

Metro Jackson Chamber of Commerce  
Wednesday, December 6, 2000  
11:30 a.m.  
Crowne Plaza, Jackson

## **Opening**

- Good Morning
- It is a pleasure to be here today
- (Thank you for your introduction)
- (Wedding Dress Story)

## **Main Points**

1. E-Government
  - a. The transfer of public services, funds and information electronically
  
  - b. MS is currently participating in electronic government thru
    - i. Electronic mail
    - ii. Websites
    - iii. Tax collection
    - iv. Economic development
    - v. Health notices
    - vi. Electronic forms

- c. Governor's Commission on Electronic Government
- i. They are charged with advising the Gov. regarding technology infrastructure and propose recommendations to ensure increased efficiency and effectiveness of electronic govt.
  - ii. Expand the World Wide Web to include MS govt. and provide accessible, accountable and responsive public services
  - iii. Internet provides 24 hours, 7 days a week, 365 days a year access to a wealth of stimulating and interactive info
  - iv. As policy makers we learn from the examples of e-Commerce
  - v. E-Government allows us to deliver services to our people conveniently and economically
- d. Implementing e-Government strategies should improve public services for all

Mississippians by reducing the use of paper and cutting processing times and costs

- i. Federal govt. estimates that it will save .40 cents for every paper check converted to an electronic payment, amounting to an average annual cost savings of \$100 million
- ii. The Pennsylvania Dept. of Revenue saved \$2 million last year thru online tax filing, while the average processing time dropped from 38 to 18 days.
- iii. In Alaska, registering a state previously cost the state \$7.75 to process; with the use of electronic govt. it now cost .91 cents – a savings of \$6.84 per transaction.

e. How to implement e-Government

- i. Provide a single point of entry to government's online services and information – more than just a website, but a web portal, offering an entrance into MS's public sector
- ii. People and businesses can obtain services without knowing specifics about MS govt.

- iii. Dept. of Information Technology Services should oversee the implementation and administration of e-Government at the state level

f. Mississippi's Web Portal

- i. Just as the state's water ports and highways are clearly marked to direct flow of traffic, MS's web portal is designed to guide you to needed services
- ii. You can access services without having to make multiple phone calls or stand in line
- iii. Your information is secure, and can be processed quickly and accurately

g. Successful e-Government should focus on 3 consumer to govt. relationships

- i. Citizen to Government
  - 1. refers to direct consumption of public services by the individual consumer for personal use
    - a. licensing and permitting for hunting, fishing
    - b. license for driving privileges

- c. payment of taxes and fees to state and local governments
    - d. payments of refunds to taxpayers
  - ii. Business to Government
    - 1. refers to services consumed by entrepreneurs, businesses and corporations for a commercial purpose (profit and nonprofit)
      - a. filing statements of incorporation
      - b. obtaining business license
      - c. assistance with site locations
  - iii. Government to Government
    - 1. refers to the coordination of both inter- and intra- agency cooperation to improve services
      - a. travel requests
      - b. purchasing requisitions
      - c. payroll processing
      - d. intergovernmental fund transfers
      - e. position applications
- h. Access to e-Government
  - i. Must be available to All of our people
    - 1. at home
    - 2. at work

3. at school
4. at libraries

- i. Funding options for Mississippi e-Government services
  - i. ITS Funds – available \$5 million from the AMS settlement for use
  - ii. Self Funding Model – provide for convenience/service fees
  - iii. Existing or New Appropriations – use existing or make a request for new appropriations

## **Closing**

- E-government will provide access, information and efficiencies that are not being fully enjoyed today by the people of MS
- We are making govt. more customer oriented, efficient and effective for the people of MS
- Mississippi will have the opportunity to take full advantage of the Internet
- Success will take leadership, vision and a solid direction, which we have
- The people of MS have our pledge to make their quality of life better