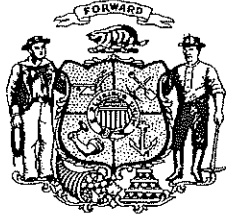


STATE OF WISCONSIN

SENATE CHAIR
Howard Marklein

316 East, State Capitol
P.O. Box 7882
Madison, WI 53707-7882
Phone: (608) 266-0703



ASSEMBLY CHAIR
Mark Born

308 East, State Capitol
P.O. Box 8952
Madison, WI 53708-8953
Phone: (608) 266-2540

JOINT COMMITTEE ON FINANCE

MEMORANDUM

To: Members
Joint Committee on Finance

From: Senator Howard Marklein
Representative Mark Born

Date: September 26, 2023

Re: DOA Report to JFC

Attached is a report on the administration of the Information Technology and Communication Services Self-Funded Portal for the fiscal year ended June 30, 2023, from the Department of Administration, pursuant to s. 16.973(15), Stats.

This report is being provided for your information only. No action by the Committee is required. Please feel free to contact us if you have any questions.

Attachments

HM:MB:jm



STATE OF WISCONSIN
DEPARTMENT OF ADMINISTRATION

Tony Evers, Governor
Kathy Blumenfeld, Secretary

September 26, 2023

SEP 26 2023
J. Finance

The Honorable Howard Marklein, Co-Chair
Joint Committee on Finance
Room 316 East, State Capitol
Madison, WI 53707

The Honorable Mark Born, Co-Chair
Joint Committee on Finance
Room 308 East, State Capitol
Madison, WI 53708

Mr. Edward Blazel, Chief Clerk
Wisconsin State Assembly
17 W. Main Street, Suite 401
Madison, WI 53703

Office of the Senate Chief Clerk
Wisconsin State Senate
Room B20 Southeast, State Capitol
Madison, WI 53707

Dear Senator Marklein, Representative Born, and Senate and Assembly Chief Clerks:

In accordance with s. 16.973(15), Wis. Stats., please find enclosed the Department of Administration's annual report on the administration of the Information Technology and Communication Services Self-Funded Portal for the fiscal year ended June 30, 2023.

Please contact me if you have any questions about the State's eGovernment program and our efforts to use information technology to improve service delivery and promote innovation.

Sincerely,

Paul Hammer
Deputy Secretary

cc: Joe Malkasian, Clerk, Joint Committee on Finance

Enclosure

Information Technology and Communication Services Self-Funded Portal Annual Report

Fiscal Year Ending June 30, 2023

State Revenue and Expenditures

Collected Revenue	\$7,022,252
Expenditures	\$7,132,756
Collection of Revenues Over (Under) Expenditures ¹	(\$110,504)

Service List and Activity Level

"Activity Total" means the number of unique sessions as tracked by analytics, where available. A session is defined as a group of user interactions with a website that take place within a given time frame. Native mobile applications are measured by the number of downloads.

"Portal fee" means a transaction fee the user may pay for the efficiency of performing the transaction online that is in addition to the state agency statutory and merchant processing fees. Please note that in most cases where a transaction fee is assessed, the user has the option to complete a transaction in an alternative method that avoids this fee.

SERVICE NAME	ACTIVITY TOTAL	PORTAL FEE
AIDS Drug Assistance Program	3,347	\$0.00
Apply to Serve GOV Form	0	\$0.00
APPS New Vendor Business Plan Form	17	\$0.00
APPS Survey Form	0	\$0.00
Arts Board Website	24,659	\$0.00
Assistance Request GOV Form	8,150	\$0.00
Assistance Request LT GOV Form	803	\$0.00
Badger Bounceback Site	14,309	\$0.00
BOALTC Materials Order Form	178	\$0.00
Board on Aging and Long Term Care Website	21,529	\$0.00
Boards and Commissions Form	3,119	\$0.00
Broker Volume (BroVo)	N/A	\$2.00
Campaign Finance Filing Fee Form	998	\$0.00
Capital Centennial Website	0	\$0.00
Capital Virtual Tour	224	\$0.00
Census 2020 Website	543	\$0.00
Certified Transcript/Duplicate Credentials GED/HSED Program Order Form	15,722	\$0.00
CANPB Request for Funding Announcement	45	\$0.00
CANPB Request for Protective Factors Training	50	\$0.00
Child Abuse Network & Prevention Board Website	21,529	\$0.00
Claims Board Website	2,391	\$0.00
Claims Paid Report Form	295	\$0.00
Climate Change Task Force Website	3,977	\$0.00
Contact Medigap Helpline Form	20	\$0.00
Contact Office of Marketing Services Form	11	\$0.00
Continuous Improvement Website	3,055	\$0.00
Council on Equity and Inclusion Website	335	\$0.00
Council on Forestry Website	2,752	\$0.00

¹ The expenditures in excess of revenues result from the payment in fiscal year 2023 of fiscal year 2022 expenses for which the collected revenue had been recognized and reported in fiscal year 2022.

* New service launched within the reporting period of fiscal year 2023.

SERVICE NAME	ACTIVITY TOTAL	PORTAL FEE
COVID-19 Website	14,346	\$0.00
Credential License Bulk List	11,479	\$0.00
Credential Monitoring Case Management System	5,714	\$0.00
		1 license: \$50
		2-25: \$275
		26-50: \$500
		51-500: \$750
		Unlimited: \$2,500
Credential/License Monitoring	8,447	
Credential/License Search	2,685,380	\$0.00
Customer Survey	10,683	\$0.00
Dept of Admin AccessGov Forms	179,794	\$0.00
Dept of Admin Comments Form	13	\$0.00
Dept of Administration Website	798,503	\$0.00
Dept of Agriculture, Trade, and Consumer Protection Website	832,787	\$0.00
Dept of Corrections Website	2,108,678	\$0.00
Dept of Financial Institutions Website*	440,239	\$0.00
Dept of Health Services AccessGov Forms	161,592	\$0.00
Dept of Health Services Vaccine Incentive Site	8	\$0.00
Dept of Natural Resources Agent Corner Website	34,547	\$0.00
Dept of Natural Resources Spongy Moth Website	4,114	\$0.00
Dept of Revenue Website	7,134,839	\$0.00
Dept of Safety and Professional Services Website	2,416,323	\$0.00
Dept of Transportation AccessGov Forms	167,536	\$0.00
Dept of Transportation Bulk Records (Front End)	1,340	\$0.00
Dept of Transportation Dealer Complaint Form	5,315	\$0.00
Dept of Transportation Guidance Docs Form	498	\$0.00
Dept of Transportation Website	14,559,343	\$0.00
Dept of Veteran Affairs Website	258,320	\$0.00
DHS Health Care Coverage Partnership Form	138	\$0.00
Disabled Parking Permit	20,663	\$0.00
District Attorney IT Program Website	1,880	\$0.00
Division of Enterprise Technology Website	33,902	\$0.00
Division of Personnel Management Website	327,287	\$0.00
Document Request GOV Form	5,105	\$0.00
DOT File Services (VAN, MSR, IRP)	N/A	\$0.09
DOT Practice Test Website*	148,272	\$0.00
Driver License Monitoring (Roster)	N/A	\$0.00
Electronic Fish Harvest Registration	6,417	\$0.00
eMV PARTNER (Front end)	492,937	\$0.00
- Registrations (Dealer Management System Integration Only)	N/A	\$1.00
- Titles (Dealer Management System Integration Only)	N/A	\$3.35
Enhanced Prescription Drug Monitoring Program	5,365,270	
		0-500: Free
		501-5,000: \$1,000/mo
		5,001-15,000:
		\$1,500/mo
		15,001-50,000:
		\$2,500/mo
		50,001+: \$3,500/mo
- Standard Electronic Health Records Integration Only	N/A	

SERVICE NAME	ACTIVITY TOTAL	PORTAL FEE
		0-500: \$500/mo
		501-5,000: \$1,500/mo
		5,001-15,000:
		\$2,100/mo
		15,001-50,000:
		\$3,250/mo
		50,001+: \$4,500/mo
- Enhanced Electronic Health Records Integration Only	N/A	
Ethics Website	64,989	\$0.00
FOIA Information Request Form	6	\$0.00
Go Wild	6,745,226	\$0.00
Go Wild-Law Enforcement Mobile Application	N/A	\$0.00
Governor Correspondence Form	20	\$0.00
Governor Evers' Website	376,140	\$0.00
Gov2Go - Sessions	8,489	\$0.00
Home Energy Plus Website	483,558	\$0.00
HOPE Website	816	\$0.00
ID Guides Application	429,596	\$0.00
Information Requests from Students GOV Form	636	\$0.00
Information Requests from Students LT GOV Form	28	\$0.00
Injured Patients and Families Compensation Fund Contact Form	23	\$0.00
Internship Application GOV Form	1,902	\$0.00
Online License Verification (OLVS)	44,799	\$0.00
Local Government Property Insurance Fund Contact Form	23	\$0.00
Mailing List Sign Up Form	170	\$0.00
Meat Pathways Website*	1,258	\$0.00
Mobile Inspections	N/A	\$0.00
Monthly Account Registration Agreement Titling Form	16	\$0.00
MV1 Form Application	136,737	\$0.00
Office of Children's Mental Health Website	41,040	\$0.00
Office of Marketing Services Website	627	\$0.00
Office of Outdoor Recreation Website	6,813	\$0.00
Office of Sustainability and Clean Energy Website	1,785	\$0.00
Office of the Commissioner of Insurance AccessGov Forms	5,606	\$0.00
Office of the Commissioner of Insurance Website	414,585	\$0.00
Office of the Commissioner of Railroads Website	2,756	\$0.00
Office of the Treasurer Website	23,244	\$0.00
One Stop Business	711,612	\$1.00
- Formations	N/A	\$0.00
- Tax Registrations/Licenses	N/A	\$1.00
- Annual Reports	N/A	\$0.00
Ombudsman Program Complaint Form	585	\$1/ACH
		\$0.88/CC
Online Crash Reports	437,548	\$0.00
Outdoor Recreation Business Directory Listing	112	\$0.00
PARS Add User Form	1,413	\$0.00
PARS Agreement Coordinator Form	404	\$0.00
PARS Application Form	4,248	\$0.00
PARS Remove User Form	325	\$0.00
PARS Website	175,380	\$0.00
People's Maps Contact a Commissioner Form	3	\$0.00

SERVICE NAME	ACTIVITY TOTAL	PORTAL FEE
People's Maps Map Submission Form	0	\$0.00
People's Maps Public Hearing Comments Form	13	\$0.00
People's Maps Written Comments Form	18	\$0.00
Plat Review Form*	886	\$0.00
Private School Choice Programs Auditor Form	1,110	\$0.00
Public Meetings	23,324	\$0.00
Public Records Board Website	18,820	\$0.00
Public Records Request GOV Form	473	\$0.00
Public Service Commission Website	310,886	\$0.00
Request a Speaker Census 2020 Form	0	\$0.00
Request for Annexation Review Form*	405	\$0.00
Rx Drug Task Force Website	1,191	\$0.00
Scheduling Request GOV Form	2,859	\$0.00
Scheduling Request LT GOV Form	106	\$0.00
Seller Notify	40,465	\$0.00
State Facility Use Permit Application	1,550	\$0.00
Suffrage Centennial Website	568	\$0.00
Superintendent Apply to Serve Form	0	\$0.00
Superintendent Scheduling Request Form	2	\$0.00
Superintendent Transition Website	0	\$0.00
Supplier Diversity Program Website	22,780	\$0.00
Tax Appeals Commission Website	3,623	\$0.00
TEACH Website	3,367	\$0.00
Third Party Credentialling Form*	13,328	\$0.00
Traffic Violation Registration Program	16,932	\$0.00
Voice an Opinion GOV Form	20,591	\$0.00
Voice an Opinion LT GOV Form	571	\$0.00
Volunteer Ombudsman Signup Form	91	\$0.00
WCVR Defect Reporting Form	0	\$0.00
WCVR Requirements Entry Form	0	\$0.00
Webmasters Website	899	\$0.00
Wisconnvalley Website	0	\$0.00
Wisconsin Online Record Check System	772,837	\$0.00
Wisconsin State Patrol Website	77,358	\$0.00
Wisconsin Women's Council Website	3,980	\$0.00
Wisconsin.Gov	1,034,520	\$0.00
YourPass Now	565,652	\$0.00
TOTAL	51,431,490	