



Kansas

*“The least complicated, most accessible
agency in state government”*

*- Ron Thornburgh
Secretary of State*





How we do online apps

Limited resources

- Logical, thorough
- Start simple, build upon success
- Biggest impact
 - Serve most customers
 - Improve in-house efficiency
- Straight through filings, no human review



What we do online

- Annual reports 28%
- Articles of formation 49%
- Name reservations 88%
- Resident Agent / Office Amendment 49%
- Business Entity Search
- Certificates/Letters of Good Standing 82%





What we've learned

- Include everyone from the beginning
 - Customers, IT, partners, stakeholders, legal
- Listen to customer feedback
- Finely tune the business rules
- Review ease of access vs. business rules



What we're doing next...

- 2007
 - Name change amendments
 - Dissolutions / Withdrawals / Cancellations
 - Trademark search
- 2008 and beyond
 - Images online
 - Notifications
 - Reinstatements

