

## Delivering Effective and Efficient e-Government Services







**Legislative Report**  
**January 6, 2014**



***SIPA 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***



## Introduction

During the 2013 legislative session the Joint Technology Committee was created by HB 13-1079. This committee, among other duties, will be reviewing the information technology purchases of state agencies. As SIPA works with many state agencies and other Colorado governments in completing their missions through the use of technology, SIPA is pleased to provide this report.

SIPA, through its partnerships with governments across Colorado, is well positioned to engage in conversations that lead to more online services being available to the residents, businesses and visitors of Colorado. SIPA will continue to offer innovative services and solutions whereby costs can be controlled and services increased. Governments can create and maintain a web presence at no cost, accept electronic payments without needing a PCI compliant system of their own, deploy mobile applications and much more-- by using solutions provided through SIPA.

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

Using the services provided by SIPA governments across Colorado annually save or avoid approximately \$6 million in costs. SIPA will continue to look for innovative ways to provide new services while continuing to improve the services it offers today.

John D. Conley  
Executive Director

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 15-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.



## 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.

# Colorado.gov

*Linking businesses & citizens to government*

## EGE Agreements

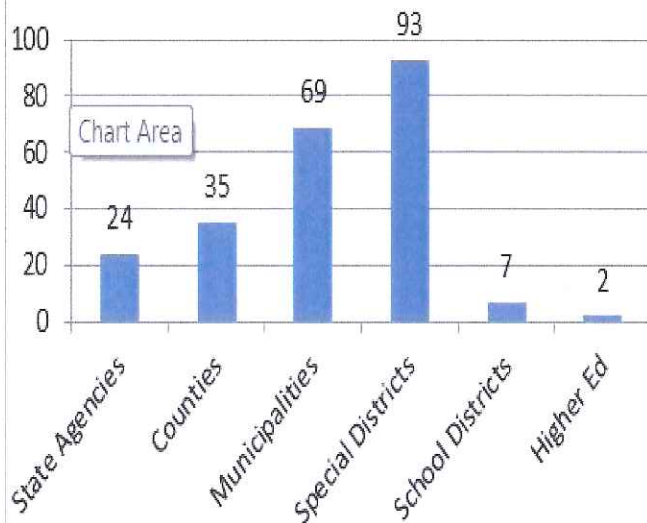


Figure 1

253

The number of service agreements SIPA has in place with Colorado governments statewide.

## EGEs 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 January 2014, SIPA had agreements in place with 253



## Our 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 190 websites in production today. These websites allow members of the

technology

EGEs, a group comprised of 24 State Agencies, 35 County Governments, 69 Municipalities, 93 Special Districts, 2 Higher Education Institutions, and 7 School Districts. The numbers in Figure 1 are slightly less than the total as it controls for organizations that have multiple agreements in place. As is evident by Figure 2 SIPA is serving governmental entities across the entire state of Colorado.

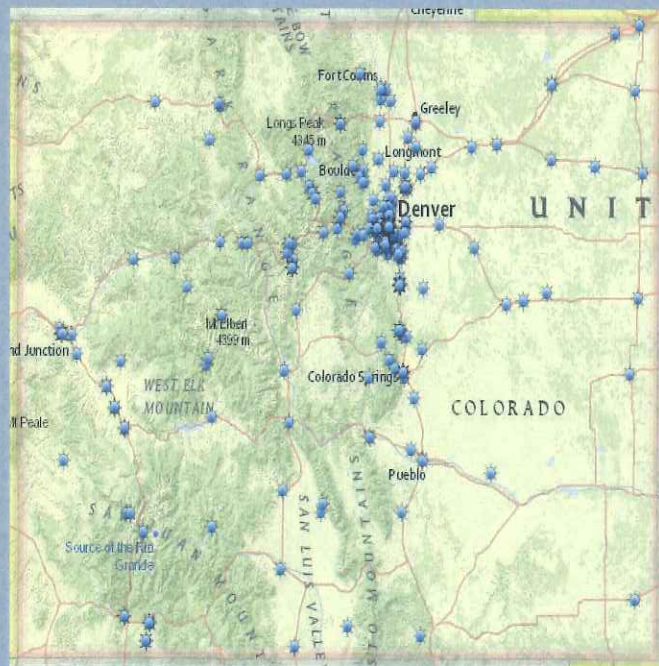


Figure 2



# 190

SIPA provides website creation to EGEs and has more than 190 websites in production today.

public to gather valuable information regarding governmental services 24 hours a day 7 days a week from their home, office, or mobile devices. Almost every website that SIPA creates for a governmental entity has a cost of at least \$11,500 that is absorbed by SIPA and its partners. This represents a savings of approximately \$2,231,000 million for entities using this service.

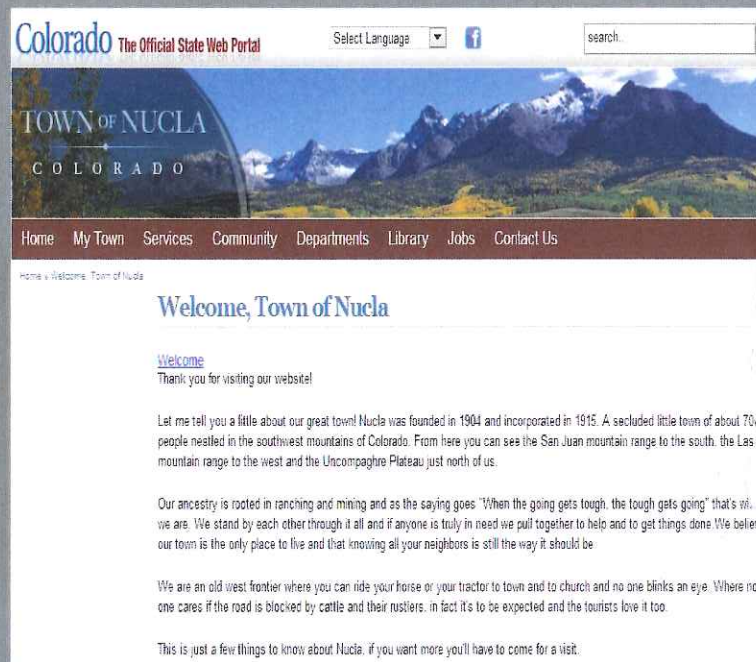


## Services Continued...

SIPA is also responsible for overseeing the State of Colorado's homepage [www.colorado.gov](http://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. Colorado.gov receives approximately 2.5 million visitors each year looking for information related to government services.

**2) Applications** - SIPA maintains a process to assist EGEs in developing custom applications which provide improved services to the citizens of Colorado. EGEs have partnered with SIPA to develop more than 200 applications since SIPA was created. These applications include Driver's License Renewal, Child Care Directories, Change of Address, Colorado Cold Case, and much more.

The majority of these applications utilize a public-private partnership and are not funded by taxpayer dollars. Instead they are financed through a portal administration fee whereby the direct beneficiary of the service pays a small amount to support the service.



# 200

There are close to 200 websites online today through SIPA.



### 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). If the state agencies and local governments (more than 100

entities leverage this service) using SIPA's services were to stand a similar service up it would carry costs of at least \$3.7 million related to PCI compliance alone. In FY 2013 there were more than 2.7 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. The shaded areas in the picture below show counties using payment processing

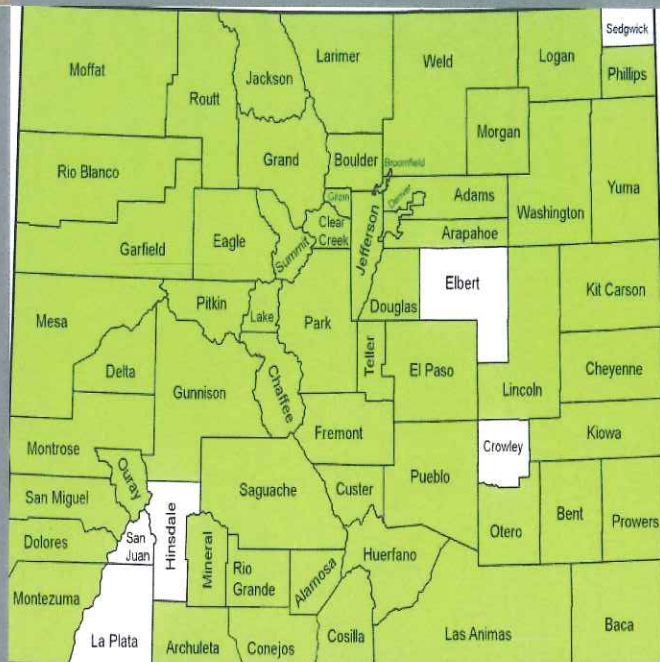
The screenshot shows the Colorado.gov website interface. At the top, there is a search bar and social media icons for Facebook and Twitter. Below the navigation bar, there is a large banner for "Driver License renewal is now mobile!" with a smartphone displaying the Colorado.gov app. The app screen shows "Online Driver's License and ID Card Renewal" and a "Please read the information below BEFORE you begin" message. To the right, there is a "Gov. John Hickenlooper" profile and a "Colorado Trending" section listing items like "Child Welfare Plan" and "Department of Labor and Employment".

### 4) Messaging

SIPA continues to have partnerships which allow 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 40,000 licenses to 21 EGEs.

# 40,000

SIPA is providing over 40,000 licenses to 21 EGEs



# Financial Information

According to the Colorado Revised Statutes, SIPA is to report 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 2012/2013.

**Charges** -The table to the right 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.

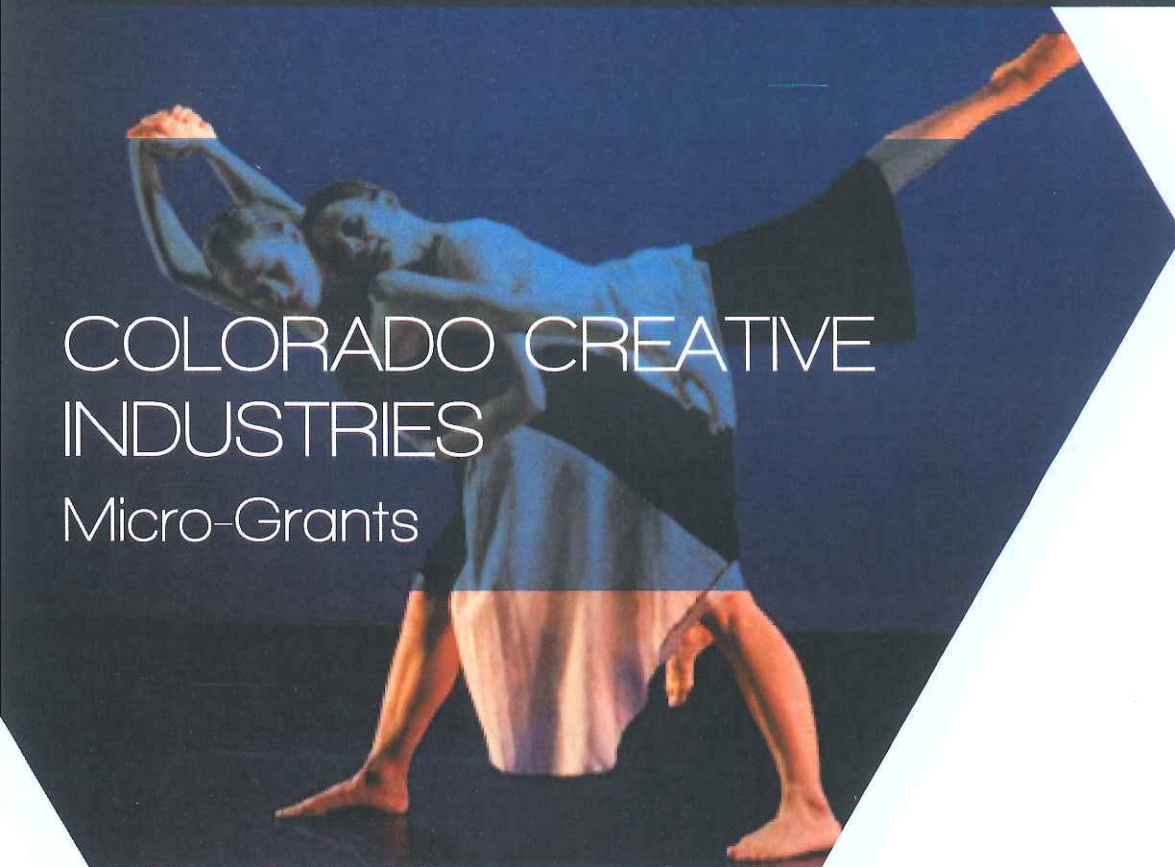
In Fiscal Year 2012/2013 (FY 12/13) the applications created through SIPA on behalf of state agencies completed 2,722,858 transactions collecting a total of \$592,648,643. The total dollar amount of \$592,648,643 includes the statutory fees associated with the service, credit card processing fees, and a portal administration fee to operate and maintain the system. It is important to note the users of these services have many alternatives available and are not typically 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 2012/2013 related to the services provided to state agencies totals \$190,313.

Service (Alpha)	State Agency	Transactions	Funds Received
AG-Cashier Payment Portal	Agriculture	731	\$188,179
Auto Industry Division - Sales Licensing	Revenue	0	\$0
Board of Assessment Appeals	DOLA	25	\$10,021
CDLE Boiler Inspections	CDLE	630	\$82,472
CDHE Occupational School	CDHE	249	33,339
Colorado BIDS	DPA	4,359	\$181,598
Colorado Business Express	DOR/CDLE	8,289	\$462,650
County DMV PayPort	Revenue	567,854	\$113,770,202
DCJ Class Registrations	DPS	415	\$22,218
DORA Professional Licensing	DORA	98,474	\$18,064,176
DORA Surplus Lines Tax	DORA	180	\$2,470,922
DORA HOA Registrations	DORA	2,275	\$120,238
DPA CSS	DPA	15,000	\$2,364,260
DPA HR	DPA	391	\$73,069
Driver Matching	Revenue	3,654	\$219
Driver Record Monitoring	Revenue	297,769	\$1,324,946
Educator License Payments	CDE	37,087	\$2,778,875
Gambling Intercept - Child Support	DOR	362	\$613,568
Measurement Device Licensing	Agriculture	579	\$101,903
Motor Vehicle Interlock Service	Revenue	12,490	\$499,600
Motor Vehicle Title and Lien Records	Revenue	1,697	\$542,433
Motor Vehicle Verification Service	CBI	22,244	\$111,220
Non-Profit Annual Report Filings	DOLA	1,861	\$282,934
Online Driver License Renewals	Revenue	178,399	\$3,953,683
Online Sales Tax Processing	Revenue	267,061	\$335,933,143
Online Vehicle Registrations	Revenue	572,581	\$93,861,626
Ports of Entry	DOR	9,184	\$2,425,554
Private Applicators Exam Request	Agriculture	497	\$18,556
Private Applicators Licensing	Agriculture	215	\$16,661
Search And Rescue Cards	DOLA	1,994	\$31,483
State Court Payments	Judicial	615,101	\$12,007,962
Storage Tank Registrations	CDLE	431	\$68,566
Utility Payments	DORA	752	\$24,662
Youthful Driver Monitoring	Revenue	28	\$207,705
<b>Total</b>		<b>2,722,858</b>	<b>\$592,648,643</b>



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COLORADO CREATIVE  
INDUSTRIES  
Micro-Grants

### SIPA Micro-Grants

Colorado Creative Industries (CCI), a division of the Colorado Office of Economic Development and International Trade (OEDIT), is located in downtown Denver and serves all citizens of Colorado. CCI strives to create significant and sustained investment in the creative sector, and its goal is for Colorado to “grow its own” creative workforce.

OEDIT signed its EGE agreement with SIPA in September of 2006. As part of SIPA's 2012 Micro-Grant program, CCI was awarded a grant of \$4,000. The division used the money to enhance its CommunityGrants app (online application) and the artApp within Salesforce.

### Results of the Grant

As result of receiving the grant from SIPA, CCI was able to update the CommunityGrant app with enhanced features, such as the ability look-up locations of public art by artists, materials, location, or county. The applications for CCI's CommunityGrants app are fully online, from applying to reviewers commenting on answers and scoring. Grantees also have the ability to submit final reports and upload supporting documents. CCI has made the community grants' applications much more streamlined and eliminated paper.

After receiving the grant, CCI eliminated a weeks' worth of mailing and printing, collating with all applications, and sending out contracts. This process now takes 10 minutes. Jeanette Albert, Program Administrator/Salesforce Administrator for OEDIT, believes the receipt of the grant from SIPA was a time-saver, and the ongoing money savings are easily \$1,000 to \$1,500 yearly with printing and mailing costs.

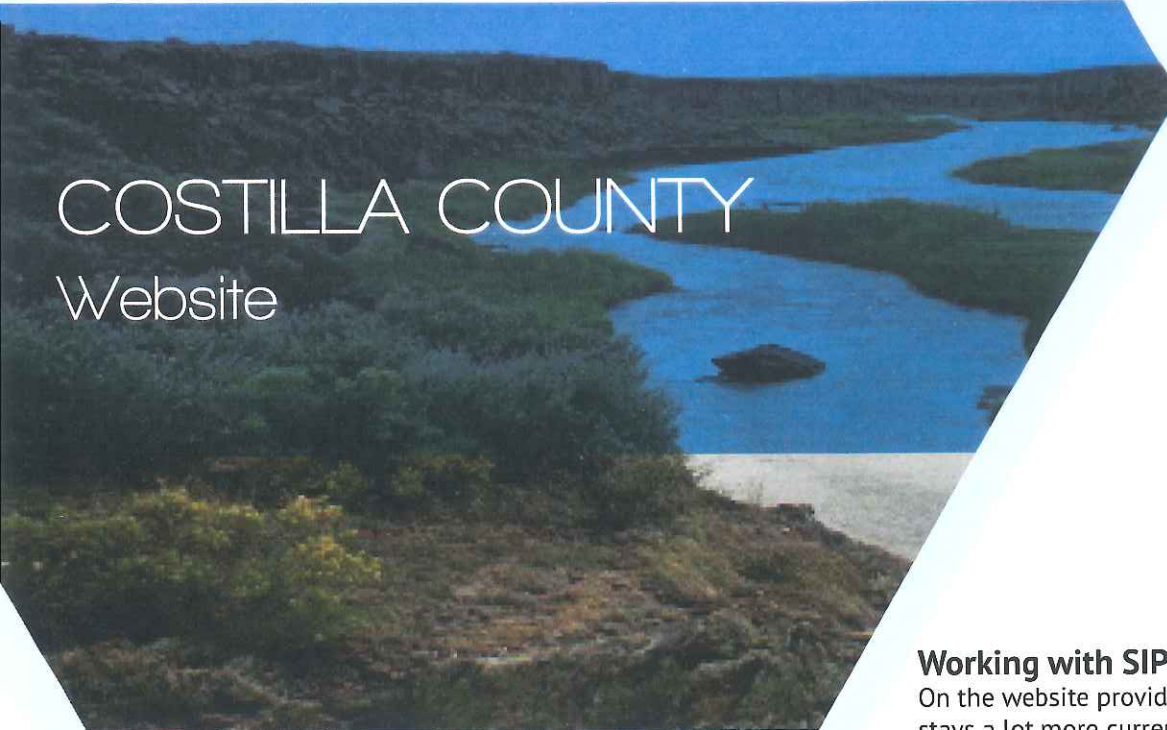
### Working with SIPA

CCI has received positive feedback from citizens using the CommunityGrants app including that it is user-friendly and the interface is clean-looking. Citizens can also go back and look at the status of a grant application.

Regarding the ease of applying for a SIPA grant, Albert states that her co-worker wrote the grant and it was a really simple application. Albert says that she thinks OEDIT is going to apply for another grant this year, and some other divisions may use SIPA for other services. Albert is pleased with SIPA's grant process and found it to be really helpful considering their limited budget.

“The online application enhances the experience for constituents through the use of modern technology,” said Albert.

For more information about Colorado Creative Industries, please visit <http://www.coloradocreativeindustries.org/>.



# COSTILLA COUNTY

## Website

### Colorado.gov

Costilla County is located on the southern central border of Colorado and New Mexico and serves as the local county government for its population of around 3,600 citizens. Since going live around November of 2011, Costilla County has been receiving a website provided by SIPA. Prior to acquiring the website through SIPA, Costilla County had to pay for its website. Today, Costilla County is saving money as SIPA provides websites to local governments at no cost.

### Benefits of Colorado.gov

Timeliness to information is the number one benefit of having the website provided by SIPA as Costilla County is able to update and change information on the website every couple hours and at the county's convenience. As Ben Doon, Chief Administrative Office of Costilla County, relayed it is good to have that control. The county can essentially make changes itself. Even though it may take the county's time to make changes, Mr. Doon said this is fine because it has the staff resources.

### Before and After

Previously a company nearby managed the website for them, which meant staff would have to gather information, track down the company, tell it the changes needed, etc. In comparison, now changes can be made within an hour or two. Costilla County having control over what the website looks like and how the content is laid out is important because the county has a good sense of what is attractive to its residents and has also been able to make its website more user-friendly to citizens.

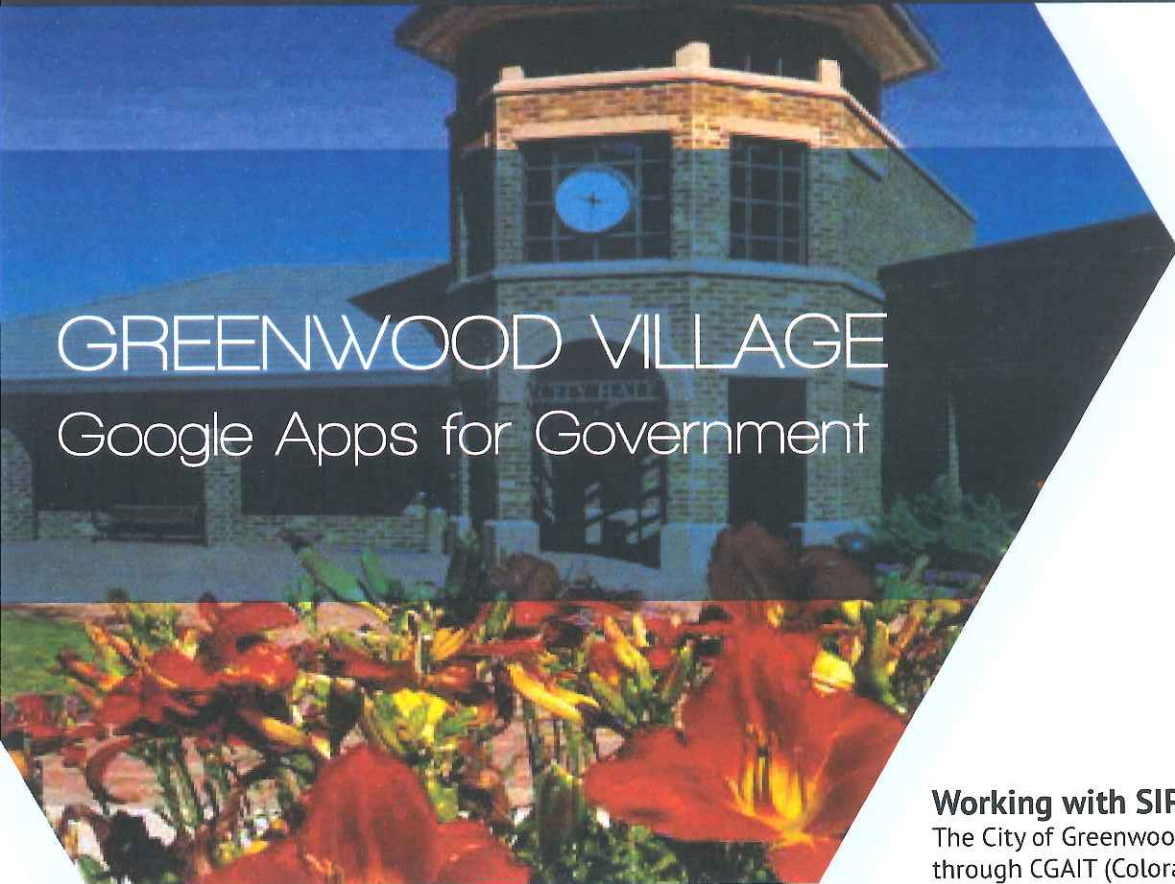
### Working with SIPA

On the website provided by SIPA, the information stays a lot more current, the previous website would have old news up or department heads would change or people retire. Now Costilla County citizens can go online and know the information is current and not something posted 9 months ago and that people's contact information is changed. Additionally, citizens are able to hold Costilla County accountable and are encouraged to let the county know if something is outdated, so it can make those changes.

Regarding the process of receiving the website from SIPA, Mr. Doon said SIPA has always been very responsive to the county's questions and concerns. From the experience of receiving the website provided by SIPA, on behalf of Costilla County, he is most pleased with Costilla County having control over the website, as it does not have an IT department, but can manage the website itself with a small staff. Mr. Doon also likes that the county's website has a similar layout, look, and consistency with other state websites, as this makes Costilla County feel like its "part of the team."

For more information about Costilla County, please visit <http://www.costillacounty-co.gov>.





# GREENWOOD VILLAGE

## Google Apps for Government

### Google Apps for Government

The City of Greenwood Village serves as the municipal government for around 14,000 residents and is located immediately south of Denver in Arapahoe County. Through SIPA, the city receives Google Apps for Government and signed its EGE Agreement with SIPA around December of 2010. Andy Atencio, the City of Greenwood Village's Chief Technology Officer, says that the city went live with Google Apps in March of 2012 and the implementation only took two to three weeks.

### Benefits of Google Apps

As a result of receiving Google Apps from SIPA, city staff have an increased ability to communicate with each other about information internally, and may be able to respond a little more effectively to citizens remotely or during off-hours. With Google, City of Greenwood Village staff are now able to get emails easier than by hosting themselves because they are available through any connected device.

### Before and After

Regarding the experience before and after acquiring Google Apps through SIPA, the City of Greenwood Village is saving money and resources, as hosting emails with Google saves the city about 15 to 20% per year in cost compared to the city hosting themselves. The city also saves on staff time as it does not have to manage or maintain an email server and system. The City of Greenwood Village can rely on Google for support which frees up resources for staff to do other things than continually managing email. Also, receiving Google Apps through SIPA saves the citizens' money because the city is saving money.

### Working with SIPA

The City of Greenwood Village found out about SIPA through CGAIT (Colorado Government Association of Information Technology), and Mr. Atencio says the implementation process for acquiring Google Apps through SIPA was extremely easy. He relays the city's staff were amazed, as the migration was about a 3 week process, extremely quick, very well-handled, and the city didn't lose anything at all. Mr. Atencio states the migration was probably the most effective and successful migration from any perspective in the 13 years he has been at the City of Greenwood Village. The city couldn't have been happier with the ease of migration, quickness, and the stability of the product.

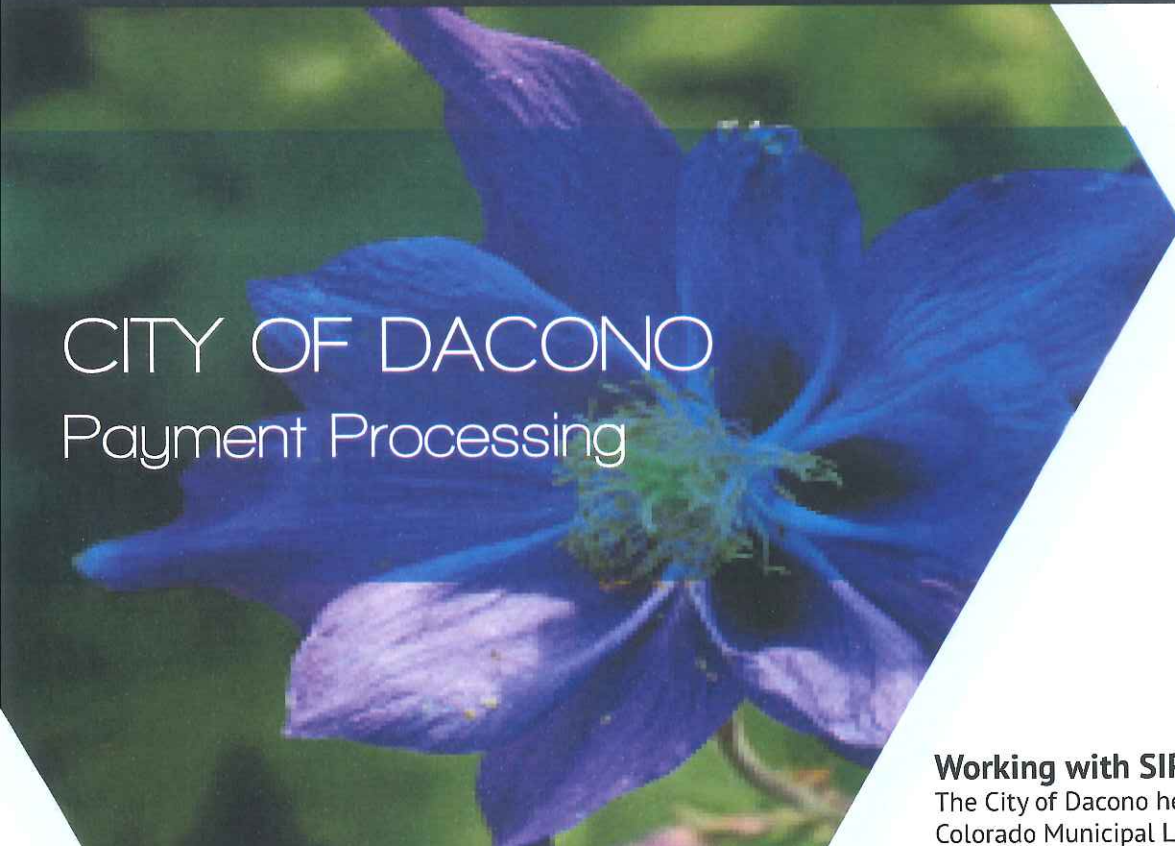
### Future Services

The City of Greenwood Village sees itself potentially using SIPA in the future for other services as it is constantly watching what SIPA is doing as far as providing services. As Mr. Atencio states, the city hasn't used other services at this point, but that doesn't mean it will not in the future. On behalf of the City of Greenwood Village, from the experience of receiving Google Apps through SIPA, Mr. Atencio is most pleased with the ease of the transition and the support that was received from SIPA as well as getting connected with Tempus Nova to manage the transition was great.

For more information about the City of Greenwood Village, visit <http://www.greenwoodvillage.com/>.

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A large, vibrant blue flower, possibly a columbine, is the central focus of the page. It is set against a dark green background that is part of a large, stylized leaf shape that frames the left and top portions of the page.

# CITY OF DACONO

## Payment Processing

### Payment Processing

The City of Dacono is located in northern central Colorado and southwest Weld County. The City of Dacono serves as the local city government for its 4,200 citizens and signed an EGE Agreement with SIPA in October of 2011. Since the first deposit was received at the end of April 2012, the city has been using payment processing services provided by SIPA.

### Benefits of Payment Processing

Through the payment processing service, the City of Dacono is allowing citizens to make online payments via credit cards for most city services. Services that require additional documentation to be completed still necessitate over-the-counter interaction. For example, an individual may need to show proof of insurance to clear up a traffic ticket with the police department. With this service the city has processing payments for utility bills, charitable contributions, and citation/traffic violations via their website. The city also offers over-the-counter payment processing provided by SIPA such as for business licenses after a person completes an application. Prior to implementing this service the city was only able to accept cash or paper checks at their office.

### Service Goals

The city's goal with offering this service was to increase the payment options available to its citizens and making it more convenient to do business with the city around the clock. Prior to receiving payment processing through SIPA, the City of Dacono did not offer the option of taking credit cards. Since the city started using payment processing, the use has really picked up. A lot of people use payment processing on a regular basis or others may pay a fine at the last minute as to avoid having to go to court. Payment processing saves time for the citizens and also for the city's staff as the less checks the city has to process, the less trips its staff makes to the bank which gives them time to perform other tasks.

### Working with SIPA

The City of Dacono heard about SIPA through the Colorado Municipal League, as well as Kelly Stroh, the Finance Officer for the City of Dacono, had been doing her own research for a cost processing center to use, and reached out and made a phone call to SIPA. She explained "Because SIPA provided the lowest cost processing fees to pass along to the customer, it became clear that was the best solution for our City. We did not want to burden our customers with exorbitant fees which in turn would make the payment option less desirable to utilize." Additionally, Ms. Stroh described the implementation process for acquiring the service through SIPA was super easy, there were no growing pains whatsoever, it took no time at all before people were comfortable, and everything was seamless and smooth.

On behalf of the City of Dacono, Ms. Stroh is pleased with the ease of implementation as it was very smooth, very seamless, and very easy to understand. Also, reconciling the bank statements has also been easy as Ms. Stroh has worked with other companies in the past and it was a very tedious task. With the payment processing provided by SIPA, the city just sees what was charged and does not see the processing fees coming through, which makes it very easy to reconcile bank statements. She relayed the City of Dacono has had very few errors and payment processing has been a fantastic thing that the city has done.

For more information about the City of Dacono, please visit <http://www.ci.dacono.co.us/>.







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# EFFECTIVE E-GOVERNMENT SERVICES

The Statewide Internet Portal Authority (SIPA) was created in 2004 by the General Assembly.

SIPA is self-funded and receives no state or federal funding.

SIPA has a 15-member Board of Directors comprised of legislators, other elected officials, executive directors, and private citizens.

SIPA provides eGovernment solutions (websites, online payments, email, custom applications, CRM tools) to governments in Colorado.

SIPA's eGovernment services are available to Colorado citizens 24 hours a day, 7 days a week.

Many of SIPA's services offer governments no-cost solutions which are innovative, flexible, scalable, and secure.

Solutions

## SIPA SERVICES



SIPA provides free website development, hosting, event registration and secure, PCI compliant payment processing, both online and over the counter.



Through Salesforce.com, SIPA offers a new and exciting way for governments across Colorado to build applications, stay in contact with their residents and reach out to visitors.



SIPA offers Google Apps for Government for Collaboration, Office Productivity, & Email. Dozens of security features keep government data safe and secure.



SIPA offers Mobile Pulse which provides wireless broadband performance metrics, mapping and analytics for state and local



SIPA offers Esri custom map development and geographically based business analytics.



SIPA offers Perceptive Software that bridges the gap between enterprise applications and business processes and information to improve financial performance, reduce risk and ensure flexibility.

## MODERN BUSINESS PRACTICES, INNOVATIVE TECHNOLOGY SOLUTIONS

SIPA has 253 service agreements in place with Colorado governments statewide.

SIPA maintains the official state web portal, Colorado.gov, which receives 2.5 million visits a year.

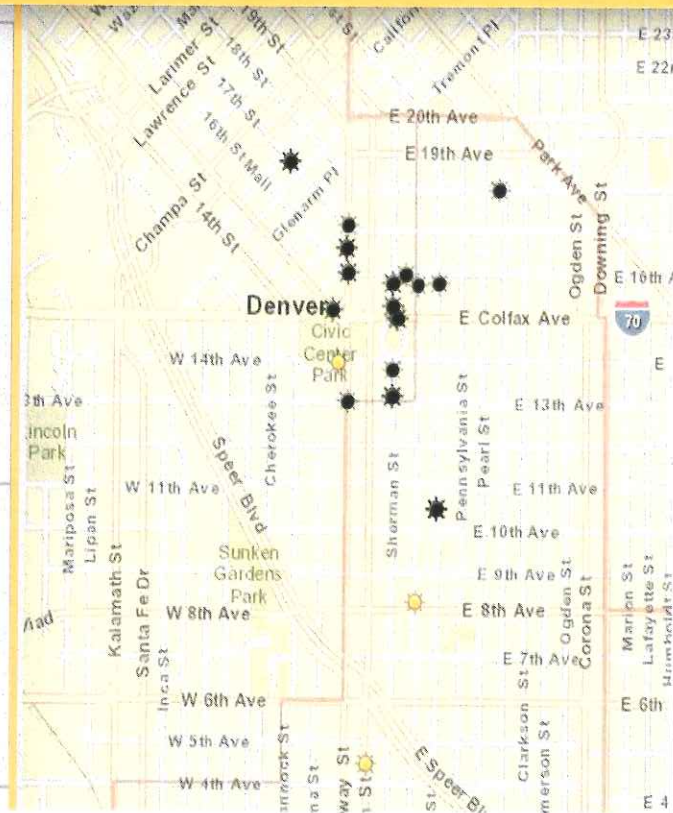
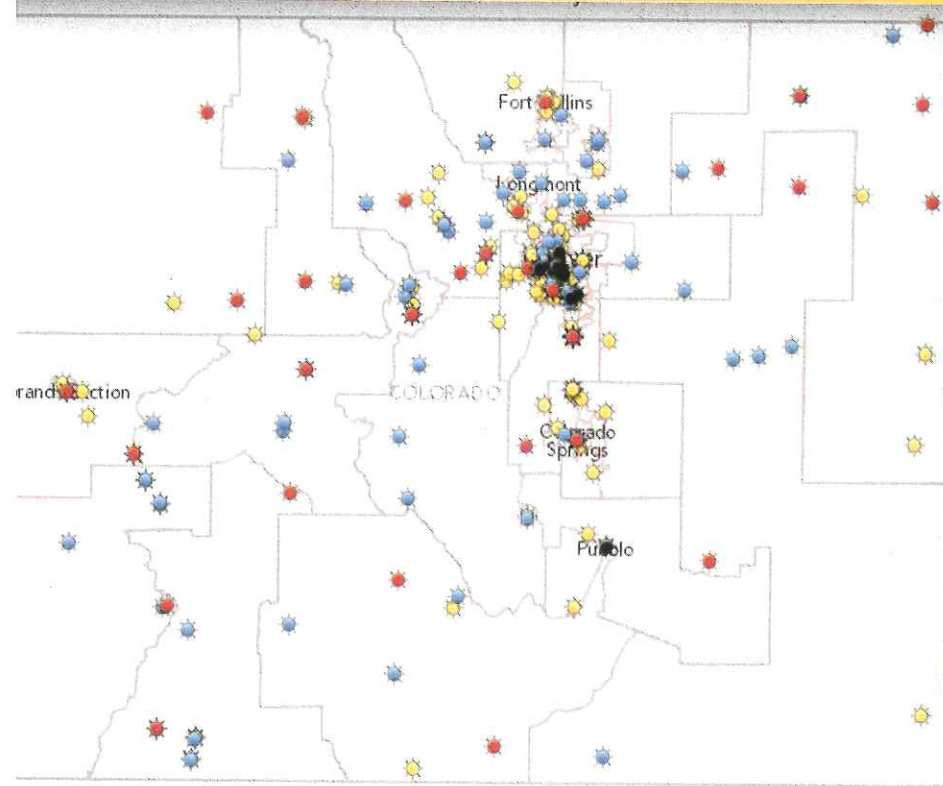
In 2012, individuals and businesses completed 2 million online transactions, thereby decreasing wait times for both over the counter and phone services.

SIPA provides electronic payment services (echecks & credit cards) to more than 100 Colorado governments.

# HOUSE

## Colorado

## Denver



- State Agencies
- Counties
- Municipalities
- Schools, Libraries, Higher Ed, Fire, Health, Water, Sanitation and other special districts

# SENATE

## Colorado

## Denver

