



STATE OF WISCONSIN
DEPARTMENT OF ADMINISTRATION

Tony Evers, Governor
Joel Brennan, Secretary

September 30, 2021

Via E-mail

The Honorable Howard Marklein, Co-Chair
Joint Committee on Finance
316 East, State Capitol
Madison, WI 53707-7882

The Honorable Mark Born, Co-Chair
Joint Committee on Finance
308 East, State Capitol
Madison, WI 53708-8953

Dear Senator Marklein and Representative Born,

In accordance with s. 16.973(15), Wis. Stats., I am submitting to the Joint Committee on Finance a report on the administration of the Information Technology and Communication Services Self-Funded Portal.

Thank you for your review of this report. Please contact me with any comments or suggestions about the State's eGovernment program and our efforts to use information technology to improve service delivery and promote innovation.

Respectfully Submitted,

Chris Patton, Deputy Secretary
Department of Administration

cc: Joe Malkasian, Clerk, Joint Committee on Finance

Information Technology and Communication Services Self-Funded Portal Annual Report

Fiscal Year Ending June 30, 2021

State Revenue and Expenditures

Collected Revenue	\$6,500,555
Expenditures	\$6,939,476
Collection of Revenues Over (Under) Expenditures ¹	\$(438,921)

Service List and Activity Total

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

“Portal Fees” means a transaction fee the user may pay for the efficiency of performing the transaction online that is in addition to the state agency mandated fee. 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	3,508	\$0.00
Apply to Serve GOV Form	48	\$0.00
APPS New Vendor Business Plan Form	40	\$0.00
APPS Survey Form	0	\$0.00
Arts Board Website	20,908	\$0.00
Assistance Request GOV Form	14,559	\$0.00
Assistance Request LT GOV Form	1,231	\$0.00
Broker Volume (BroVo)	N/A	\$2.00
Campaign Finance Filing Fee Form*	986	\$0.00
Capital Centennial Website	13,599	\$0.00
Capital Virtual Tour	10,864	\$0.00
Census 2020 Website	2,755	\$0.00
Child Abuse Network & Prevention Board Request for Funding Announcement	128	\$0.00
Child Abuse Network & Prevention Board Request for Protective Factors Training	91	\$0.00
Child Abuse Network & Prevention Board Website	11,916	\$0.00
Claims Paid Report Form	426	\$0.00
Climate Change Task Force Website	13,489	\$0.00
Contact Office of Marketing Services Form	11	\$0.00
Continuous Improvement Website	4,513	\$0.00
Council on Equity and Inclusion Website*	885	\$0.00
Council on Forestry Website	12,596	\$0.00
COVID-19 Website	256,002	\$0.00
Credential License Bulk List	8,836	\$0.00

¹ The expenditures in excess of revenues result from the payment in fiscal year 2021 of fiscal year 2020 expenses for which the collected revenue had been recognized and reported in fiscal year 2020.

* New service launched within the reporting period of fiscal year 2021.

SERVICE NAME	ACTIVITY TOTAL	PORTAL FEE
Credential Monitoring Case Management System	5,882	\$0.00
Credential/License Monitoring	11,586	1 license: \$50 2-25: \$275 26-50: \$500 51-500: \$750 Unlimited: \$2500
Credential/License Search	2,140,718	\$0.00
Customer Survey*	5,207	\$0.00
Dept of Admin Comments Form	N/A	\$0.00
Dept of Administration Website	648,608	\$0.00
Dept of Agriculture, Trade, and Consumer Protection Website	909,048	\$0.00
Dept of Corrections Website	1,495,714	\$0.00
Dept of Natural Resources Agent Corner Website	12,596	\$0.00
Dept of Revenue Website	7,398,633	\$0.00
Dept of Safety and Professional Services Website	5,516,581	\$0.00
Dept of Transportation Bulk Records (Front End)	N/A	\$0.00
Dept of Transportation Dealer Complaint Form	4,976	\$0.00
Dept of Transportation Guidance Docs Form	78	\$0.00
Dept of Transportation Website	16,982,360	\$0.00
Dept of Veteran Affairs Website	260,035	\$0.00
DHS Health Care Coverage Partnership Form*	61	\$0.00
Disabled Parking Permit	16,127	\$0.00
District Attorney IT Program Website*	0	\$0.00
Division of Enterprise Technology Website	45,722	\$0.00
Division of Personnel Management Website	233,480	\$0.00
Document Request GOV Form	4,287	\$0.00
DOT File Services (VAN, MSR, IRP)	N/A	\$0.00
Driver License Monitoring (Roster)	N/A	\$0.09
Electronic Fish Harvest Registration	2,795	\$0.00
eMV PARTNER	548,078	\$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	4,907,590	\$0.00
- Standard 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

* New service launched within the reporting period of fiscal year 2021.

SERVICE NAME	ACTIVITY TOTAL	PORTAL FEE
- Enhanced Electronic Health Records Integration Only	N/A	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
Ethics Website	51,752	\$0.00
Event Registration	N/A	\$0.00
FOIA Information Request Form*	38	\$0.00
Go Wild	7,073,360	\$0.00
Go Wild-Law Enforcement Mobile Application	N/A	\$0.00
Governor Evers' Website	767,869	\$0.00
Gov2Go	56,000	\$0.00
HOPE Website	908	\$0.00
ID Guides Application	632,823	\$0.00
Information Requests from Students GOV Form	792	\$0.00
Information Requests from Students LT GOV Form	40	\$0.00
Injured Patients and Families Compensation Fund Contact Form	527	\$0.00
Internship Application GOV Form	1,069	\$0.00
Knowledge Practice Test (Android) - Downloads	9,967	\$0.00
Knowledge Practice Test (iOS) - Downloads	20,009	\$0.00
Knowledge Practice Test-CDL (Android) - Downloads	3,160	\$0.00
Knowledge Practice Test-CDL (iOS) - Downloads	4,264	\$0.00
License Bulk Verification (OLVS)	37,157	\$0.00
Local Government Property Insurance Fund Contact Form	25	\$0.00
Mailing List Sign Up Form	122	\$0.00
Mobile Inspections	N/A	\$0.00
Monthly Account Registration Agreement Titling Form	109	\$0.00
MV1 Form Application	279,917	\$0.00
Notice of Meeting Competition	45	\$0.00
Office of Children's Mental Health Website	40,750	\$0.00
Office of Marketing Services Website	996	\$0.00
Office of Outdoor Recreation Website*	1,462	\$0.00
Office of the Commissioner of Insurance Website	395,290	\$0.00
Office of the Treasurer Website*	7,159	\$0.00
One Stop Business	598,266	\$0.00
- Formations	N/A	\$1.00
- Tax Registrations/Licenses	N/A	\$0.00
- Annual Reports	N/A	\$1.00
Online Crash Reports	168,055	\$1/ACH \$0.88/CC
Outdoor Recreation Business Directory Listing*	N/A	\$0.00
PARS Add User Form	1,208	\$0.00
PARS Agreement Coordinator Form	391	\$0.00

* New service launched within the reporting period of fiscal year 2021.

SERVICE NAME	ACTIVITY TOTAL	PORTAL FEE
PARS Application Form	3,127	\$0.00
PARS Enrollment Website	125,162	\$0.00
PARS Remove User Form	396	\$0.00
PARS Website	125,162	\$0.00
People's Maps Contact a Commissioner Form*	203	\$0.00
People's Maps Map Submission Form*	498	\$0.00
People's Maps Public Hearing Comments Form*	2,687	\$0.00
People's Maps Written Comments Form*	4,254	\$0.00
Private School Choice Programs Auditor Fee Payment Form*	1,115	\$0.00
Public Meetings	58,977	\$0.00
Public Records Board Website	12,404	\$0.00
Public Records Request GOV Form	635	\$0.00
Public Service Commission Website	264,336	\$0.00
Request a Speaker Census 2020 Form	1	\$0.00
Rx Drug Task Force Website	3,824	\$0.00
Scheduling Request GOV Form	1,673	\$0.00
Scheduling Request LT GOV Form	226	\$0.00
Seller Notify	76,178	\$0.00
State Facility Use Permit Application	614	\$0.00
Suffrage Centennial Website	4,915	\$0.00
Superintendent Apply to Serve Form*	789	\$0.00
Superintendent Scheduling Request Form*	223	\$0.00
Superintendent Transition Website*	3,026	\$0.00
Supplier Diversity Program Website*	8,328	\$0.00
Tax Appeals Commission Website*	10	\$0.00
TEACH Website	8,898	\$0.00
Traffic Violation Registration Program	24,875	\$0.00
Voice an Opinion GOV Form	64,423	\$0.00
Voice an Opinion LT GOV Form	1,019	\$0.00
WCVR Defect Reporting Form*	N/A	\$0.00
WCVR Requirements Entry Form*	N/A	\$0.00
Webmasters Website	844	\$0.00
Wisconnvalley Website	6,004	\$0.00
Wisconsin Online Record Check System	560,186	\$0.00
Wisconsin State Patrol Website	43,039	\$0.00
Wisconsin Women's Council Website	3,241	\$0.00
Wisconsin.Gov	1,552,426	\$0.00
YourPass Now	310,985	\$0.00
TOTAL	54,955,786	

* New service launched within the reporting period of fiscal year 2021.

