

# IACA 2009 – DENVER, COLORADO

*CROSSING THE DIVIDE: SERVICES IN AN E-WORLD*

## Merit Award Application and Criteria

Completed applications must be received by: **March 31, 2009**

**In keeping with our conference theme, we are requesting all applications be submitted electronically.**

Send completed application electronically to: **Eileen Simpson**  
at [Eileen.simpson@state.de.us](mailto:Eileen.simpson@state.de.us)

Criteria:

1. Any innovative changes in your office that have been implemented which allow the office to continue or increase its efficiency; or
2. Any technology initiative that improved the efficiency of the office, service to the customer or otherwise benefited the office.
3. Only those initiatives that have not been previously selected for recognition and which are presently in operation may be nominated (projects which are planned or currently under development are not eligible).
4. Application must be accompanied by a detailed description of the initiative and must demonstrate how it has enhanced your office. Award recipients will be given time at the 2009 IACA Conference to present their initiative.
5. While specific content of the submission is not mandated, application should include: an introduction, description, results of implementation, benefits (cost, production, or customer service), and lessons learned.

**Jurisdiction:** \_\_\_\_\_

**Submitted by:** \_\_\_\_\_

**Date Submitted:** \_\_\_\_\_

**Description of the Project:**

**Results of Implementation:**

**Benefits of the Project:**

**Lessons Learned:**

**Awards will be presented at the 2009 IACA Conference.  
Award recipients should be prepared to give a brief presentation about  
the development, implementation, and benefits of the initiative.**