



E-GOVERNMENT EFFORTS FOR MONTANA

NIC Montana General Manager's Report

2nd Quarter 2020

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Executive Summary

Non-Monetary Transactions

of transactions processed in 2020 4,105,458

Monetary Transactions (processed by NIC Montana)

of transactions processed in 2020 4,064,088

Gross amount collected in 2020 (includes agency identified statutory/rule and any add'l fees) \$199,285,194

Total Dollars Processed through all eGovernment Services offered by the State	\$199,285,194
Total Dollars Remitted to the State (statutory/rule fee)	(193,623,478)
Total Net Revenues to Montana Interactive before operating expenses	<u>5,661,716</u>

Types of Revenue Breakout

Agency Funded Services (Time and Materials)	36,880
Total Dollars Collected from Self-Funded Fees (includes electronic processing fees)	<u>5,624,836</u>

Total Portal Revenue 5,661,716

Payment Processing and Other Operating Costs (4,050,114)

Total Operating Income 1,611,602

Total Provision for income taxes (450,892)

Net Income \$ 1,160,710

Other Monetary Transactions (payment info collected by but not processed by NIC Montana)

of transactions processed in 2020 (Business Tax Express) 70,805

Gross amount collected in 2020 (Business Tax Express) \$127,060,460

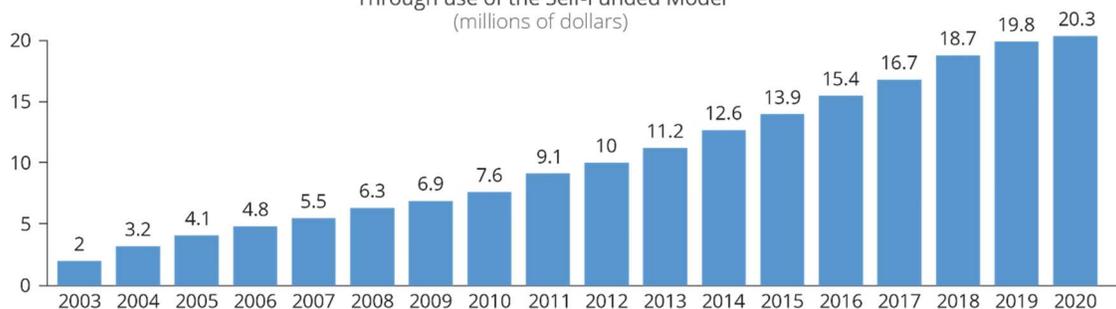
State Costs Avoided (since start of contract in 2001)

Cumulative cost savings to the state \$20,385,198

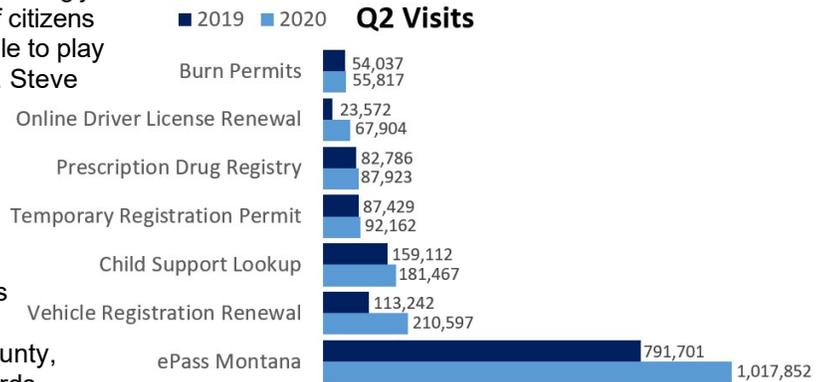
The “State Costs Avoided” of over \$20.3 million represents the total amount the state has saved through its longstanding partnership with NIC Montana and the use of the Self-Funded Model since 2001. This reflects costs avoided for initial development as well as the ongoing maintenance of most eGovernment services and other related eGovernment activities. Additional services are also provided to our state partners at no cost under the Self-Funded Model including but not limited to: Customer Service, 24/7 Monitoring, Hosting (in most cases), Testing, Marketing, Project Oversight, Ongoing Maintenance, Mobile Opportunities, Application Scans, Security, State-of-the-Art Infrastructure, Sox & Financial Compliance, Financial Reconciliation, SABHRS Integration and Disaster Recovery.

Cost Savings to the State of Montana

Through use of the Self-Funded Model
(millions of dollars)



MONTANANS EMBRACE ELECTRONIC INTERACTION WITH GOVERNMENT: These past several months, the State of Montana and local governments have done an amazing job under immense pressure to respond to the needs of citizens in their time of need. NIC Montana is proud to be able to play a small role in helping achieve that. And, since Gov. Steve Bullock issued his first COVID-19 message to the public on March 12, Montanans have embraced electronically interacting with state and local governments like never before. In Q2, visitors to NIC Montana-partnered services interacted with the portal's applications nearly 2.6 million times – for the second quarter in a row. Clearly, Montanans were making full use of digital services to socially distance themselves and still interact with state, county, and city governments. Several services broke records.



WE ARE NOW NIC MONTANA: State partners received a letter from NIC CEO Harry Harrington in May explaining the reason behind the name change to NIC Montana. NIC Inc. has enterprises like Montana’s in 28 states around the country. The company’s unique business model brings value to government partners with the scale, resources, and expertise of a national company with dedicated local offices in capital cities of the states in which NIC serves. While NIC has used its nearly three decades of experience and breadth of services across the nation, NIC Montana has been a highly responsive and innovative partner for nearly 20 years – all while living and working locally to best understand what matters most to Montanans. This year – as every state has been managing the needs of citizens through the COVID-19 outbreak – the power of being a part of the NIC umbrella has become even more apparent. The company has shared ideas across all of its operations to bring expertise and shared learning to our government partners during this critical time. The new name, NIC Montana, captures the strength of one unified company, working together to be the best partner we can be, especially at this time when working together is so important.

ACCESSGOV PLAYS KEY ROLE DURING COVID-19 PANDEMIC: When Montana Gov. Steve Bullock issued his first COVID-19 message to the public on March 12 it prompted an increase in partner requests for NIC Montana’s AccessGov service. With numerous government offices closed to the public in Q2, agencies appreciated being able to use AccessGov at no cost as part of NIC Montana’s flexible-funding model. AccessGov is a citizen portal that provides easy access to state, county, and local government. Agencies can manage everything constituents need, from content and PDFs to services, in one easily configurable web portal. As NIC Montana continues to support its government partners during the COVID-19 pandemic, it realizes that it is key to be responsive and dedicated to providing digital solutions that can be used by individuals and businesses to safely interact with local governments. With reduced staff as employees work remotely or work staggered shifts, agencies continue to reach weekly for assistance. In Q2, partners received more than 20,300 AccessGov submissions and citizens and businesses made nearly \$184,000 in payments through the service. Users visited AccessGov portals more than 78,000 times in Q2, compared to 5,065 times during the same period last year. Traffic is expected to continue to increase throughout 2020. By the end of Q2, Montana government agencies had created hundreds of AccessGov forms, including more than 55 that accept online payments using NIC’s secure Common Checkout Page (CCP). AccessGov administrators include employees from more than 21 agencies, 51 departments/divisions, and two Montana colleges.

NIC Montana provided multiple AccessGov demonstrations and/or trainings in Q2 to various agencies including the Montana Department of Transportation, Department of Environmental Quality (DEQ), and Lewis and Clark, Yellowstone, Flathead, Cascade, Gallatin, Ravalli, Sheridan, Missoula, and Stillwater counties, and the University of Montana and Montana Tech. The DEQ launched legislatively mandated enhancements to both the Asbestos Permitting and Asbestos Accreditation applications using AccessGov. The tight timeline required both teams to work diligently to meet the needs of any changing requirements, as well as any testing feedback. The project teams met bi-weekly to discuss progress and work through any roadblocks. DEQ Project Manager Amanda Allen said NIC Montana was, “...a fantastic team to work with and I could not have done this without you.” Stillwater County adopted the AccessGov platform in Q2 as an alternative to a more costly solution it had been using, which generated significant financial savings for the county. And both the UM and Montana Tech expressed interested in replicating Miles Community College’s AccessGov solution and its success in launching forms for data collection and payment processing.



Overview of eGovernment Activities

Achieved in 2nd Quarter 2020

29 eGovernment activities were launched and/or addressed in the 2nd Quarter 2020. This includes 3 Custom Applications, 7 AccessGov applications, 3 Over the Counter payment applications, 2 Common Checkout Page payment applications, 2 Prompt Pay payment applications, 2 Conference & Training Registration applications, 1 ePass Service Provider integration, and 9 enhancements and additions to existing eGovernment services.

eGovernment Activities – 2nd Quarter

Service	Agency	Entity Type	Service Type	Launched
ePass Service Provider - MDT Wetlands	Transportation	State	ePass Service Provider	06/24/2020
Payment Portal - Over the Counter - Gallatin County Clerk of District Court	Gallatin County	County	OTC	06/22/2020
Payment Portal - Stillwater County Auction - Over the Counter	Stillwater County	County	OTC	06/22/2020
AccessGov - My Revenue	Revenue	State	AccessGov	06/18/2020
Fergus County Burn Permit	Fergus County	County	Custom Application	06/03/2020
Fergus County Burn Permits Interactive Voice Response (IVR)	Fergus County	County	Custom Application	06/03/2020
Fergus County Burn Permits Public Map	Fergus County	County	Custom Application	06/03/2020
Retire DLI UEF Virtual Cashier	Labor and Industry	State	Enhancement Request	06/01/2020
Retire Donations Service	Commerce	State	Enhancement Request	05/22/2020
Retire Membership Service	Commerce	State	Enhancement Request	05/22/2020
Conference - 2020 Montana Insurance Summit	Auditor's Office	State	Conferences	05/19/2020
Payment Portal - Over the Counter - Retire DOC's Reeder's Alley	Commerce	State	OTC	05/18/2020
Conference - MACo Annual Conference	Montana Association of Counties	County	Conferences	05/18/2020
Payment Portal - Fallon County Saffire Integration	Fallon County	County	CCP	05/13/2020
Payment Portal - Miles Community College Applications	University of Montana	University	CCP	05/05/2020
AccessGov - Montana Heritage Commission	Commerce	State	AccessGov	05/01/2020
Enhancement Request - CHOPRS Removal of Middle Initial	Justice	State	Enhancement Request	05/01/2020
AccessGov - Helena College	University of Montana	University	AccessGov	04/28/2020
AccessGov - Cascade County	Cascade County	County	AccessGov	04/16/2020
Payment Portal - Prompt Pay - Cascade County	Cascade County	County	Prompt Pay	04/16/2020
Enhancement Request - Update Bill Template	Revenue	State	Enhancement Request	04/16/2020
Enhancement Request - MVP Updates	Secretary of State	State	Enhancement Request	04/16/2020
Enhancement Request - My Voter Page Ballot and Text Updates	Secretary of State	State	Enhancement Request	04/16/2020
AccessGov - Stillwater County	Stillwater County	County	AccessGov	04/15/2020
Enhancement Request - Payment Page Updates	State Fund	State	Enhancement Request	04/07/2020
Enhancement Request - Temporary Removal of Supporting Documents Requirement	Justice	State	Enhancement Request	04/03/2020
AccessGov - Ravalli County Motor Vehicle	Ravalli County	County	AccessGov	04/01/2020
AccessGov - Yellowstone County Treasurer	Yellowstone County	County	AccessGov	04/01/2020
Payment Portal - Yellowstone County Treasurer Prompt Pay	Yellowstone County	County	Prompt Pay	04/01/2020
AccessGov - Lewis and Clark County	Lewis and Clark County	County	AccessGov	03/30/2020
Payment Portal - Lewis & Clark County Treasurer Prompt Pay	Lewis and Clark County	County	Prompt Pay	03/30/2020
AccessGov - Gallatin County Motor Vehicle	Gallatin County	County	AccessGov	03/27/2020
Payment Portal - Gallatin County Treasurer Prompt Pay	Gallatin County	County	Prompt Pay	03/27/2020
Conference - 41st Annual NW Shuttle Conference	Corrections	State	Conferences	03/13/2020
Payment Portal - DLI UEF Fiscal and Support Over the Counter	Labor and Industry	State	OTC	03/11/2020
Payment Portal - Stillwater County Treasurer Over the Counter	Stillwater County	County	OTC	03/11/2020
Vehicle Registration Renewal - Text Update and jQuery Update	Justice	State	Enhancement Request	03/10/2020

AccessGov - Online Marriage License Application - Big Horn County	Big Horn County	County	AccessGov	03/05/2020
AccessGov - Online Marriage License Application - Missoula County	Missoula County	County	AccessGov	03/05/2020
AccessGov - Online Marriage License Application - Powder River County	Powder River County	County	AccessGov	03/05/2020
Conference - 20th Annual MSF Medical Conference	State Fund	State	Conferences	03/05/2020
AccessGov - Online Marriage License Application - Yellowstone County	Yellowstone County	County	AccessGov	03/05/2020
Conference - Western International Forest Disease Conference	Natural Resources and Conservation	State	Conferences	02/28/2020
ALS- Hunting and Fishing - Legislative Text updates & Add eCheck	Fish, Wildlife and Parks	State	Enhancement Request	02/26/2020
Conference - DPHHS 52nd Annual 2020 Governor's Conference on Aging, Butte	Public Health	State	Conferences	02/26/2020
Conference - MACo Fraud Prevention Training	Montana Association of Counties	County	Conferences	02/25/2020
Conference - Community Services Bureau Spring Training	Public Health	State	Conferences	02/25/2020
Prescription Drug Registry - Data Dump Phase 2	Labor and Industry	State	Enhancement Request	02/13/2020
Conference - Spring 2020 Career Fair	University of Montana	University	Conferences	02/11/2020
Payment Portal - Youth Court Services District 12 Over the Counter	Office of Court Administrator	State	OTC	02/03/2020
Conference - MEDA 2020 Conference	Commerce	State	Conferences	01/31/2020
ePass Service Provider - Senior and Long-Term Care Division (SLTC)	Public Health	State	ePass Service Provider	01/31/2020
Asthma - Retire Service	Public Health	State	Custom Application	01/30/2020
Payment Portal - Youth Court Services District 1 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 10 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 11 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 13 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 14 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 15 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 16 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 17 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 18 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 19 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 2 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 20 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 21 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 3 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 4 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 6 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 7 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 8 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Payment Portal - Youth Court Services District 9 Over the Counter	Office of Court Administrator	State	OTC	01/29/2020
Conference - Investigating Sexual Assault	Justice	State	Conferences	01/10/2020
Conference - Tribal Relations Training	Governor's Office	State	Conferences	01/09/2020
Conference - Flathead Valley Job Fair 2020	Labor and Industry	State	Conferences	01/02/2020
Vehicle Registration Renewal - State Park Fee Change	Justice	State	Enhancement Request	01/01/2020

2020 eGovernment Activities by Service Category

The following service categories reflect the list of all eGovernment activities achieved in 2020. They are broken into various sub-categories that reflect the various eGovernment services/activities offered by NIC Montana and have been delivered to our state, county and city partners. Items listed in bold reflect activities reflected in this report.

eGovernment Services & Enterprise Solutions

Customized Services & Major Enhancements

A customized eGovernment service is a service developed by NIC Montana in partnership with a state, county or city entity that allows citizens and/or businesses to interact with government. A major enhancement involves the addition of a new component and/or significant functionality change to an existing eGovernment service.

3 - new Custom eGovernment Services & Major Enhancements launched in the 2nd Quarter 2020

3 – Custom eGovernment Services & Major Enhancements launched in 2020

299 – Custom eGovernment Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Fergus County Burn Permit	Fergus County	County	06/03/2020
Fergus County Burn Permits Interactive Voice Response (IVR)	Fergus County	County	06/03/2020
Fergus County Burn Permits Public Map	Fergus County	County	06/03/2020

Payment Processor Integrations – Common Checkout Page (CCP)

A Payment Processor Integration is an enterprise, public-facing payment solution that is integrated into a service developed by a partnering agency or their vendor.

2 – new Payment Processor Integration(s) occurred in the 2nd Quarter 2020

2 - Payment Processor Integrations occurred in 2020

49 – Payment Processor Integrations have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Fallon County Saffire Integration	Fallon County	County	05/13/2020
Payment Portal - Miles Community College Applications	University of Montana	University	05/05/2020

Over the Counter (OTC) Payment Solutions

An Over the Counter Payment Solution, or OTC, is an enterprise, web-based service that allows government entities to accept electronic payments in the form of debit/credit cards and/or electronic checks (eChecks). Payments can be taken in person or over the phone as well as the customer entering their payment information via the Internet.

3 - new OTC Payment Solutions launched in the 2nd Quarter 2020

25 – OTC Payment Solutions launched in 2020

146 – OTC Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
Payment Portal - Over the Counter - Gallatin County Clerk of District Court	Gallatin County	County	06/22/2020
Payment Portal - Stillwater County Auction - Over the Counter	Stillwater County	County	06/22/2020
Payment Portal - Over the Counter - Retire DOC's Reeder's Alley	Commerce	State	05/18/2020
Payment Portal - DLI UEF Fiscal and Support Over the Counter	Labor and Industry	State	03/11/2020
Payment Portal - Stillwater County Treasurer Over the Counter	Stillwater County	County	03/11/2020
Payment Portal - Youth Court Services District 12 Over the Counter	Office of Court Administrator	State	02/03/2020
Payment Portal - Youth Court Services District 1 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 10 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 11 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 13 Over the Counter	Office of Court Administrator	State	01/29/2020

Payment Portal - Youth Court Services District 14 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 15 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 16 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 17 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 18 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 19 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 2 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 20 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 21 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 3 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 4 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 6 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 7 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 8 Over the Counter	Office of Court Administrator	State	01/29/2020
Payment Portal - Youth Court Services District 9 Over the Counter	Office of Court Administrator	State	01/29/2020

Prompt Pay Payment Applications

Prompt Pay allows government employees to send a prepopulated payment link by SMS text message and/or email to citizens, which eliminates over the phone or fax payment processing. Prompt Pay improves the secure handling of electronic payment information (PCI compliance), modernizing the user's experience when interacting with government employees and reducing the workload of their customer service clerks.

2 – new Prompt Pay Payment Application(s) launched in the 2nd Quarter 2020

4 – Prompt Pay Payment Applications launched in 2020

5 – Prompt Pay Payment Applications have launched throughout our partnership since 2001

** this platform service launched in 2019*

Service	Agency	Entity Type	Launched
Payment Portal - Prompt Pay - Cascade County	Cascade County	County	04/16/2020
Payment Portal - Yellowstone County Treasurer Prompt Pay	Yellowstone County	County	04/01/2020
Payment Portal - Lewis & Clark County Treasurer Prompt Pay	Lewis and Clark County	County	03/30/2020
Payment Portal - Gallatin County Treasurer Prompt Pay	Gallatin County	County	03/27/2020

OnTheGo Pay (OTG Pay) Payment Applications

The OnTheGo Pay service is a mobile payment solution that allows government entities to securely process debit and credit card payments on any phone or tablet. Card information can be entered manually or using one of our swipe devices.

0 – new OTG Pay Mobile Payment Application(s) launched in the 2nd Quarter 2020

0 – OTG Pay Mobile Payment Applications launched in 2020

5 – OTG Pay Mobile Payment Applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new OnTheGo Pay Applications in 2020			

On the Go (OTG) Mobile Payment Applications

OnTheGo Mobile eliminates the need for paper forms and allows your users to gather the information they need when and where they need it. Whether users are in their office or the remotest fields, OnTheGo gives them the tools they need to get the job done.

0 – new OTG Mobile Payment Solution(s) launched in the 2nd Quarter 2020

0 – OTG Mobile Payment Solutions launched in 2020

2 – OTG Mobile Payment Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new OnTheGo Mobile Applications in 2020			

AccessGov

The AccessGov is a citizen engagement platform that provides easy access to state, county, and city government. AccessGov provides citizens a conversational interface, forms directory and natural language search to help them find information. AccessGov provides partners easily configured web applications and quick to market solutions.

7 – new AccessGov Solution(s) launched in the 2nd Quarter 2020
 13 – AccessGov solution launched in 2020
 55 – AccessGov Solutions have launched throughout our partnership since 2001
 * this platform service launched in 2018

Service	Agency	Entity Type	Launched
AccessGov - My Revenue	Revenue	State	06/18/2020
AccessGov - Montana Heritage Commission	Commerce	State	05/01/2020
AccessGov - Helena College	University of Montana	University	04/28/2020
AccessGov - Cascade County	Cascade County	County	04/16/2020
AccessGov - Stillwater County	Stillwater County	County	04/15/2020
AccessGov - Ravalli County Motor Vehicle	Ravalli County	County	04/01/2020
AccessGov - Yellowstone County Treasurer	Yellowstone County	County	04/01/2020
AccessGov - Lewis and Clark County	Lewis and Clark County	County	03/30/2020
AccessGov - Gallatin County Motor Vehicle	Gallatin County	County	03/27/2020
AccessGov - Online Marriage License Application - Big Horn County	Big Horn County	County	03/05/2020
AccessGov - Online Marriage License Application - Missoula County	Missoula County	County	03/05/2020
AccessGov - Online Marriage License Application - Powder River County	Powder River County	County	03/05/2020
AccessGov - Online Marriage License Application - Yellowstone County	Yellowstone County	County	03/05/2020

AppEngine

The AppEngine is a set of common building blocks that can be combined to create services and solutions in a short amount of time. AppEngine offers a simplistic, easy-to-use online forms and/or secure payment solutions.

0 – new AppEngine Solution(s) launched in the 2nd Quarter 2020
 0 – AppEngine solutions launched in 2020
 20 – AppEngine Solutions have launched throughout our partnership since 2001
 * this platform service launched in 2018

Service	Agency	Entity Type	Launched
No new AppEngine Solutions in 2020			

Shopping Cart Solutions

The Shopping Cart service is a reliable, online solution that provides both online sales capability as well as a complete inventory management system with price setting and product tracking by category. Customers can purchase items security using a debit/credit card or electronic check.

0 - new Shopping Cart Solution(s) launched in the 2nd Quarter 2020
 0 – Shopping Cart Solutions launched in 2020
 8 – Shopping Cart Solutions have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Shopping Cart Solutions in 2020			

Enhancements to eGovernment Services

Enhancements to Existing eGovernment Services

An enhancement or addition involves any requested change to an existing eGovernment service not considered a major enhancement noted above. Examples of such a change might include the addition of a new field, text or wording changes, and design, or HTML, changes.

9 – Enhancements launched in the 2nd Quarter 2020

13 – Enhancements have launched in 2020
 640 – Enhancements have launched throughout our partnership since 2006*
 * this information only started to be tracked in detail in 2006

Service	Agency	Entity Type	Launched
Retire DLI UEF Virtual Cashier	Labor and Industry	State	06/01/2020
Retire Donations Service	Commerce	State	05/22/2020
Retire Membership Service	Commerce	State	05/22/2020
Enhancement Request - CHOPRS Removal of Middle Initial	Justice	State	05/01/2020
Enhancement Request - Update Bill Template	Revenue	State	04/16/2020
Enhancement Request - MVP Updates	Secretary of State	State	04/16/2020
Enhancement Request - My Voter Page Ballot and Text Updates	Secretary of State	State	04/16/2020
Enhancement Request - Payment Page Updates	State Fund	State	04/07/2020
Enhancement Request - Temporary Removal of Supporting Documents Requirement	Justice	State	04/03/2020
Enhancement Request - Text Update and jQuery Update	Justice	State	03/10/2020
ALS - Hunting and Fishing Legislative Text updates & Add eCheck	Fish, Wildlife and Parks	State	02/26/2020
Prescription Drug Registry - Data Dump Phase 2	Labor and Industry	State	02/13/2020
Vehicle Registration Renewal - State Park Fee Change	Justice	State	01/01/2020

Conference & Training Solutions

Conferences and Training Registrations

The Conference and Training Registration service is an enterprise solution that provides an online registration for people attending a conference, training, or event offered by a state, county or city entity. It also provides robust reporting and tracking capabilities for the government entity hosting the event.

2 - new Conference and Training Registrations launched in the 2nd Quarter 2020

13 – Conference and Training Registrations launched in 2020
 851 – Conference and Training Registrations have launched since 2006*
 * Conference and Training launched in 2006

Service	Agency	Entity Type	Launched
Conference - 2020 Montana Insurance Summit	Auditor's Office	State	05/19/2020
Conference - MACo Annual Conference	Montana Association of Counties	County	05/18/2020
Conference - 41st Annual NW Shuttle Conference	Corrections	State	03/13/2020
Conference - 20th Annual MSF Medical Conference	State Fund	State	03/05/2020
Conference -Western International Forest Disease Conference	Natural Resources and Conservation	State	02/28/2020
Conference - DPHHS 52nd Annual 2020 Governor's Conference on Aging - Butte	Public Health	State	02/26/2020
Conference - MACo Fraud Prevention Training	Montana Association of Counties	County	02/25/2020
Conference - Community Services Bureau Spring Training	Public Health	State	02/25/2020
Conference - Spring 2020 Career Fair	University of Montana	University	02/11/2020
Conference - MEDA 2020 Conference	Commerce	State	01/31/2020
Conference - Investigating Sexual Assault	Justice	State	01/10/2020
Conference - Tribal Relations Training	Governor's Office	State	01/09/2020
Conference - Flathead Valley Job Fair 2020	Labor and Industry	State	01/02/2020

Mobile Event Agenda

An easy to use mobile agency application available for both iOS and Android, which offers partnering entities the ability to go paperless for any conference or training event. Attendees can download the app and get real time updates, receive messages and notices of schedule changes.

0 - new Mobile Event Agenda application(s) launched in the 2nd Quarter 2020
 0 – new instances of the Mobile Event Agenda application launched in 2020
 3 – Mobile Event Agenda applications have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No new Mobile Event Agenda applications in 2020			

ePass Montana – the State’s Single Sign-on Solution

ePass Service Providers

ePass Montana is the state’s single sign-on initiative offered by DOA in partnership with NIC Montana. An ePass Service Provider request involves the integration of ePass Montana into a service developed by a partner agency or their vendor. NIC Montana provides the configuration support necessary for the integration as well as any guidance or assistance that may be needed during this process.

- 1 - new ePass Service Provider was configured in the 2nd Quarter 2020
- 2 – ePass Service Providers were configured in 2020
- 182 – ePass Service Providers have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
ePass Service Provider - MDT Wetlands	Transportation	State	06/24/2020
ePass Service Provider - Senior and Long-Term Care Division	Public Health	State	01/31/2020

Other Services and Solutions

Alliance Partnerships

An alliance partnership is a service that is developed and maintained by one of NIC Montana’s alliance partners. The alliance partner is responsible for the management, development and overall delivery of the service and NIC Montana serves as the contract oversight as the agency’s contract is with NIC Montana. The alliance partner serves as a sub-contractor under NIC Montana via the master contract with the state.

- No new Alliance Partnership Services launched in the 2nd Quarter 2020
- 0 - Alliance Partnership Services launched in 2020
- 8 – Alliance Partnership Services have launched throughout our partnership since 2001

Service	Agency	Entity Type	Launched
No New Alliance Partnership Services since 2016			

Other Related eGovernment Activities

Other eGovernment related services offered by NIC Montana include activities such as analysis and need assessments, load tests and security scans of systems maintained by a partner entity.

- No new Other eGovernment Related Activities were performed in the 2nd Quarter 2020
- 0 – new Other eGovernment Related Activities were performed in 2020
- 4 – new Other eGovernment Related Activities were performed throughout our partnership since 2001

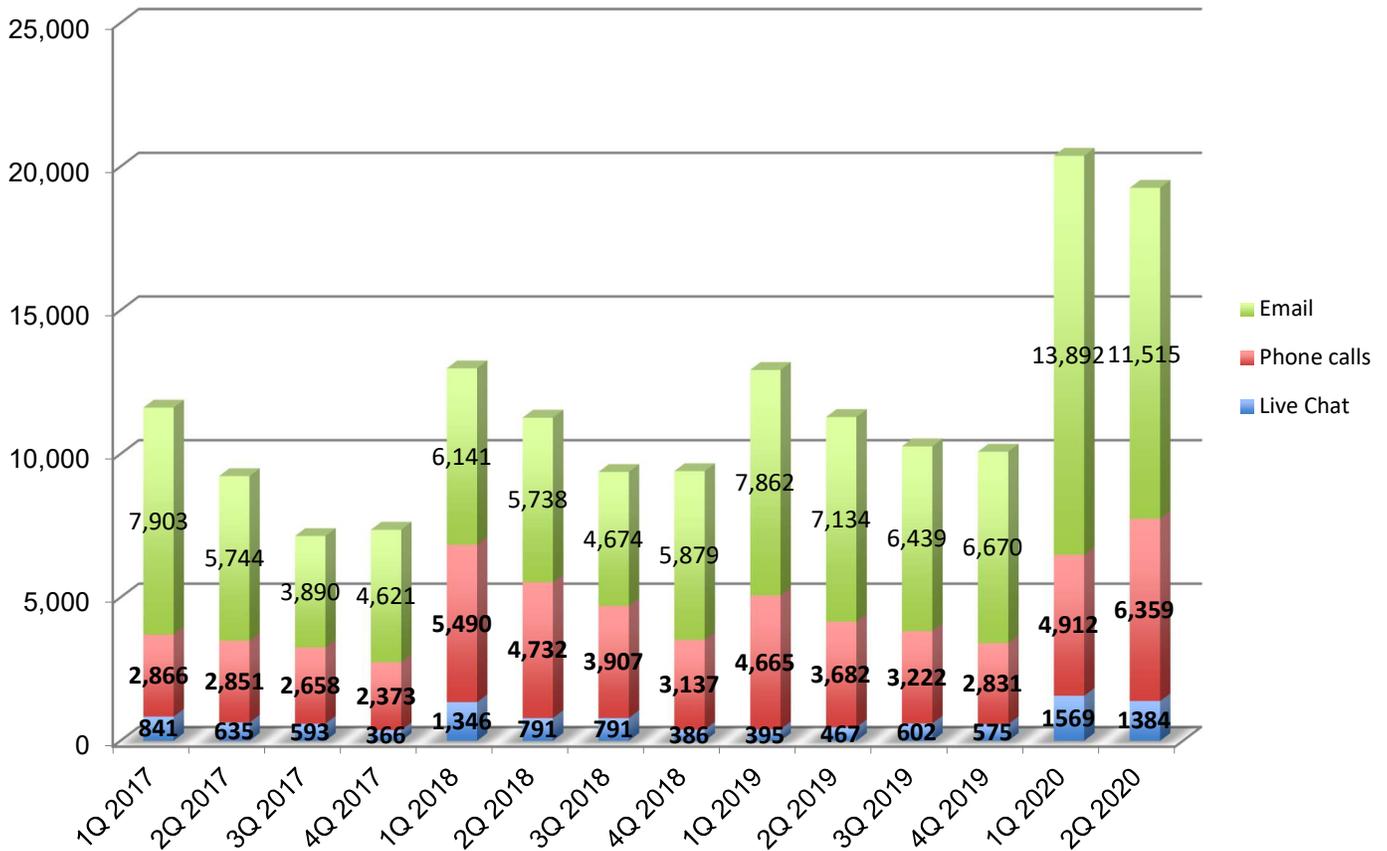
Service	Agency	Entity Type	Launched
No New Other Related Activities in 2020			

SABHRS and the State Treasury

On average, NIC Montana sends over 600 SABHRS files each month and approximately 7,200 files annually to the State Treasury for reconciliation purposes on behalf of our many state agency partners.

CUSTOMER SUPPORT

The NIC Montana Helpdesk handled 19,258 customer inquiries in the 2nd Quarter 2020
 A total of 39,631 customer inquiries handled by the NIC Montana Helpdesk in 2020



SERVICE ACCESSES

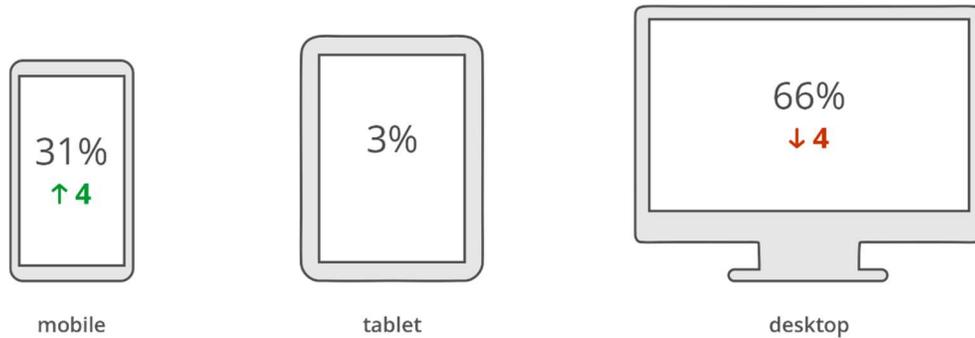
Services with highest visits on app.mt.gov for 2020

Service	Visits	Month	Visits 2019	Visits 2020
ePass Montana	1,017,852	January	894,591	779,104
Hunting and Fishing Licenses	319,644	February	785,209	765,379
Vehicle Registration Renewal (VRR)	210,597	March	922,359	1,050,241
Correctional Offender Network	208,311	April	860,937	1,010,006
Child Support Lookup	181,467	May	780,556	878,199
Temporary Registration Permit (TRP)	92,162	June	696,370	785,328
Prescription Drug Registry	87,923	July	757,377	
My Revenue	76,005	August	719,726	
Online Driver License Renewal	67,904	September	636,726	
Burn Permits	55,817	October	684,639	
My Voter Page	49,909	November	574,858	
Business Tax Express	37,762	December	606,626	
		Total	8,919,974	6,944,978

USER SESSIONS

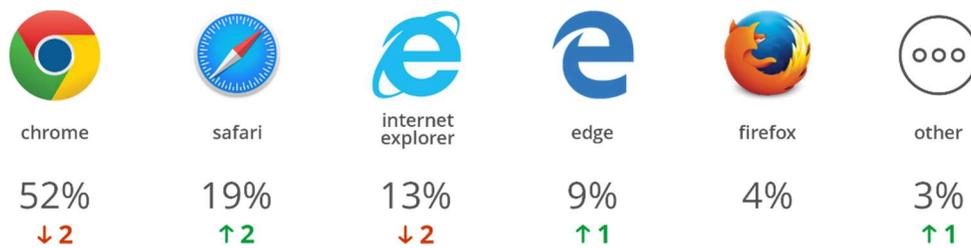
In Q2, there were 2,694,480 total user sessions. A user session occurs when a new or returning user, on any device, enters one of the eGovernment services developed by NIC Montana.

User sessions by device for Q2 2020



This represents the percentages of the 2,694,480 total user sessions, which accessed one of the custom eGovernment services offered by NIC Montana in Q2.

User sessions by browser for Q2 2020



This represents the top four browsers used by citizens and businesses accessing NIC Montana's custom eGovernment services. These percentages are based upon the 2,694,480 total user sessions in Q2. "Other browsers" include Amazon Silk, Samsung Internet, Android WebView, Android Browser, Safari (in-app), and Opera.



IN CLOSING

As always, I appreciate your time and welcome your thoughts and feedback. I can be reached at 449-3468 X234 or fsargeson@egovmt.com.

Respectfully Submitted,

Fred Sargeson
General Manager



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