

# Access

Provide exceptional services to Michigan citizens and businesses anytime, anywhere

## Strategies

- Maintain modern best-practice and optimized access solutions and technologies.
- Provide service, information and open-government capabilities, enhancing transparency, accountability, interaction, collaboration and engagement.
- Employ integration and one-stop solutions that provide seamless cross-boundary access for partners, including citizens, businesses and other governmental entities.
- Provide personalized new-media services, including social computing networking and mobile platforms.

## Progress to Date

### Michigan Business One-Stop

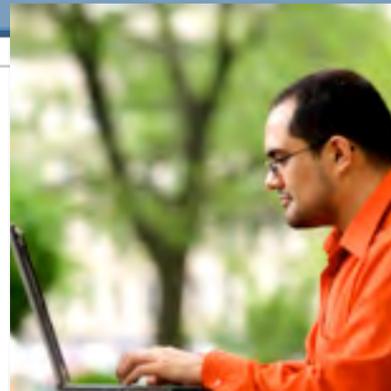
- ✓ This online service streamlines and bundles state processes, which businesses can access as a “one stop” shop. Business owners can use this portal to start and register a business, apply for licenses and permits and pay fees—entirely online.

### Unemployment Services

- ✓ When Michigan unemployment claims spiked from 2008 through early 2010, the state responded with technology to enhance service delivery and ease the burdens that so many families faced. Users can create a secure Web account to access benefit information, status and update account information. From January 2009 to March 2010, usage jumped from 2,594 to 92,934.

### Michigan.Gov Refresh

- ✓ Based on user feedback, Michigan’s public Web site is regularly updated to enhance its accessibility and ease of use. Following the 2010 refresh, visitors could access five times more content from a streamlined home page. New online and high-demand mobile services also were added to the portal. The upgrade positions Michigan for key recognition in the Center for Digital Government’s annual Best of the Web competition, which is currently underway.



### miAccount Retirement Service

- ✓ DTMB’s Office of Retirement Services administers four retirement systems that serve one in 18 Michigan citizens. To serve customers better, we created miAccount, which allows members to conduct retirement transactions online. By logging on to the online service, Defined Benefit members can perform many transactions such as updating personal contact information, viewing pension payment details and changing federal tax withholding.

## proof positive

### Helping Hand Portal

This site provides Michigan citizens facing economic hardship with one online location for human services help and information. Available through the Michigan.gov portal, users simply click on one of five tabs for links to information on jobs and training, unemployment benefits, health care, family support and housing. In its first week of operation, 1,800 applications for food assistance were submitted through the site. Since then, the site regularly draws more than 50,000 visits per month and provides life-enhancing services to Michigan’s citizens.

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## Initiatives in Motion\*

### Expansion of Data Sharing

- Michigan has launched its consolidated data-sharing site, [www.michigan.gov/data](http://www.michigan.gov/data), and linked it to the federal data repository, [data.gov](http://data.gov). Michigan was among the first states to link with the federal resource. Now one of eight state participants, Michigan continues to expand its presence.



### Social Networking Service

- Today, 48 percent of Americans age 12 and older participate in at least one social network. The State of Michigan has aligned itself to take advantage of new social networking channels to engage citizens, businesses and partners as well as related cost and service benefits. DTMB is working with agencies to determine appropriate uses and implementation strategies for participating in and providing online communities. The Michigan Energy Efficiency Network in partnership with the Department of Energy, Labor and Economic Growth (DELEG) is one such project that is currently underway.



### Michigan College Access Network (MiCAN)

- This one-stop Web resource provides parents, educators and students with Michigan college information. Upon full implementation, it will link users with information on careers, schools, test preparation, scholarship opportunities and streamlined admission to Michigan’s colleges and universities.



### Parolee Self-Service Check-in Kiosks

- These self-service tools will help parole staff streamline processes for working with low-risk offenders, allowing them to focus on management of higher risk cases. The kiosks will include the means for biometric technology that uses finger and thumb scans to authenticate identity.



### Mobile Access for Workers and Citizens

- Mobility is a priority area in terms of providing access and service and promoting a great workplace for state employees. Expanded mobile worker access through telecommuting, shared service centers and enhanced mobile device services is central to Michigan’s mobility strategy and road map. Details are available in Appendix C, Technology Solutions.



## exploring technology solutions

### Streamlined Citizen Transaction and Self-Service

As Michigan citizens use more advanced technology to perform a range of tasks, their expectations continue to rise. More than ever, citizens demand that government provide convenient, cost-effective and secure services around the clock. Tomorrow’s technology will focus on expanding accessibility to government services. Looking forward, Michigan will emphasize single points of access to government services through multiple channels and continue the commitment to making e-government services faster and easier to use.

## tools and solutions

### Enabling Access

- Citizen interaction/Web 2.0/social computing
- Improved search functionality
- Government accountability Web site
- Citizen self-service kiosks
- Real-time traffic mapping
- Automatic text-message alerts
- Integrated data capability
- Accommodate consumerization of IT

\*Appendix Resources:

Initiatives - A • Targets - B • Associated Technologies - C