

Arkansas County eGovernment (ACE) Initiative

**The Information Network of Arkansas
and
The Office of the Executive Chief Information Officer**

www.arkansas.gov/ace

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ACE Initiative Overview

Opportunity

Most Arkansas Counties do not have a website presence to provide information and services to their citizens, businesses, and visitors.

Mission

To improve the accessibility of county government information and services to citizens and businesses by providing development and hosting for standard, customizable websites for Arkansas counties.

Benefits

- No cost to county administration
- Provides 24/7/365 access to information and services
- Provides a portal to other online state and local information and services
- Serves Tourism and Economic Development inquiries
- Websites will have a consistent, yet customizable, 'look and feel' making it easier for people to explore Arkansas counties
- Creates efficiencies in the county by
 - Reducing phone requests for common information
 - Improves communications with citizens and businesses

Funding

The Board of the Information Network of Arkansas has obligated \$2000 per county to be used with Information Network of Arkansas to provide development for a standard, customizable website solution. Monthly hosting of County government website in a professional secure environment will be at no cost to the county.

Contact

Roy Neblett
The Information Network of Arkansas
425 West Capitol Ave., Suite 1620
Little Rock, AR 72201
Phone: 501-324-8900
Fax: 501-324-8904
Email: county@ark.org

Partners

INA

The Information Network of Arkansas (INA) was created in 1995 and operates under the authority of Arkansas code 25-27-101 et. seq. with the statutory responsibility of assisting the state in exploring and improving citizen and business access to public information. The Information Network of Arkansas consists of a 12-member board that is made up of individuals from the Public and Private sectors. This board provides oversight to a private organization that exclusively works for the state and its local municipalities to build websites and online services. INA maintains and hosts the State of Arkansas' website, <http://www.Arkansas.gov/>.

The objective of INA is to improve the accessibility of Arkansas government be that in the form of public information or in the form of electronic transactions. These transactions may be between Citizens and Government, Businesses and Government or between Governmental Agencies and offices.

The state of Arkansas formed this organization to build, market, and manage (host) Internet sites and applications within the state. This partnership alleviates the need for agencies to seek an independent vendor for web hosting and eliminates the expense of agencies having to contract for expensive Webmaster services. Instead, these services are centralized and available to agencies of all sizes at little or no cost.

Finally, the state does ***not*** appropriate funds for this network. Operating under a self-funded model, the network, its infrastructure, employee salaries, office space and equipment are fully funded through convenience and/or transaction fees associated with limited access information and electronic filings that require a fee. Services that do not have a fee remain free to businesses and citizens.

State Executive CIO

The State Executive CIO directs the policies, standards, specifications, and guidelines for information technology in Arkansas, including--but not limited to--those required to support state and local government exchange in a secure environment.

The ECIO directs the development of policies and procedures which state agencies follow in developing information technology plans, and also establishes criteria, reviews plans, and makes recommendations regarding enterprise projects and technology budget requests in consultation with the [CIO Council](#).

The CIO Council is made up of representatives from state government, public education, cities, and counties. Representation is ensured for every state agency on the CIO Council. The CIO Council has the job of providing leadership in coordinating information technology in the state and of assisting in establishing a prioritization system for state investment in enterprise projects.

Endorsements



Association of Arkansas Counties

1415 West Third / Little Rock, Arkansas 72201
(501) 372-7550
Fax 372-0611

January 14, 2004

Mike Kemp
Director of eGovernment
State of Arkansas
124 West Capitol, Suite 200
Little Rock, AR 72201

Dear Mr. Kemp:

This letter is to confirm our phone conversation of January 13, 2004, in which we discussed the need for ALL Arkansas counties to have official county websites.

There is now doubt this is a very real need in our State. At present, most Arkansas counties do not have websites. County government budget constraints are a primary impediment to successful fulfillment of this important county government need.

Any project or program that would enable the deployment of websites, for Arkansas counties without them, would be very welcome. It would enable local and county governments to better realize the efficiency and convenience of eGovernment. It would help provide easy access to information important to taxpayers, make possible eGovernment applications which save both constituent time and money and it would greatly enhance economic development efforts throughout the State. There is little doubt that if all Arkansas counties had websites there would also be many potential benefits at the State level.

Initiatives such as the "Help Americans Vote Act" and "Online Tax Payments" would surely benefit greatly by all Arkansas counties having official websites. Official county websites would also surely benefit many other local and county level initiatives in multiple ways, plus also foster increased awareness of the tremendous potential eGovernment benefits to all Arkansans.

I would like to take this opportunity to strongly encourage efforts to fill this gap in our State's eGovernment efforts. I would also like to offer my enthusiastic assistance in any way I can help.

Should you or your office need any further information, please, feel free to contact me.

Sincerely,

Brenda Pruitt
Executive Director

cc: Janet Grard, INA

"Serving Arkansas' Counties Since 1968"

Lanny E. Fite

Saline County Judge

200 N. MAIN ST. - SALINE COUNTY COURTHOUSE, ROOM 117
BENTON, ARKANSAS 72015
501-303-5640 • FAX: 501-303-5611

January 27, 2004

Mike Kemp
Director of eGovernment
State of Arkansas
Suite 200
124 West Capitol
Little Rock, AR 72201

Dear Mr. Kemp:

I am writing to express my support for efforts to create a web presence for all Arkansas counties presently without one. Saline County has an official website so we understand the value of a presence on the World Wide Web and the potential for providing service to our citizens 24/7/365.

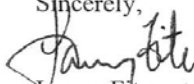
Most Arkansas counties do not have websites, so the need for assistance definitely exists. Tight budgets are often cited as the reason most counties are unable to reap the potential benefits of this first-step in electronic government.

Since Saline County already has a website we would not directly benefit from the proposed effort we discussed, however, there is no doubt Saline County and the rest of Arkansas could experience many indirect benefits. If all counties had websites it would certainly improve communication and provide immediate access to often needed information, plus provide many other positive capabilities. There would be substantial potential benefit for counties, for the state and for ALL our citizens.

I enthusiastically support efforts to create a web presence for all Arkansas counties and I would like to offer my assistance in any way I can help.

Please, feel free to contact me should you or your office need any further information.

Sincerely,



Lanny Fite
County Judge

cc: Janet Grard, INA

Counties with Website Presence

County	Existing URL
Arkansas	
Ashley	
Baxter	www.baxtercounty.org
Benton	www.co.benton.ar.us
Boone	
Bradley	
Calhoun	
Carroll	
Chicot	
Clark	
Clay	
Cleburne	
Cleveland	
Columbia	
Conway	
Craighead	www.craigheadcounty.org
Crawford	www.crawford-county.org
Crittenden	www.crittendencounty.org
Cross	
Dallas	
Desha	
Drew	
Faulkner	
Franklin	
Fulton	
Garland	www.garlandcounty.org
Grant	
Greene	
Hempstead	
Hot Spring	
Howard	
Independence	
Izard	
Jackson	www.jacksoncountyar.org/
Jefferson	www.jeffersoncountyar.com
Johnson	
Lafayette	
Lawrence	

County	Existing URL
Lee	
Lincoln	
Little River	
Logan	
Lonoke	
Madison	
Marion	
Miller	
Mississippi	www.mcagov.com
Monroe	
Montgomery	
Nevada	co.nevada.ar.us/
Newton	
Ouachita	
Perry	
Phillips	
Pike	
Poinsett	www.poinsettco.com
Polk	www.visionmena.com/polk_county_gov.htm
Pope	
Prairie	
Pulaski	www.co.pulaski.ar.us
Randolph	
Saline	www.salinecounty.org
Scott	
Searcy	
Sebastian	www.sebastiancountyonline.com
Sevier	www.seviercounty-ar.com/
Sharp	www.sharpcounty.org
St. Francis	
Stone	
Union	www.co.union.ar.us
Van Buren	
Washington	www.co.washington.ar.us
White	www.whitecountyar.org
Woodruff	
Yell	

ACE Initiative Ready Assessment Form

Please visit www.arkansas.gov/ace to download and fill out an electronic version of this assessment form.

Getting Started

INA County Web Design Team

We would be delighted to work with your county on your website. When we are designing your county's site, we will work with you to develop a site that is pleasing to the eye, easy to use, meets the needs of your users and your county, and complies with state and industry standards for accessibility for the disabled.

We are utilizing a 'county-in-a-box' approach that will give the counties a choice of colors and features that will help capture the essence of your county and provide the functions that your citizens need. Also, the structure is in place if your county decides to take advantage of other INA transaction services such as personal property tax payments.

The INA team brings eGovernment experience and expertise to every project, including graphic design, information architecture, usability, and accessibility for the disabled.

INA's 'county-in-a-box' process is designed to meet the following goals:

- Evaluate County's needs
- Emphasize usability, with a focus on the citizen and business audience
- Design high-quality graphics and layouts
- Ensure compatibility with multiple browsers and platforms
- Fast Load times for dial-up users
- Meet accessibility and privacy standards established by Federal and State law

County Project Team

No project would be a success without the work of the County Team. Your team knows best what your county's does, who the visitors to the site will be, and what information is most important to them. We look forward to working with them.

Your project team can include librarians, school personnel, students, public information officers, County office representatives or any other persons you choose to help drive the success of the project.

Requirements

Requirements for the 'county-in-a-box' are:

1. A County project coordinator who will coordinate the information gathering, future maintenance information and custom selections.
2. Completion of the enclosed assessment form.
3. A signed Letter of Agreement to implement and host your 'county-in-a-box' solution. (not included at this time)
4. Internet connection in the office for review of the website, making enhancement requests, and aiding your constituents as they find information on your site.
5. Macromedia's *Contribute* if your county intends to maintain website contents.
6. Email access is highly recommended to communicate with INA and your constituents
- If you will be taking advantage of INA's transaction services, we will provide information on other minimum requirements for your computer to store information and procedures.

Priorities

With INA's 'county-in-a-box' approach we will be able to accommodate a large number of counties quickly and with high quality. We will also use the following criteria to help determine priorities.

1. Counties that complete and return all assessment information
2. Counties that have gathered the necessary content for the site
3. Number of people served in county (population)
4. Special considerations (having site ready tied to a special event, etc)
5. Counties interested in online transaction services

Available Content Options

The following information and service components are available for your county's website. Most of these components are pulled from the Arkansas.gov state web portal and require no county intervention.

Home Page

Google (Search)
Weather
Calendar

In Our County

ADH Health Units
Chambers of Commerce
Child Care Providers
City Government Links
Elected Officials (senators/ reps)
Election Reporting (WebTool)
ESD Employment Offices
Historic Photographs
Law Enforcement
Libraries
Newspapers
Parks and Recreation Info
Professional Directories
Public Safety Info (homeland security)
Radio Stations
Recreational Licenses (hunting/fishing/boating)
DFA Revenue Offices
Sex Offenders
Schools
Surplus Auction (property disposal)
Television Stations
Unclaimed Property (WebTool/Search)
Utility Providers
Vehicle Tag Renewal

Directory

All County Offices and Staff (photo optional)

Departments

Overview of Departments/offices

Courts

Overview of Courts (contact info will be dynamic)
County Court Docket Search (WebTool/Search)
County Opinions Search (WebTool/Search)
State Court Docket Search (WebTool/Search)
State Opinions Search (WebTool/Search)
Criminal Court Fine Payments

Services

List of All County Services with descriptions
All State Online Services
Background Checks
Child Support Payments
Income Tax Payments
Property Tax Payments
Real Estate Tax Payments

Laws

List of laws and ordinances (PDF is preferred);

Business

Overview of Business Services (taxes, vendor, etc)
Economic Development: Available Land/Buildings
Franchise Tax Payments
Grants (WebTool/Search)
GIS/GPS Data (Search)
Vendor/Bids Services
Business Services (corp, llc)
Business Taxes (state)
Professional Licenses
Property Assessment
Property Tax Payments
Real Estate Tax Payments
Sales & Use Tax Payments
Transportation Info
UCC Filing
Unemployment Insurance Tax Payments
Withholding Tax Payments

Employment

List of County Jobs

News

Releases, New Services, Law Changes, etc.
Press Releases (WebTool)

Calendar

Calendar for Meetings, agenda, etc. (WebTool)
Meeting Agenda Upload (WebTool)
Meeting Minutes Upload (WebTool)

Contact Us

Citizen Service Request (Form)

Assessment Questionnaire

Contact Information

Your County _____

Address: _____ City: _____ Zip: _____

Phone: _____ Fax: _____

County email: _____

Project Team

Project Coordinator: _____

Title/Role: _____

Phone: _____

Email: _____

Second Team Member: _____

Title/Role: _____

Phone: _____

Email: _____

Third Team Member: _____

Title/Role: _____

Phone: _____

Email: _____

Additional Team Members:

General Questions

The naming convention of the website will be www.{CountyName}County.arkansas.gov
(This will build uniformity, as visitors visit Arkansas Counties's websites)

Desired site launch date: _____

If there is a specific deadline, please explain what is driving it:

How do you plan to promote your site?

How will you measure success? What is the desired outcome for the project?
(for example: increase site traffic, decrease calls to agency, create a more intuitive or user friendly site, provide more information...)

Primary Goal:

Goal:

Goal:

Measured by:

Measured by:

Measured by:

Maintenance Options

Do you want your County Staff to use Macromedia *Contribute* (\$100.00) to maintain your content ?

Do you want to contract with INA (\$55.00 per hour) to maintain your website for future enhancements?
(Monthly maintenance contracts are also available. AN INA representative will help to define the most cost effective method for your County)

Determining Audience & Goals

What is the purpose of this site? (check all that apply)

- ☐ Provide a community service
- ☐ Establish or improve web presence/county image
- ☐ Customer service
- ☐ Promote services or products
- ☐ Provide information
- ☐ Entertainment
- ☐ Educate visitors

Other Goals for the site:

Characterize your website's audience. What specific groups do you expect to visit your site and what are they looking for? (for example, state employees, bankers, fishermen, parents...)

Citizens:

Goals/Needs:

Businesses:

Goals/Needs:

Visitors:

Goals/Needs:

What are the most frequent questions and requests received by your county?

What is the overall message you would like the site to convey to its visitors?

Look and Feel

Do you have a logo that you would like used? ☐ Yes ☐ No

Do you have any specific photos or images you would like used? ☐ Yes ☐ No
(Limit 2 images with ability to make periodic changes – not including staff photos)

If yes, please describe/list:

Appendix A

Macromedia's Contribute Tool

What is It? What Can It Do?

Contribute is a \$100 resource available to counties whose sites are hosted by INA. It functions as a flexible mini-content-management-system, allowing counties to set up portions of a web site for dynamic content editing through a web-browser interface. Any authorized person (with a password) from the county can then update content for that portion of the web site via a web browser, without knowing HTML, without using special software, and without the worry of accidentally changing HTML coding or layout on the web pages.

Contribute is best suited to web content that is updated frequently and involves a set of multiple items of information, in which each item includes the same type of data and is formatted the same way. For example, press releases, a calendar of events, an FAQ, a staff directory, a directory of office locations, or a list of printed materials. Each of these examples consists of multiple items that are similar in nature. A set of press releases involves multiple press releases, each one containing the same basic information (a date, a headline, and some copy).

Overview of Features:

- Password protected web interface for data entry of content items
- Can set different levels of access for different users
- Flexible template system allows integration with the look and feel of any web site design

Benefits of Using *Contribute*

- No need to know programming, no need for special software
- Content items can be entered or updated by any authorized staff person, not just the webmaster
- Content editors can't accidentally change the page design or code

Access to *Contribute*

To use *Contribute*, please indicate on the assessment form and an INA representative will assist you.