Report on Texas.gov

2018 BIENNIAL PERFORMANCE REPORT

Texas.gov is the official website of the State of the Texas and provides portal and payment services for Texas state agencies, eligible local governmental organizations, and institutions of higher education, enabling them to conduct online business with their constituents. The program leverages enterprise-wide services and infrastructure components to provide a cost-effective and service-oriented web solution that meets or exceeds state mandated requirements regarding accessibility, security, privacy, and integration with the Texas Comptroller of Public Accounts.

Texas.gov offers more than 1,000 online services for more than 300 state and local government agencies, including all 254 Texas counties. Since its inception, the site has processed more than 245 million financial transactions. Examples of services that Texas.gov has provided the past two years include:

- Web-enabled payment processing integrated with state uniform statewide accounting system

- Driver license renewals and authorized driver record access

- Vehicle registration renewals and specialty license plates

- Vehicle inspection licenses for facilities and inspectors

- Professional and occupational licenses

- Vital records such as birth, death, and marriage certificates

- State licenses and permits for hunting, concealed handguns, Capitol access, etc.

These services allow constituent and private enterprises to conduct business online with state agencies and local government organizations. DIR's governing board is authorized to establish fees to recover the cost of developing, operating, and supporting these services. A portion of the revenue is contributed to the state's general revenue fund. Additionally, program revenues allow the Texas.gov program to invest in new projects that are approved and prioritized by governance boards.

The Texas Veterans Portal is an example of a non-revenue generating project that has been developed and supported by these funds. DIR provides contract management, strategic and operational oversight, enterprise-level coordination, and advocacy for the Texas.gov program.

CRITICAL COMPONENTS

Texas.gov offers common infrastructure, development framework, governance, payment processing, and communications services that allow agencies to provide a convenient, constituent-focused interface to agency business. These services include:

- **Security:** All Texas.gov services and products maintain compliance with all applicable state, federal, and industry laws, rules, and regulations. The Texas.gov payment engine, which allows credit cards to be accepted online, is annually certified as fully compliant with the Payment Card Industry's Data Security Standards (PCI-DSS), a requirement of credit card companies. This compliance is met through building and maintaining a secure network, protecting cardholder data, maintaining a vulnerability management program, implementing strong access control measures, regularly monitoring and testing networks, and maintaining an information security policy.

- **Mobility:** The Texas.gov program takes a proactive mobile-first approach to develop websites and online services. This pursuit of responsively designed interfaces ensures a simple, yet highly-functional user experience across a range of devices, including desktops, tablets, and smartphones. Many of Texas.gov's most popular online services, including driver's license renewal, nurse license renewal, and vehicle inspection licensing, feature mobile-friendly design to enable smooth, seamless transactions via a tablet or smartphone. Here is how we know:

A 2015 report released by The Pew Research Center indicated that 40 percent of smartphone owners used their mobile devices to look up government services or information, and 13 percent of Americans rely on

their smartphones to access the internet. A recent Government Accountability Office report concluded that maintaining mobile-friendly sites is critical for citizen access to government information and services, as many citizens do not have home access to desktop computers.

SPEED TO MARKET

The Texas.gov program has developed a suite of configurable products to be used for common government online payment including utility payments, ticket pay, fee/fine, licensing, etc. The TxPay product line delivers increased speed to market for the many online payment needs of Texas government entities. These services can be implemented through simplified configuration settings rather than custom application developments.

ACCESSIBILITY

The Texas.gov website is compliant with state and federal accessibility standards. Ninety-nine percent of the applications provided on Texas.gov are fully accessible. Texas.gov uses a template for new applications, which is optimized for the accessibility of all users.

CUSTOMER SERVICES

Over the last biennium, Texas.gov provided a wide range of services to meet a broad variety of customers' needs. Following are major enhancements to existing applications:

- Texas.gov and the Texas Veterans Commission (TVC) launched the Texas Veterans Portal in 2010 to provide online access to a range of information on veterans' benefits, education, employment, health services and family/survivor support. Although the site was stable and contained helpful information, the design was not mobile- enabled, or searchable

- A subgroup of the Veterans Portal Advisory Committee (VPAC), the portal governance body chaired by TVC and DIR, and comprised of public and nonprofit veteran organizations, worked collaboratively through 2016 to validate and update all data, prioritize new feature implementation, and improve the architectural infrastructure of the site

- The new redesigned Veterans Portal, which launched on November 11, 2016 is mobile- enabled with search,

map, calendar, and social media features.

NEW APPLICATIONS IN DEVELOPMENT

On August 31, 2016, Texas.gov deployed the new Texas Online Private Security (TOPS) system for the DPS. Prior to the launch of TOPS, DPS business users were challenged with managing and processing large volumes of paper applications and supporting documentation. The new system now enables the private security community to apply for and renew licenses, update information, and request pocket cards via an easy-to-use online application. Featuring the latest digital technologies and workflow automation, TOPS has benefitted not only the system's end users but DPS in numerous ways, including: automating back-office workflows, providing license management and maintenance capabilities, delivering automated notifications to customers, and increasing self-service options to reduce customer support calls.

BENEFITS AND EFFICIENCY GAINS

Texas.gov is a nationally recognized program that delivers a broad portfolio of digital services to solve government needs and challenges and provides convenience and time-savings benefits to both citizens and government:

- Benefits for Citizens: The Texas.gov program provides more than 1,000 types of online, over-the-counter, and interactive voice response (IVR) services to citizens.

- Benefits for State Agencies: The Texas.gov program works collaboratively with Texas government entities to streamline business processes, create cost savings, and operate more efficiently through online services. The program develops, operates, and maintains digital government services for more than 300 state and local government and higher education entities, including all 254 counties.

SUPPORT FOR EXISTING TEXAS.GOV APPLICATIONS AND SERVICES

Texas.gov provides both crucial and value-add operational support initiatives to augment the delivery of an enterprise digital government program. These include:

- 24/7/365, multi-channel customer service solution that offers both agencies and constituents with multi-lingual help desk support via phone, email, and live chat. This solution supports more than 23,000 agency

and constituent contacts every month.

- Comprehensive and compliant security to safeguard the integrity of agency and constituent data that is handled via the program. The security solution meets and often exceeds federal, state, and industry standards while securely processing 209 million transactions worth more than $23.2 billion.

- Marketing activities to grow awareness and promote constituent online adoption to Texas.gov services.

DEVELOPMENT OF NEW APPLICATIONS

Some of the applications deployed via the Texas.gov program are major, custom-developed systems that require considerable resources and years of effort. For example, the Texas Department of Public Safety (DPS) collaborated with the Texas.gov program to pioneer an efficient, innovative approach to system modernization. Together, they developed a custom enterprise solution – DPS Direct – to support the licensing and regulation of multiple, diverse legacy regulatory programs including vehicle inspection, private security, concealed handgun licensing, and more. Benefits of these efforts include:

- Increased resource efficiencies and scalability

- Improved customer experience and service delivery and

- Leveraged opportunities for savings and reduction in legacy IT costs.

Other new applications are based on configurable frameworks that support rapid deployment.

BENEFITS TO THE STATE

Texas.gov processes more than two million transactions, averaging more than $115 million, each month. Since its creation in May 2000, Texas.gov has had 240 million site visits and has processed more than 320 million financial transactions.

FINANCIAL SUMMARY

Texas.gov continues to provide significant revenue to the state's general revenue fund. Agencies, local governments, and citizens have processed over $38 billion through Texas.gov through June of FY 2018. The cumulative revenue deposited to the state's general revenue fund since its inception through June of FY 2018 exceeded $316 million. The state's revenue share for the most recent four-year period is shown below.

Table 1. Texas.gov State Revenue Share, FY 2015–2018 (Through June 2018)

FY 2015	FY 2016	FY 2017	FY 2018
$29,222,168	$28,698,561	$30,838,917	$25,389,902

The following table shows the unaudited Texas.gov statement of operations for FY 2018. The statement details the revenue and expenditures associated with the Texas Online Master Agreement, as well as projects included in the Master Work Order. The consolidated amount represents the revenue and expenditures for all Texas.gov projects.

Table 2. Texas Online Statement of Operations, FY 2018 through June 2018

Item	Existing Projects	Master Work Order	Consolidated
REVENUE			
Transaction Revenue	$76,356,137	$0	$76,356,137
Service Revenue	$4,687,508	$10,680	$4,698,188
Total Revenue	$81,043,645	$10,680	$81,054,325
Revenue Budget through 6/30/2018	$81,787,419	$0	$81,787,419
Revenue Over (Under) Budget	-$743,774	$10,680	-$733,094
EXPENDITURES			
Operations Costs	$19,902,063	$0	$19,902,063
Variable Cost	$18,904,381	$0	$18,904,381
State 40%/20% Revenue	$25,382,638	$2,135	$25,384,773
Depreciation	$1,107,298	$0	$1,107,298
Bad Debt Expense	$0	$0	$0
Loss on Discontinued Projects	$0	$0	$0
Total Expenditures	$65,296,380	$2,135	$65,298,515
Expenditure Budget through 8/31/2018	$66,918,905	$0	$66,918,905
Expenditure Over (Under)	-$1,622,525	$2,135	-$1,620,390
Net Cumulative Recovered	N/A	-$46,671,185	-$46,671,185
Investment in Operations	$15,747,265	$8,545	$15,755,810
Favorable (Unfavorable) Net	$878,751	$8,545	$887,296

Source: Texas NICUSA LLC