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CITIZEN ENGAGEMENT - Promote active citizenship through accessibility and the enhancement of services

We are currently in the midst of one the biggest software and hardware revolutions we've ever witnessed. With processing power, storage, and bandwidth increasing dramatically, smart phones and tablets are becoming our main personal computer. As a result, customers, employees, and other stakeholders are bringing and using their smart phones and tablets everywhere, which impacts how they interact with government and other organizations on a daily basis. By employing a citizen-centric approach to technology solutions, the State of Wisconsin will strive to make government services more accessible and transparent to everyone.

2.1 eGOVERNMENT - *increase and improve the portfolio of electronic services provided by the state to drive greater participation by citizens and organizations.*

OBJECTIVES

- Continue with the development and delivery of public-facing transactional services such as One Stop Business Portal Phase II with the inclusion of Annual Reports filing, as well as completing and enhancing a variety of services including Department of Safety and Professional Services Licensee Monitoring, Hunting and Fishing Licensing, and Prescription Drug Monitoring.
- Expand the current content and services available on Wisconsin.Gov to meet the needs of site visitors.
- Implement a mobile citizen participation platform, Gov2Go, to help citizens efficiently interact with government.
- Make technology a key component of citizen engagement by employing citizen-centric information management approaches, adopting a data-driven approach to citizen experiences, and leveraging available data to create a single digital identity for citizens.

Implementing the Gov2Go citizen-centric mobile platform through the State's Self-funded Portal contract in Wisconsin will allow citizens to more easily engage with their government. Instead of having dozens of online services and mobile applications on constituents' devices – one for each agency they need to interact with – they would instead have a single application that gave them one, simplified view of their interactions with government. Gov2Go would prompt users to complete a transaction, such as a vehicle registration renewal, tax payment, and annual business filing, or to share hunting season dates, then use stored information to speed up and simplify the transaction process. Gov2Go presents a view of government personalized to the user and will become the user's primary interface to government.

WIRED FOR SUCCESS

Broadband Forward!

In July 2016, Governor Walker launched Broadband Forward!, a Community Certification Program, which jump-starts the broadband expansion process in Wisconsin by eliminating obstacles to infrastructure improvements and streamlining the process for approving local broadband investments. To compete in the global economy, our businesses, schools, and households need fast, reliable Internet access.

2.2 BROADBAND ACCESS - enhance and expand Wisconsin's electronic communication network to connect citizens, businesses, organizations, and other government entities.

OBJECTIVES

- Implement bandwidth upgrades for schools and public library systems in order to support faster speeds and fiber optic last-mile connectivity, with the goal of providing community-based Internet access at more than 344 libraries and 2300 schools.
- Develop a roadmap and state plan to leverage existing assets for the national First Responder Network (FirstNet), which may include 911 call centers.
- Modernize equipment in state offices for higher speed and reduce multi-tenant locations to single routers.



2.3 MOVE TO MOBILE - implement technologies with a "mobile-first" approach to provide citizens and organizations greater access and broader options in how they connect with government services and information.

OBJECTIVES

- Create mobile-first standards for the development of new and modification of existing applications and services, including responsive website design.
- Develop a strategy for the potential support of the "Internet of (Secured) Things."
- Discover opportunities to gain efficiencies and improve service through a mobile workforce.