

MINUTES OF THE  
MISSISSIPPI ELECTRONIC GOVERNMENT OVERSIGHT COMMITTEE  
OCTOBER 18, 2022

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COMMITTEE MEMBERS PRESENT:

MS Department of Information Technology Services	David Johnson, Chair
MS Department of Revenue	Mickey Yates, Vice-Chair
MS Department of Finance and Administration	Brandi King
MS Department of Public Safety	Clay Johnston
MS Office of the Secretary of State	Eric Yoakum

OTHERS PRESENT:

MS Department of Information Technology Services	Kevin Gray
MS Department of Information Technology Services	Renee Murray
MS Department of Information Technology Services	Steve Patterson
MS Department of Information Technology Services	Katie White
NIC Mississippi	Thomas Allen
NIC Mississippi	David Campbell
NIC Mississippi	Drew Levanway
NIC Mississippi	Esther Turner
NIC Mississippi	Tina Wells
Office of the State Treasurer	Kurt Turner
The Clay Firm	Karen Newman

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Mr. David Johnson called the meeting to order.

Mr. David Johnson called for a motion to approve the minutes of the August 16, 2022 meeting if no changes were needed. Mr. Mickey Yates made the motion to accept the minutes as presented. The motion was seconded by Mr. Clay Johnston and passed with none opposed.

Mr. Drew Levanway presented the Portal Highlights and Current Projects portion of the EOC reports:

- In August, the Mississippi State Department of Health (MSDH) launched the MSDH Fingerprinting TeleGov Appointment Scheduler. This new service allows 25 MSDH offices throughout the state to schedule, manage, and report on fingerprinting appointments electronically.
- The Mississippi Department of Wildlife, Fisheries & Parks (MDWFP) had an increase of 15% in online license purchases for opening weekend of Dove Season 2022. NIC MS collected over \$680,000 in online revenue for MDWFP, with license sales for opening weekend accounting for 71% of the week's total transactions. A record number of more than 16,000 users visited the MDWFP licensing site.
- NIC MS met with the Mississippi State Personnel Board (MSPB) to discuss converting the current paper-based Appeal Application and payment process to an electronic submission and payment solution. NIC MS is currently working with the agency to finalize the project's scope and anticipates initiating this project, which will be the first between NIC MS and MSPB, in the fourth quarter of 2022.

- NIC MS provides access to Crash Report Data through its eCrash Reporting System. This system, utilized not only by the Department of Public Safety, but also by more than 46% of Mississippi counties, offers citizens the ability to purchase and download crash reports online. So far in 2022, close to 30,000 crash reports have been purchased generating upwards of \$456,000 in online revenue for state and local government. In September, NIC MS began conversations with two new localities, the Gautier Police Department, and the Waynesboro Police Department, looking to provide the service to their citizens. Both police departments are anticipated to be fully onboarded in November 2022.
- NIC MS met with the MS Secretary of State (SOS) to develop an application to automate the process of accepting and fulfilling requests for public information. The new solution will help alleviate the hundreds of information requests processed internally by SOS every year.
- NIC MS met with the Mississippi State Department of Health to discuss an enhanced invoicing system for the department's Radiological Health division. The new QuickPay Invoicing platform will include tracking of invoice history, notifications of payment, bulk upload capability, enhanced reporting, and the ability to generate invoices with a unique URL allowing users to easily access the digital invoice directly from the platform-generated email. These powerful features will allow the division to distribute invoices more efficiently, better track outstanding invoices, and ultimately increase revenue for the agency.
- Mississippi Department of Child Protection Services (MDCPS) launched its new website in September. Designed to empower and connect Mississippi children and families with valuable resources, the site has already assisted more than 9,300 users since its launch. Users can quickly navigate to popular topics like foster care, adoption, or careers at MDCPS through the site's new chatbot, HOPE, or search for the nearest county office by using the interactive office locations map. Additionally, the site is easily editable which allows MDCPS staff to keep content updated for their users.
- NIC MS and the Mississippi Athletic Commission (MAC) met in September to discuss an updated website for the commission as well as enhancements to their licensing and permitting systems. The no-cost template site will allow MAC to maintain and update content with ease. Additionally, NIC MS will be developing the agency's Promoter License, Sports License, and Event Permit applications on the AccessGov platform providing MAC with electronic workflows which will replace current manual back-office operations allowing for faster and more efficient processing of applications.
- NIC MS was a sponsor at the MS Digital Government Summit and participated in a breakout panel session on the topic "Modernize and Thrive".
- Mississippi.gov received the 3<sup>rd</sup> place ranking in the 2022 Centers for Digital Government's Government Experience awards. This marks the 7<sup>th</sup> time in 8 years that Mississippi.gov has placed in the top five state websites in the nation.
- On the heels of the GovXAwards, MS.GOV also received the WebAward for Best Overall Government Website. The site scored 68 points out of 70.
- The following services received dotComm Awards for their use of design and citizen experience:
  - Platinum Winner - MS.GOV
  - Gold Winner - Driver Service Bureau Website
  - Honorable Mention - Board of Pharmacy Website.

Mr. Levanway presented the results of the 2022 Partner Survey followed by the fiscal reports covering activities since the last meeting.

Mr. Levanway presented the following projects for Prioritization Approval:

PROJECT ▲	AGENCY ▼	TYPE OF SERVICE ▼	FUNDING MODEL ▼	SCORE ▼
Athletic Commission Promoter License to AccessGov	Athletic Commission (Boxing), Mississippi	Application	Self-Funded	8
Athletics Commission Template Website	Athletic Commission (Boxing), Mississippi	Website	No Cost	10
Forensic Psychology Postdoctoral Fellowship at MSH Template Website	State Hospital, Mississippi	Website	No Cost	11
MDOC - Fear of Life Online Submission Form	Corrections, Department	Application	No Cost	13
MDOC Report Complaint of Extortion Form	Corrections, Department	Application	No Cost	6
MSDH RAD Invoicing	Health, Department of	Application	Self-Funded	13
Office of Special Disability Programs Referral Form	Rehabilitation Services, Mississippi Department of	Application	No Cost	8
Request for Public Information Application	Secretary of State	Application	Hybrid	8

Mr. David Johnson entertained a motion to approve the project queue. Mr. Clay Johnston moved that the projects presented for prioritization and approval be approved. The motion was seconded by Mr. Mickey Yates. The motion passed with none opposed.

Mr. David Campbell presented an overview of portal security and infrastructure. Uptime since 1/1/2022 is 99.84%. Uptime for the past three months was 99.91% and at 99.87% for FY 2022.

Mr. Levanway led a discussion of PCI compliance activities and provided an update on the NIC/Tyler Acquisition.

The next meeting is scheduled for December 13, 2022

Mr. Mickey Yates made a motion that the meeting be adjourned. Mr. Clay Johnston seconded, and the motion was approved with none opposed. The meeting was adjourned.

David C Johnson  
David C Johnson (Feb 6, 2023 09:50 CST)

David Johnson, Chair

Mickey Yates

Mickey Yates, Vice-Chair