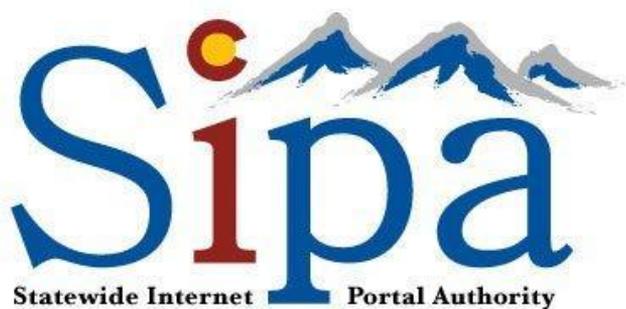


Legislative Report

November 1, 2011



Delivering Effective and Efficient e-Government Services

The Statewide Internet Portal Authority (SIPA) was created in 2004 by the Colorado General Assembly with a mandate to provide efficient and effective e-Government services for eligible governmental entities (EGEs) and citizens through the use of modern business practices and innovative technology solutions.

SIPA is governed by a 13-member Board of Directors comprised of elected officials, government stakeholders, and private citizens.

SIPA serves as the oversight body of the Colorado.gov portal which is the gateway to Colorado government and is intended to be Colorado's single most comprehensive delivery channel for e-Government services.

Introduction – In the fall of 2011 Colorado released the Colorado Blueprint which is a bottom-up approach to economic development. The report discusses building a business-friendly environment through increasing customer service and the responsiveness of State Government. It specifically requests that SIPA host an agency roundtable as well as be involved with a cross agency-agency discussion on improving and strengthening an online presence.

SIPA, through its partnerships with governments across Colorado, is well positioned to engage in these conversations as well as offer innovative services and solutions whereby costs can be controlled and services increased. Governments can leverage services to create and maintain a web presence at no cost, accept electronic payments without needing a PCI¹ compliant system of their own, create easy to use online forms and much more -- all using solutions provided through SIPA.

Available today are online services allowing Coloradans to complete tasks such as renewing a driver's license, vehicle registration or pet license, and new businesses can now register for a sales and unemployment tax number using the Colorado Business Express online registration system (www.colorado.gov/coloradobusinessexpress) which went live in October 2011. SIPA will continue working with EGEs to offer creative solutions that take advantage of new technologies and meet the fiscal challenges of today.

Sincerely,

John D. Conley
Executive Director

¹ Payment Card Industry

Mission – The mission of the Statewide Internet Portal Authority is to provide efficient and effective services for citizens through the use of modern business practices and innovative technology solutions.

Vision – The vision of the Statewide Internet Portal Authority is to transform Colorado government service delivery through the use of technology, allowing a single point of contact for members of the public to access state and local government information, products, and services.

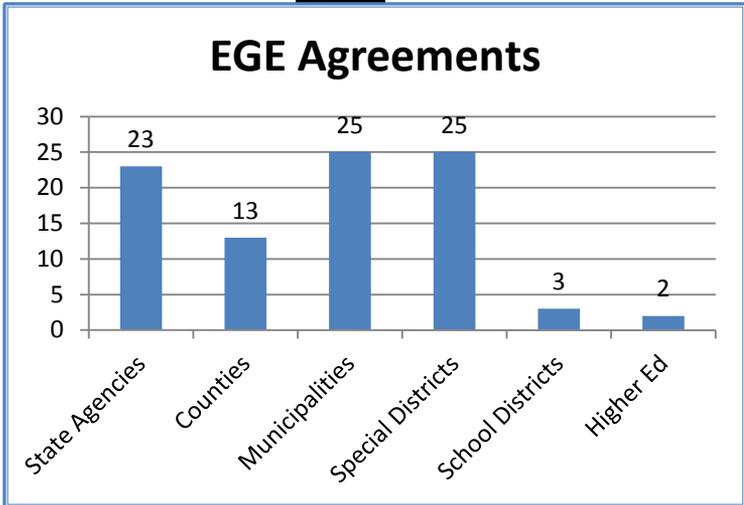
Fiscal Year 2011-2012 Goals – Under the leadership and guidance of the Executive Director and Board of Directors, the goals of the Authority are:

- To continue development of a statewide internet portal that provides a single access point to information, products, and services of state and local government to give members of the public an effective and efficient way to transact business
- To increase the number of applications developed, integrated, and made publically available on the Portal by governmental entities
- To continue a grant program for governmental entities to accelerate their adoption of the services offered by the Authority
- To increase the number of eligible governmental entities that use the services provided by the Authority through promotion and education
- To explore and expand the type of enterprise services and solutions offered to governmental entities through the Authority.

Eligible Governmental Entities Served – The Statewide Internet Portal Authority (SIPA) is a quasi-governmental entity that serves other governmental entities throughout Colorado. Eligible governmental entities (EGEs) are generally State Agencies, County and Municipal Governments, School Districts, and Special Purpose Authorities. In July 2011, SIPA had agreements in place with 91 EGEs, a group comprised of 23 State Agencies, 13 County Governments, 25

Municipalities, 25 Special Districts, 2 Higher Education Institutions, and 3 School Districts, Figure 1.

Figure 1



Services – SIPA and its partners offer many services to the eligible governmental entities of Colorado and the members of the public that interact with these services. These services fall within four groupings which are described below.

1) *Websites* - SIPA provides website creation to EGEs and has more than 90 websites in production today. These websites allow members of the public to gather valuable information regarding governmental services 24 hours a day 7 days a week from their home, office, or mobile devices.

There are more than 90 websites online today through SIPA.

Costilla County, Colorado Website in Production

SIPA is also responsible for overseeing the State of Colorado's homepage www.colorado.gov which serves as the single and most comprehensive delivery channel for e-Government services available in Colorado. This site contains links to many of the websites available on Colorado.gov and connects members of the public to the e-Government service they are seeking.

Screen Capture of www.Colorado.gov Website

2) *Applications* - SIPA maintains a process to assist EGEs in developing custom applications which provide

You have a well-designed site. The instructions are clear and easy to follow. There are no hidden or surprise loops – often the bane of government websites! The process was straight-forward and surprisingly business-like

-Submitted by: Driver's License Renewal User

improved services to the citizens of Colorado. EGEs have partnered with SIPA to develop more than 213 applications since SIPA was created. These applications include Driver's

License Renewal, Child Care Directories, Change of Address, Colorado Cold Case, and much more.

3) *Electronic Payment Processing* - Integrated within Colorado.gov, SIPA provides a convenient and efficient way for members of the public and citizens of Colorado to pay for services they receive online or over-the-counter by allowing EGEs to accept credit cards and electronics checks. This process follows the Payment Card Industry (PCI) Data Security Standards (DSS). In 2009 there were more than 1.6 million transactions completed using SIPA's payment engine. As indicated by the graphic below this payment processing system is used in 58 of Colorado's counties.

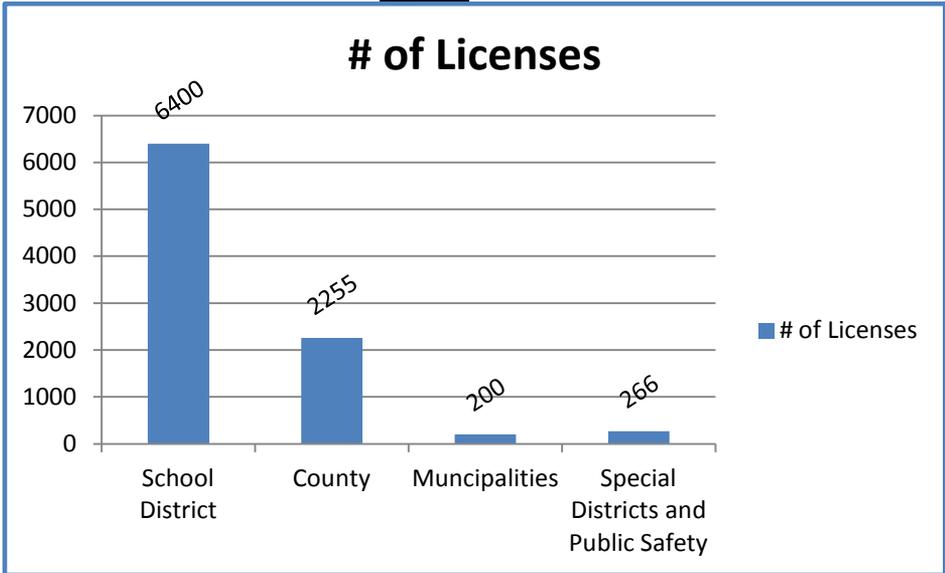
Payment Processing via Colorado.gov in use throughout Colorado*



*Shaded areas depict Counties using the system.

4) *Messaging* - SIPA recently formed a new partnership allowing EGEs to acquire a suite of messaging tools at a competitive price. This suite of applications includes collaboration tools, office productivity applications, and e-mail functions. This service is offered as an on-demand pricing model allowing EGEs to pay only for what they are using. SIPA is providing over 9,100 licenses to 13 EGEs.

Figure 2



Financial Information - In 2010 the Colorado General Assembly passed House Bill 10-1401 which included reporting requirements for SIPA. SIPA is to report to the Business, Labor, and Technology Committee of the Senate, the Business Affairs and Labor Committee of the House of Representatives, and the Joint Budget Committee the total amount of charges or fees imposed by each state agency for accessing electronic information, products, and services through the statewide internet portal and the total amount of receipts and revenue derived by the Authority from those transactions. Both of these reporting requirements are for the preceding fiscal year, which for this reporting period is Fiscal Year 2010/2011.

Charges – Table 1 provides information related to the charges imposed by state agencies as a result of laws, rules, or regulations and includes the list of available state agency services, the number of transactions completed, and the total amount of charges associated with the transactions.

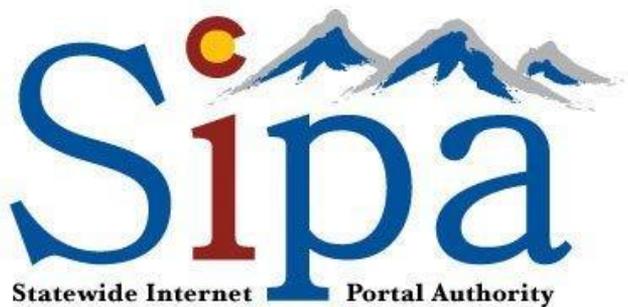
In Fiscal Year 2010/2011 (FY 10/11) the applications created through SIPA on behalf of state agencies completed 1,681,654 transactions collecting a total of \$252,104,946. The total dollar amount of \$252,104,946 includes the statutory fees associated with the service, credit card processing fees, and a portal administration fee to operate and maintain the system. It is important to note the users of these services have alternatives available and are not required to use them, but elect to because of their availability and ease of use.

Receipts & Revenues - SIPA does not receive any General Fund appropriation from the Colorado General Assembly. SIPA receives funding through its partnerships, the sale of licenses, and time and material consulting. To remain a viable and functioning organization SIPA must offer products and services that are in demand by the EGEs and that they elect to use. The actual revenue (unaudited) SIPA received for FY 2010/2011 related to the services provided to state agencies totals \$223,461

Table 1²

Service (Alpha)	State Agency	Transactions	Funds Received
AG-Cashier Payment Portal	Agriculture	519	\$66,884
Auto Industry Division - Sales Licensing	Revenue	22	\$2,927
Board of Assessment Appeals	DOLA	38	\$26,951
CDLE Boiler Inspections	CDLE	459	\$59,491
Colorado BIDS	DPA	4,015	\$167,305
County DMV PayPort	Revenue	363,539	\$66,424,960
DCJ Class Registrations	DPS	233	\$10,692
DORA Professional Licensing	DORA	101,644	\$14,369,492
DORA Surplus Lines Tax	DORA	76	\$1,372,879
DPA CSS	DPA	9,739	\$1,799,517
DPA HR	DPA	369	\$70,230
Driver Matching	Revenue	1,405	\$601
Driver Record Monitoring	Revenue	322,332	\$1,240,557
Educator License Payments	CDE	18,511	\$1,078,800
Gambling Intercept - Child Support	DOR	164	\$330,224
Measurement Device Licensing	Agriculture	816	\$141,733
Motor Vehicle Interlock Service	Revenue	10,542	\$421,680
Motor Vehicle Title and Lien Records	Revenue	224,754	\$473,812
Motor Vehicle Verification Service	CBI	18,888	\$177,765
Non-Profit Annual Report Filings	DOLA	1,002	\$149,332
Online Driver License Renewals	Revenue	109,332	\$2,459,813
Online Sales Tax Processing	Revenue	21,497	\$36,098,933
Online Tax Payment Processing	Revenue	103,855	\$63,770,994
Online Vehicle Registrations	Revenue	355,866	\$59,436,151
Ports of Entry	DOR	8,823	\$1,825,044
Private Applicators Exam Request	Agriculture	373	\$13,290
Private Applicators Licensing	Agriculture	225	\$17,368
Search And Rescue Cards	DOLA	1,667	\$21,248
Storage Tank Registrations	CDLE	330	\$56,963
Utility Payments	DORA	619	\$19,310
Total:		1,681,654	\$252,104,946

² These numbers are unaudited.



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