South Carolina earned an average score of 60 points. The state ranked eighth in the Taxation and Revenue category, with a score of 89 points. South Carolina also performed well in Digital Democracy category (76 points) and the K-12 Education category (72 points).

- South Carolina's information technology initiatives are carried out by the South Carolina Information Network Services. One of their projects is The K-12 Initiative, an effort to use telecommunications links, video resources, and teacher training as the building blocks for school technology. The initiative's goal is a 100-percent computer and satellite link-up for each classroom computer by the end of the year 2000.
- Another K-12 education project is the South Carolina Statewide Systemic Initiative (SC SSI). The project provides an online resource for both parents and teachers to keep abreast of achievement standards and Internet-based educational projects.
- In addition to the official state site, the state government also maintains South Carolina's Information Highway (SCIWay). SCIWay is the largest resource for South Carolina information on government, local events, career opportunities and online news.

SOUTH DAKOTA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	70	14	4
Taxation & Revenue	61	32	1
Social Services	63	7	7
Law Enforcement & the Courts	29	46	39
Digital Democracy	71	22	34
Management and Administration	64	32	n/a
Higher Education	100	1	19
K-12 Education	100	1	39

South Dakota's average score was 70. South Dakota was notable for achieving perfect scores in both education categories. South Dakota has completed several development projects in the IT infrastructure category, which contributed to a more digital education system.

- Connect the Schools (CTS) remains one of the more advanced K-12 education projects in terms of IT infrastructure development. As of March 2000, 100 percent of South Dakota schools have at least a T1 network connection. As of June 2000, over 100,000 LAN drops were distributed among K-12 schools, universities, and libraries. The cost of the project is currently estimated at \$15 million, a fraction of the \$100 million estimate if done with private sector resources.
- In 1999, the state Department of Revenue introduced the South Dakota Quick Easy Secure Tax (QUEST) Filing system. One unique feature of this service is that it was also installed in 16 public libraries for those who would like to file electronically but do not have access to the Internet.
- The South Dakota Department of Motor Vehicles also offers one of the most complete online services for motor vehicle matters. The resource offers 18 services, including information on apportioned licensing, prorated licensing, and International Registration Plans.

TENNESSEE	2000 (Scale=100)	2000 Score National Ranking	1998 Score National Ranking
E-Commerce & Business Regulation	55	28	14
Taxation & Revenue	28	48	19
Social Services	33	35	30
Law Enforcement & the Courts	38	38	32
Digital Democracy	48	43	14
Management and Administration	79	14	n/a
Higher Education	33	44	19
K-12 Education	94	2	22

Tennessee's average score this year was 51. Tennessee's strongest performance was in the K-12 Education, where it ranked second in the nation with a score of 94 points. The state also scored 79 points in the Management and Administration category. Tennessee is currently undertaking projects that are expected to improve operations in the state judicial branch, the agriculture sector, and other government bodies.

- Five projects are in the pipeline for the Administrative Office of the Courts. The projects mainly consist of hardware infrastructure development that will be followed by an integrated tracking software for case documentation and management.
- Hardware projects, most of which involve the replacement and upgrading of computers and computer-related equipment, are also being applied to the agricultural sector. The last of four projects is to be completed by 2001.
- The Tennessee Information Infrastructure (TNII) Consortium was formed in 2000 in order to further cooperation and consolidation among the various statewide information networks operated and managed by the State of Tennessee, the Office of Information Resources (OIR), the Tennessee Board of Regents (TBR), and The University of Tennessee (UT). The goal of the TNII Consortium is to create an interoperable network of networks for all the state's citizens.

TEXAS	2000 Score (Scale=100)	2000 Score National Ranking	1998 Score National Ranking
E-Commerce & Business Regulation	73	11	25
Taxation & Revenue	78	11	26
Social Services	67	5	30
Law Enforcement & the Courts	86	4	37
Digital Democracy	81	11	34
Management and Administration	70	25	n/a
Higher Education	73	17	19
K-12 Education	83	10	49

Texas ranked tenth overall, with an average score of 76 points. Texas' performance this year represents a considerable improvement relative to 1998, when it ranked 40th in the nation. Texas scored well in all categories, with top-ten rankings in Law Enforcement and the Courts (86 points), Social Services (59 points) and K-12 Education (83 points). Texas also earned 81 points in the Digital Democracy category.

- In 1999, the Texas legislature recognized digital signature as an electronic identifier intended by the person using it to have the same force and effect as the use of a manual signature. The use of a digital signature under the law is also subject to criminal laws pertaining to fraud and computer crimes.
- Texas is the leading provider of electronic benefits transfers in the nation. Since its implementation, over 300 million transactions, totaling over \$7.3 billion have been processed on a network of 12,000 retailers. The Lone Star EBT program provides food stamp and Temporary Assistance to Needy Families (TANF) benefits to nearly 1.5 million people monthly. It processes over six million transactions a month
- The state also continues to apply digital technology in the law enforcement arena. At present, four major law enforcement bodies offer online services for issues relating to justice and the courts: The Office of the Attorney General, The Department of Criminal Justice, The Department of Public Safety, and The Office of the Court Administration offer 23 online services ranging from child support to information about state statutes.

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UTAH	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	70	14	39
Taxation & Revenue	78	11	11
Social Services	74	3	14
Law Enforcement & the Courts	91	2	3
Digital Democracy	67	26	14
Management and Administration	85	10	n/a
Higher Education	93	3	41
K-12 Education	83	10	6

Utah ranked fifth overall, with an average score of 80 points. Utah has moved steadily up in the rankings since 1997 and was 12th in the 1998 rankings. As would be expected from such a strong overall showing, Utah performed well across the board, with top ten finishes in the categories of Social Services, Law Enforcement and the Courts, Management and Administration, Higher Education, and K-12 Education.

- In 2000, Utah's Electronic High School added seven new courses to Grades 9-12, further improving the state's electronic distance education program. The electronic school delivers classes through broadcast television, EDNET 2-way conferencing, or through the Internet.
- Utah continues to provide digital resources in education to promote the learning process outside of the schools. The e-Utah resource offers 13 online sources of assistance for homework. For Your Eyes Only, for example, is a resource for K-12 students that includes an online library, practice tests, and links to projects and homework tips.
- The Utah Digital Signature Act was also signed into law in August 2000. The use of digital signature technology is expected to assist the state's E-Commerce operations in terms of improved security. Other privacy initiatives of the state include an Administrative Code and a Certificate Policy.

VERMONT	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	24	48	14
Taxation & Revenue	50	39	44
Social Services	44	21	3
Law Enforcement & the Courts	43	36	28
Digital Democracy	43	44	33
Management and Administration	55	42	n/a
Higher Education	7	48	46
K-12 Education	72	25	1

Vermont's average score this year was 42. With an established partnership between the Governor's office and the state Department of Education, Vermont's efforts in the digitalization of K-12 education continues to grow. Vermont scored 72 points in the K-12 Education category.

- Project Vision, or the Vermont Integrate Solution for Information and Organizational Needs, will be launched in July 2001 to provide the state with a fully integrated financial management information system. Project Vision will be designed to meet the business processing and informational requirements of departments, agencies, the governor and legislators, as well as to support financial and program management and strategic planning.
- K12net is an educational technology network designed in 1995 to provide network access to K-12 schools. Through K12net, the state is able to provide the "infrastructure" which interconnects all schools and libraries. Internet access is also available through K12net. Of the more than 400 public and independent K-12 schools, nearly 300 are currently connected to K12net. More than 10,000 students, teachers and administrators use K12net email. And of the many Vermont schools with sites on the world-wide web, more than 75 are hosted by K12net on the State web server. K12net also provides network access to more than 100 public libraries in Vermont.

VIRGINIA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	64	20	25
Taxation & Revenue	72	21	26
Social Services	57	15	18
Law Enforcement & the Courts	62	22	23
Digital Democracy	71	22	1
Management and Administration	91	4	n/a
Higher Education	60	30	10
K-12 Education	78	17	22

Virginia earned an average score of 69. Along with Alaska, Arizona, Indiana, and Kansas, Virginia ranked fourth in the Management and Administration category with a score of 91. Virginia also performed well in the categories of Taxation and Revenue (72 points), Digital Democracy (71 points) and K-12 Education (78 points).

- The highlight of Virginia's efforts in IT infrastructure is the Virginia Information Providers Network (VIPNet). VIPNet is an information and transaction system created to help the Commonwealth streamline and enhance the ways in which citizens and businesses access government information. It was also designed to make communication with the government quicker and more convenient for residents and businesses throughout the Commonwealth.
- VIPNet is designed not to require new state tax dollars to develop electronic information access or electronic commerce applications. The Network is funded by minimal user fees generated through enhanced access applications to commercial information. The revenue from these few applications will help fund hundreds of free information services that will be developed to benefit both private citizens and businesses.

WASHINGTON	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	82	3	14
Taxation & Revenue	94	2	8
Social Services	100	1	2
Law Enforcement & the Courts	81	8	6
Digital Democracy	100	1	1
Management and Administration	100	1	n/a
Higher Education	93	3	2
K-12 Education	94	2	1

The state of Washington continues to claim the title of the most digital state, as it has in previous years. Washington earned perfect scores in the categories of Social Services, Digital Democracy, and Management/Administration. It ranked in the top three in all remaining categories, except Law Enforcement and the Courts, where it ranked eighth.

- Washington continues to be a leader in the digitalization of K-12 education with two major programs. The Washington Virtual Classroom is a consortium of nine school districts that will establish interconnectivity between each district. The network consortium will be used as a medium for staff development and course delivery. Exchange between the school districts can be accomplished via video teleconferencing and Web-based learning modules. The Washington K20 Network is another project that recently connected 294 public K-12 school districts, 32 community and technical colleges, 4 regional public universities, and the state's two research universities to a statewide high-speed backbone.
- Infrastructure development plans continue to unfold with the release of the Washington State Digital State Government Plan last May 2000. The state Digital Government Plan targets three new Internet services to be ready within the year: electronic procurement, joint tax filing for businesses and obtaining a master business license.
- The state provides perhaps the most complete online business resource for all business sizes. The Electronic Commerce Resource Center (ECRC), an E-Government Business Support and E-Commerce Portal, offers comprehensive commerce and Internet resources for all types of businesses. Small- and medium-sized companies can have assistance in electronic commerce training, e-procurement, government electronic bidding, and market expansion. Mature businesses are provided with consulting services, supply-chain solutions and continuous e-commerce training. The ECRC covers electronic business information in the Pacific Northwest, US national resources, and global Web links.

WEST VIRGINIA	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	61	22	14
Taxation & Revenue	78	11	50
Social Services	33	35	43
Law Enforcement & the Courts	57	24	45
Digital Democracy	67	26	42
Management and Administration	88	9	n/a
Higher Education	33	44	32
K-12 Education	89	5	39

West Virginia earned an average score of 63 points. West Virginia ranked fifth nationally in the K-12 Education (89 points), fourth in Management and Administration (88 points), and also performed well in Taxation and Revenue (78 points).

- As of fiscal year 1999, West Virginia has invested \$162.6 million on various IT projects including consulting, hardware and software maintenance, and training.
- Carrying on with its Management and Administration projects, the state continued its development of the West Virginia State Unified Network (WSUN), a project of the Office of Technology to provide access to bandwidth needed to run applications for state operations. Plans for the near future include linking K-12 schools through WSUN with a system that will provide both bandwidth and centralized management.
- The state Chief Technology Officer has also participated on the state legislative committee for digital signatures. Digital signature legislation was passed and signed into law by the Governor in 1998.

WISCONSIN	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	82	3	14
Taxation & Revenue	94	2	2
Social Services	52	13	7
Law Enforcement & the Courts	86	4	1
Digital Democracy	91	3	1
Management and Administration	73	21	n/a
Higher Education	73	17	10
K-12 Education	67	31	32

Wisconsin is the eighth most digital state, with an average score of 77 points. Wisconsin scored well in all categories, ranking second nationally in Taxation and Revenue (94 points), third in Digital Democracy (91 points), and fourth in Law Enforcement and the Courts (86 points).

- Wisconsin has already made substantial progress in addressing the privacy issue. The Wisconsin State Authentication and Application Security (SAAS) project was established in February 1998, to recommend long-term strategies and standard protocols/products for the state's use of encryption, digital signatures, and access control in e-mail, e-forms, and Internet applications. This service was also established to allow an open exchange of ideas and information among all concerned with 'net security policy' for the State of Wisconsin.
- The Division of Technology Management and the Department of Administration now offer more advanced IT education and development programs. Under the Enterprise Education and Development Initiatives, courses and programs on e-government business, IT leadership, and e-government management are now being conducted to produce the necessary skills in addressing high-level IT issues.

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WYOMING	2000 Score (Scale=100)	2000 Rank National Ranking	1998 Rank National Ranking
E-Commerce & Business Regulation	30	45	4
Taxation & Revenue	28	48	7
Social Services	48	15	3
Law Enforcement & the Courts	38	38	39
Digital Democracy	52	38	25
Management and Administration	46	46	n/a
Higher Education	73	17	26
K-12 Education	61	36	32

Wyoming's average score was 47 points. In recent years, the state has devoted efforts in the application of IT in classrooms. Wyoming's initiatives in education produced scores of 73 and 61 points, respectively, in the Higher Education and K-12 Education categories.

- The Wyoming Equality Network is a statewide, high-speed data and video network that will connect all Wyoming public schools and give communities capability for telemedicine, economic development and community outreach applications as well as access to the Internet. Completion of the network was achieved for the last school district in May 1999.
- The Wyoming Department of Revenue, in conjunction with the Department of Administration and Information, Information Technology Division, is also in the planning stages of updating a Computer Assisted Mass Appraisal System (CAMA) that will provide an integrated solution to the business requirements of the property tax system.
- The state Department of Administration has established a division that will oversee the state's IT integration into government service. The Information Technology Division (ITD) manages the state government's application of communications, network control, WAN management, and video conferencing systems (The Wyoming Video Conferencing System).
- The ITD also operates the Wyoming Video Conferencing System (WVCS), a 35 site, two-way, interactive compressed video network located in 23 Wyoming communities, serving approximately 97% of the state's population. The WVCS serves a customer base comprised of education, government and private industry for scheduling conferences/classes both inside of and outside of Wyoming.

Appendix Two: Ranking Criteria

As discussed in the text of the report, the methodology used in this study involved identifying key applications of digital technology to state government functions and operations and devising specific criteria by which individual state efforts in each area could be ranked on a quantitative scale. The ranking criteria are presented below for each of the eight categories of activities analyzed.

Electronic Commerce & Business Regulation

1. Can businesses/citizens access and download a form (for a license, permit, etc.) online?

Technology is rapidly transforming the way in which citizens access information from state agencies. One service a state Web site can provide is that of a clearinghouse for the many forms required to do business within the state. Has your state made all forms for licenses/permits available online, or does the Web site only maintain select forms? If the state Web site does not yet provide such a service, are there plans to provide forms online by year's end?

- a – No forms available
- b – Implementation scheduled for calendar 1999
- c – Some forms are available
- d – All forms for licenses/permits, etc. are available on the Web site

2. Can businesses/citizens actually file/apply for a license/permit, etc., online?

Citizens are now banking from home and making major purchases via the Internet. Transactions are now being completed in virtual business places. Has your state begun to move in this direction by offering citizens the option to file applications for permits/licenses online, or can citizens only electronically file by visiting a kiosk? Is implementation of such a service scheduled for calendar 1999?

- a – No, businesses/citizens cannot file/apply for licenses/permits online
- b – Implementation scheduled for calendar 1999
- c – Can be done at kiosk only
- d – Can be done from the Web

3. Can businesses/citizens get help or advice on complying with regulations through a general mailbox online?

A valuable service extended to citizens and businesses is online access to professional state departmental staff. Inquiries may be reviewed on a case-by-case basis by department staff and traditional mail or long lines need not hinder responses. Questions 3 and 4 address the extent to which businesses/citizens can access department officials to assist in answering questions that arise during the applications process.

- a – No general mailbox exists
- b – Implementation scheduled for calendar 1999
- c – Can e-mail a general mailbox in some departments for help from the state's Web site
- d – Can e-mail a general mailbox in all departments for help on the state's Web site

4. Can businesses/citizens e-mail to a professional staff person online?

- a – No, businesses/citizens cannot send e-mail to professional staff people online
- b – Very few departments have professional staffs who are accessible from e-mail addresses on state's Web site
- c – Several departments have professional staffs who are accessible from state's Web site
- d – All departments provide access to professional staff from state's Web site

5. What percentage of government forms are available online?

- a – Less than 25%
- b – 26% - 49%
- c – 50% - 74%
- d – More than 75%

6. The number of forms that can actually be filed/applied online?

- a – Less than 5 online applications
- b – 6 – 19 online applications
- c – 20 – 50 online applications
- d – 51 or more online applications

7. Can businesses/citizens use credit cards/debit cards to pay for license/permit online?

- a – Less than 5
- b – 6 – 10
- c – 11 – 15
- d – More than 15

8. Can businesses/citizens get help on complying with regulations through general mailbox?

- a – Less than 10% of state agencies have a mailbox online
- b – 11% - 25% of all agencies have a mailbox online
- c – 26% - 75% of all agencies have a mailbox online
- d – More than 75% of all agencies have a mailbox online

9. Does your state have any laws or regulations pertaining to electronic signature technology?

- a – No electronic signature law is in place
- b – No; however, an electronic signature law is in the planning state or under review
- c – Yes, an electronic signature law is in place; however, it is in the early stage of operation
- d – Yes, a law is in place and is fully operational

Taxation & Revenue

1. Can taxpayers download tax forms?

Last year's survey revealed that many states have already provided the option to download tax forms from their Web pages. It is a service that citizens find to be convenient and efficient as they work on their taxes on home PCs. Does the state web site already post all tax forms for downloading, post at least 75 percent, including business forms, or does the state Web site currently provide online access to 25 percent or fewer tax forms?

- a – Forms not available
- b – 25 percent or less of the forms online, usually just personal income tax forms
- c – At least 75 percent are online, including business forms
- d – All business and personal tax forms are available online

2. Can taxpayers file their taxes online?

Electronic filing from home provides citizens with greater flexibility and revenue collectors with digitized information they can more quickly process. This question seeks to learn whether citizens are able to file personal income taxes through the state Web site, whether such capabilities are only available through third parties, or whether electronic filing will move out of the implementation stage in 1999?

- a – No, taxpayers cannot file taxes online
- b – Implementation scheduled for calendar 1999
- c – Can only file through a third party and/or piggyback to federal online filing
- d – Can file through the state's Web site

3. Can taxpayers find help through a general mailbox on the state revenue Web site?

We believe citizens also like the option and convenience of contacting professional staff members by e-mail for clarification and filing-related questions. Questions 3, 4 and 5 address the extent to which citizens may communicate with staff by e-mail through a general mailbox or directly to individuals.

- a – No general help mailbox exists on the state revenue Web site
- b – Implementation scheduled for calendar 1999
- c – Can get general questions answered through a mailbox
- d – Can get specific tax questions answered through the mailbox

4. Can taxpayers contact a specific person in the revenue department using e-mail via the Web site?

- a – No, taxpayers cannot contact a specific person in the department by e-mail via the Web site
- b – Implementation scheduled for calendar 1999
- c – Less than 50 percent have e-mail addresses online
- d – More than 50 percent have email addresses online

5. Is the state using a digital system to record, store and retrieve tax records?

Federal tax forms may be electronically transmitted and can be seamlessly maintained in a digital system. Agencies that have advanced the processes of data storage by implementing a digital system note the advantages: timely retrieval, user friendliness and increased manageability. Is a digital system presently in place and supporting incoming tax records and the transferring of paper records? Does the state currently store records digitally, but still maintain at least 10 percent of their tax records on paper? Is the state prepared to implement a digitized system in 1999?

- a – No, a digital system does not exist
- b – Implementation scheduled for calendar 1999
- c – Using some form of online system for storage, very little paper involved
- d – Using a digital system (such as imaging, scanning) to store all records

Social Services

1. Can participants access benefit forms online or at a kiosk?

Those states that do not currently offer online submission of applications have, at a minimum, placed benefit forms that can be downloaded on a Web site or at a kiosk. Please determine if some or all benefit forms can be accessed off the Web or at a kiosk.

- a – Less than 25% of all benefit forms can be accessed online or at a kiosk
- b – 25% - 49% of all benefit forms can be accessed online or at a kiosk
- c – 50% - 75% of all benefit forms can be accessed online or at a kiosk
- d – More than 75% of all state benefit forms can be accessed online

2. Can participants actually apply for a benefit online or at a kiosk?

Presently, applicants in many states must apply for benefits in person at the appropriate state agency. However, some states have implemented an electronic application process for benefits. Can participants in your state apply for a benefit directly on the Web or is this feature only available at a kiosk?

- a – No, participants cannot apply for a benefit online, only at a kiosk
- b – Less than 25% of all benefit applications can be processed online
- c – 25% - 49% of all benefit applications can be processed online
- d – More than 50% of all benefit applications can be processed online or at a kiosk

3. Can participants contact a caseworker directly using e-mail via the Internet?

State agencies tasked with overseeing benefit programs have assisted participants routinely via face-to-face interaction. Caseworkers now have the option in some states of communicating with participants via the Internet. Does your state offer Internet access to caseworkers? If yes, what is the purpose of providing them access? If no, do you plan to provide Internet access in the future and what will the caseworkers use it for?

- a – Less than 25% of all state caseworkers can be contacted via the Internet
- b – 25% - 49% of all state caseworkers can be contacted via the Internet
- c – 50% - 75% of all state caseworkers can be contacted via the Internet
- d – More than 75% of all state caseworkers can be contacted via the Internet

4. Can participants search for jobs available in the state either online or at a kiosk?

We are interested in learning the extent to which state employment services have moved off paper and gone digital. Can individuals seek both public and private sector job information through a Web site?

- a – Job information is not yet available online
- b – Only public sector job information is available online
- c – Limited information on public and private sector jobs is available online
- d – Complete and current information on public and private sector jobs is available online

5. Is the state using electronic benefit transfers (EBT)?

Electronic benefit transmission allows for efficient record keeping and timely processing or requests. Has your state made the transition from traditional paper transactions to offering participants electronic transferring for all benefits? If your state has EBT technology, has it reduced administrative costs? Has it reduced any other costs? If EBT has not reduced costs, can you explain why not?

- a – No EBT system exists; however, implementation is scheduled for 2000
- b – An EBT system exists and includes less than 25% of all state benefit programs
- c – An EBT system exists and includes 25% - 49% of all state benefit programs
- d – An EBT system exists and includes more than 50% of all state benefit programs

6. Is the state using "smart cards" for benefits?

The smart card has transformed state agencies' ability to track participant benefits, provide improved customer service and track fraudulent activity. Are participants already carrying smart cards in your state to retrieve at least two benefits? Has a smart card program been implemented for at least one benefit program, such as food stamps, or are plans in place to convert benefit programs to a smart card system in calendar 2000?

- a – No smart cards currently exist; however, a system will be implemented in 2000
- b – Less than 25% of all benefits can be retrieved using a smart card
- c – 25% - 49% of all benefits can be retrieved using a smart card
- d – More than 50% of all benefits can be retrieved using a smart card

7. Is your state developing an intranet for improving the efficiency of social services?

Traditional social service computer systems are very expensive and time-consuming to build and are limited in functionality. Intranets allow states to share information and run applications among large groups of workers using inexpensive Web technology. In social services, an intranet could conceivably allow a caseworker to process a claimant's eligibility form, schedule job training and locate day care. The caseworker could also check the latest rules and regulations, all by using an inexpensive Web browser. Has your state developed an intranet or are plans currently under way for implementation in 2000?

- a – No intranet plan exists; however, one will be implemented in 2000
- b – A plan currently exists with less than 25% of all applications operating
- c – A plan currently exists with 25% - 49% of all applications operating
- d – A plan currently exists with more than 50% of all applications operating

8. Has your state's child support system increased collection rates?

Child support systems were designed, in part, to help states increase collection rates for child support. Despite a huge federal and state investment in child support automation, collection rates have only inched up, according to recent government figures. Has your state adjusted its collection rate in order to support its automation investments?

- a – No, the system has not increased collection rates
- b – Yes, collection rates have increased by less than 10%
- c – Yes, collection rates have increased by 11% - 25%
- d – Yes, collection rates have increased by more than 26%

Law Enforcement & the Courts

1. Does the state have digital mobile technologies (laptops, not MDTs) in its patrol cars and are they connected to a digital communication network?

Digital mobile technologies optimize information retrieval and communication between headquarters and the field. Has a digital mobile system been integrated to allow communication in real time? If a system has been implemented, does it allow car-to-car communication? Can the search engine retrieve information on license plates, driver licenses, mug shots, or on criminal history? Does the system allow infield report writing? Does your state have an Automated Fingerprint Identification System (AFIS)?

- a – No digital mobile technologies exist; however, implementation scheduled in 2000
- b – Less than 25% of all state police cars have digital mobile technologies
- c – 25% - 49% of all state police cars have digital mobile technologies
- d – More than 50% of all state police cars have digital mobile technologies

2. Does your state's computer system integrate criminal justice/law enforcement information systems?

Police cars equipped with the latest technology may use mobile equipment to identify an apprehended suspect by a fingerprint. Inquiries may be securely made through an intranet linked to criminal justice and law enforcement agencies across the state to obtain timely information on a criminal's parole history, missing persons or court schedules. Please determine if your computer system integrates the majority of criminal justice/law enforcement information systems (i.e., AFIS, criminal history information data, police reports).

- a – An integrated computer system does not exist; however, one will be implemented in 2000
- b – Less than 25% of all information systems have been integrated
- c – 25% - 49% of all information systems have been integrated
- d – More than 50% of all information systems have been integrated

3. Can someone access individuals in the public safety arena by e-mail via the Internet?

Does the state Web site offer information on contacting officers and other public safety department staff by e-mail? What percentage of public safety officials has e-mail addresses available?

- a – No e-mail addresses are available on the Web
- b – Less than 25% of all public safety officials can be accessed via e-mail
- c – 25% - 49% of all public safety officials can be accessed via e-mail
- d – More than 50% of all public safety officials can be accessed via e-mail

4. Has the state implemented video teleconferencing via the Web to provide services such as telemedicine, attorney-client visitation, or family visits to prisoners in state prisons?

Many rural states have already equipped state prisons with the capability to reach beyond high security facility walls to provide high-risk inmates with medical attention. Other states have integrated the capabilities of teleconferencing to enable family and lawyers to visit with prisoners without having to travel to remote prisons. Has at least one state prison implemented this cutting-edge technology into its daily operations for the purposes of telemedicine, family and legal visits, or has one or more prisons implemented Internet teleconferencing to provide at least one service?

- a – No teleconference service exists; however, a program will be implemented in 2000
- b – Internet teleconference services are provided at less than 25% of all state prisons
- c – Internet teleconference services are provided at 25% - 49% of all state prisons
- d – Internet teleconference services are provided at 50% or more of all state prisons

5. Can citizens access court opinions on the Web?

Do citizens who wish to follow the decision making of courts in your state have the ability to track court opinions via links on your state Web site? If citizens are able to view court decisions on the Web, are the opinions of both the Appellate and Supreme Courts made available? Does the site only provide opinions for one court, or are all opinions available through a paid subscription program?

- a – Opinions are not available via the Web
- b – Opinions are available via the Web only through a paid subscription service
- c – Less than 49% of the opinions (Appellate or Supreme) are accessible via the Web
- d – More than 50% of both Appellate and Supreme Courts' opinions are accessible via

6. Does the state recognize a digital signature?

Applications for the digital signature abound and state legislators have already turned their attention to establishing legal recognition. Does your state lead the nation in digital signature recognition by accepting it for all official purposes, or is it acceptable only on a per agency basis? If there is no recognition given to the digital signature at this time, are there plans to legislate acceptance in 2000 or is the state unprepared to initiate usage of digital signatures for state transactions?

- a – Recognition of digital signatures does not exist
- b – Implementation scheduled for calendar 2000
- c – State recognizes a digital signature for limited purposes
- d – State recognizes a digital signature for all official purposes

Digital Democracy

1. Can citizens easily follow the decisions made by the legislature and direct comments and suggestions to those who were elected to represent their interests?

Every state has the ability to create a more participatory citizenry by providing access to state representatives, agencies, statutes and other legislative materials on the Web. Questions 1-6 examine the scope of such access and the ability to provide input via the state Web site.

- a – No legislative Web site exists. Copies of bills and other information must be requested in person, by phone or letter
- b – Legislative Web site available. Contains such items as statutes, information on government, telephone numbers and brochure-type information
- c – Legislative Web site allows search of bills by keyword, bill number, etc. All state legislation online. Other information available
- d – Web site contains complete information on all state legislation. All bills are online and searchable by keyword, bill number and sponsor's name. Citizens can find representatives by zip code or map, track campaign contributions and voting records, and can subscribe to bills and receive e-mail updates

2. Does the state provide election research materials on the Web? Can citizens participate in elections online?

- a – Online voter information is available via political parties or non-partisan political sites
- b – Voter pamphlet, ballot measure information, links to candidate sites, etc., available online
- c – Some online transactions, such as voter registration or online filing for office, are available, in addition to information on candidates, issues, polling places, etc.
- d – Online referenda or voting conducted, in addition to capabilities in answers B and D

3. Does the public have remote access to legislative proceedings?

- a – No Webcasting or cable television access to legislative proceedings
- b – Cable television broadcasting of some or all legislative proceedings
- c – Internet audio or video access to some proceedings
- d – Robust Internet audio or video access to real-time and archived proceedings

4. Does the public have Web access to information on lobbyists, organizations and individuals who may be influencing the conduct of government?

- a – No online data
- b – Online data limited to generic information, disclosure statutes, etc.
- c – Specific data on lobbyists and contributors is not complete or is delayed before posting
- d – Complete and immediate online disclosure of all lobbyists and other contributors to political campaigns

5. Does the governor have an e-mail address posted on the state Web site and do mail inquiries receive responses?

- a – Governor does not have an e-mail address posted on the Web
- b – Governor has an e-mail address posted on the Web, mail is not responded to
- c – Governor has an e-mail address posted on the Web, general response is sent
- d – Governor has an e-mail address posted on the Web and individualized response is sent

6. How accessible are judicial branch agencies via the Web and by e-mail?

- a – Information available only in hard copy or via telephone
- b – Web site contains brochure-type information, such as types of courts, locations, contact numbers, etc.
- c – Web site contains court information and locations, links, e-mail addresses, etc.
- d – Web site contains online data on courts, judges, searchable decisions, juror procedures and reporting, etc.

Management & Administration

1. Does the state government have an information technology commission, policy-oriented board or council that is overseeing implementation/coordination of information/digital technologies and policies?

We are interested in learning the extent to which state governments have committed to leveraging digital technologies. One sign of this is through institutionalizing these efforts by forming a body comprised of state agency stakeholders (such as cross agency and cross constitutional office representatives) to oversee the implementation of information technologies, policy development, etc. Does your state have a formal body actively engaged in implementing such projects?

- a – No, commission, board or council exists
- b – Plan approved for such a council, but not yet in place
- c – A commission, board or council exists, but is limited in its IT oversight and regulation
- d – A commission, board or council exists that is overseeing true statewide IT implementation, policy, development, etc.

2. Does the state have a Chief Information Officer or equivalent executive position overseeing technology policies, issues and operations?

Another sign of commitment to capitalizing on digital government is the creation of a state government information officer, equivalent to a private company's Chief Information Officer who is responsible for the enterprise view of information technology. We would like to know if your state has a CIO (or equivalent executive position) and what is the scope of that person's authority?

- a – This position does not yet exist
- b – Position approved but not yet implemented (i.e., legislation pending)
- c – CIO position (or equivalent) exists in a general administrative or finance agency with authority limited to technology issues, operations or funding
- d – CIO position (or equivalent) exists with authority over statewide enterprise issues, such as policy, procurement, oversight, etc.

3. Do state employees have access to the Internet?

Though it was less than five years ago that the first graphical Web browser was invented, many jobs have been quickly transformed by giving employees access to the boundless information resources of the Internet. To what extent do professional-level state employees have convenient access to personal computers and the internet?

- a – Less than 25% have access to the Internet
- b – 25% - 49% have access to the Internet
- c – 50% - 74% have access to the Internet
- d – More than 75% have access to the Internet

4. Is the state building an intranet?

Some states are building Internet-based intranets to allow agencies to share information from single databases, such as law enforcement, and to assist in performing internal employee transactions (allowing a state employee to change a benefit program that they are enrolled in or change the number of deductions being used to calculate their pay). What is the state's current activity in the development of an intranet?

- a – No state intranet exists
- b – Intranet applications are in the planning stages and will be implemented in 2000-01
- c – Several agencies have their own intranets
- d – The state has a true enterprise-wide intranet with a number of applications

5. Is the state developing a portal?

State and local governments, along with many private companies, are developing custom-built Internet portals to better serve their customers. The components, or make-up, of a state portal varies. It can include traditional services or expanded, customized services with multiple sources of data. At what stage of development is the state's Internet portal and what are its primary features?

- a – State Web site is organized in a manner that allows users to easily access information
- b – Public can conduct some transactions online
- c – Portal is organized around “life events” or “no wrong door” concepts, **or** some of the state's data sources are integrated on the backend
- d – Portal is organized around “life events” or “no wrong door” concepts, **and** some of the state's data sources are integrated on the backend

6. Has the state implemented a statewide architecture?

Electronic government is becoming a significant focus for many states. In order to provide citizens with a single face to state government there must be coordination among and between the IT systems of the agencies within a state. A statewide architecture allows a state to implement standards and facilitate common systems. Has the state implemented a statewide architecture?

- a – No statewide architecture implemented
- b – No statewide architecture implemented; however, a plan has been created and will be implemented in 2000-01
- c – Statewide architecture is under development
- d – Statewide architecture is fully implemented

7. What has your state done to increased access to online resources for all citizens by reducing the digital divide?

While more citizens than ever have access to telephones, computers and the Internet, the gap between those with access to these information technologies persists and has widened within the past several years. State efforts to close this digital divide have been directed primarily at the schools. What initiatives are under way in your state to reduce the digital divide?

- a – Some schools have “e-rate” grants
- b – State is working with the private sector to wire schools and public libraries (i.e., “netdays”)
- c – Money appropriated to purchase technology for schools and public libraries
- d – A major state program is implemented to build infrastructure, wire classrooms and public libraries, provide training, etc.

8. What is the state's activity level with IT-enabled intergovernmental projects and practices?

This question is designed to explore the state's role in developing an enterprise view of services to its citizens through information technology. An enterprise view is defined as across multiple agencies within a state and , at its most robust level, across jurisdictions, such as federal, state and city/county governments. Please describe your state's current intergovernmental activity level.

- a – No projects or plans currently under way
- b – State has non-mandated, cooperative projects supported by integrated information systems with local governments, such as purchasing agreements, sharing of IT services or networks, etc.
- c – A new system has been developed with a management plan that includes participation from othe jurisdictions, i.e., local, state and federal government. The system will be implemented in 2000-01
- d – Cross jurisdictional information system is in place and functioning

9. How is the state using technology to streamline its procurement process?

More jurisdictions are implementing electronic procurement systems as a way of streamlining their purchasing operations. E-procurement systems allow online catalogs and bid/RFP development, integrated with orderings, order approval, order receipt and financial management. How is your state using technology to improve its procurement system?

- a – Establishing requirements for an e-procurement system; plan will be developed in 2000-01
- b – Plan for an e-procurement system approved (RFI or RFP issued and/or awarded) and will be implemented in 2000-01
- c – An e-procurement system has been implemented as a functional pilot project
- d – An e-procurement system is in place for statewide procurement

10. Has the state created an innovation fund?

It is a simple fact that state budgets are tight and funding for research and development efforts, along with innovative new technology applications, are hard to come by. Has your state reserved funding for innovative IT projects that will improve efficiencies and services?

- a – No innovation fund is currently available
- b – Innovation funds have been proposed
- c – Innovation funds have been approved; new projects are slated to begin in 2000-01
- d – Several IT projects are under way as a result of innovation funding

11. What technology applications and services are generally outsourced by your state?

Coping with increasingly complex technology and limited staff, state governments are outsourcing a growing number of IT functions, particularly new initiatives to provide constituents with Web-based "e-government" transactions. To what extent does your state look to the private sector to provide technology services and assistance? Please indicate the state's outsourcing activities with the IT functions listed below:

<u>Information Technology Function</u>	<u>Outsourced</u>	<u>Planning to Outsource</u>	<u>No Plan to Outsource</u>
Government Portal	_____	_____	_____
Electronic Services Delivery	_____	_____	_____
Data Center Operations	_____	_____	_____
Electronic Procurement	_____	_____	_____
Seat Management	_____	_____	_____
Telecommunications Services	_____	_____	_____
Network Management	_____	_____	_____

Higher Education

1. At what percentage of universities/colleges in your state can students perform administrative functions online, such as registering, dropping or adding classes, checking financial aid status or checking bill payment status?

As technology tools become less costly and more available, and campus technology infrastructure becomes more ubiquitous on campuses, students are better connected and able to use technology to save time and become more efficient in meeting their various administrative needs. They have greater and faster access to a variety of potential administrative resources, helping to create a more positive and enjoyable school experience.

- a – 0%-25% of all universities/colleges offer online access to administrative functions
- b – 26%-50% of all universities/colleges offer online access to administrative functions
- c – 51%-75% of all universities/colleges offer online access to administrative functions
- d – More than 76% of all universities/colleges offer online access to administrative functions

2. What percent of state universities/colleges have course syllabuses, class notes, supplemental resources or class announcements online?

As technology tools become less costly and more available, and campus technology infrastructure becomes more ubiquitous on campuses, students are better connected and able to use technology to save time and become more efficient in their studies. They have greater and faster access to a variety of potential academic/administrative resources. How students use technology to meet their academic and administrative needs can greatly affect the university experience. How is it encouraged or facilitated at state universities?

- a – 0%-25% of all universities/colleges offer online access to resources
- b – 26%-50% of all universities/colleges offer online access to resources
- c – 51%-75% of all universities/colleges offer online access to resources
- d – More than 76% of all universities/colleges offer online access to resources

3. What percent of state universities/colleges have formal intellectual properties around course curriculum relating to the Internet?

An important issue, which affects the development and widespread use of online and distance education courses, is who owns the rights (and therefore the revenue) from courses developed by professors at a particular university. How well this issue is decided can well determine the speed at which a university will develop their online and distance education courses.

- a – 0%-25% of all universities/colleges have formal intellectual properties
- b – 26%-50% of all universities/colleges have formal intellectual properties
- c – 51%-75% of all universities/colleges have formal intellectual properties
- d – More than 76% of all universities/colleges have formal intellectual properties

4. Are professors and/or departments encouraged and rewarded for incorporating technology into courses and subjects?

The evaluation criteria and emphasis by state universities to determine tenure and other forms of staff rewards and compensation will, to a large measure, mandate the types of activities on which professors will focus their time and energy. One way to help increase the use of technology in course development and delivery is to reward professors for their research in the use of technology in teaching, and in providing evidence of the successful use of technology in course development and delivery.

- a – Professors can choose whether or not to use any type of technology in their course
- b – Most schools have grant programs designed to promote isolated innovation
- c – Most schools are encouraging professors to incorporate technology into their curriculum
- d – Effective use of technology is part of a professor's evaluation criteria

5. Do public universities in your state coordinate offerings of distance education courses to prevent overlap, standardize academic schedules or maintain consistency of offerings?

As students have ever increasing access to the Internet and distance/distributed learning becomes more of an integral part of the university curriculum offerings, decisions on what distance education courses, from which institutions best meet the curriculum and student needs, becomes increasingly important. The quality and effectiveness of distance education courses from various states, private and for profit universities can vary greatly. It is important that state universities find and provide access to the best programs available.

- a – No, there is no coordinating authority for distance education courses
- b – Some schools are members of a state consortium, but the consortium only acts as a clearinghouse
- c – There is a consortium that acts as a clearinghouse for courses, but many schools are planning a more integrated approach
- d – Schools coordinate distance education offerings, schedules and standards to best insure quality and keep overlap low

K-12 Education

1. Is technology training or proficiency required of state colleges or universities as part of standard teacher education curriculum and certification?

The key stumbling block to the broad implementation of technology in education at the K-12 level has been identified as the lack of teachers trained on technology or proficient at teaching with technology tools, such as multimedia computers or Internet resources. As this has not previously been mandated for state certification, teachers have not necessarily come into the system knowing how to teach with technology. How well is your state addressing this issue, with legislation, programs and/or resources to augment the traditional teacher curriculum with courses on how to use technology and, more importantly, how to incorporate it into classroom teaching?

- a – No discussions by legislature or state Department of Education on requiring technology proficiency training in teacher education curriculum or teacher certification
- b – Early phases of discussions by legislature or state Department of Education on requiring technology proficiency training
- c – Proposals or bills currently under consideration that will mandate technology proficiency for teacher certification
- d – State requirements in place and programs in progress to include training on teaching with technology at all state teacher education institutions

2. What is the state's commitment for in-service professional development programs for training teachers on how to use technology in the classroom?

The majority of the current teacher workforce has not been trained in the use of technology in the classroom. The professional development challenge to districts and schools to get existing teachers technology proficient is significant in terms of time and resource. Proficiency should not be just on application use, such as word processing and database, but on how to integrate technology tools into teaching. Without sufficient investment for in-service training for current teachers, the investment in computers, internet access and software will not necessarily lead to improved learning and performance by students. Out of your state's total technology budget (including private partnerships or investments), how much money is devoted to training the current teacher force on how to actually use the technology to deliver curriculum?

- a – No funds are currently available for teacher training
- b – \$1-\$500 is allotted per teacher
- c – \$501-\$1,000 is allotted per teacher
- d – More than \$1,000 is allotted per teacher

3. What percent of individual students in your state have high-speed access to online learning resources?

The integration of the Internet into classroom lessons has become the focus of educators across the country. Educational software and Web sites offer innovative ways in which to use technology to engage students in the learning process. But the effectiveness of this is limited, not just by the number of computers in a school, but by the number of computers per student per classroom, and by the number of those computers that can be online at any one time. How much high-speed access (T1, T3, ISDN or cable modem – not dial-up connection) is your state providing to its individual students at any given time?

- a – 10% or less of all students can be online at the same time
- b – Between 11%-25% of all students can be online at the same time
- c – Between 26%-49% of all students can be online at the same time
- d – More than 50% of all students can be online at the same time

4. Does the state Department of Education have the technology infrastructure to disseminate state standards and frameworks and/or to make lesson planning, curriculum and content resources easily accessible to its districts, sites and teachers?

Most states have made good progress in setting standards for proficiency in the core subject areas. These mainly exist in paper manuals. A wealth of lesson plans, content and materials exists in paper form that can be shared across geographical barriers if put into digital form and made available through database and data warehousing technology. Curriculum frameworks, standards and other state guidelines can all be made available online and integrated with curriculum and teaching materials and then put at the fingertips of teachers, freeing them up to invest more time working with students. What progress has your state made in the use of networking and database technologies to make statewide standards, frameworks available online and to enable broad sharing of curriculum and teaching resources?

- a – No statewide education network or effort to implement one
- b – In early stage of planning for statewide network, with some elements of network infrastructure in place
- c – Working portions of a statewide education network in place with online access to state standards or guidelines, public libraries, or other curriculum/content resources
- d – A statewide education network is currently in place and being used, connecting most public schools to the state Department of Education, other districts and schools, for key information access on state standards, and access to curriculum resources.

5. Is the state Department of Education using technology to digitally collect, store, analyze and/or distribute information of value to districts, sites, parents and students on academic progress and performance of children in public schools?

States are under pressure, both from federal funding agencies as well as local school boards and constituents, to demonstrate that the investment in technology tools actually does improve academic achievement. Parents who use technologies to access information expect to digitally interact with their child's school, communicate with their teacher, and track their child's progress. Technology can be put to work to better individualize instruction through use of digital information, making it possible to focus on each student. If digital records are kept and made available to teachers, parents and administrators, better decision-making and planning can take place based upon this knowledge. How well is your state using technology to manage its information on individual students in the direction of improved teaching and learning?

- a – No statewide plan or effort to digitize student performance data or student work using database/data warehousing and network technologies
- b – In early stages of planning for state mandates, with some districts collecting and reporting data online
- c – In early stages of execution of a statewide system for digital collection, storage, analysis and distribution of student performance data or student work using data warehousing/mining technology.
- d – Data warehousing and data mining are being used by the state Department of Education for digital collection, storage, analysis and distribution of student performance data or student work on a 100% statewide basis.

6. Are state education resources supporting projects that encourage innovative use of technology to create new teaching and learning models within the public school system?

The infusion of advanced technology tools into schools is making it possible for teachers and students to explore new ways of presenting, absorbing and using information. New learning skills and competencies are facilitated, and new models are being tested out where innovation and creativity are being supported by local and state education leadership. Business and community collaboration with schools is on a steep up trend. How well is the state providing resources, including funding and other incentives, to develop pilot programs within the existing system, and what examples are there of some pilots that, if successful, may have a statewide impact?

- a – The state does not support any such projects
- b – We support two projects and/or have invested up to \$50,000 for exploring new ways of using technology in the public school classroom
- c – We support at least five new projects and have invested up to \$250,000 for exploring new ways of using technology in the public school classroom
- d – We support at least 10 new projects and invest up to \$1 million for exploring new ways of using technology in the public school classroom

Appendix Three: State-by-State Raw Scores

The following pages present the raw data collected from sources including, our own examination of state Web sites, and our conversations with officials in state government and at public institutions of higher learning. In the table that follows, we report and tabulate the raw scores on the basis of the zero-three scale created for each specific technology application (See Appendix Two.)

The raw data reported below differs from the data reported in the body of the report, which was "re-scaled" to a scale of zero-100. This re-scaling was necessary both to facilitate comparison between the different application categories and to permit inclusion of a few states for which complete data could not be obtained. (This was the case for approximately four percent of the 2,200 data points collected for the study.)

CATEGORY ONE: Electronic Commerce

	Forms Online	% of Forms Online	Applications Online	# of Forms File Online	Pay Online w/ Credit Card	Electronic Signature Law	General Help On-line	Staff On-line	% General Mailbox Online	Web Site Ease of Use	Response Policy	Raw Total	Points (0-100 Scale)
Alabama	2	0	0	0	0	0	2	0	0	1	0	5	16.15
Alaska	2	0	0	0	0	0	2	0	0	0	0	2	87.90
Arizona	2	1	3	2	0	2	2	2	2	1	2	19	67.58
Arkansas	2	0	0	0	0	0	2	0	0	1	0	10	64.55
California	2	0	3	0	0	0	2	0	0	1	1	9	27.27
Colorado	2	0	0	0	0	0	2	0	0	0	0	10	67.58
Connecticut	2	3	0	2	0	2	3	3	3	3	2	23	69.70
Delaware	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Florida	2	2	3	2	0	3	3	3	2	3	2	19	68.58
Georgia	2	2	3	2	0	3	3	3	2	3	0	23	69.70
Hawaii	2	1	0	0	0	1	0	0	2	1	0	7	21.21
Idaho	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Illinois	2	1	3	3	2	2	3	3	3	3	1	26	78.79
Indiana	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Iowa	2	1	1	1	1	2	3	2	3	1	1	18	54.55
Kansas	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Kentucky	2	3	3	4	3	3	3	2	3	2	1	27	81.82
Louisiana	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Maine	2	0	3	0	0	1	3	3	3	2	0	18	54.55
Maryland	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Massachusetts	3	2	2	2	0	0	2	1	3	3	0	10	64.55
Michigan	2	0	0	0	0	0	2	0	0	1	0	10	64.55
Minnesota	1	0	1	1	1	2	3	3	3	1	2	18	54.55
Mississippi	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Missouri	2	1	3	0	0	2	3	3	3	1	1	21	63.64
Montana	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Nebraska	2	0	3	1	1	3	2	3	2	1	0	18	54.55
Nevada	2	0	0	0	0	0	2	0	0	0	0	10	64.55
New Hampshire	2	1	3	1	0	2	2	2	0	2	0	16	48.48
New Jersey	2	0	0	0	0	0	2	0	0	0	0	10	64.55
New Mexico	2	0	0	1	0	2	0	2	2	3	0	12	36.36
New York	2	0	0	0	0	0	2	0	0	0	0	10	64.55
North Carolina	2	0	1	1	0	2	2	2	1	2	1	14	42.42
North Dakota	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Ohio	2	1	1	1	0	2	3	2	3	2	2	19	57.58
Oklahoma	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Oregon	2	2	1	2	0	3	3	3	3	1	3	23	69.70
Pennsylvania	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Rhode Island	0	0	0	0	0	2	2	1	2	2	0	9	27.27
South Carolina	2	0	0	0	0	0	2	0	0	0	0	10	64.55
South Dakota	2	3	3	2	0	1	3	1	3	3	2	23	69.70
Tennessee	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Texas	2	3	3	1	0	3	2	2	3	2	3	18	54.55
Utah	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Vermont	2	0	0	0	0	0	3	2	0	1	0	8	24.24
Virginia	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Washington	3	3	3	1	0	3	3	3	3	3	2	27	81.82
West Virginia	2	0	0	0	0	0	2	0	0	0	0	10	64.55
Wisconsin	3	3	3	2	1	2	3	2	3	2	2	27	81.82
Wyoming	0	0	0	0	0	2	0	3	3	2	0	10	30.30

Average Answer	2.02		1.86				2.52	2.18					
Median Answer	2.00		3.00				3.00	2.00					
Mode	2.00		3.00				3.00	2.00					
Number with Mode	39.00		28.00				31.00	21.00					
Number of Answers	48.00		48.00				48.00	48.00					
Percent with Mode	81.3%		58.3%				64.6%	43.8%					

Source: Center for Digital Government

CATEGORY TWO: Taxation

	Forms Online	Tax Filing Online	General Help Online	Staff Online	Digital Records	Web site Ease of Use	Raw Total	Points (1-100 scale)
Alabama	2	2	3	2	0	2	11	61.1
Alaska	2	2	3	2	2	2	13	64.4
Arizona	2	2	0	0	0	1	6	27.8
Arkansas	2	1	1	2	2	1	9	50.0
California	3	1	3	0	0	1	8	44.4
Colorado	3	3	3	3	2	2	14	77.8
Connecticut	2	0	2	3	2	2	11	61.1
Delaware	3	3	3	3	2	2	15	79.2
Florida	3	3	0	0	0	2	8	44.4
Georgia	2	2	2	2	2	2	12	66.7
Hawaii	3	0	0	0	0	3	6	33.3
Idaho	2	2	2	2	1	2	10	55.6
Illinois	3	3	3	3	2	2	16	77.8
Indiana	3	3	3	3	2	2	16	80.0
Iowa	3	2	2	3	0	2	13	72.2
Kansas	3	3	3	3	0	2	13	72.2
Kentucky	2	2	2	0	1	1	8	44.4
Louisiana	2	2	3	3	2	2	12	66.7
Maine	1	1	3	3	2	3	13	72.2
Maryland	2	2	3	3	2	2	14	77.8
Massachusetts	3	3	3	0	3	2	14	77.8
Michigan	3	3	3	3	2	2	15	79.2
Minnesota	3	2	2	3	2	2	14	77.8
Mississippi	2	2	2	2	2	1	13	72.2
Missouri	2	2	3	3	3	1	14	77.8
Montana	3	2	2	0	2	3	12	66.7
Nebraska	3	2	2	0	2	3	12	66.7
Nevada	2	2	2	2	2	2	12	66.7
New Hampshire	2	3	2	2	0	2	11	61.1
New Jersey	3	3	3	3	2	2	15	79.2
New Mexico	2	3	2	2	2	3	14	77.8
New York	3	3	3	3	2	2	15	79.2
North Carolina	2	2	2	0	1	2	8	44.4
North Dakota	2	2	2	0	0	2	6	33.3
Ohio	3	2	0	0	3	2	10	55.6
Oklahoma	2	2	2	2	2	2	12	66.7
Oregon	3	2	3	3	0	1	12	66.7
Pennsylvania	3	3	3	3	2	2	15	79.2
Rhode Island	3	2	3	3	0	1	12	66.7
South Carolina	3	3	3	3	2	2	15	79.2
South Dakota	2	1	3	3	3	2	16	80.0
Tennessee	2	2	2	0	3	2	11	61.1
Texas	2	3	2	3	2	1	14	77.8
Utah	2	2	3	3	2	2	14	77.8
Vermont	2	0	3	0	2	2	9	50.0
Virginia	3	3	3	3	2	2	15	79.2
Washington	3	3	3	3	2	3	17	84.4
West Virginia	2	2	2	2	2	2	12	66.7
Wisconsin	3	3	2	3	2	3	17	84.4
Wyoming	1	0	0	0	2	2	6	33.3

Average Answer	2.54	2.02	2.31	1.71	1.65	1.96	12.19	67.71
Median Answer	3.00	2.00	3.00	2.00	2.00	2.00	13.00	72.22
Mode	3.00	2.00	3.00	3.00	2.00	2.00	14.00	77.78
Number with Mode	28.00	19.00	28.00	22.00	20.00	24.00	10.00	10.00
Number of Answers	48.00	48.00	48.00	48.00	48.00	48.00	48.00	48.00
Percent with Mode	58.3%	39.6%	58.3%	45.8%	41.7%	50.0%	20.8%	20.8%

Source: Center for Digital Government

CATEGORY THREE: Social Services

	Forms On-line	Apply On-line	Contact Caseworker On-line	Online Job Search	Electronic Benefit Transfers	Smart Cards	Developing Intranet	Increased Collection Rates	Web Site Ease of Use	Raw Total	Points (1-100 scale)
Alabama	0	0	1	2	0	0	1	1	1	6	22.2
Alaska	0	0	0	3	3	3	3	3	3	18	64.7
Arizona	0	0	0	3	3	0	1	2	1	10	37.0
Arkansas	0	0	0	3	3	3	3	3	3	17	63.0
California	3	0	0	1	0	0	1	1	1	7	25.9
Colorado	0	0	0	3	3	0	1	3	3	12	44.4
Connecticut	0	0	0	3	3	0	1	2	2	11	40.7
Delaware	0	0	0	3	3	0	2	1	2	10	37.0
Florida	0	0	1	2	1	0	1	1	2	8	28.6
Georgia	0	0	0	3	3	0	3	1	1	8	28.6
Hawaii	1	0	0	3	3	0	3	2	2	14	51.9
Idaho	0	0	0	3	3	0	0	0	2	11	40.7
Illinois	2	0	0	3	3	0	2	1	1	12	44.4
Indiana	0	0	0	3	3	0	0	1	1	6	22.2
Iowa	0	0	1	3	3	0	0	1	1	8	28.6
Kansas	0	0	0	3	3	3	3	3	3	24	86.0
Kentucky	0	0	3	3	1	0	1	1	1	10	37.0
Louisiana	0	0	0	3	3	0	3	1	3	13	48.1
Maine	0	0	0	3	0	0	3	1	1	8	29.6
Maryland	0	0	0	3	3	3	3	1	1	13	48.1
Massachusetts	1	0	0	3	3	3	1	3	2	16	60.3
Michigan	0	0	0	3	3	0	3	1	1	12	44.4
Minnesota	0	0	3	3	2	0	1	1	3	13	48.1
Mississippi	0	0	0	3	3	0	3	1	1	13	48.1
Missouri	1	0	0	3	3	0	3	1	2	13	48.1
Montana	0	0	0	3	3	0	3	1	1	12	44.4
Nebraska	0	0	3	3	2	0	3	3	2	18	65.3
Nevada	0	0	0	3	3	1	3	1	1	15	53.8
New Hampshire	0	0	3	3	1	2	0	2	1	12	44.4
New Jersey	0	0	0	3	3	0	3	3	1	10	37.0
New Mexico	0	0	1	3	2	0	0	2	2	10	37.0
New York	0	0	0	3	3	0	0	0	1	6	22.2
North Carolina	0	0	0	3	1	0	0	1	2	7	25.9
North Dakota	0	0	0	3	0	0	0	0	1	4	15.5
Ohio	0	0	1	2	1	1	2	2	2	11	40.7
Oklahoma	0	0	0	3	3	0	1	1	1	7	25.9
Oregon	1	0	0	3	3	0	1	3	1	12	44.4
Pennsylvania	0	0	0	3	3	1	3	0	1	10	37.0
Rhode Island	0	0	0	3	3	0	0	0	1	7	25.9
South Carolina	0	0	0	3	3	0	0	0	3	8	29.6
South Dakota	3	1	3	3	2	0	0	3	2	17	63.0
Tennessee	0	0	0	3	3	3	0	0	1	9	33.3
Texas	1	0	3	3	3	0	3	2	3	18	66.7
Utah	0	0	0	3	3	3	3	3	3	20	74.1
Vermont	0	0	2	3	1	0	1	3	2	12	44.4
Virginia	0	0	0	3	3	1	3	3	1	13	48.1
Washington	3	3	3	3	3	3	3	3	3	27	100.0
West Virginia	0	0	0	3	3	0	3	1	1	8	29.6
Wisconsin	0	0	3	3	2	1	2	1	2	14	51.9
Wyoming	0	0	0	3	3	0	1	1	1	13	48.1

Average Answer	0.64	0.22	1.36	2.80	1.78	0.56	1.46	1.58	1.64	12.04	44.59
Median Answer	0.00	0.00	1.00	3.00	2.00	0.00	1.00	1.00	2.00	12.00	44.44
Mode	0.00	0.00	0.00	3.00	3.00	0.00	1.00	1.00	1.00	12.00	44.44
Number with Mode	34.00	43.00	19.00	42.00	19.00	35.00	18.00	21.00	24.00	7.00	7.00
Number of Answers	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Percent with Mode	68.0%	86.0%	38.0%	84.0%	38.0%	70.0%	36.0%	42.0%	48.0%	14.0%	14.0%

Source: The Center for Digital Government

2-102

CATEGORY FOUR: Law Enforcement and the Courts

	Mobile Tech. In Patrol Cars	Computer Integrate Info. Systems	Access to Individuals	Video Teleconferencing	Court Opinions On-line	Digital Signature	Web Site Ease of Use	Raw Total	Points (1-100 scale)
Alabama	1	1	0	0	2	0	2	7	53.3
Alaska	0	0	1	1	3	1	3	10	78.2
Arizona	0	0	1	1	2	3	3	11	52.4
Arkansas	1	1	2	2	2	1	1	12	57.1
California	1	2	0	0	2	0	1	6	28.6
Colorado	3	3	0	3	2	3	1	18	78.2
Connecticut	2	0	2	1	1	3	2	11	52.4
Delaware	3	3	3	3	3	0	1	18	78.2
Florida	1	1	1	0	1	1	2	7	33.3
Georgia	3	3	3	3	3	3	3	20	96.3
Hawaii	2	3	1	1	3	0	1	12	57.1
Idaho	0	0	0	0	0	0	0	0	0.0
Illinois	2	2	1	3	3	3	2	16	76.2
Indiana	0	0	0	0	0	0	0	0	0.0
Iowa	2	2	3	3	0	3	2	15	67.4
Kansas	0	0	0	0	0	0	0	0	0.0
Kentucky	1	2	2	1	2	3	1	12	57.1
Louisiana	0	0	0	0	0	0	0	0	0.0
Maine	1	1	3	0	3	0	1	9	42.9
Maryland	3	3	3	3	3	3	3	18	88.7
Massachusetts	1	3	3	0	3	1	3	14	66.7
Michigan	0	0	0	0	0	0	0	0	0.0
Minnesota	1	1	1	0	3	3	1	11	52.4
Mississippi	0	0	0	0	0	0	0	0	0.0
Missouri	0	3	3	1	3	3	2	11	52.4
Montana	0	0	1	1	2	2	2	11	52.4
Nebraska	3	3	3	3	3	0	1	16	76.2
Nevada	0	0	0	0	0	0	0	0	0.0
New Hampshire	0	0	1	0	3	3	1	8	38.1
New Jersey	2	3	3	3	3	3	2	19	84.7
New Mexico	0	0	3	0	3	0	2	8	38.1
New York	3	3	3	3	3	3	3	18	88.7
North Carolina	3	3	2	1	3	3	2	17	81.0
North Dakota	0	0	0	0	0	0	0	0	0.0
Ohio	1	2	1	1	2	2	3	12	57.1
Oklahoma	0	0	0	0	0	0	0	0	0.0
Oregon	3	3	3	0	3	3	2	17	81.0
Pennsylvania	3	3	3	3	3	3	3	18	88.7
Rhode Island	0	0	0	0	0	2	1	3	14.3
South Carolina	0	0	0	0	0	0	0	0	0.0
South Dakota	0	1	1	0	3	0	1	6	28.6
Tennessee	0	0	0	0	0	0	0	0	0.0
Texas	0	3	3	3	3	3	3	18	88.7
Utah	0	0	0	0	0	0	0	0	0.0
Vermont	1	1	3	0	2	0	1	8	42.9
Virginia	0	0	0	0	0	0	0	0	0.0
Washington	2	3	3	0	3	3	3	17	81.0
West Virginia	0	0	0	0	0	0	0	0	0.0
Wisconsin	3	3	3	2	3	3	1	18	88.7
Wyoming	0	0	0	2	3	3	1	9	42.9

Average Answer	1.26	1.62	1.88	1.42	2.54	1.88	1.66	12.26	58.38
Median Answer	1.00	1.50	2.00	1.00	3.00	2.00	1.50	12.00	57.14
Mode	0.00	3.00	3.00	0.00	3.00	3.00	1.00	16.00	76.19
Number with Mode	18.00	18.00	23.00	18.00	37.00	22.00	25.00	5.00	5.00
Number of Answers	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Percent with Mode	32.0%	36.0%	46.0%	36.0%	74.0%	44.0%	50.0%	10.0%	10.0%

Source: The Center for Digital Government

2-103

CATEGORY FIVE: Digital Democracy

	Input and Access to Legislature	Research Materials and Vote Online	Access to Leg. Proceedings	Access to lobbyists, etc.	Governor E-Mail Posted Online	Accessibility to Judicial Branch	Web Site Ease of Use	Raw Total	Points (1-100 scale)
Alabama	2	0	0	0	3	3	1	9	42.9
Alaska	2	2	2	2	3	3	3	18	85.7
Arizona	3	3	3	3	3	3	3	21	100.0
Arkansas	2	2	2	2	3	3	3	17	82.4
California	3	2	1	3	2	3	2	16	76.2
Colorado	3	1	0	3	3	3	1	14	66.7
Connecticut	3	2	2	3	3	3	2	18	85.7
Delaware	3	2	2	3	3	3	3	18	85.7
Florida	2	2	2	2	3	2	3	16	76.2
Georgia	3	2	2	3	3	3	3	17	81.0
Hawaii	2	0	1	0	0	1	1	6	23.8
Illinois	3	2	2	3	3	3	2	18	85.7
Indiana	3	2	2	3	3	3	3	18	85.7
Iowa	3	2	2	1	3	3	1	16	71.4
Kansas	3	2	2	1	3	3	1	16	71.4
Kentucky	2	1	1	2	3	3	1	13	61.9
Louisiana	3	2	2	3	3	3	2	16	76.2
Maine	3	1	0	1	3	3	2	13	61.9
Maryland	3	2	2	3	3	3	3	18	85.7
Massachusetts	2	2	1	2	3	3	1	14	66.7
Michigan	3	2	2	3	3	3	3	18	85.7
Minnesota	3	2	2	3	3	3	3	18	85.7
Mississippi	2	1	1	2	3	3	1	13	61.9
Missouri	2	1	2	1	3	3	1	13	61.9
Montana	3	2	2	3	3	3	3	18	85.7
Nebraska	3	1	3	2	3	3	3	16	76.2
Nevada	3	2	2	3	3	3	3	18	85.7
New Hampshire	2	1	0	1	3	2	2	11	52.4
New Jersey	3	2	2	3	3	3	3	18	85.7
New Mexico	2	0	0	0	0	3	2	7	33.3
New York	3	2	2	3	3	3	3	18	85.7
North Carolina	3	0	3	3	0	2	1	12	57.1
North Dakota	3	2	2	3	3	3	3	18	85.7
Ohio	3	1	2	2	3	3	1	16	76.2
Oklahoma	3	2	2	3	3	3	3	18	85.7
Oregon	3	1	2	2	3	3	1	16	76.2
Pennsylvania	2	0	1	2	3	3	2	15	71.4
Rhode Island	2	0	1	0	3	3	3	12	57.1
South Carolina	3	2	2	3	3	3	3	18	85.7
South Dakota	2	1	3	3	2	1	3	15	71.4
Tennessee	3	2	2	3	3	3	1	16	76.2
Texas	2	1	3	2	3	3	3	17	81.0
Utah	3	2	2	3	3	3	3	18	85.7
Vermont	2	0	0	3	0	3	1	9	42.9
Virginia	3	2	2	3	3	3	3	18	85.7
Washington	3	3	3	3	3	3	3	21	100.0
West Virginia	3	2	2	3	3	3	2	17	81.0
Wisconsin	3	2	3	3	3	3	2	19	80.5
Wyoming	3	2	2	3	3	3	1	17	81.0
Average Answer	2.52	1.28	1.52	1.94	2.56	2.60	1.68	14.10	67.14
Median Answer	3.00	1.00	2.00	2.00	3.00	3.00	1.50	14.50	69.05
Mode	3.00	2.00	0.00	3.00	3.00	3.00	1.00	16.00	76.19
Number with Mode	27.00	19.00	13.00	21.00	40.00	33.00	25.00	9.00	9.00
Number of Answers	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Percent with Mode	54.0%	38.0%	26.0%	42.0%	80.0%	66.0%	50.0%	18.0%	18.0%

Source: The Center for Digital Government

CATEGORY SIX: Management/Administration

State	IT Commission/ Council Exists	CIO Position Exists	State Employees Access to Internet	State Building an Intranet	State Developing a Portal	Implemented State Architecture	Efforts to Reduce Digital Divide	Intergovernmental Projects and Practices	Streamline Procurement Process	Innovation Fund Created	Web Site Ease of Use	Raw Total	Points (1-100 scale)
Alabama	0	2	3	0	1	2	2	0	0	0	1	11	33.3
Alaska	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Arizona	3	3	3	3	2	3	3	3	3	2	2	27	80.9
Arkansas	3	3	3	2	1	2	2	1	0	2	1	17	60.6
California	3	3	3	2	1	2	2	1	0	2	1	17	60.6
Colorado	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Connecticut	0	3	2	2	1	2	1	1	0	0	1	13	39.4
Delaware	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Florida	2	3	1	3	1	1	2	1	2	3	2	19	63.6
Georgia	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Hawaii	2	2	0	2	3	2	2	1	0	1	2	15	51.5
Idaho	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Illinois	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Indiana	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Iowa	3	3	2	3	3	2	3	3	0	3	1	23	78.0
Kansas	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Kentucky	3	3	2	2	1	3	3	1	3	3	3	27	80.9
Louisiana	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Maine	3	3	3	3	2	3	3	1	2	0	1	21	69.7
Massachusetts	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Michigan	1	3	1	2	3	3	3	1	2	3	1	22	78.0
Minnesota	3	3	3	2	2	2	3	3	1	3	1	23	78.0
Mississippi	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Missouri	3	3	3	3	1	2	3	3	1	0	2	21	72.7
Montana	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Nebraska	3	3	2	3	2	2	3	3	3	3	1	25	84.8
Nevada	3	3	3	3	3	3	3	3	3	3	3	27	80.9
New Hampshire	2	2	3	3	0	2	3	3	0	0	1	17	57.0
New Jersey	3	3	3	3	3	3	3	3	3	3	3	27	80.9
New Mexico	3	3	0	2	1	2	2	1	0	0	2	13	48.6
New York	3	3	3	3	3	3	3	3	3	3	3	27	80.9
North Carolina	3	3	2	2	1	3	3	3	0	0	1	18	63.6
North Dakota	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Ohio	3	3	3	2	1	2	3	1	2	3	1	21	72.7
Oklahoma	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Oregon	3	3	3	2	3	2	0	2	1	1	1	18	63.6
Pennsylvania	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Rhode Island	3	3	2	2	1	2	3	1	1	1	1	17	60.6
South Carolina	3	3	3	3	3	3	3	3	3	3	3	27	80.9
South Dakota	0	3	3	3	2	3	3	3	0	0	1	21	69.7
Tennessee	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Texas	3	3	3	2	2	2	2	2	2	0	1	20	69.7
Utah	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Vermont	3	3	3	2	0	0	3	1	1	0	2	15	54.5
Virginia	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Washington	3	3	3	3	3	3	3	3	3	3	3	27	80.9
West Virginia	3	3	3	3	3	3	3	3	3	3	3	27	80.9
Wisconsin	2	2	3	3	1	2	3	1	3	3	1	22	72.7
Wyoming	3	3	3	3	3	3	3	3	3	3	3	27	80.9

Average Answer	2.52	2.72	2.50	2.40	1.80	2.12	2.72	1.98	1.30	1.78	1.42	20.74	70.48
Median Answer	3.00	3.00	3.00	2.60	2.00	2.00	3.00	2.00	1.00	2.00	1.00	21.00	69.70
Mode	3.00	3.00	3.00	3.00	1.00	2.00	3.00	2.00	1.00	2.00	1.00	27.00	69.70
Number with Mode	35.00	39.00	32.00	25.00	18.00	32.00	40.00	4.00	15.00	5.00	33.00	5.00	6.00
Number of Answers	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00	50.00
Percent with Mode	70.0%	78.0%	64.0%	50.0%	36.0%	64.0%	80.0%	8.0%	30.0%	10.0%	66.0%	10.0%	12.0%

Source: The Center for Digital Government

CATEGORY SEVEN: Higher Education

	Administrative Functions Online	Syllabuses Notes, Etc., Online	Intellectual Properties	Rewards for New Technologies	Distance Education Courses Available	Raw Total	Points (1-100 scale)
Alabama	3	1	1	1	1	7	46.7
Alaska	3	3	3	2	3	14	83.3
Arizona	3	3	3	2	3	14	83.3
Arkansas	2	2	0	2	2	9	60.0
California	3	3	2	2	0	10	66.7
Colorado	3	3	2	1	3	12	73.3
Connecticut	3	2	0	2	3	10	66.7
Delaware	2	2	2	2	0	8	53.3
Florida	3	3	3	2	2	13	86.7
Georgia	3	3	3	2	3	14	83.3
Hawaii	2	2	3	2	3	12	73.3
Idaho	3	3	3	2	3	14	83.3
Illinois	3	3	2	2	3	13	80.0
Indiana	3	2	2	2	3	12	73.3
Iowa	3	3	2	2	3	13	80.0
Kansas	3	3	3	3	3	15	90.0
Kentucky	2	3	1	2	1	9	60.0
Louisiana	2	3	1	2	1	9	60.0
Maine	2	2	0	2	3	9	60.0
Maryland	3	3	3	2	3	14	83.3
Massachusetts	1	3	1	2	0	7	46.7
Michigan	3	3	3	2	3	14	83.3
Minnesota	1	0	0	1	0	2	13.3
Mississippi	3	3	3	2	3	14	83.3
Missouri	2	3	1	2	2	10	66.7
Montana	3	3	3	3	3	15	90.0
Nebraska	3	3	0	2	3	11	73.3
Nevada	3	3	3	3	3	15	90.0
New Hampshire	1	1	0	0	2	4	26.7
New Jersey	3	3	3	2	3	14	83.3
New Mexico	1	0	0	0	0	1	6.7
New York	3	3	3	2	3	14	83.3
North Carolina	2	3	1	2	0	8	53.3
North Dakota	3	3	3	2	1	12	73.3
Ohio	2	2	1	2	0	7	46.7
Oklahoma	3	3	3	2	3	14	83.3
Oregon	3	3	0	2	1	9	60.0
Pennsylvania	3	3	3	2	3	14	83.3
Rhode Island	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Carolina	3	3	3	3	3	15	90.0
South Dakota	3	3	3	3	3	15	90.0
Texas	3	3	3	2	3	14	83.3
Utah	1	3	3	2	2	11	73.3
Vermont	0	0	1	0	0	1	6.7
Virginia	3	3	3	2	3	14	83.3
Washington	3	3	3	2	3	14	83.3
West Virginia	3	3	3	2	3	14	83.3
Wisconsin	2	3	1	2	3	11	73.3
Wyoming	3	3	3	2	3	14	83.3
Average Answer	2.22	2.33	1.55	1.69	2.02	9.82	65.44
Median Answer	2.00	3.00	1.00	2.00	2.00	10.00	66.67
Mode	3.00	3.00	1.00	2.00	3.00	13.00	86.67
Number with Mode	23.00	28.00	15.00	33.00	24.00	7.00	7.00
Number of Answers	49.00	49.00	49.00	49.00	49.00	49.00	49.00
Percent with Mode	46.9%	57.1%	30.6%	67.3%	49.0%	14.3%	14.3%

Source: Center for Digital Government

CATEGORY EIGHT: K-12 Education

	Tech. Training Required for Teachers	In-Service Programs	High-Speed Access to Online Learning	Technology Infrastructure	Digital Data to Districts, Parents	Innovation Projects	Raw Total	Points (1-100 scale)
Alabama	1	1	1	0	1	1	6	27.8
Arizona	3	2	3	3	2	3	14	77.8
Arkansas	3	2	3	3	2	3	16	88.9
California	3	2	1	1	2	3	12	64.7
Colorado	3	2	3	3	3	3	17	84.4
Connecticut	3	2	2	2	3	3	15	83.3
Delaware	3	2	3	3	3	3	16	88.9
Florida	3	1	3	3	3	3	16	88.9
Georgia	3	2	3	3	3	3	16	88.9
Hawaii	3	1	2	3	2	2	14	77.8
Idaho	3	2	3	3	3	3	14	77.8
Illinois	3	2	3	3	3	3	17	94.4
Indiana	2	2	3	3	3	3	16	88.9
Iowa	2	2	2	2	1	2	11	61.1
Kansas	3	2	3	3	2	3	14	77.8
Kentucky	1	1	3	3	2	3	13	72.2
Kentucky	1	1	3	3	2	3	13	72.2
Maine	1	1	0	3	3	3	11	61.1
Maine	1	1	0	3	3	3	11	61.1
Massachusetts	1	1	1	2	2	3	10	55.6
Michigan	3	2	3	3	3	3	16	88.9
Minnesota	0	0	2	3	2	3	10	55.6
Minnesota	0	0	2	3	2	3	10	55.6
Missouri	1	1	3	2	2	3	12	64.7
Missouri	1	1	3	2	2	3	12	64.7
Nebraska	1	2	3	3	0	3	12	64.7
Nebraska	1	2	3	3	0	3	12	64.7
New Hampshire	3	0	3	2	3	3	14	77.8
New Hampshire	3	0	3	2	3	3	14	77.8
New Jersey	1	3	3	3	3	3	16	88.9
New Mexico	1	1	3	2	0	1	8	44.4
New York	3	1	3	3	3	3	16	88.9
North Carolina	3	1	2	3	3	3	15	83.3
North Carolina	3	1	2	3	3	3	15	83.3
North Dakota	1	1	3	3	1	3	10	55.6
Ohio	1	1	3	3	3	3	14	77.8
Ohio	1	1	3	3	3	3	14	77.8
Oklahoma	3	0	0	3	3	3	9	50.0
Oregon	3	0	0	3	3	3	9	50.0
Pennsylvania	3	0	0	3	3	3	9	50.0
Rhode Island	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
South Carolina	3	2	3	3	3	3	15	83.3
South Dakota	3	3	3	3	3	3	18	100.0
Tennessee	3	2	3	3	3	3	17	94.4
Texas	3	2	1	3	3	3	15	83.3
Utah	3	2	3	3	3	3	16	88.9
Vermont	3	0	3	3	3	3	15	83.3
Virginia	3	1	3	3	3	3	16	88.9
Washington	2	3	3	3	3	3	14	77.8
Washington	2	3	3	3	3	3	14	77.8
West Virginia	3	1	3	3	3	3	16	88.9
Wisconsin	3	1	0	3	2	3	12	64.7
Wyoming	3	1	3	3	2	3	11	61.1
Average Answer	2.14	1.29	2.16	2.51	2.24	2.53	12.88	71.54
Median Answer	3.00	1.00	3.00	3.00	2.00	3.00	13.00	72.22
Mode	3.00	1.00	3.00	3.00	3.00	3.00	14.00	77.78
Number with Mode	26.00	26.00	26.00	32.00	22.00	36.00	8.00	8.00
Number of Answers	49.00	49.00	49.00	49.00	49.00	49.00	49.00	49.00
Percent with Mode	53.1%	53.1%	53.1%	65.3%	44.9%	73.5%	16.3%	16.3%

Source: Center for Digital Government

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