

2012 Potential - Awards Categories & Eligibility Criteria

Oregon NASCIO Awards Program

Award Categories

1. Cross-Boundary Collaboration and Partnerships
2. Data, Information and Knowledge Management
3. Digital Government: Government to Business (G to B)
4. Digital Government: Government to Citizen (G to C)
5. Enterprise IT Management Initiatives
6. *Fast Track Solutions*
7. Improving State Operations
8. Information Communications Technology (ICT) Innovations
9. Open Government Initiatives
10. Risk Management Initiatives

Award Categories – Long Descriptions

1. Cross-Boundary Collaboration and Partnerships

Overview: This category addresses identifying, planning, coordinating, sharing, integrating or joining up formerly non-integrated IT-related organizational goals and strategies. These could include governance and management, policies, business processes, data and information, systems and applications, services, technologies and infrastructure.

Specific Requirements: Collaborations or Partnerships nominated in this category...

- Must involve at least **one** state government entity
- Should include significant collaboration with other public groups such as localities, higher education institutions, tribal governments, or not-for-profit organizations
- Private partnerships can support the collaboration, but the state government entity must exhibit and document a leadership role.

Examples: Functional and service areas which fit under this category include but are not limited to...

- Performance Management
- Budgeting
- Criminal Justice
- Emergency Management
- Taxation and Revenues
- Human Services
- Health
- Education
- Workforce Training

2. Data, Information and Knowledge Management

Overview: This category covers strategies, processes, applications, solutions, initiatives or programs that create, use, process, leverage, archive or manage data, information, content, knowledge and intellectual value, property or capital. Outcomes and benefits may include the provision of information-related content and services, as well as support for development of policies, performance assessments, funding, decision-making and making government more transparent and/or inter-connected.

Examples: Potential projects which fit under this category include but are not limited to...

- Data and information architecture
- Data warehouses/data marts, data mining and repositories
- Data and information integration
- Data quality
- Metadata and master data management
- E-Discovery
- Knowledge management
- Information life-cycle management
- Analytics, business intelligence, performance management
- Support and development of the knowledge worker and workplace

3. Digital Government: Government to Business (G to B)

Overview: This category addresses innovative applications that foster improved interaction between government and business, including better service at less cost to business for regulatory compliance, new business formation, and day-to-day government-to-business interactions.

Specific Requirements: As applicable, include detailed information about...

- Longevity of the service
- Target audience and the current adoption rate
- Outreach campaigns to encourage use
- Steps taken to ensure data and transactional security
- Performance measures and client satisfaction data

Include any development and/or training initiatives that ensure expanded access to, and independent use of these services by people with disabilities or others who would not normally have easy access to digital government initiatives.

Examples: Service solutions which fit under this category include but are not limited to...

- e-Licensing
- One-stop registration
- Permitting
- Payment
- Reporting
- Notifications
- Compliance tracking

4. Digital Government: Government to Citizen (G to C)

Overview: This category covers governmental applications that provide innovative services or communication channels for citizens, provide for open government, increase government's efficiency and/or stimulate citizen engagement and interaction.

Submissions can include any type of electronic interface and may demonstrate...

- Two-way communication capabilities
- Self-service applications
- Personalization
- Subscription and notification features
- Provisions for government transparency and accountability

Specific Requirements: As applicable, include detailed information about...

- Longevity of the service
- Target audience and the current adoption rate
- Outreach campaigns to encourage use
- Steps taken to ensure data and transactional security
- Performance measures and client satisfaction data

Include any development and/or training initiatives that ensure expanded access to, and independent use of these services by people with disabilities or others who would not normally have easy access to digital government initiatives.

Examples: The Awards Committee encourages submissions that address high volume, mission critical services such as unemployment services, veterans' services, comprehensive benefits availability and eligibility determination, justice/safety/court programs, revenue and tax collection.

Potential projects which fit under this category include but are not limited to...

- Innovations in online transactions
- Social networking
- Citizen feedback and commenting
- Personalized mapping and service location trackers

5. Enterprise IT Management Initiatives

Overview: This category encompasses state efforts to plan, organize and execute enterprise-wide technology initiatives. The focus should be on solutions that employ policies, best practices and processes for enterprise change management, workforce development, governance, or transformation of service delivery.

Specific Requirements: Include detailed information regarding how the project has assisted the state in managing technology assets such as...

- People
- Hardware
- Software
- Costs

Examples: The Awards Committee encourages submissions that address the **State CIOs' Top Ten Policy and Technology Priorities for 2012** including consolidation, shared services, budget and cost control, security, governance, and digital government to government (G-to-G) initiatives.

State-wide initiatives which fit under this category include but are not limited to...

- Consolidation and shared services
- Budget and cost control
- Security
- Enterprise resource planning
- Digital Government to Government initiatives
- Government transformation
- Governance and policy-setting
- Transparency
- Innovative funding and financing mechanisms
- Project and portfolio management
- IT sourcing and procurement
- Implementation of best practice management structures such as ITIL, CoBIT and the ISO/IEC 20000 standards to improve service delivery and accountability

6. Fast Track Solutions

Overview: This category recognizes the need for government to sometimes implement business solutions in a rapid timeframe. These solutions must have been implemented since December 1, 2011 and with a total duration of the project **not to exceed** nine months. The solution may use a combination of technologies, new or emerging, within the state.

7. Improving State Operations

Overview: This category covers technology initiatives and business process improvements implemented to make government operations more efficient and effective. Because **States Run on IT** as described in NASCIO's document available at <http://www.nascio.org/statesrun>. Nominations in this category should emphasize how IT has played a critical role in transforming government operations.

Examples: Projects and programs which fit under this category include but are not limited to...

- IT sourcing
- IT asset management
- Infrastructure optimization
- Legacy modernization renovation and replacement
- Use of business analytics and intelligence
- Fraud detection
- Provisions for government transparency and accountability
- Areas of procurement and contracting
- Identity and access management
- Green technologies
- Cloud computing

8. Information Communications Technology (ICT) Innovations

Overview: This category covers initiatives or services that leverage communication technologies to transform government or promote economic development, interoperability and improved quality of life. This may be accomplished by facilitating or providing communications capabilities that increase citizen access, enable state government to operate more efficiently and effectively or offer more innovative, responsive, and personalized services to citizens. Initiatives or services could be unique uses of current technology or the application of leading-edge technology. The Awards Committee encourages submissions regarding mobile solutions and services.

Examples: Initiatives which fit under this category include but are not limited to...

- Online learning
- Geographic information systems
- Wireless applications
- Mobile solutions and services
- Software as a service (SaaS)
- Cloud computing
- Broadband applications
- Interface improvements that encourage broader use of Web 2.0 platforms by citizens like social media, mashups, and crowd sourcing

9. Open Government Initiatives

Overview: This category addresses efforts to make government more transparent and accountable and to stimulate civic engagement. Submissions can include any type of electronic interface and may demonstrate unilateral initiatives as well as two-way communication capabilities.

Specific Requirements: As applicable, include detailed information about...

- Longevity of the service
- Target audience and the current adoption rate
- Outreach campaigns to encourage use
- Steps taken to ensure data and transactional security
- Performance measures and client satisfaction data

Include any development and/or training initiatives that ensure expanded access to, and independent use of these services by people with disabilities, or others who would not normally have easy access to digital government initiatives.

Examples: Initiatives which fit under this category include but are not limited to...

- Transparency websites related to budget spending, financial reporting and stimulus tracking
- Streaming content from public meetings
- Easy access to raw government data
- Public comment and feedback mechanisms
- e-Democracy initiatives such as legislative tracking and monitoring
- Use of social media tools
- Tools and services for self organizing by citizens
- Initiatives to provide open and on-demand access for other government organizations such as citizens, the media and/or not-for-profit groups

10. Risk Management Initiatives

Overview: This category incorporates IT security and privacy as strategic state initiatives, as well as disaster recovery planning (DRP) and continuity of government (COG) operations. It encompasses initiatives that help states prepare for major incidents such as natural or man-made disasters, cyber attacks, pandemics or major infrastructure failures. Testing and mock exercise results can be included as both part of execution (adapting plan) and outcomes.

Examples: Initiatives which fit under this category include but are not limited to...

- IT security and privacy challenges related to:
 - Internal and external threats
 - System and application vulnerabilities
 - Remote or mobile access
 - Incident management/incident response
 - Measurement of program effectiveness and compliance
- Related IT security initiatives such as:
 - Enterprise strategic planning and governance frameworks
 - Enterprise security policy and program management
 - Critical infrastructure risk assessments
 - Identity and access management
 - Education and awareness programs
 - Initiatives to create a privacy culture
 - Efforts to organize for IT security
- DRP and COG efforts to support on-going government operations through:
 - Planning methodologies
 - Infrastructure protection
 - Security systems or recovery mechanisms
 - Contingency planning, disaster recovery, and business resumption
 - Homeland security
 - Health or pandemic alerting
- Activities that address the protection of sensitive and confidential citizen, business and other state customer information, and its availability in the event of disruption.

2012 Eligibility Criteria NASCIO Awards

- Nominations will only be accepted from NASCIO state and territory members in good standing. Corporate members and non-profit organizations who would like to submit a nomination must work with the state CIO's office to coordinate their nomination.
- With the exception of the Fast Track Solutions category, all phases of the project must be in **full production** for a minimum of **6 months** for a nomination to be considered. Any benefits highlighted in the nomination must be measured from December 1, 2011 or the projects operational date if earlier than December 1. Additionally, the submission *must have been implemented no longer than two (2) years ago*.
- To be eligible for an award, the nominated initiative must stand on its own. If the initiative represents one phase of a project or the project is part of a larger program, the nomination may explain the broader context but should only include benefits realized by the specific initiative being nominated.
- Outsourced projects or business processes will be considered as long as the initiative is defined, managed and controlled by the state. Please be sure to fully explain this relationship in your submission.
- NASCIO Recognition Awards focus on state best practices. Initiatives that are regional or national in scope are not eligible for consideration.
- Only one nomination in each of the ten categories will be accepted from each state or territory.
- Each project may be submitted in only **one** award category.
- Initiatives that have previously received a NASCIO Recognition Award are not eligible. Previous award finalists and honorable mention recipients will be considered.
- The recipient of a 2011 Recognition Award in a certain category is excluded from consideration in that same category during 2012. They are free to submit nominations in other categories. Selection as an Award Finalist in 2011 does not impact eligibility in 2012.

Contact Information

If you are interested in submitting a project document for nomination to the Oregon NASCIO Awards Program, or have any questions, please email or call Paula Newsome.

Paula Newsome
paula.newsome@state.or.us
(503) 378-4138