

JUNE 2025

NASCIO State IT Recognition Award Nomination – Go DE

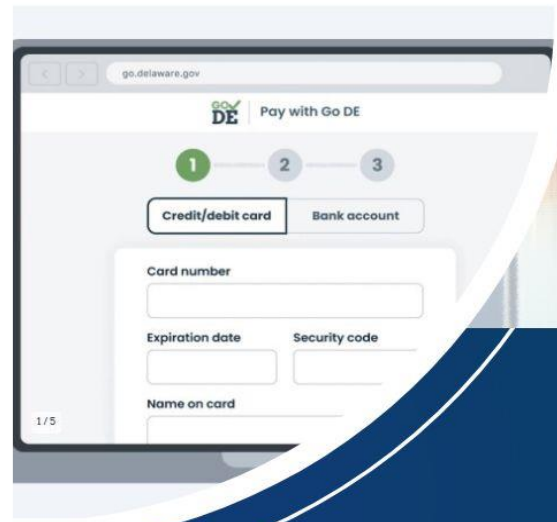
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**Delaware Department of Technology and
Information**



**GO
DE**

Get things done with **Go DE.**



IDEA

What problem or opportunity does Go DE address? Why does it matter?

Go DE addresses a critical challenge facing modern state governments: the fragmentation and inefficiency of agency-based digital services. Previously, Delaware residents and visitors had to navigate a maze of disparate websites, forms, and payment portals, each requiring separate credentials and offering inconsistent user experiences. This structure not only caused confusion and inefficiency but also placed unnecessary administrative burdens on state agencies.

Go DE leverages this challenge as an opportunity to reimagine digital government by creating a unified, user-centered digital platform that delivers intuitive, secure, and accessible services. The initiative places people—not processes—at the center of government, helping Delaware meet increasing expectations for convenience, transparency, and efficiency in digital interactions.

What makes Go DE unique and universally applicable?

Go DE is different because it's not just a payment system—it's a comprehensive transformation in how the government interacts with the public. It integrates over 70 applications and 10,000+ unique users with a single sign-on (SSO) experience and identity proofing, enabling secure access to services across state agencies. It's built on a flexible architecture that can scale with future needs, incorporates universal design principles, and is accessible from any device.

Its universality lies in its vision: any Delaware resident, visitor, or business will be able to use Go DE to seamlessly access and pay for government services, from hunting licenses to school fees, through a single, secure identity—anytime, anywhere.

IMPLEMENTATION

What was the roadmap and project management approach?

The roadmap for Go DE was phased and strategic:

1. **Phase 1:** Build the foundational technology required for the platform. Modernize and consolidate Delaware's fragmented payment systems via the Go DE Payment Engine.
2. **Phase 2:** Implement a robust identity and access management system (MyDelaware) allowing for a personalized user experience.
3. **Phase 3:** Create the Go DE portal— the central hub for all state services.
4. **Phase 4 (Ongoing):** Expand participation of state agencies and schools to support the efficient delivery of government services and products.

Project management followed an agile, iterative approach led by the Office of the State Treasurer (OST) in partnership with the Department of Technology and Information (DTI) and the Department of State's Government Information Center (GIC). It emphasized stakeholder engagement, continuous feedback, and responsive development, allowing for flexibility while maintaining tight control over timeline, scope, and budget.

Assessment and success metrics:

Success is measured through:

- User adoption (18,000+ unique users and growing)
- Agency onboarding (70 applications and counting)
- Transaction volume and performance
- Reduction in administrative overhead
- Improved fiscal reconciliation and reporting
- Customer satisfaction and feedback

Ongoing assessments include transaction monitoring, performance analytics, usability testing, and stakeholder surveys.

KEY PLAYERS AND STAKEHOLDER ENGAGEMENT

Who was involved?

Key partners included:

- **Office of the State Treasurer** – Project lead and fiscal integrator
- **Delaware Department of Technology and Information** – Technical infrastructure, cybersecurity, and integration
- **Government Information Center** – Public communications and user experience design
- **Agency Partners** – Early adopters and system testers, including the Department of Agriculture and multiple school districts
- **External Vendors** – Identity, platform, payment and reconciliation solution providers

How was buy-in and adoption secured?

Strategic communications and change management efforts helped secure stakeholder support.

These included:

- Executive sponsorship from the Governor's Office

- Regular stakeholder meetings, workshops, and demos
 - Tailored outreach to agency leadership and end users
 - User-centered marketing (e.g., "Pay with Go DE" branding)
 - Clear articulation of benefits: efficiency, reduced costs, better service
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HOW DID YOU DO IT?

Resources and Architecture:

- **Financial:** Multi-agency funding supported vendor contracts and system integration.
- **Human:** Cross-functional team of over 50 state staff and vendor experts.
- **Time:** Development began in 2023; Pay with Go DE launched in April 2024 and Go DE portal launched in June 2025

Technical Overview:

Go DE integrates a best-in-class payment engine, identity management (MyDelaware), and secure portal framework into a modular platform. Its architecture is cloud-based, scalable, and secure, supporting real-time reconciliation and reporting to ensure both robust performance and future adaptability.

IMPACT: WHAT DID GO DE MAKE BETTER?

Before vs. After:

Before:

- Residents used fragmented, uncoordinated systems.
- Multiple logins, paper forms, and inconsistent payment methods.
- Agencies bore the burden of manual reconciliation and support.

After:

- Unified, secure digital gateway for all government services.
- One login, one user experience, one payment engine.
- Streamlined agency processes and reduced operational burden.

Results and Data:

Transactions & Revenue

- **Cumulative Payments Processed:** Over **20,000 transactions** across participating state agencies
- **Cumulative Dollar Volume:** Exceeds **\$7.5 million** in total processed payments
- **Cost Avoidance:** **\$2.1 million+** saved by migrating **120 agency use cases** to Go DE (average savings of \$17,000 per use case)
- **Growth Rate:** 10x increase in monthly transaction volume from Sept 2024 to Apr 2025; an additional 10x projected by EOY 2025 with the onboarding of DOL, DOS, DNREC, and DeIDOT

Users & Adoption

- **Active Users:** Over **18,000 unique users**
- **School Pay Reach:** By **Summer 2025, 25,000+ students** served across **55 schools** and **70+ fiscal administrators**
- **Digital Transformation:** Thousands of paper-based payments (cash/check) now completed via secure online methods

Service Reach & Integration

- **Applications Onboarded:** **70+ government payment and service applications** fully integrated and indexed
- **Forms Pipeline:** Form framework under active development, with full deployment targeted by end of 2025
- **APIs Available:** **15+ APIs** supporting payments, payment links, authentication, financial reporting, observability, and filings
- **Account Center:** Fully active on [My.Delaware.gov](https://my.delaware.gov) SSO allows users to manage payments, filings, and preferences across **all agencies**

Efficiency & Modernization

- **Migration Savings:** Go DE onboarding costs are **10x lower** than direct processor led integrations
- **Fiscal Reconciliation:** Real-time reporting adopted by the **State Treasurer's Office** to support all agency transactions
- **Accessibility:** Fully **WCAG 2.1-compliant** with responsive mobile design (**52% of users on mobile**)

- **Operational Efficiency:** Agencies report significantly **lower support ticket volume** and reduced administrative burden

Scalability & Security

- **Single Sign-On (SSO):** Secure identity verification powered by **OKTA**, with seamless cross-agency access
- **Cloud-Native Architecture:** Modular and scalable infrastructure (Salesforce and Salesforce Public Sector foundations) designed for future growth and agility
- **DDoS Protection:** All APIs and portals are protected by **Redshield**, an industry-leading DDoS mitigation provider
- **Continuous Improvement:** Ongoing releases include **partial/scheduled payments, mobile optimization, generalized filing engine, and personalized content tools**

User Testimony:

"As a parent, the School Pay service has been a game-changer. I can now pay fees online for both of my kids in seconds, from my phone, and get instant confirmation. It's so much easier than writing checks or sending cash to school." – Jennifer M., Delaware Resident

WHAT NOW?

Sustainability and future investment:

Go DE is built for the long term. The roadmap includes:

- Payment engine expansion to support more complex scenarios
- User customization including opt-in services/notifications
- A flexible digital filing system to fulfill user requests and replace outdated systems or paper-based processes
- Comprehensive, on-platform fiscal reconciliation reports and payment administration

This project is worthy of continued investment because it embodies the future of government: efficient, people-centered, secure, and scalable. Go DE positions Delaware as a national leader in digital government, driving both operational excellence and public satisfaction.

Conclusion:

Go DE is more than a project—it is a transformation. It exemplifies innovation, leadership, and commitment to service. By turning fragmented, paper-based, and siloed systems into a seamless, accessible platform for all, Delaware has redefined what it means to serve the public in the digital age. For these reasons, we proudly nominate Go DE for this award.

Visit Go DE at <https://go.delaware.gov/>.