



ANNUAL CONFERENCE

DENVER, COLORADO

MAY 17-21, 2009

Crossing the Divide: Services in an e-World

The Ups and Downs of Electronic Filing

Joint Session – 2009 IACA Conference
Denver, Colorado

The Panel

- ▶ Kathy Berg – Utah
- ▶ Tung Chan – Hawaii
- ▶ Mark Van Alstyne – Montana
- ▶ Trevor Timmons – Colorado



What & Why?

- ▶ Technical & Business Considerations
- ▶ Eleven discussion topics for the panel
 - Higher Elevation, Providing More Value
 - American Football Team
 - Amplifier Settings
 - Eleven is just much better than a “Top Ten”
- ▶ Question and Answer



The Topics

- ▶ #1 – Getting Started
- ▶ #2 – Working with Service Providers/Staff
- ▶ #3 – Staff Training and Organization
- ▶ #4 – Should You Mandate E-filing?
- ▶ #5 – Online Payment Processing
- ▶ #6 – Monitoring Activity
- ▶ #7 – System Availability
- ▶ #8 – Privacy and Sensitive Information Policies
- ▶ #9 – Deadlines, Deadlines...
- ▶ #10 – Proving Your Worth
- ▶ #11 – Productivity



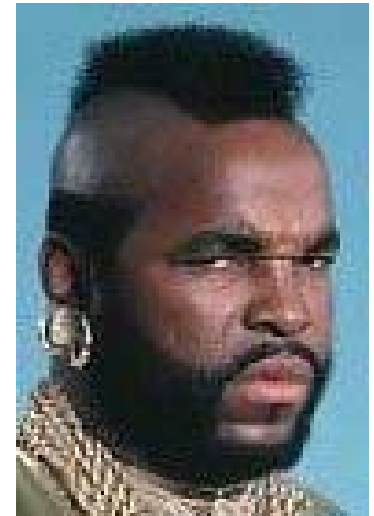
#1 – Getting Started

- ▶ Prioritize
- ▶ Assemble the Right Team
- ▶ Realistic Expectations
- ▶ Documentation – Know What You’re Doing
- ▶ Prepare for Change
- ▶ Legislators? What Legislators?



#2 – Working with Service Providers / Staff

- ▶ Persistent and Regular Contact
- ▶ All Hands on Deck (internally)
- ▶ Get the A-Team (externally)



#3 – Staff Training & Organization

- ▶ Beyond the “day-to-day” questions
- ▶ Tier 2 or specialist staff
- ▶ Knowledge of Application by Staff
- ▶ LiveChat



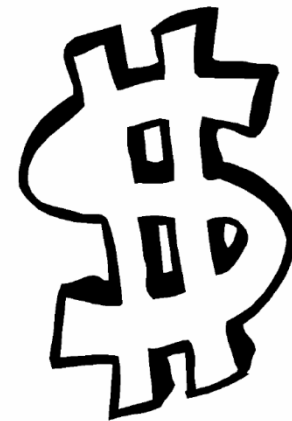
#4 – Should You Mandate E-filing?

- ▶ Formal Policy
- ▶ Case-by-Case basis
- ▶ System must be Robust
- ▶ Hard to get to 100%
- ▶ Coordinate with Network Security Teams



#5 – Online Payment Processing

- ▶ Required for Online Filing
- ▶ Hire Experienced Partner or...
- ▶ Roll Your Own
- ▶ PCI-DSS Compliance
- ▶ NACHA Compliance
- ▶ Refunds
- ▶ Reconciliation
- ▶ Disputes



#6 – Monitoring Activity

- ▶ Reporting
- ▶ Administrative Interface
- ▶ Identify Trends



#7 -System Availability

- ▶ Regular Maintenance
- ▶ Unplanned Outages
- ▶ Notifications to Customers
- ▶ Monitor the System



#8 – Privacy and Sensitive Information Policies

- ▶ Think it through *before* it happens
- ▶ Post policies online
- ▶ Educate filers
- ▶ **Redaction**



#9 – Deadlines, Deadlines...

- ▶ Avoid an electronic bottleneck
- ▶ Publicize an expansive window for filing
- ▶ Provide early notifications by postal or e-mail
- ▶ Load Testing



#10 – Proving Your Worth

- ▶ Numbers, numbers, numbers...
- ▶ Press Releases
- ▶ Workload versus Staff Count
- ▶ Solicit Feedback



#11 – Productivity

- ▶ Decreased Productivity
- ▶ Expenditures on Writing Tools (dictionary, thesaurus, *Writing To Persuade*, etc.)
- ▶ Increased Travel Costs
- ▶ Trophy Case
- ▶ Only Applies to Tim Poulin and Maine



Questions?

