

2006 NASCIO Recognition Awards

Category: Information Communications Technology (ICT) Innovations

mobile.idaho.gov

Executive Summary

The Idaho Department of Administration introduced **mobile.idaho.gov** in October of 2005, and became one of just three states to feature a [mobile version its official Web site](#).

Mobile.idaho.gov is designed specifically for users with popular Internet-enabled mobile devices, such as PDAs (Personal Digital Assistants) and Smart Phones.

The State of Idaho's new mobile version is unique, in that it maintains some of the same aesthetics and functionality of the official state website instead of just producing a text-only version for use with mobile phones and personal digital assistants. For example, the new mobile site transforms the Idaho Road Report site (along with other pages linked to and from mobile.idaho.gov) into a mobile-friendly format, complete with graphics.

People with phone and Internet-enabled mobile devices have the added ability of searching, clicking, and calling any state employee without dialing. Mobile.idaho.gov also incorporates the state's new Google-powered search engine and provides text alternatives for PDF links.

Idaho's Web administrator, Access Idaho, designed mobile.idaho.gov to be compatible with most popular handheld mobile devices and optimized capabilities for Windows-based models. Mobile.idaho.gov is accessible via dial-up or broadband, and was developed at no cost to taxpayers.

A. Description of the business problem and solution, including length of time in operation

Mobile devices are one of the fastest growing areas of technology. While the devices will view most web pages it is much more efficient to view pages designed specifically for mobile devices. With mobile.idaho.gov pages being designed to load faster because of the mobile devices somewhat slower down load speed, they load in a fraction of the time it would take to load a regular web site. The display size of mobile.idaho.gov is also design for the small screen size so you are not scrolling both horizontally and vertically and missing important information because you don't find it on the page. Most of the pages display the information in a vertical format so that it is very easy to find and read.

Not only is the mobile devices rapidly growing among the citizens of Idaho but many state employees use these devices to do there job. This is especially true among workers that spend most of their day in the field, such as fish & game employees, parks and recreation, building safety and many other government field workers. This allows these employees to not only have access to there agencies information but general government information for the citizens of Idaho.

We see continued growth in the use of mobile devices and expect to use the templates we have develop for the current applications to add more application in the future.

It is design in such a way that the technology behind mobile.idaho.gov can be used by other agencies as they adapt their application to the mobile citizens.

B. Significance to the improvement of the operation of government

- Designed to be compatible with popular internet-enabled mobile devices (optimized for Windows-based mobile devices)
- Google™ search is formatted especially for mobile devices
- Provides text alternatives for PDF links
- Transforms Idaho Road Report site, along with other pages linked to/from mobile.idaho.gov, into a mobile-friendly format
- Design in such a way that the technology behind it is usable for other agencies and application without having to completely rewrite application for mobile devices
- It is also designed in such a way that it pulls the information for the agencies existing site. This is very significance because with the limited resources in state government it would be very difficult if not impossible to have agencies maintain two separate sites. We have seen this before when agencies have tried to maintain a graphical site and a text only site, the information starts to vary between the sites and one or both sites become outdated. Mobile.idaho.gov will continue to be current because the data is link directly to the agencies current site.

C. Benefits realized by service recipients, taxpayers, agency or state

- Same look and feel as idaho.gov
- Important state information (statutes, news, etc.) is always at your fingertips
- Allows users to find, click and call any state employee...without dialing
- Fast downloads to a variety of mobile devices
- Fast and easy viewing on the small screens
- Integration with other application on the device, such as being about to click on a mobile.idaho.gov link that someone has email to you.
- Especially useful during the legislative session for mobile users want to stay current on developments in the legislature.

D. Realized return on investment, short-term/long-term payback (include summary calculations)

- Developed at no cost to the Idaho taxpayer.
- No costs to maintain an additional site.
- Minimal costs to add new sites and applications using already developed tools.
- Getting information to remote workers without them having to travel back to the office
- Fast load times saving employees time when accessing information

Testimonials Regarding mobile.idaho.gov

IT workers can check on updates and changes that have been made to agency web sites via mobile.idaho.gov. IT managers can check to see if new and breaking news is added to the agencies websites without having to come into the office or finding access to the internet other than their mobile device.

This was especially helpful as many of the state web pages were changed to reflect a recent midterm change of Governor in Idaho. IT managers and state workers could follow up on changes and confirm they happened on time and that they were correct.