



The Government Finance Officers Association of South Carolina

October 15, 2007



What is SC.gov?

**The State of South Carolina's
Initiative to Provide State, County
and Local Government Information
and Services to Businesses and
Citizens via the Internet.**



History

- In 2000, MySCGov.com was launched as the state's first web site
- Entry point to online state government
 - Links to agency web pages
 - Online transactional services
- Increased challenges led to formation of portal team which recommended a RFP
- In July 2004, the contract was awarded to NIC



Who is NIC?

- **Developed the first electronic government services in 1991 in the state of Kansas**
- **20 state contracts for enterprise eGovernment services**
- **123 million transactions were processed by NIC-managed portals in 2006**
- **Over 300 dedicated eGovernment specialists**



Who is South Carolina Interactive?

- **A Columbia-based subsidiary of NIC**
- **100% dedicated to South Carolina**
- **17 full-time Employees**
- **Will leverage the full resources of NIC to make South Carolina's portal a success**
 - **Modify existing applications**
 - **Technical expertise**
 - **Project management, policy and marketing expertise**



Self-Funded Model

- SCI covers all of the cost for infrastructure, equipment, software and personnel expenses
- SCI builds, maintains and supports new services at no cost to agencies or departments
- We are paid through nominal transaction fees applied to a small number of commercially viable services
- More than 80% of applications have no transaction fee, and the vast majority of citizen services are free
- Effective Marketing is essential because it:
 - Drives adoption of online services
 - Helps the state gain national recognition for its eGovernment efforts



eGovernment Oversight Committee

Barbara Teusink, Deputy Chief Information Officer

Scott Speares, SC Department of Natural Resources

Marcia Adams, SC Department of Motor Vehicles

Melissa Dunlap, SC Secretary of State

Ruby McClain, SC Department of Labor, Licensing and Regulation

Miriam O. Hair, Municipal Association of South Carolina

Melinda Suddes, SC Association of Counties

Lesley Lampert, SC Bankers Association

John Braddy, Independent Insurance Agents and Brokers

Bill Booth, SC Bar Association

Beverly Shelley, SC Department of Parks, Recreation and Tourism



Oversight Committee Roles and Responsibilities

- Establish strategic policies governing the portal
- Approve and prioritize projects
- Review and approve Service Level Agreement and Statement of Work templates
- Review and approve all charges to portal users
- Review annual operating reports, customer satisfaction surveys, and performance measures of the portal



SC.gov Highlights

- ☾ 2005
 - ☾ DMV's Driver History Record Application
 - ☾ Redesigned State Portal – "SC.gov"
 - ☾ Migration of CIO's E-commerce Gateway customers to SC.gov Payment Engine
- ☾ 2006
 - ☾ Ethics Commission Campaign Finance Reporting Application
 - ☾ Additional Enterprise Applications
 - ☾ Content Management System
 - ☾ News Center
 - ☾ Shopping Mall
 - ☾ Dept of Natural Resources' Hunting & Fishing License Applications
- ☾ 2007
 - ☾ DMV License Plate Design Contest
 - ☾ Surveys
 - ☾ Partner Projects
 - ☾ GEAR Committee
 - ☾ SC.gov
 - ☾ DNR's Advanced Hunting and Fishing License Sales Application



Enterprise Applications



SC.gov Payment Engine

- Provides online payment processing for all client applications:
 - Internet, over-the-counter, IVR, kiosk
 - 3rd party/off-site applications can also use the Payment Engine

- Accept VISA, Mastercard and Discover credit and debit card payments.

- Funds can be automatically disbursed into multiple bank accounts

- South Carolina Interactive handles 1st level support and coordination of chargebacks.



Payment Engine Financial Process

- Use state-negotiated rates to offer competitive fee structure
- Partner has the option to absorb the fees or pass them on to customers
- Funds are deposited directly to the partner's bank account or through the State Treasurer's account
- Flexible reporting functionality for research, auditing and reconciliation purposes



Payment Engine Project Process

- **Document Process**
 - Questionnaire, contact and banking forms are completed. Service Level Agreement and Statement of Work are approved and signed.
- **System Modifications**
 - Required updates are made by the partner to their back-end application to communicate with the Payment Engine.
- **Payment Engine Set up**
 - Customers and services are set up in the Payment Engine
- **Training**
 - Partner is trained on Payment Engine access and reporting
- **Testing**
 - Partner performs testing of application interface to the Payment Engine and reporting.
- **Letter of Acceptance**
 - Partner signs formal acceptance of the Payment Engine.
- **Implementation**
 - Production URL and user IDs are provided to partner and Payment Engine is implemented into production.



Payment Engine Partners

- ☾ **Judicial Case Management System – court fees and fines**
 - Anderson County
 - Georgetown County
 - Horry County
 - Lexington County
 - City of Myrtle Beach

- ☾ **Local Utility Providers – bill payments**
 - Greenwood Commissioners of Public Works
 - Spartanburg Water



Payment Engine Partners (cont.)

Other

- Arts Commission – online grant applications
- Coastal Carolina University – admissions, housing, etc.
- Dept. of Commerce – conference registration, industrial directory, etc.
- Dept. of Housing, Finance and Development – conference registration
- Dept. of Mental Health – client payments
- Dept. of Transportation – conference registration
- ETV – online store
- Francis Marion University – tuition payments
- Lexington County – property and vehicle taxes
- Parks, Recreation and Tourism – conference registration
- Patients' Compensation Fund – supplemental malpractice insurance
- Spartanburg Area Transportation Study – conference registration



SC.gov Content Management System

- Microsoft Tool – Easy to use
- Knowledge of HTML is not required
- Template driven
- Workflow defined through user roles
- SC.gov provides:
 - Graphic design assistance
 - Training
 - Hosting
- No fees associated with this service

Agency Banner Image(s)
(Height Adjustable)

Quick Links

Navigation

Relative Content Area

Relative Content Area
(Up to 5)

Breadcrumbs

Heading

Subheading

Main Content Area

Relative Content Area

Relative Content Area

Relative Content Area
(Up to 5)

Agency Footer



- CIO Home
- About CIO
- Products and Services
- Customer Services
- Councils and Committees

[Home](#)

LEADING THE WAY



The Division of the State Chief Information Officer (CIO) is pleased to offer this Web site designed with the customer in mind. Whether you're looking for information on IT Architecture, the status of the data network, an update on an IT procurement, or anything in between, you should be able to find it here. Let us know what you think.

HOW DO I?

- ▶▶ [Talk to Someone About New Products and Services](#)
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- ▶▶ [Find Templates and Forms for Project Management](#)

WHAT'S NEW

CUSTOMER PORTAL



CONTACT US

803-896-0001
ciohelpdesk@cio.sc.gov
 Toll-free: 800-922-1367
 Fax: 803-896-0092

[CIO Staff Directory](#)

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South Carolina Budget and Control Board

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Upcoming Exhibitions

Forgotten Stories: South Carolina Fights the Great War



with each location concentrating on a different aspect of the war. Visit the website for the exhibits at <http://www.scforwardtogether.org/>.

The SC Confederate Relic Room and Military Museum's exhibit, "South Carolina Fights the Great War," focuses on the military history of the war, strategies used during it, and how the war is a part of South Carolina's military tradition. The exhibit themes examine various aspects of the war such as trench warfare, the use of artillery, the new use of airplanes, Medal of Honor winners from SC, and the forgotten story of the African-American 371st Infantry Regiment. The exhibit also highlights the often-overlooked Mexican Punitive Expedition and includes exciting visuals, such as life-like mannequins, a simulated trench, and interactive kiosks. This exhibit will be the first displayed in the museum's new, expanded gallery space in the renovated "cistern" area of the Columbia Mills Building.





CMS

Project Process

- **Initial Meeting**
 - Request to implement CMS
- **Service Level Agreement and Statement of Work**
 - Documents defining the partnership, scope of project, responsibilities, etc. are approved and signed.
- **Analysis Meeting**
 - Meeting to define design, user roles, process, etc.
- **Training**
 - One-day, 6-hour training session at SC.gov office in Columbia, SC



CMS

Project Process

(cont.)

- ☾ **Site Manager Software Installed**
 - Software installed for site administrator
- ☾ **Content Loaded**
 - Web site is developed and content loaded by trained users
- ☾ **High Level Review**
 - SC.gov staff reviews the new site with the partner, focusing on usability, accessibility and the proper use of the CMS tool.
- ☾ **Letter of Acceptance**
 - Formal acceptance of CMS signed
- ☾ **Implementation**
 - Site is moved into production and the Google Search Engine is set up to crawl the new site.



CMS Partners

In Production

Archives and History (nhd.sc.gov & archives.sc.gov)
CIO's Office (cio.sc.gov)
Clarendon County (clarendoncounty.sc.gov)
Confederate Relic Room (crr.sc.gov)
Education Oversight Committee (eoc.sc.gov)
Legislative Audit Council (lac.sc.gov)
Office of the Lieutenant Governor (ltgov.sc.gov)
Office of the State Auditor (osa.sc.gov)
Office of the State Treasurer (treasurer.sc.gov & sctpp.sc.gov)
School Improvement Council (sic.sc.gov)
State Board of Financial Institutions (banking.sc.gov)
State Ethics Commission (ethics.sc.gov)
Workers' Compensation Commission (wcc.sc.gov)

In Development

Barnwell County
Board of Juvenile Parole
CIO's Office - ITMO
Comptroller General
Dept of Insurance
Governor's Office
SATC
SCATT
SCEIS
Second Injury Fund
Secretary of State



SC.gov News Center

- Allows state agencies to post news stories and press releases directly to SC.gov
- Keeps the content “fresh” on the SC.gov home page
- Ability for Users to review news:
 - By topic
 - By agency
 - By most recent post
- Centralized News Center for all State Agencies
 - News submitted online
 - Reviewed by the Budget and Control Board prior to posting
- No Fees associated with this service



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SC.GOV News Center

➔ [SCEL Director Receives International Honor](#)

Monday, October 08, 2007

The South Carolina Education Lottery's (SCEL) Executive Director, Ernie Passailaigue, became President of the North American Association of State and Provincial Lotteries (NASPL) after an election held during the NASPL meeting on Wednesday, October 3, 2007, in Louisville, Kentucky. NASPL was founded in 1971 and has grown into an active, professional association representing 51 lottery organizations in North America.

➔ [DHEC issues update on S.C. mosquito-borne disease findings](#)

Monday, October 08, 2007

COLUMBIA – Thus far in 2007's active mosquito season, there have been 53 lab confirmations of West Nile virus and two of eastern equine encephalitis virus in the state, the S.C. Department of Health and Environmental Control reported today.

➔ [Growers and Gleaners Welcome!](#)

Monday, October 08, 2007

The Society of St. Andrew (SoSA), formed in 1979, is a non-profit, charitable organization dedicated to community and service.

➔ [Heathwood Hall's Intermediate School named Champion of the Environment](#)

Friday, October 05, 2007

COLUMBIA – Heathwood Hall's Intermediate School has received a \$500 grant from Champions of the Environment to enhance its rain garden, the S.C. Department of Health and Environmental Control announced today.

➔ [Secretary of State and Multi County Law Enforcement Uncover \\$1.3 Million In Counterfeit Merchandise](#)

Thursday, October 04, 2007

Newberry man arrested for having goods stored in three counties.



News Center Project Process

- **Initial Meeting**
 - Request to implement News Center
- **Register for Training**
 - Dates set for training at SC.gov office in Columbia, SC
- **Training**
 - Users are trained on how to navigate the News Center and submit press releases
- **Implementation**
 - Users are set up in production and can submit press releases to be posted on SC.gov



News Center Partners

Arts Commission
Budget and Control Board
Confederate Relic Room and Museum
Dept. of Agriculture
Dept. of Commerce
Dept. of Consumer Affairs
Dept. of Education
Dept. of Health and Environmental Control
Dept. of Health and Human Services
Dept. of Labor, Licensing and Regulation
Dept. of Mental Health
Dept. of Motor Vehicles

Dept. of Natural Resources
Dept. of Parks, Recreation and Tourism
Education Oversight Committee
Energy Office
Forestry Commission
Lieutenant Governor's Office on Aging
Municipal Association of SC
Secretary of State
State Museum
State Treasurer's Office
University of South Carolina Aiken
Winthrop University



SC.gov Online Shopping Mall

- Centralized online stores for governmental entities
- Can view products by store or by category (apparel, books, etc.)
- SC.gov provides
 - Administrative training
 - Hosting
- Fully integrated with the SC.gov Payment Engine

- Sales
- Online Mall

Apparel And Accessories

Arts and Crafts

Books

Electronics

Historical

Magazines

Music

Toys And games

Welcome to the South Carolina Online Mall

Thank you for visiting the South Carolina Online Mall. You will find a wide selection of South Carolina products here to purchase as gifts or for your own enjoyment. Feel free to browse and stay as long as you like. Remember to check back often, as new products and stores are being added all the time.

Mall Stores

- ▶ [The South Carolina Confederate Relic Room and Military Museum Gift Shop](#)
- ▶ [The Governor's Mansion Foundation](#)
- ▶ [The Gift Shop at the Archives and History Center](#)
- ▶ [The Cotton Mill Exchange](#)

Featured Items



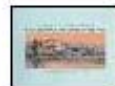
["From the Mountains to the Sea" Tapestry Throw](#)
\$54.95

[Buy Now](#)



[Mischievous in the Mansion](#)
\$15.95

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[The Historical Atlas of the Rice Plantations of Georgetown County and the Santee River](#)
\$110.00

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[SOUTH CAROLINA STATE MUSEUM Hardback Book](#)
\$35.00

[Buy Now](#)





Online Shopping Mall Project Process

- ☾ **Document Process**
 - Questionnaire, contact and banking forms are completed. Service Level Agreement and Statement of Work are approved and signed.
- ☾ **Payment Engine Set up**
 - Customers and services are set up in the test Payment Engine
- ☾ **Online Shopping Mall Test Store Set up**
 - Store is configured in the test Online Shopping Mall and user rights are assigned
- ☾ **Training**
 - Online Shopping Mall store set up and management
 - Inventory management and order fulfillment
 - Payment Engine access and reporting



Online Shopping Mall Project Process

(cont.)

☾ **Testing**

- Partner adds inventory to test store; tests order purchases and fulfillment, Online Shopping Mall interface to the Payment Engine and reporting.

☾ **Live Store and Payment Engine Set up**

- Partner user rights assigned, store and services are set up and partner enters inventory and store options.

☾ **Letter of Acceptance**

- Partner signs formal acceptance of the Online Shopping Mall

☾ **Implementation**

- Online store and Payment Engine are moved to production and URL is provided to Partner.



Online Shopping Mall Partners

- ☾ Confederate Relic Room and Military Museum
- ☾ Governor's Mansion Foundation
- ☾ Archives and History
- ☾ The State Museum (Cotton Mill Exchange)



Other Interactive Application Development

- **NIC's library of applications includes over 1,000 unique eGovernment Applications, including:**
 - **Database Search/Lookup**
 - **Electronic Permitting**
 - **Professional Licensing**
 - **Online Registrations**



Other Interactive Application Development Project Process

- Initial meeting – high level analysis
- Oversight Committee initial review
- More detailed analysis
- Oversight Committee final approval & prioritization
- Service Level Agreement
- Statement of Work
- Development
- Testing
- Letter of Acceptance
- Move application into production



Current Projects in Development

- Dept. of Natural Resources – Commercial licenses
- Ethics Commission – Campaign Finance Reporting - Phase II
- OSMBA – Online filing and reporting
- Forestry Commission – Online permits
- Dept. of Corrections – Inmate Banking
- Education Oversight Committee – School Report Cards Database & Search Capability
- Enterprise Applications – Payment Engine & Content Management System



Questions ?



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