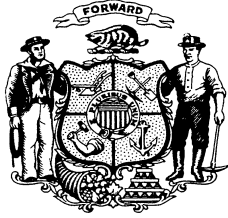


STATE OF WISCONSIN

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: October 2, 2024

Re: DOA Report to JFC

Attached is a report on the administration of the Information Technology and Communication Services Self-Funded Portal 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

VIA EMAIL

Joint Finance Committee
Received Oct 02 2024

October 1, 2024

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

Ms. Lindsay Hale, Chief Clerk
Wisconsin State Senate
Room B20 Southeast, State Capitol
Madison, WI 53707

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

Dear Senator Marklein, Representative Born, Ms. Hale, and Mr. Blazel:

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, 2024.

Please contact the Department's Legislative Liaison, Cara Connors, via email at Cara.Connors@wisconsin.gov 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 M 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, 2024

State Revenue and Expenditures

Collected Revenue	\$7,351,092
Expenditures	\$7,463,122
Collection of Revenues Over (Under) Expenditures ¹	(\$112,030)

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. Online payment processing is measured in the number of transactions, and native mobile applications are measured in 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
Adult Protective Services Case Management System*	1,165	\$0.00
AIDS Drug Assistance Program	4,712	\$0.00
Apply to Serve GOV Form	15	\$0.00
APPS New Vendor Business Plan Form	2	\$0.00
APPS Survey Form	0	\$0.00
Arts Board Website	31,374	\$0.00
Assistance Request GOV Form	4,254	\$0.00
Assistance Request LT GOV Form	0	\$0.00
Badger Bounceback Site	6,995	\$0.00
Board on Aging and Long Term Care (BOALTC) AccessGov Forms*	0	\$0.00
BOALTC Website	31,857	\$0.00
BOALTC Materials Order Form	52	\$0.00
Boards and Commissions Form	2,097	\$0.00
Broker Volume (BroVo)	N/A	\$2.00
Campaign Finance Filing Fee Form	497	\$0.00
Capital Centennial Website	0	\$0.00
Capital Virtual Tour	7,160	\$0.00
Census 2020 Website	745	\$0.00
Certified Transcript/Duplicate Credentials GED/HSED Program Order Form	11,415	\$0.00
Child Abuse Network & Prevention Board (CANPB) Request for Funding Announcement	11	\$0.00
CANPB Request for Protective Factors Training	11	\$0.00
CANPB Website	16,414	\$0.00
Claims Board Website	3,388	\$0.00

¹ The expenditures in excess of revenues result from the payment in fiscal year 2024 of fiscal year 2023 expenses for which the collected revenue had been recognized and reported in fiscal year 2023.

* New service launched within the reporting period of fiscal year 2024.

SERVICE NAME	ACTIVITY TOTAL	PORTAL FEE
Claims Paid Report Form	225	\$0.00
Climate Change Task Force Website	2,841	\$0.00
Contact Medigap Helpline Form	20	\$0.00
Contact Office of Marketing Services Form	7	\$0.00
Continuous Improvement Website	4,078	\$0.00
Council on Equity and Inclusion Website	1,916	\$0.00
Council on Forestry Website	4,622	\$0.00
COVID-19 Website	N/A	\$0.00
Credential License Bulk List	7,889	\$0.00
Credential Monitoring Case Management System	4,704	\$0.00
Credential/License Monitoring	9,973	1 license: \$50 2-25: \$275 26-50: \$500 51-500: \$750 Unlimited: \$2,500
Credential/License Search	1,945,775	\$0.00
Dept of Administration AccessGov Forms	44,954	\$0.00
Dept of Administration Comments Form	185	\$0.00
Dept of Administration Website	766,058	\$0.00
Dept of Agriculture, Trade, and Consumer Protection AccessGov Forms	9,698	\$0.00
Dept of Agriculture, Trade, and Consumer Protection Website	886,164	\$0.00
Dept of Corrections Website	1,975,243	\$0.00
Dept of Financial Institutions Website	1,948,834	\$0.00
Dept of Health Services AccessGov Forms	19,044	\$0.00
Dept of Health Services Health Care Coverage Partnership Form	N/A	\$0.00
Dept of Health Services Vaccine Incentive Site	2	\$0.00
Dept of Natural Resources AccessGov Forms*	9,283	\$0.00
Dept of Natural Resources Agent Corner Website	32,535	\$0.00
Dept of Natural Resources Spongy Moth Website	13,570	\$0.00
Dept of Revenue Website	6,566,027	\$0.00
Dept of Revenue WINPAS Online Payment Processing	81,123	\$0.00
Dept of Safety and Professional Services AccessGov Forms*	0	\$0.00
Dept of Safety and Professional Services Website	2,274,023	\$0.00
Dept of Transportation AccessGov Forms	69,538	\$0.00
Dept of Transportation Bulk Records (Front End)	1,087	\$0.00
Dept of Transportation Customer Survey	6,621	\$0.00
Dept of Transportation Dealer Complaint Form	4,419	\$0.00
Dept of Transportation Guidance Docs Form	615	\$0.00
Dept of Transportation Website	14,411,381	\$0.00
Dept of Veteran Affairs Website	263,219	\$0.00
Dept of Workforce Development AccessGov Forms	5,139	\$0.00

* New service launched within the reporting period of fiscal year 2024.

SERVICE NAME	ACTIVITY TOTAL	PORTAL FEE
Disabled Parking Permit	22,255	\$0.00
District Attorney IT Program Website	9,298	\$0.00
Division of Enterprise Technology Website	50,080	\$0.00
Division of Personnel Management Website	385,071	\$0.00
DMV Bulk Records Online Payment Processing*	269	\$0.00
DMV Customer Own Record Online Payment Processing*	22,109	\$0.00
DMV Driver License Reinstatement Online Payment Processing*	39,231	\$0.00
DMV Duplicate/Renewal Drivers License Online Payment Processing*	231,044	\$0.00
DMV Duplicate/Renewal ID Online Payment Processing*	700	\$0.00
DMV eMV Public Online Payment Processing*	92,658	\$0.00
DMV ePay Online Payment Processing*	16,578	\$0.00
DMV Online Crash Payment Processing*	36,198	\$0.00
DMV Online Registration Renewal Payment Processing*	2,444,991	\$0.00
DMV Permits Online Payment Processing*	7,388	\$0.00
DMV Vehicle Product Replacement Online Payment Processing*	69,676	\$0.00
Document Request GOV Form	2,977	\$0.00
DOT File Services (VAN, MSR, IRP)	N/A	\$0.00
DOT Practice Test Website	286,709	\$0.00
Driver License Monitoring (Roster)	N/A	\$0.09
Electronic Fish Harvest Registration	7,603	\$0.00
eMV PARTNER (Front end)	500,705	\$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	5,227,381	
- Electronic Health Records Integration Only	N/A	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
Ethics Website	64,447	\$0.00
FOIA Information Request Form	0	\$0.00
Go Wild	5,522,331	\$0.00
Go Wild-Law Enforcement Mobile Application	N/A	\$0.00
GOV Application for Sheriff, Register of Deeds or Coroner Positions Form	13	\$0.00
Gov2Go - Sessions	16,268	\$0.00
Governor Correspondence Form	61	\$0.00
Governor Evers' Website	377,060	\$0.00
Home Energy Plus Website	501,336	\$0.00
HOPE Website	1,061	\$0.00
ID Guides Application	51,281	\$0.00

* New service launched within the reporting period of fiscal year 2024.

SERVICE NAME	ACTIVITY TOTAL	PORTAL FEE
Information Requests from Students GOV Form	327	\$0.00
Information Requests from Students LT GOV Form	2	\$0.00
Injured Patients and Families Compensation Fund Contact Form	101	\$0.00
Internship Application GOV Form	878	\$0.00
Local Government Property Insurance Fund Contact Form	20	\$0.00
Mailing List Sign Up Form	15	\$0.00
Meat Pathways Website	1,051	\$0.00
Mobile Inspections	N/A	\$0.00
Monthly Account Registration Agreement Titling Form	8	\$0.00
MV1 Form Application	182,884	\$0.00
Office of Children's Mental Health Website	48,570	\$0.00
Office of Marketing Services Website	830	\$0.00
Office of Outdoor Recreation Website	8,772	\$0.00
Office of Sustainability and Clean Energy Website	8,498	\$0.00
Office of the Commissioner of Insurance AccessGov Forms	1,846	\$0.00
Office of the Commissioner of Insurance Website	526,006	\$0.00
Office of the Commissioner of Railroads Website	10,793	\$0.00
Office of the State Public Defender AccessGov Forms*	1,651	\$0.00
Office of the Treasurer Website	78,167	\$0.00
Ombudsman Program Complaint Form	337	\$0.00
One Stop Business	657,804	\$0.00
- Formations	N/A	\$1.00
- Annual Reports	N/A	\$1.00
- Tax Registrations/Licenses	N/A	\$0.00
Online Crash Reports	215,172	\$1.00
Online License Verification (OLVS)	34,364	\$0.00
Outdoor Recreation Business Directory Listing	24	\$0.00
PARS Add User Form	164	\$0.00
PARS Agreement Coordinator Form	60	\$0.00
PARS Application Form	404	\$0.00
PARS Remove User Form	50	\$0.00
PARS Website	184,335	\$0.00
People's Maps Contact a Commissioner Form	3	\$0.00
People's Maps Map Submission Form	0	\$0.00
People's Maps Public Hearing Comments Form	2	\$0.00
People's Maps Written Comments Form	5	\$0.00
Plat Review Form	794	\$0.00
Private School Choice Programs Auditor Form	604	\$0.00
Public Meetings	35,565	\$0.00
Public Records Board Website	19,091	\$0.00
Public Records Request GOV Form	323	\$0.00

* New service launched within the reporting period of fiscal year 2024.

SERVICE NAME	ACTIVITY TOTAL	PORTAL FEE
Public Service Commission Website	366,314	\$0.00
Request a Speaker Census 2020 Form	3	\$0.00
Request for Annexation Review Form	320	\$0.00
Rx Drug Task Force Website	1,579	\$0.00
Scheduling Request GOV Form	1,138	\$0.00
Scheduling Request LT GOV Form	5	\$0.00
Secretary of State Website*	83,566	\$0.00
Seller Notify	47,970	\$0.00
State Facility Use Permit Application	381	\$0.00
Suffrage Centennial Website	758	\$0.00
Superintendent Apply to Serve Form	0	\$0.00
Superintendent Scheduling Request Form	8	\$0.00
Supplier Diversity Program Website	25,215	\$0.00
Tax Appeals Commission Website	5,647	\$0.00
TEACH Website	3,170	\$0.00
Third Party Credentialling Form	10,170	\$0.00
Traffic Violation Registration Program	38,569	\$1.75
Voice an Opinion GOV Form	17,520	\$0.00
Voice an Opinion LT GOV Form	13	\$0.00
Volunteer Ombudsman Signup Form	26	\$0.00
WCVR Defect Reporting Form	0	\$0.00
WCVR Requirements Entry Form	0	\$0.00
Webmasters Website	1,276	\$0.00
Wisconsin Historical Society AccessGov Forms	3,608	\$0.00
Wisconsin Online Record Check System	655,603	\$0.00
Wisconsin State Patrol Website	84,589	\$0.00
Wisconsin Women's Council Website	4,547	\$0.00
Wisconsin.Gov	936,546	\$0.00
Workforce Ready Wisconsin Website*	548	\$0.00
YourPass Now	360,764	\$0.00
TOTAL	52,149,131	

* New service launched within the reporting period of fiscal year 2024.