

Please list up to three areas where you really wish your office was more effective in using technology to make a difference:

- provide on-line status certificate provide on-line reporting provide on-line company creation and other corporate requests
- Online filing, information searching, better response to customer needs.
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- Online filing, online document retrieval/purchase, customer contact management
- More online capability

- I see places where process re-engineering would be useful. Ex: We could streamline our periodic reporting processes.
- In online filing applications for BOS, online applications for notary, and B-2-B filings
- Increase on-line services which is an area we are planning on actively pursuing.
- Insufficient e-filing in our office; broader governmental priorities often not well-aligned with my office's business purposes.
- innovative business processes

- I think we have a lot of the best things in place or planned to be in place. We are simply lacking in resources to get everything done in a timely fashion. What we need is more trained I.T. resources.
- IP Telephony and ACD Phone System - From a help desk perspective would like to see more functions of the system utilized. How to respond to phone requests in an automated manner - directions, registered office address, etc. 2. An image server and system that was more robust allowing for us to offer online copy requests. 3. Distribution of monthly lists (labels, new business names, CNS buyer lists) via the web, whereas the customer visits our website and retrieves their information - self service).
- reduce number of process steps through integration, thus accelerating process speed
- otherwise improve services online - e.g., let users make copies of their input to online documents
- offer more services online - e.g., not-for-profit incorporation, amalgamation
- find IT solution to providing necessary security without being unduly onerous to the user
- Names requests
- Managing IT resources
- measuring and assigning costs

- We can always use more staff to turn jobs quicker. There seems to constantly be more work than workers.
- It appears that sometimes we use the budget to meet our needs instead of identifying our needs and then creating a budget to make it happen.
- Applications of on-line filings could be stepped up to be at least competitive with the minimal offerings of the majority of the filing jurisdictions.
- Able to offer access to images online.
- Able to easily redact SSN information from images.
- Make faster changes to website applications.
- Shorter refresh cycles for hardware so as not to allow equipment to completely wear out. More integrated software to improve communication between the web and internal applications.
- Wish we had the business and IT resources to enhancing web filings and accommodate filing of new documents via SOSDirect.