Utah.Gov
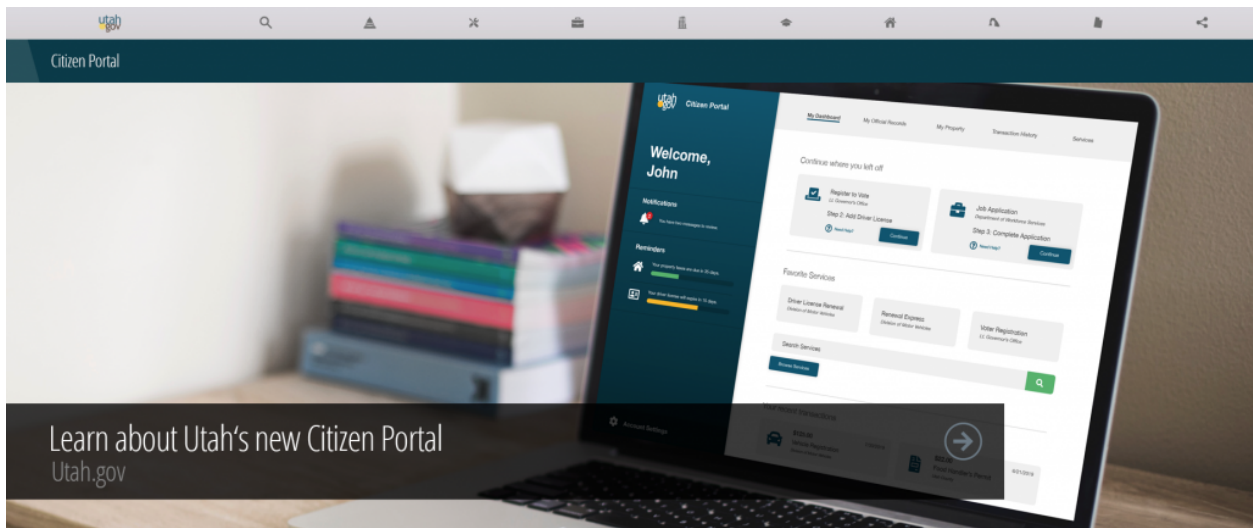# Utah Next Generation Citizen Portal: Phase One

Category: Digital Services: Government to Citizen
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State of Utah
Project Initiation and Completion Dates:
August 2020 – January 2021

Executive Summary

Utah.gov Citizen Portal, Phase One

2019 Utah Senate Bill 137 asked the Utah Department of Technology Services (DTS) to provide, "a web portal through which an individual may access information and services." In the following year, Utah worked to compile a comprehensive plan for using its single sign-on service (UtahID) to access hundreds of services through an advanced citizen portal (https://demosite.utah.gov/citizen-portal/)

The ideal user experience would be when residents are able to do exactly what they want when they interact with state government. Utah has long focused on a No Wrong Door approach and puts in place the infrastructure to enable an open-ended number of entry points or channels to access vital state information and services. Residents can conduct the business they need to through each of the agencies they have business with using the Gov2Go platform. With almost no funding and in the middle of a pandemic response, DTS rolled out the first phase of the portal by integrating its UtahID sign-on service with the existing Gov2Go platform.

The initial implementation of the Utah citizen portal has the capability to hold digital official documents, identification cards, and certificates and connects residents to state services in order to conduct business. As legislation and agency rules allow many more services and additional credentials will become available. The platform integrates with the government's existing online services and backend systems to bridge between the systems of individual departments and agencies.

There's no more searching out when things are due, which agency to contact, or which level of government. From the state's unified UtahID residents login to the portal to receive personalized, timely, and relevant reminders.

Utilizing the platform Utah.gov can easily provide a mobile application and a browser based Citizen Portal where Utahns can easily find
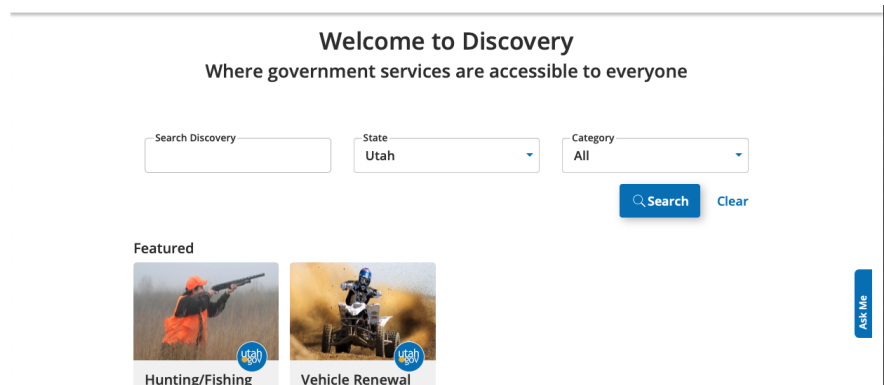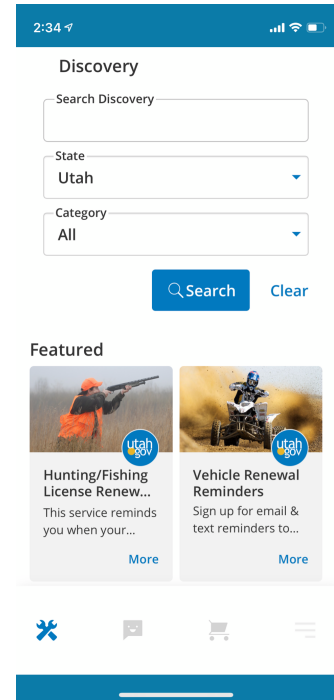
services and be reminded of important renewal dates.

Project Narrative

Problem

When Utah legislators tasked the Utah Department of Technology Services (DTS) with creating a citizen portal where residents of Utah could access–from a single source–information and services from multiple state entities, they put in motion a project that would provide Utahns with a convenient online solution for completing state business.

Utah's research has shown that citizens are confused by government and often don't know where to start. In a survey of young adults, 61% of respondents said, "I don't know which level of government provides a specific service." Respondents indicated that they wanted all government services found in one place.

The Citizen Portal addresses this need. The first phase of the portal launched with access to over 20 state and national services.

The Citizen Portal legislation (2019 Utah Senate Bill 137) calls for a web portal through which a person may access from a single source information and services from multiple state entities.

The bill says that, "the department (DTS) shall ensure that the single sign-on citizen portal allows an individual, at a single point of entry, to:"

- medical and support programs including medicaid
- children's health insurance program
- primary care network
- women, infants, and children program administered
- unemployment insurance
- workers' compensation
- employment with a state agency
- driver license or state identification card renewal
- birth or death certificate
- hunting or fishing license
- transcripts from an institution of higher education
- immunization records
- previous years' tax filing information
- register the individual's vehicle
- file the individual's state income taxes
- information about positions available for employment with the state
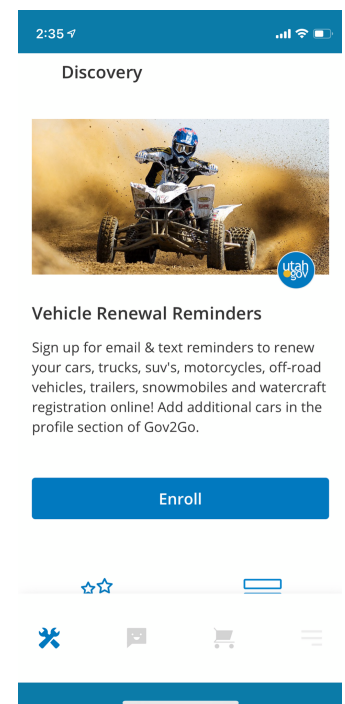
Solution

Phase one of the Citizen Portal uses Gov2Go, a scalable, secure, and simple-to-implement platform. Implementing a scalable solution will allow Utah to add additional local, state and national services as well as important credentials. DTS and its private sector partner, NIC Utah, determined the most efficient way to deliver the solution required by the legislation was to use the platform. It was designed to provide citizens with access to their government services where and when they need it–at home or on the go.

The platform integrates with the government's existing online services and backend systems. All that's required is an API. The platform bridges the IT infrastructures of individual departments and agencies–no reconfiguration is necessary. The platform keeps each government's data distinct with separate encryption. And, the platform uses NIC's PCI-compliant payment infrastructure to securely process transactions.

The Utah Department of Technology Services launched the first phase of the new citizen portal, in January of 2021. The citizen portal serves as a convenient, online solution for citizens to complete state business, providing a central point of access using single source information and combining services from multiple state entities.

The platform has the capability to hold digital official documents, identification cards, and certificates and connects residents to state services in order to conduct business. As legislation and agency rules allow many more services and additional credentials will become available.

Utilizing the mobile platform as the Utah.gov mobile application portion and first implementation of the Citizen Portal, Utahns can easily find services and be reminded of important renewal dates. There's no more searching out when things are due, which agency to contact, or which level of government. From the state's unified UtahID residents login to the portal to receive personalized, timely, and relevant reminders.

Single point of entry
UtahID—one account; so many possibilities

UtahID is a type of identification, like a passport or driver license, that allows citizens of Utah to access multiple State government applications from one place. All UtahIDs are
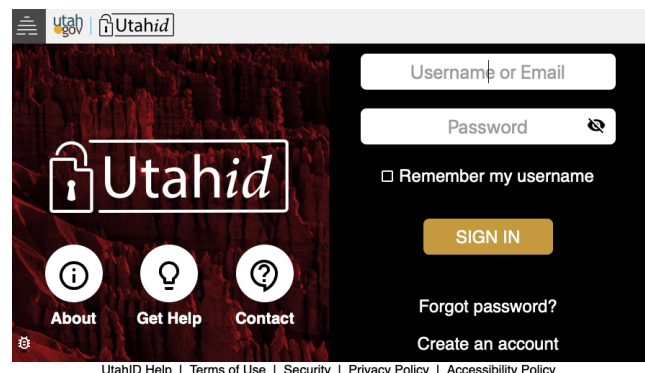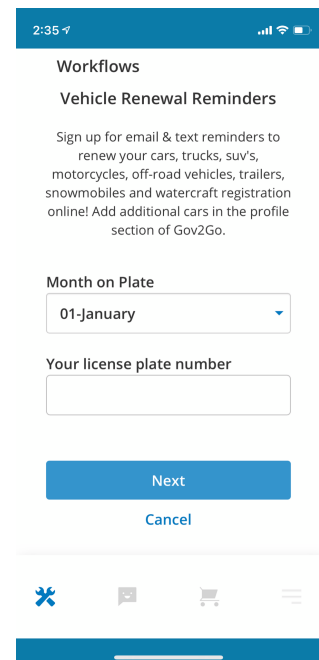
managed by the State of Utah, and a user can use their ID to complete personal, State of Utah work-related, or business transactions.

Significance: Meeting Citizen's Needs in One Location

Residents Want Government Services Online
Utah's partner In a survey of young adults to learn more about how they wanted to interact with government,
84% of respondents said that , "All government services should be offered online whenever possible." ([Marketing Report](#))

All government **services** should be offered **online** whenever possible.
84%

78% of respondents said that , "All federal, state, and local government services should be offered online in one place."

All federal, state, and local government **services** should be offered online in **one place**.
78%

Residents Want an Easier Way to Interact with Government
The platform provides residents with a universal gateway to community services and government programs. It puts the citizen at the center of government. No more searching out when things are due, which agency to contact, or which level of government. With the platform, government becomes a single entity for the citizen and personalized, timely, and relevant reminders are sent directly to the citizen.

When Utah provides the government services residents of the state want and will use, the citizen will use the service to complete government transactions across all levels of government. There is a gap between how young adults are using private sector and government digital services. Currently 34% of survey respondents said they still prefer a hardcopy of a government document. Also, only 22% say they choose to use a digital option of a service–when available. However, 87% feel it is important to be engaged with government. As this audience begins to engage with digital online service, all government entities will be able to realize improved service and the savings that come with it. To serve this audience the gateway to digital services needs to be primarily a mobile application, however there is a browser version for broader access.

Audiences are open to digital interactions with government. In the same survey individuals expressed a preference contact by email messages and text messages:

Prefer E-mail and Text Messages for...

👍 82% *Transaction confirmations*

👍 81% *Reminders of upcoming/due transactions*

👍 77% *Extreme event notifications*

👍 50% *New service suggestions*

Relevant Online Services

Every Utahn needs a way to prove identity and authenticate themselves both in the physical and online worlds and to help remember important government interaction deadlines.

Utilizing the mobile platform as the Utah.gov Mobile Application portion of the Citizen Portal, will allow Utah to easily find services and be reminded of important renewal dates.

The following reminders and credentials will be available in the mobile application:

- Connected to Utah ID along with:
- Driver License Renewal
- Hunting and Fishing
- Concealed Firearm
- College Transcripts
- Medicaid Application
- Birth Certificate
- Immunization Records

Impact: A Complete Suite of Services Across the State Enterprise

The following reminders and credentials are now available in Gov2Go through Utah ID:

- Education
  - College Transcripts
- Events & Notices
  - Utah Elections and Voter Information
- Expedited Travel Passport Services
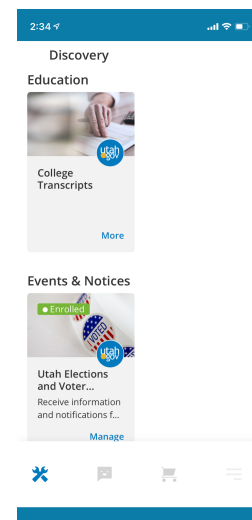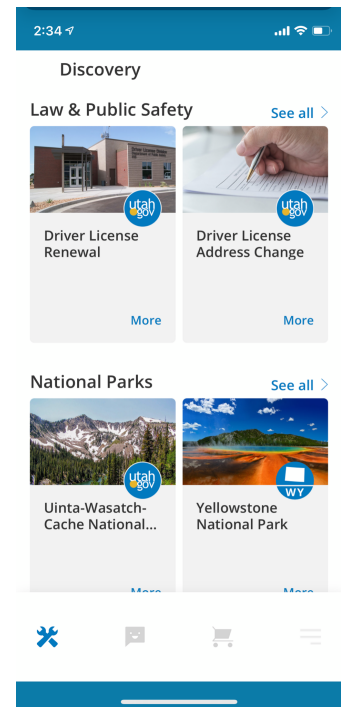
- Family & Records
    - Apply for Financial Assistance
    - Order Vital Records
    - Request Immunization Records
- Jobs & Working
    - Access Job Postings
    - Workers Compensation
- Law & Public Safety
    - Driver License Renewal
    - Driver License Address Change
    - Request Crash Reports
    - Renew Utah Concealed Carry Permit
- Access National Parks
- Professional License
    - Educator License Renewal Reminders
    - Professional License Search
- Taxes & Finance
    - Utah Property Tax Reminders
    - State Tax Information for Individuals
- Transportation
    - Vehicle Renewal Reminders
    - FMCSA Pre-Employment Screening Program (PSP) Data Update Notifications
    - Vehicle Renewal
- Visiting & Outdoor
    - Hunting/Fishing License Renewal Reminder
    - Hunting/Fishing License Purchase
    - Utah State Fair
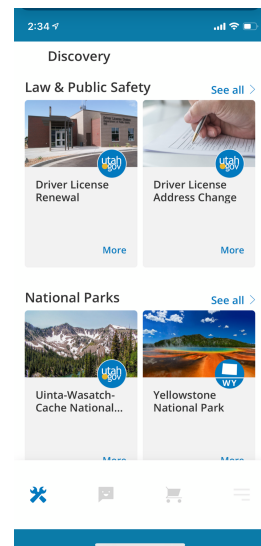
These services now make it possible for the 3.9 million citizens of Utah to access government services anytime, anywhere. They receive reminders when important renewals are due and be able to complete the transaction online.

The first phase of the citizen portal provides access to essential government services with the citizen experience being at the forefront.

It is designed to support and adapt to technologies. Whenever the next service or newest need is identified, it can be adapted quickly and push updates without citizens even noticing.The implementation of the platform is quick and inexpensive to implement. It is also easy to customize for the specific needs of various state agencies.

In the short time the app has been available it already has 659 verified users.