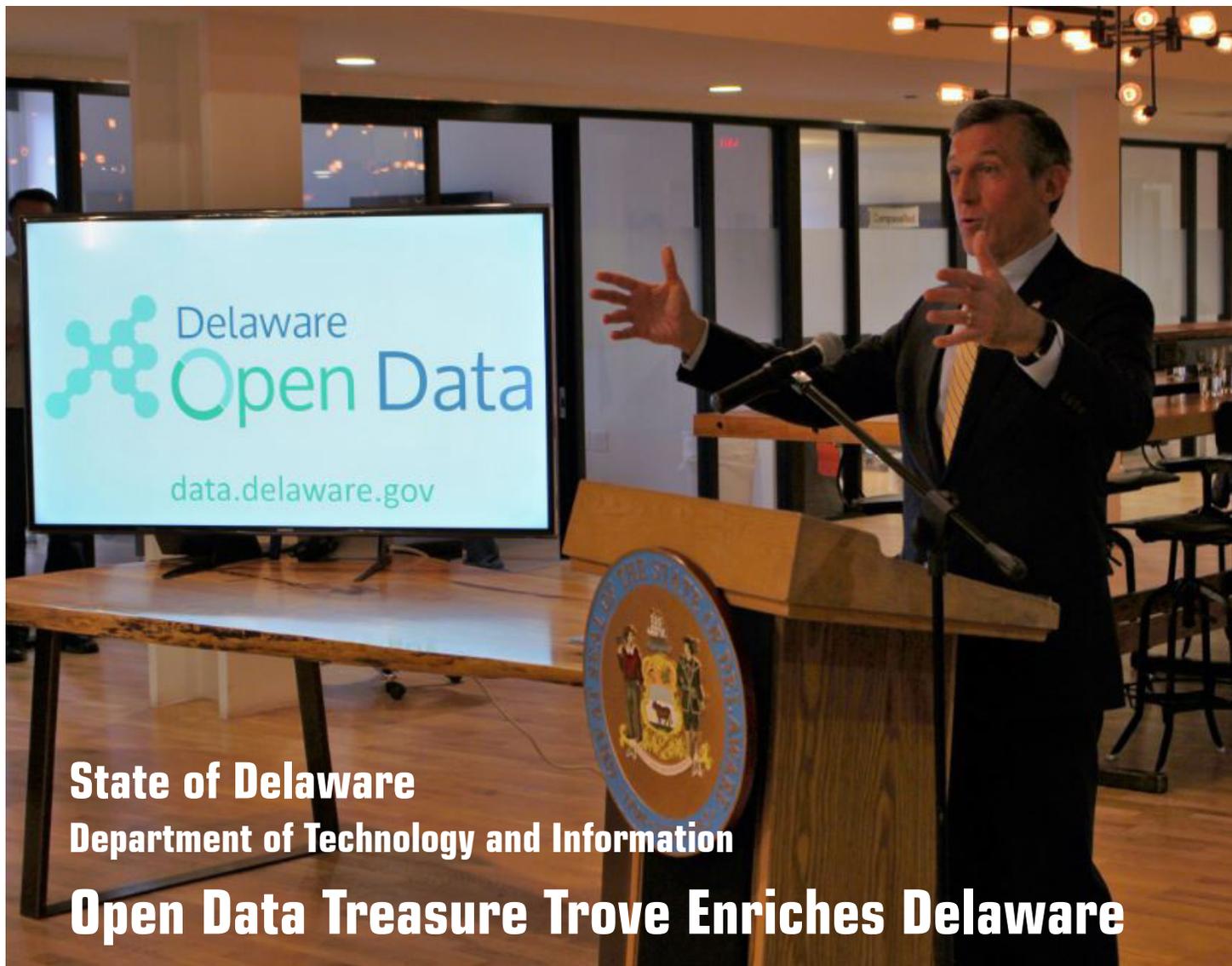




NASCIO 2018 Recognition Awards Nomination



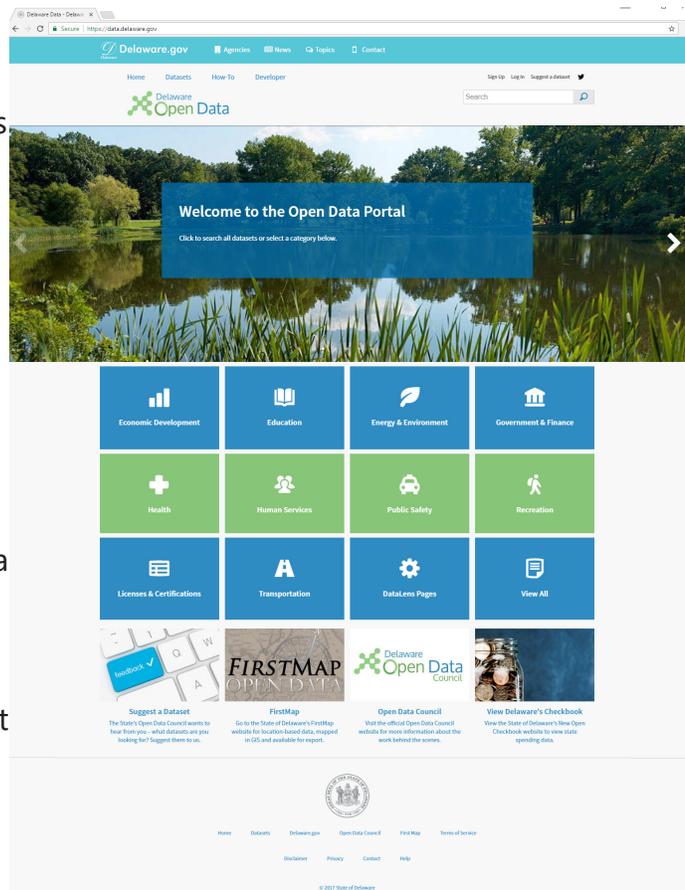
**State of Delaware
Department of Technology and Information
Open Data Treasure Trove Enriches Delaware**

**Category: Digital Government: Government to Citizens
Project Initiated: January, 2016
Project Completed: (ongoing) Expansion - February, 2018**

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Executive Summary

Open data is important to the State of Delaware as a cornerstone supporting greater government accountability, efficiency, and citizen engagement. Delaware's immediate past governor, Jack Markell, was interested in stimulating Delaware's economy through innovation. Another of his key interests was creating a more transparent government that would enable improved research and analysis capabilities that could affect public policies and facilitate the genesis of new business. Markell's Executive Order (EO) 57, issued in January, 2016, represented a major milestone in leveraging state data as a strategic asset. It created the Open Data Council for the purpose of overseeing the development and operation of Delaware's Open Data Portal, incorporating Open Checkbook. Current Governor John Carney underscored Delaware's commitment to the Open Data initiative, in his Transition Team Report, [Action Plan for Delaware](#), as a key to enhancing economic development opportunities in Delaware. In February, 2018, he issued [Executive Order 18, expanding the Delaware Open Data Council](#) to include members from all Executive Branch agencies to support data sharing.



Working together, the Department of Information and Technology (DTI) and the Department of State's Government Information Center (GIC) co-chair the Open Data Council created by EO 57. The Council is responsible for oversight of the Open Data Portal, incorporating Open Checkbook, and its available datasets. It is comprised of members from an ever-expanding number of state Executive Branch, Legislative and Judicial organizations, all working toward a common goal of truly transparent government. Tapping into the potential offered by making state data easily available to residents, businesses, researchers, and advocates will spur advances in policy governance, and the identification and provision of desired and needed services.

The [Delaware Open Data Portal](#) was opened to the public on October 19, 2016 with 166 catalog items, growing to include over 227 items (including charts, maps, filtered views and 52 datasets) in 2018.



Exemplar

Delaware Open Data Portal proves Delaware's desire to meet public expectations for easily-accessible information about how government works for them. Providing data previously housed in discrete agency websites and in formats not easily machine readable or sharable shows Delaware's commitment to improve transparency, and provide citizens a user-friendly means to monitor how Delawareans' tax dollars are spent.

Open Data Portal access to public government data assets saves state government time and money, reducing administrative costs associated with fulfilling data requests. It allows identification and elimination of redundant expenditures, and enhances competition for state business. Policy decisions can respond more directly to public desires as watchdog groups, businesses, and other constituents can easily monitor and provide feedback on government agency efforts to meet commerce and human needs.

Best practices for government spending transparency call for one-stop, one-click comprehensive access to government spending. Delaware's Open Data Portal, incorporating Open Checkbook, is actively engaged in meeting this goal for Delawareans.



Concept

Delaware's CIO, James Collins, initiated Open Data to support the goals of immediate past Governor Jack Markell. Delaware benefited from Markell's interest in, and commitment to, government transparency and his keen understanding of the value of leveraging state-collected data and information as a strategic asset.

Data sharing is a government best practice ideally suited to the purpose of increasing Delaware government transparency and citizen engagement. Markell's Executive Order 57 (January 27, 2016) opened the door for the creation of the Open Data Council to oversee and fast-track the development of Delaware's Open Data Portal, incorporating Open Checkbook. Delaware's Open Data Council chose Socrata's web platform, after researching other states' experiences with Open Data, as best choice for Delaware's Open Data Portal.

Data, though available, was not highly accessible, existing in a variety of formats, and often only published in written reports. DTI and GIC are uniquely positioned to assess where open data opportunities lie because of the supporting roles these organizations play to a wide variety of state organizations. As co-chairs of the Open Data Council, they, along with founding members from the Office of Management and Budget (OMB), and the Departments of Education (DOE), Transportation (DelDOT), Services for Children, Youth and their Families (DSCYF), Health and Social Services (DHSS), Natural Resources and Environmental Control (DNREC) and Correction (DOC), determined the strategic plan for the portal, including identifying the initial 166 catalog items to be featured at launch. These consisted of 32 datasets, 50 charts, 2 interactive datalens pages, 44 filtered views, and 38 maps.

Governor Carney acted quickly to expand membership on the Council to include all 18

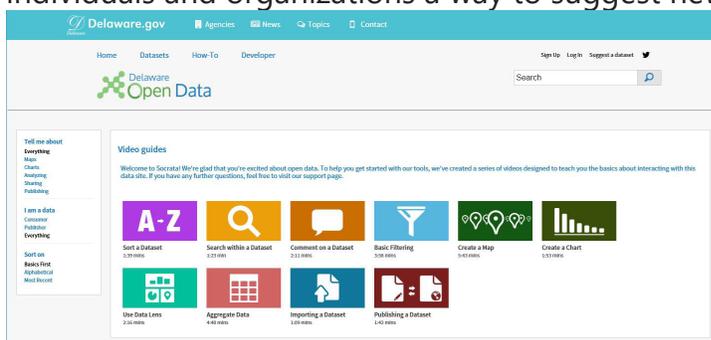
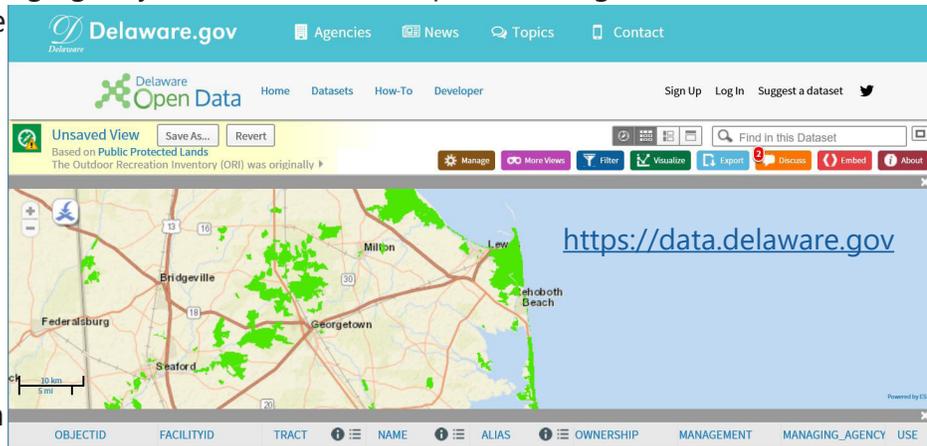
Executive Branch agencies by signing a new Executive Order ([EO 18, 2/12/2018](#)). This EO set a September 30, 2018, deadline for all Executive Agencies to provide an inventory of all datasets it may be able to provide to the Open Data Portal. Growing the number of datasets available is a high priority, with the focus on providing data with high strategic importance in supporting agency initiatives. An example is adding 15-20 datasets that can inform and tell the story around DHSS' efforts in addressing the growing opioid epidemic. The Governor set a goal of publishing all Delaware's lawfully-available datasets by December 31, 2020.

The Council employs a collaborative approach to planning and decision-making; future efforts focus on facilitating sharing of data between state organizations to support better decision making, government efficiency, and prevention of fraud and waste. The Council works with a number of outside groups ([Open Data Delaware](#), [TechImpact](#), [Zip Code Wilmington](#), [Technology Forum of Delaware](#), [Technical.ly Delaware](#), and [Delaware Coalition for Open Government](#)) ensuring a broad base for citizen-level involvement. Funds to cover the cost to maintain and expand this important resource are included in the general operating funds of all participating organizations as part of ongoing information and technology initiatives.

The Council maintains metrics on access (page views and sources of referral) and ensures data are refreshed according to an established schedule. DTI's role is to work with each contributing organization to automate data updates, as well as to assure state data security standards are met. Data coordinators in participating organizations approve dataset publication on behalf of their agencies and assure data is described in a way consumers find reliable. DTI and GIC collaborate with agencies create data visualizations and documentation that make the data more useful and comprehensible. The state is entirely responsible for the oversight and outcomes of this initiative.

Education about the Open Data Portal is an ongoing activity. The website offers individuals and organizations a way to suggest new datasets. The Council members

continue to work with many people throughout every state agency to educate workers about what the portal is. They provide an understanding of how it can be used as a benefit to Delawareans and the portal's value as a tool to reduce administrative work and increase civic engagement. An



annual [Open Data Challenge](#) hackathon engages the public in creative use of data to improve the way the state does business and serves residents.



Significance

Delaware's Open Data is relatively new and it remains to be seen how it will affect governance and life in Delaware. New combinations of data can create new knowledge and insights which may lead to new

discoveries and applications. However, many other states and municipalities already lead the way with open data portals, sharing rich experiences of real benefits. New Orleans' open data allows citizens to track and post Katrina recovery efforts with data on blighted properties, demolitions, and inspections. San Francisco publishes restaurant data

which is consumed by Yelp and presented along with site reviews of the restaurant to better inform the public of unsanitary conditions. San Francisco's real-time transit data resulted in 22% fewer 311 calls, saving the city \$1M. In New York City open data allowed the public to see where the majority of parking tickets were being written, prompting requests the city to correct confusing pavement striping leading to citizens inappropriately parking in those locations. Among the benefits of open data Delaware anticipates are improved measurement of policies, better government efficiency, deeper analytical insights, greater citizen participation, and a boost to local companies by way of products and services that use government data. While there are numerous instances of the ways in which open data is already creating both social and economic value, only time will present the true possibilities.

Council members are advocates for open data within their agencies, discussing it at meetings with executive management. Some agencies are re-vamping some applications within their organizations and are advocating for the Open Data Portal to be used as a basis to dispense with some applications or support new initiatives. They are seeing how the Open Data Portal can support many initiatives and assist their organizations in becoming more transparent. Early indications are that the Portal is a success: on November 18, 2016 the 2016 Delaware Innovation Awards at Delaware Innovation Week were announced. The "Dev Product of the Year" was awarded to the Open Data Portal.

Delaware's Open Data Portal addresses several of NASCIO's top priorities, including supporting budget and cost control initiatives by reducing redundant data collection and management practices; legacy modernization and data management/analytics, through updating datasets and ensuring their accessibility, as well as enhancing business intelligence. The initiative is clearly a key part of Governor Carney's [Action Plan for Delaware](#), and is prominent on his policy agenda.





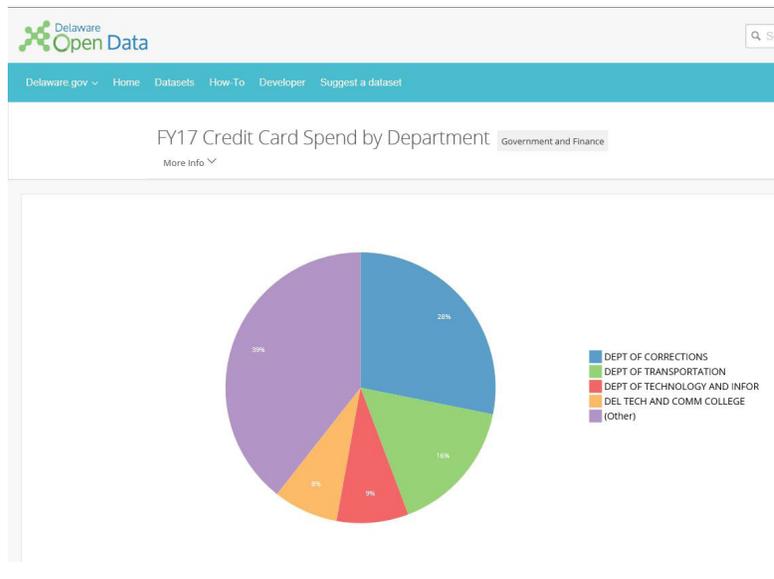
Impact

Greater ease in accessibility to already-public data is the single greatest impact of the Open Data Portal. It is important to note that, prior to the Open Data initiative, all levels of Delaware government were already collecting and publishing a huge assortment of data—whether to satisfy regulatory, statistical, or other operational or policy needs. Prior to the initiation of this project, Delaware data was, technically speaking, available to the public, albeit not terribly accessible due to format, where the data was housed, and whether or not a Freedom of Information Act request was required. In fact, in 2014, U.S. Public Interest Research Group gave Delaware a grade of “F” for the level of government transparency in its “Following the Money 2014” report. That has risen to a “B-” as of the April 2018 version of the same report, no doubt due, in part, to improvements brought by preliminary preparations for the new portal that was launched in October 2016. Delaware’s Open Checkbook offers a multi-tiered search function that saves users time in finding specific expenditure information, as well as “Common Questions” and responsive charts and graphs. The annual tab for Open Checkbook is \$36,000.

Because data wasn’t often available in a raw format before, it was of limited value. The opportunity to leverage multiple sets of data to reach new levels of understanding of complex social, economic and human problems was constrained by the barriers to accessing the data. The portal has encouraged inter-agency collaboration: this year’s [Open Data Challenge month-long “data jam”](#) encouraged people to meld Delaware Department of Transportation transit data with Department of

Natural Resources and Environmental Control, yielding new ideas about improving paratransit, enhancing tourism, recreation and parks-related information.

Currently, there are 10 categories with 51 data sets including: State Contracts, [State Employee Credit Card Transactions](#); School information; Library usage; Family Services Intake and Investigations; [Student performance](#) and demographics; Environmental information; Financial transactions; Restaurant Inspections; Professional and Occupational Licenses; Cancer Incidence and Mortality; [Licensed Child Care Providers](#); Vendor diversity and small business information; Transportation data such as bike routes, capital project information, and infrastructure; and [Medicaid Enrollment](#). Depending on the dataset, it is updated annually, quarterly, monthly, weekly or daily.



Datasets Published

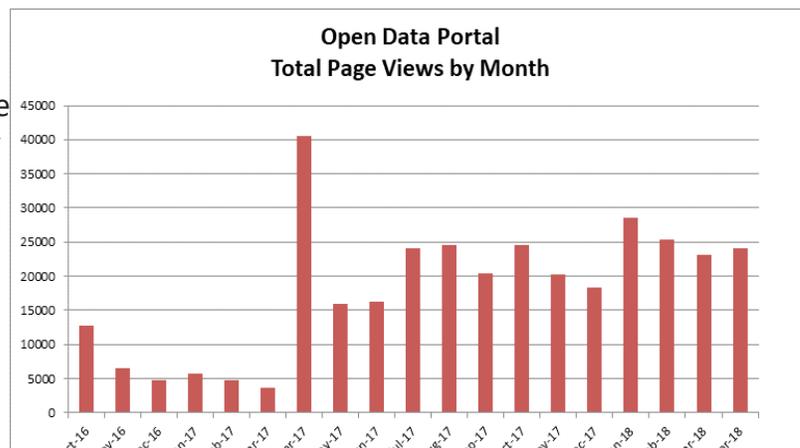
- There are currently 52 datasets published and 227 total items in the catalog as well as 79 charts, 45 maps, 45 filtered views, and 3 external datasets.
- New Datasets: Green Energy Program Grants (DNREC), Delaware Organ Donors (DOT), State Park Programs (DNREC), and Electric Vehicle Charging Equipment Rebates (DNREC)
- In Progress: Delaware Population Consortium datasets

Portal Statistics

The statistics for the Open Data Portal and Open Checkbook sites are from 11/13/17 through 3/11/18.

Open Data Portal:

- There have been 117,490 page views (see total page views by month since the portal went live in Oct. 2016 through April 2018)
- The most popular datasets are: Delaware Business Licenses (31,157), Delaware Historical Business Licenses (5,357), State of Delaware Checkbook (1,454), Professional and Occupational Licensing (1,135) and Well Permits (709).



Open Checkbook is counted separately, and thru Google Analytics. There have been 10,230 page views, 1,771 users, and 72.9% of the views were from new visitors.

Delaware's Open Data Portal addresses several of NASCIO's top priorities, including supporting budget and cost control initiatives by reducing redundant data collection and management practices; legacy modernization and data management/analytics, through updating datasets and ensuring their accessibility, as well as enhancing business intelligence.

Delawareans learn about the new portal, either through direct contact with council members, or through the site itself. The site offers a comprehensive set of video guides to promote a fuller understanding of the tools available and how to use them. Delaware expects to accrue a number of benefits—from automation of previous manual systems, to enabling organizations to combine and use data to make strategic decisions about new products and services. Added to this are several key benefits to the public at large: the positive public perception that providing easily obtainable financial data (Open Checkbook, [Procurement Portal](#)) provides; ease of access to needed information at a single, easy-to-use website; and, finally, the ability to interact with data and learn from it without having to undertake a steep learning curve. The Open Data Portal is but one step in Delaware's journey to the delivery of eGovernment services to anyone, anywhere, anytime and on any device.