

MyUtah - Where you and Utah connect!

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Executive Summary

MyUtah: Where you and Utah Connect

MyUtah is a major step forward in how Utah delivers public services. By creating a single, secure digital front door, the state is modernizing a fragmented, agency-by-agency experience with one that is simpler, faster, and more intuitive for residents and visitors. Instead of asking users to navigate government's internal structure, MyUtah organizes access around the user, making it easier to find services, complete transactions, and engage with the state. That shift is important because it improves not only the user experience, but also trust in government by making interactions feel more modern, consistent, and accessible.

"A user should not have to be an expert in government to access the services they need."

The MyUtah project stands out because it combines strategic vision with practical execution. Rather than having each agency address similar digital challenges on its own, Utah built a shared enterprise platform for common capabilities such as identity, consent, intake, notifications, and payments. That approach reduced duplication, accelerated modernization, and allowed agencies to improve customer access without replacing their core back-end systems. It also created a repeatable model the state can use again and again, making each new service easier and more cost-effective to bring online than the last.

Early results point to growing adoption and clear operational benefits, reduced manual effort, lower call center demand, and a more consistent customer experience. Just as important, MyUtah created a foundation for better long-term decision-making by giving the state a more unified view of how digital services are being used and where friction still exists. In that sense, the platform is doing more than centralizing access—it is helping Utah build a smarter, more connected service delivery model.

MyUtah was also built to create lasting value. The platform gives the state a scalable foundation for continued expansion, with the Division of Technology Services positioned to support it through existing resources and a clear path to onboard additional services over time. As more agencies participate, the value of the investment will continue to grow through better citizen access, lower administrative burden, modernization of outdated forms and workflows, and future opportunities such as AI-enabled support. MyUtah is not just a successful launch; it is a durable model for the future of digital government in Utah.



Idea

What problem or opportunity does the project address?

MyUtah addresses a simple but persistent problem in government: citizens live their lives across events and needs, while the government delivers services through separate agencies, systems, and rules. For residents and visitors, this can mean having to know which agency does what, maintain multiple accounts, repeat information across websites, and navigate a fragmented experience just to complete basic tasks. **Government may understand its structure; the public should not have to.**

Utah saw an opportunity to change this by creating a secure, scalable citizen portal that gives users access to many different services through a single login. From benefits applications to vehicle services to birth certificates, MyUtah creates a unified front door to state government. Just as important, it is designed around the user's intent, not the state's org chart. Someone who has just moved to Utah or needs to renew multiple registrations can begin with that need and be guided to the right services.

The project also addresses an internal business challenge. Rather than building another portal dependent on heavy custom code and rigid integrations, the state chose a modular, API-driven architecture for MyUtah's engagement layer. This decoupled design allows the state to update user-facing features independently of agency back-end systems, making the portal more resilient and easier to scale.

Why does it matter?

Fragmented government services create avoidable friction for citizens and avoidable costs for the state. When people cannot easily find what they need, they call agencies, abandon transactions, re-enter data, or lose confidence that the government can serve them effectively. When agencies each manage separate entry points and service journeys, the state absorbs the cost through duplicated work, inconsistent experiences, and slower modernization.

MyUtah reduces that burden by creating one secure place to access services and a common engagement layer the state can reuse over time. It also recognizes that trust is central to digital government. The portal had to be secure, privacy-conscious, and transparent in how data is handled. The consequences of not addressing this issue are clear: continued fragmentation, more burden on agency staff and call centers, slower onboarding of new digital services, and lower public satisfaction.

What makes it different?

MyUtah is not simply a portal; it is a different model for how states can deliver digital government.

First, MyUtah is truly resident-centered. Many portals still reflect the internal structure of government, forcing users to figure out which agency they need before they can begin. MyUtah flips that model. It starts with the person, the life event, or the task to be completed, leveraging natural language search and clickable paths, providing a more intuitive and modern way to engage with the government.



Second, Utah’s technical approach is notably different from many statewide portals. Traditional one-stop solutions rely heavily on custom code and integrations, with complex business rules embedded in the portal itself. Utah pursued a standards-based framework with reusable components and unified integration patterns. This architectural choice accelerates the onboarding of new services, reduces long-term maintenance complexity, and ensures the platform can grow without the technical debt associated with traditional monolithic builds.

Third, MyUtah treats privacy and security as core design features, not add-ons. The portal combines strong identity verification and single sign-on with user-managed consent controls for cross-agency data sharing. That is critical because it recognizes that connected government services only work if citizens trust the state to protect their information and respect their choices.

What makes it universal?

MyUtah is highly relevant beyond Utah because it addresses challenges that are universal to every state: how to modernize legacy environments, deliver secure digital services across agencies, manage identity consistently, and improve the citizen experience without increasing complexity – all while keeping costs low. These central features of MyUtah are core public-sector priorities nationwide.

Across the country, cybersecurity and risk management are among the highest priorities for state technology leaders, reflecting the need for secure identity, privacy protection, and enterprise safeguards in citizen-facing platforms. Digital government services are another leading priority, with continued emphasis on improving business processes, cross-agency collaboration, security, compliance, and citizen-centered design. Application modernization and innovation are key investments states are making nationally, which speaks directly to Utah’s decision to create a scalable engagement layer that can connect to legacy systems without reproducing legacy complexity in the user experience. Identity and access management is likewise a recognized state IT challenge and is deeply connected to fraud prevention, secure access, and improved citizen experience.

MyUtah also offers a practical model for solving common state problems in a coherent way. Every state is wrestling with how to make the government easier to navigate, how to protect data while enabling service delivery, and how to modernize incrementally without creating new silos. MyUtah demonstrates that these goals can be advanced together, and the state is pleased to share our experience and success with others.

Implementation

What was the roadmap?

MyUtah was structured as an enterprise capability, not a stand-alone application. The goal was to establish a shared statewide engagement platform that agencies could use to deliver services more consistently, efficiently, and securely, without requiring each agency to build its own separate digital front end. That enterprise framing and platform approach shaped the roadmap from day one.

Beginning with legislative authorization and funding for the portal and its initial services, the Department of Technology Services (DTS) then sequenced the work in clear phases: stand up the platform foundation,



establish identity and consent capabilities, define integration patterns, onboard the first wave of services, and transition to an operating model that would support continued expansion. This phased approach allowed Utah to deliver quickly while building for long-term scale.

The project management approach combined structured discovery with iterative delivery. Early work focused on identifying shared patterns across services — including intake, user data, notifications, and payments — so the team could create repeatable components rather than one-off solutions. Business analysts documented high-level process flows and clarified where the portal should simplify the front-end experience while leaving agency back-end operations intact. Technical teams focused on API orchestration, component-based delivery, and reusable architecture. This allowed the state to create a consistent interface across diverse agencies without reinventing the wheel for every new service.

Success is measured both by launch and by long-term performance. In the near term, successful implementation meant delivering a secure, stable public portal on schedule and onboarding the initial services. Longer term, success means the state can add services efficiently, maintain a consistent user experience, reduce duplication across agencies, and operate a scalable platform that supports future modernization. The public launch in February 2026, just 15 months after kickoff, demonstrated that the roadmap was practical, disciplined, and executable.

Who was involved?

MyUtah succeeded because it brought together executive leadership, legislative support, enterprise technology leadership, agency stakeholders, and partners and software vendors around a common goal. Governor Spencer Cox and State CIO Alan Fuller provided the initial vision for a more modern and cost-effective approach to digital services. Legislative leadership provided the authority and funding needed to move from concept to execution.

DTS served as the program lead, coordinating strategy, delivery, vendor selection, and cross-agency engagement. Participating agencies were critical throughout, providing business process knowledge, validating service requirements, and helping shape how their services would appear within the portal. The delivery team included internal business analysts, DTS technical staff, key platform and identity solution teams, and an implementation partner that helped accelerate the first release.

Buy-in was built through direct engagement and clear positioning. Agencies were brought into discovery early so they could help define requirements and see how the portal would support, rather than replace, their operations. That distinction was especially important for agencies with complex back-end environments. For other agencies, the portal created an immediate opportunity to digitize manual processes and improve service delivery. Internally, communications focused on alignment, transparency, and demonstrating practical value. Externally, adoption was supported by introducing MyUtah as a secure, convenient single point of access to state services. The communications strategy was straightforward: make the value clear, reduce uncertainty, and let the user experience reinforce the message.

How did you do it?

MyUtah was delivered through a focused resource model designed to balance speed and sustainability. The state invested approximately \$16 million covering labor, platform licensing, implementation support, and



ongoing maintenance and operations. Delivery was led by a lean internal team of nine full-time staff, supported by an implementation partner that helped build the initial services within 12 months. The portal launched publicly in February 2026, 15 months after project kickoff.

The technical architecture was intentionally streamlined. MyUtah utilizes a modern digital experience platform connected to agency systems through secure APIs and a robust integration layer. By prioritizing extensible components and simplified data mapping over bespoke development, Utah created a durable statewide model that is easier to operate, expand, and reuse across the enterprise.

Impact

What did the project make better?

MyUtah is making government simpler for users and more efficient for the state. Before launch, residents and visitors often had to navigate separate agency websites, manage different accounts, re-enter the same information, and complete services through a patchwork of digital, paper, phone, and email-based processes. That fragmented model created frustration for users and unnecessary cost and duplication for government.

MyUtah changed that by creating a single, secure access point for many state services. Instead of asking users to understand how government is organized, the portal organizes services around the user. Residents can now sign in once, access multiple services in one place, and move through a more consistent digital experience. At the same time, agencies benefit from a shared platform that supports common capabilities such as identity, consent, intake, notifications, and payments.

This matters because the project was not simply a technology upgrade; it addressed a clear business need and helped achieve a strategic goal for state leaders: Utah wanted to modernize service delivery, reduce duplicative front-end investment across agencies, and create a scalable platform for future growth, all while reducing long-term costs. Before MyUtah, agencies often solved similar problems independently. After MyUtah, the state has a reusable enterprise capability that improves citizen experience while lowering long-term operational friction. In short, MyUtah shifted service delivery from fragmented and agency-centered to connected and citizen-centered.

How do you know?

By replacing a fragmented, agency-centered model with a unified ecosystem, MyUtah has modernized state service delivery with immediate results. Despite no active marketing, the platform achieved significant scale in its first 10 weeks, with 17,500 residents creating accounts to navigate government through a single, secure portal. The platform's robust security is evidenced by 2,400 users completing rigorous ID proofing—a requirement for half of the available services. This strategic shift facilitated over 11,000 transactions, including 5,000 immunization records accessed, 3,500 vehicles entered, and 1,100 birth certificates ordered. By consolidating core capabilities and eliminating duplicative agency investments, MyUtah proves that government can be efficiently organized around the resident rather than its own internal hierarchy.

"MyUtah is about a better user experience," said Gov. Spencer Cox Gov. in launching this new online portal. "Utahns should be able to get what they need without jumping through hoops. This is a practical upgrade that saves time, reduces confusion, and helps people trust what they are seeing online."



Taken together, these measures show that MyUtah is not only live, but delivering measurable improvements in access, efficiency, and user experience.

What now?

MyUtah was built as a long-term statewide capability, and the next phase is controlled expansion. The Department of Technology Services will be able to maintain and support the platform with existing resources, using the delivery and support model already in place. The state's target is to onboard at least 2 new services or features per month, with the expectation that onboarding speed will improve over time as reusable components mature and more agencies adopt the model.

The long-term case for continued investment is strong. Each new service increases the value of the platform for both users and government operations. Over time, MyUtah can reduce pressure on call centers, accelerate the modernization of outdated forms and manual workflows, and reduce the need for agencies to build duplicative point solutions. It also creates a foundation for future capabilities, including AI-enabled assistance that could help users navigate services and complete transactions more efficiently.

The initial investment was not insignificant, but the return is cumulative. MyUtah is worthy of continued investment because it replaces fragmented service delivery with a scalable enterprise model that improves citizen access, reduces inefficiency, and positions Utah for the next generation of digital government.