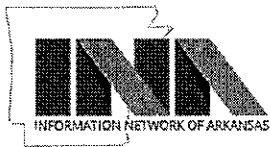


State of Arkansas
Self-funded eGovernment Services
Cost Avoidance and Savings Value Statement

2014

Arkansas Information Consortium, L.L.C.
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State of Arkansas Value Statement

2011-2014

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Executive Summary

Founded in 1992, NIC is the nation's leading provider of official government websites, online services, and secure payment processing solutions. The company's innovative eGovernment services help make government more accessible to everyone through technology. Established 23 years ago, self-funded eGovernment contracts have become the dominant model for states to rapidly improve how constituents interact with government and generate higher citizen and business user satisfaction.

The family of NIC companies provides eGovernment solutions for more than 3,500 federal, state, and local agency partnerships in the United States. Through these partnerships, NIC portals processed 270 million secure eGovernment payment transactions totaling \$22 billion in 2014. These successes in eGovernment volume are a byproduct of our never-ending drive to launch convenient, user-friendly eGovernment services on behalf of our partners. In each of the last three years, NIC launched an average of at least one new service per day through our partners' portals. We are proud to have 33 eGovernment partners at the local, state and federal levels.

Figure 1: How self-funded digital government works

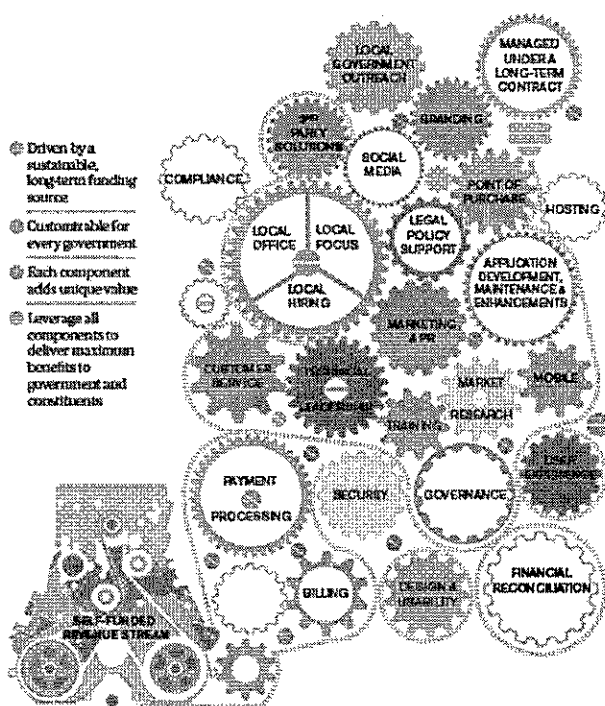


A major factor in states choosing the self-funded model is cost savings and avoidance. Self-funded eGovernment services allow agencies to reduce costs and streamline labor-intensive services so employee efforts can be redirected to other high-priority initiatives. States using this model typically save several million dollars per year by streamlining agency processes, eliminating hard copy storage, reducing postage and migrating end users to less-costly online and mobile channels.

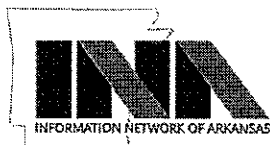
Cost savings is when agencies stop or reduce the amount being paid for a service. This is different from avoidance. Avoidance is based on fees that agencies did not incur for new services they receive. One way AIC calculates cost avoidance is based on the hourly rate for services set by the INA board. This rate is used to calculate the market value of services. Applying these rates to the number of hours needed to complete a work order gives a conservative cost avoidance rate.

In July 2011, the State of Arkansas awarded, through a competitive procurement, a master contract to build and maintain the eGovernment services program to Arkansas Information Consortium, LLC (AIC), a wholly owned subsidiary of NIC Inc. Through this contract, AIC provides all necessary hardware, software, project management, design, application development and maintenance, hosting, payment processing, marketing, and customer support necessary for the success of this eGovernment services contract, **all at no cost to the state of Arkansas**. In addition, Arkansas government agencies can access AIC's professional resources, expertise and services at a **reduced rate of 25% to 30% below fair market value**. AIC has an experienced staff of 33 FTEs dedicated to project management, application development, web design, enterprise content management, testing, marketing, customer service and security. Located in Little Rock, AIC's local presence allows portal staff to hold recurrent in-person meetings with state entities and provide same day on-site support if needed.

Figure 2: Digital Government is the sum of its parts



Through this self-funded eGovernment program, AIC has dramatically expanded the eGovernment service offerings in the state of Arkansas that have increased citizen and user satisfaction.



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The value documented in this report outlines activities undertaken by the AIC team from January 1, 2014 through December 31, 2014. It is important to note that there are numerous benefits of online services for consumers, businesses and the state that have not been calculated and included as part of this report. Multiple studies prove out that providing online services is less expensive for agencies to manage than an offline format and provide financial benefits to government, financial benefits to consumers, social benefits, and the contribution to broader government objectives. However, this report does not include consumer and business savings, in terms of realized cost savings and avoidance to the end user.

In this report, AIC demonstrates the minimum value brought to the state of Arkansas from leveraging the self-funded model. In 2014 alone, AIC conservatively calculates **State of Arkansas cost savings and avoidance of over \$15.6 million** worth of products and services from the Self-Funded eGovernment Services contract.

AIC looks forward to the continuation of Arkansas's eGovernment public-private partnership to deliver additional efficiencies and cost benefits to the State and its constituents without requiring taxpayer appropriations.

2014 Value, Cost Avoidance and Service Highlights

During 2014, INA:

- Saved State Agencies over **\$442,000** in direct discounts of 25%-30% on information technology services.
- Conducted **1.2 million** eGovernment transactions for citizens and businesses, **saving the state up to \$15.6 million** in cost avoidance vs. paper transactions¹.
- Completed **26** new eGovernment products and services.
- Launched **22** new state and local government websites.
- Updated websites for **four (4) incoming executive offices** at no cost to the state (Governor, Lt. Governor, Auditor, Attorney General).
- Commissioned and completed a **professional research study** into the needs of Arkansas citizens around the state at **no cost to the state**.
- Launched **eNotify**, a **free product** that helps government agencies transition citizens to paperless billing.
- Launched **DreamItDoltArkansas.com**, a site to promote entrepreneurs to start businesses in the state at **no cost to the state**.
- Installed self-service kiosks in 7 county collector offices at **no cost** to the county.
- Responded to over **40,000** direct phone calls, text messages and emails from citizens and businesses.
- Responded to over **3,000** requests for support and enhancements to existing services from State and local government agencies.
- Achieved a **91% satisfaction rating** with government partners.
- Arkansas.gov and State agencies received **twelve (12)** international and national awards for innovation, visual creativity and driving efficiencies in government.

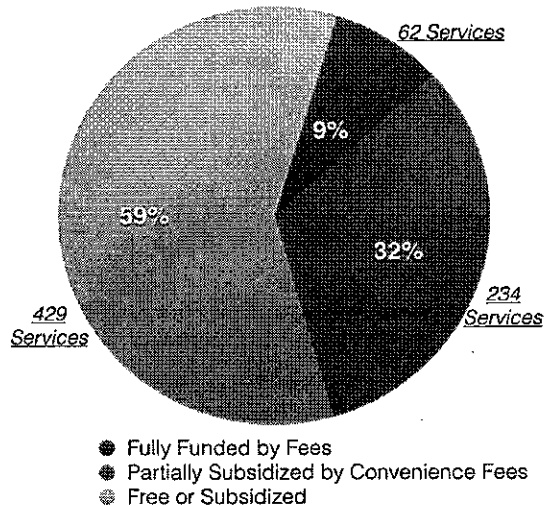
¹ *Smarter eGovernment: The Economics of Online Services in Utah.* Center for Public Policy and Administration, University of Utah. 2013

Arkansas' Enterprise eGovernment Portfolio

INA² supports a large collection of online services that save money for citizens, businesses and government agencies.

Providing access to government services online is a must in today's world. Citizens and businesses expect to be able to access information and conduct government transactions online and increasingly, on their mobile phone. By taking a citizen-centric approach to government service delivery, INA's partnership with NIC helped consistently rank Arkansas as one of the top eGovernment service providers in the country.

INA provides over 750 government services, yet only a small number of these services accept payment or generate revenue for AIC. However, with the money generated through those few services, INA can offer agencies valuable services at a discounted rate, or in many instances, for free.



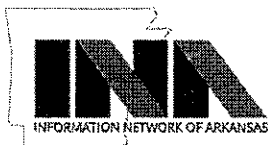
How INA develops and funds online services

INA generally develops and supports online websites and application under one of two models:

- **Self-funded online services** are used in cases where a payment needs to be collected from a citizen or business and the agency has no appropriation or funds to support the service. Convenience fees paid by users who choose to use the service support the development and ongoing operation of the service. Agencies never pay for any of the costs associated with these services. However, because agencies save money when a transaction is completed online vs. on paper, a small number of agencies choose to absorb the cost of convenience fees in order to boost usage of the service.
- **Agency-funded online services.** An agency may desire to put a service online that does not involve a payment, and therefore can't be supported by convenience fees. In these cases, agencies can engage INA to develop a service using a discounted hourly rate of \$95/hour. This discount is made possible by the convenience fees paid for other self-funded applications. INA charges an annual maintenance fee of 20% of the project cost, also well under the industry average of 30%.
- **Free services.** INA develops and supports many services for free, including www.Arkansas.gov, Governor.Arkansas.gov, www.ARStateJobs.com and many more.

² For the purposes of this document, "INA", "AIC" and "NIC" will be used as defined in INA's master contract (SP-11-0143):

- **INA:** The Information Network of Arkansas, a public instrumentality of the State of Arkansas. INA was created in 1995 and operates under the authority of Ark. Code Ann. § 25-27-101, et seq., with the statutory responsibility of assisting the State in exploring and improving citizen and business access to public information
- **AIC:** Arkansas Information Consortium, LLC, an Arkansas for-profit limited liability company based in Little Rock.
- **NIC:** AIC's parent company, publicly traded under stock symbol EGOV.



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Benefits to the State of Arkansas

Thanks to its self-funded business model, AIC is able to bring many benefits to its partnership with the State of Arkansas.

AIC offers technology services to state government at a 25% - 30% discount.

INA provides government agencies with technology services and expertise at steeply discounted rates. This discount is made possible and is subsidized by INA's other services.

Example: INA assists agencies with website content any time of day or night. An agency may request assistance in updating website content while state employees are out of the office, for example during a winter weather event. This service is available to agencies to use at a rate of \$95/hour, well below the market rate.

Nearly 90% of INA's services used by agencies are under \$25,000 per year and would not require an RFP if the agency chose to use another vendor.

A complete list of INA's discounted services are available in Appendix A.

INA develops and supports hundreds of services that don't cover their own costs to operate

INA develops and supports many services for small boards, commissions, cities and counties that don't generate enough revenue from convenience fees to cover their costs. INA provides for the ongoing costs of running the service, including direct support to users of the services as well as to the agency, network, bandwidth, security and other costs. If legislative changes require modifications to the software, INA performs these enhancements at no cost to the agency.

Example 1: Since 2002, INA has provided The Arkansas State Board of Embalmers & Funeral Directors with online license renewal services, at no cost to the board. The service accepts only about 350 online transactions per year. Although the service is highly valuable to the constituents and saves the state time and money, the low number of transactions doesn't cover the cost to operate the system.

Example 2: In 1999, INA developed The Arkansas State Jobs online job posting and application system (www.arstatejobs.com). For 16 years, INA has supported and enhanced this program at no cost to the state or citizens.

- Nearly 7,000 jobs are posted on the site each year.
- Over 412,000 applications are processed each year.
- State agencies save millions of dollars in printing, handling and advertising of jobs.
- Each year, INA provides direct support to over 173,000 job applicants and 264 state employees by phone, email and live chat.
- In 2010 INA added an applicant tracking and processing module that allows agencies to manage the entire hiring process without printed paper.

Using data from a recent study by the University of Utah³, the State of Arkansas may have realized cost savings of up to \$5.4 million from online job processing alone, not to mention the cost of building, supporting and enhancing the system.

3 Smarter eGovernment: The Economics of Online Services in Utah. Center for Public Policy and Administration, University of Utah. 2013



State of Arkansas Value Statement 2011-2014

Example 3: INA develops and operates many widely used services for free, including the Governor's website (governor.arkansas.gov), the Arkansas State Portal (www.arkansas.gov), the State Auditor's website (auditor.arkansas.gov) and many more.

A complete list of free and subsidized services is available in Appendix B.

Online transactions save the state money

In 2014, INA processed 1.2 M online transactions on behalf of the state. Research suggests that the average cost for manual paper processing is significantly higher than online transactions.

A study conducted by the University of Utah in 2013 found that the average cost per transaction for online services was \$3.91, versus \$17.11 for the state to provide the service in-person or through a paper-based process. That represents a cost savings of \$13.20 per transaction.

Using the findings from the study, INA estimates potential savings to Arkansas state and local governments of \$15.6M in 2014.

AIC assumes all of the risk for processing online payments

AIC undertakes substantial costs to protect citizen data and assumes all of the risk for processing online payments. State and local government partners absorb no risk in processing payments or keeping citizen data secure.

INA's network manager participates in the Verizon Security Management Program (SMP). A full-time security analyst is responsible for managing the company's compliance with SMP and performs regular scans, risk assessments, and audits to monitor compliance within Arkansas' eGovernment enterprise.

All payment processing services provided through INA are fully compliant with Payment Card Industry Data Security Standards (PCI/DSS).

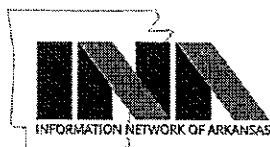
Extensive processes and controls govern technical change management, whether in a new application or in an enhancement to an existing service. INA's network manager provides full security and peer review on every code change that is deployed to the enterprise.

INA's network manager provides expertise to its government partners through local and corporate security teams monitoring, identifying and responding to potential threats and vulnerabilities and communicating with partners when a threat arises.

The INA board funds projects for agencies with limited technology funds.

AIC shares a portion of its revenue with the INA Board. Since 2012, the INA board has funded over \$411,000 in various projects, including county and city websites and several state agency websites.

Example: An INA grant funded the Malvern/Hot Spring County library's new mobile-optimized website launched in June of 2015.



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INA provides direct support to citizens, businesses and agencies

INA directly supports users of Arkansas' eGovernment services 24/7/365 through multiple channels (phone, text, email, live chat and a web-based service desk application).

For citizens: In 2014, INA's network manager responded to over 40,000 direct calls, texts and emails requesting technical support or information about state and local government.

For government partners: State and local government partners logged over 3,000 requests for service and support through INA's service desk system. INA provides escalation (emergency) procedures for government partners, and has a team of dedicated partner account managers to assess and resolve technical support issues.

Direct deposit of state funds

AIC's contract with INA requires state funds to be deposited directly from the payment processors into a state-owned and managed account, so that these funds are never held by a private entity.

AIC is an Arkansas company, paying state/local taxes

AIC, LLC. is an Arkansas business based in Little Rock, paying state and local taxes and employing 33 full time jobs in the state.

AIC Reinvests in the state

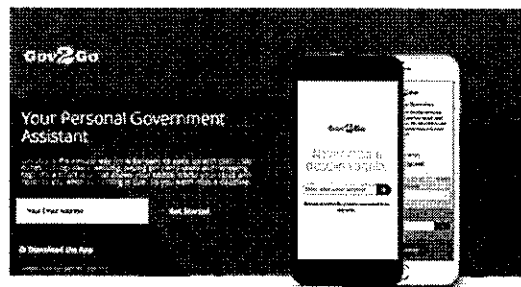
Each year, INA's network manager invests in up-to-date technology for both the partner and the users.

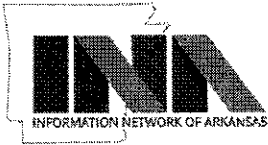
Example: INA is upgrading over 50 state websites to a new mobile-optimized, user-friendly content management system. This migration is being performed at no cost to the state. Over the next two years, 57 websites are slated for a free upgrade, an estimated value of over \$450,000 to the state.

Enterprise-grade infrastructure, software and systems require significant investments in hardware and dedicated teams to monitor services 24/7/365. INA's infrastructure team follows industry best practices in monitoring server performance, maintaining and growing hosting services, and replacing hardware on a regular schedule.

As a leader in eGovernment innovation, AIC offers expertise on the development of new online service delivery options to help partners keep up with evolving technology and citizen demands.

The development of a citizen-centric mobile platform called Gov2Go, free to use for Arkansans, garnered the State of Arkansas a Best of Web award for 2015 from Governing Magazine's Center for Digital Government.





State of Arkansas Value Statement 2011-2014

The public/private partnership incentivizes NIC to provide value and remain competitive

Unlike many other government contracts, AIC only gets paid if citizens and business use its services. They must be priced competitively, be easy to use and available. AIC assumes all of the cost and risk of developing the service up-front, and provides for the costs of ongoing operations and customer support for each service. Government agencies save money every time an online service is used, and in 2014, INA processed over 2.4 M transactions for the State of Arkansas.

Example: INA assumed operation of ARStar.com online vehicle tag renewal service from IBM in 2013 and provided updated technology, a mobile-optimized interface and a new marketing plan. Since then, annual usage of this service has increased 40%.

State government agencies are free to use other technology providers

Government agencies are not required to use INA for online services, and many have chosen to use other providers for websites or online payment processing, including the Arkansas Game and Fish Commission, Arkansas Department of Parks and Tourism, Arkansas Department of Finance and Administration, Arkansas Department of Education.

Marketing and Promotion eGovernment Services

A well-crafted outreach and marketing program is an essential component of any eGovernment solution. eGovernment marketing is a core competence for AIC. AIC's marketing efforts for Arkansas' eGovernment program is focused on increasing the use of the State's eGovernment service offerings. Our eGovernment marketing campaigns support brand building, brand awareness, and adoption of new online services for our state government partners. Our proven marketing approach includes several elements that we believe deliver immediate and lasting value to Arkansas, including:

- Public relations and media outreach
- Marketing research
- Multimedia advertising
- Proven social media tools to create connections between the State and its customers

As new and enhanced services are introduced, AIC and our national marketing team have launched customized outreach plans to engage agency employees, key user groups, and local, statewide and national media. AIC used focus groups, online surveys, cross-selling and direct mail and created marketing plans to raise awareness and increase customer usage of Arkansas eGovernment services. AIC's marketing efforts also included creating custom presentations for events.

AIC assisted our government partners in marketing the services that we developed through the master contract. This included assisting agencies in the distribution of press releases through various channels and creating an expansive marketing plan to increase awareness and drive higher customer usage of Arkansas.gov and its online applications.

Sample Social Media marketing:

 Arkansas.gov Retweeted



NIC Inc. | EGOV.com @EGOV · Sep 16

Forget to pay your property taxes? 2015 #bestoftheweb winner,
@Arkansasgov offers Gov2Go so you are reminded of these deadlines.

  2   1 



Arkansas.gov @Arkansasgov · Sep 15

Little Rock rolls out paperless option for businesses bit.ly/1gpcvAY
#ARNews #TechTuesday @CityLittleRock


  1   



Arkansas.gov @Arkansasgov · Sep 22

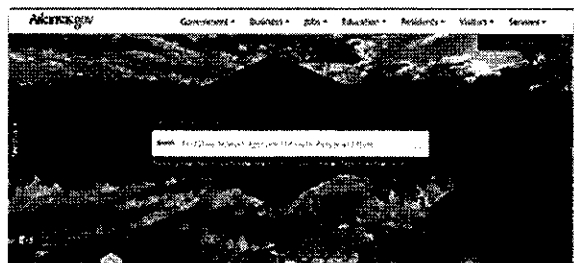
Are you registered to vote? If not, celebrate National Voter
Registration Day today and #GetRegistered: 1.usa.gov/1P9dCBp

  4   1 

 Arkansas.gov Retweeted

Citi IO @citiodio · Sep 14

The Best State #Web Portals In #America : #Arkansas
@citiodio @Arkansasgov #SmartGovernment
citi.io/2015/09/11/gov...



  8   8 




**Arkansas.gov shared Arkansas Game and Fish
Commission's photo.**

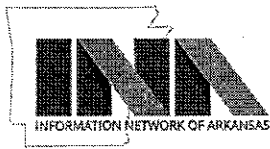
Published by Christy Sidor Williams [?] · August 21 · 

AGFC has released duck season dates for the year. Be sure to get your
permit online when the time comes. Happy hunting!



Arkansas Game and Fish Commission
August 20 · 

Commission approves 60-day duck season
Proposes ban on spinning-wing decoys on two WMAs
LITTLE ROCK – Arkansas's duck season will again cover 60 days. It's the ...
[See More](#)



State of Arkansas Value Statement 2011-2014

Sample press release:

FOR IMMEDIATE RELEASE :
Tuesday, September 15, 2015

Little Rock Rolls Out Paperless Option for Businesses

Business owners can now go green with the City of Little Rock through a new paperless e-notification system that enables users to receive reminders when it's time to pay license fees at each stage of the business cycle. This convenient option is part of the Little Rock Business License payment system, which lets businesses access their account at lrbusinesslicenses.org to assess, pay fees and acquire a license – all without ever needing to visit City Hall.

"Our citizens are shopping, paying bills and applying for services online more than ever before," city of Little Rock Treasury Manager Scott Massanelli said. "We are proud to offer this much-needed online service to help make our business owners' interactions with City Hall as quick and efficient as possible. The new online system will also save our city government money by greatly reducing the number of statements my staff needs to print and mail."

"We're excited for the release and anticipate businesses will be as well."

In its first year alone, the paperless e-notification system is expected to save nearly 1,040 hours of staff time and almost \$4,450 in other costs previously required to print licenses and mail assessments and statements. The approach is also environmentally friendly, reducing the city's use of nearly 20,000 pieces of paper.

Business license renewal emails will include a link that prompts the business owner to log into their secure account on the City of Little Rock website. From there, license fees can be paid with just a few clicks or taps on a mobile device.

The City's Treasury Management division partnered with the Information Network of Arkansas (INA) to offer this service and help streamline the license renewal process for business owners.

"Work began many months ago between our IT department and INA to make the system user-friendly yet secure," Treasury Management Operations Analyst Amanda McKinney said. "We're excited for the release and anticipate businesses will be as well."

Little Rock business license and tobacco permit payments are due January 1 each year. Business owners can pay their license fees online with Visa, MasterCard, Discover and American Express credit cards through a secure payment processing system. Payments can also be made in person at Little Rock City Hall, by phone, or by mail.

About the City of Little Rock

The City of Little Rock is the seat of Arkansas government and home to more than 200,000 citizens. Its focus is to provide a safe environment for those citizens to live, work, and play and to enrich the quality of life by providing efficient delivery of vital services. The City supports economic development by providing opportunities to retain, form, and attract businesses. Working alongside community partners, Little Rock aims to ensure access to opportunities for recreational, creative, and educational experiences. Information about the services provided by the City can be found at littlerock.org.

About Information Network of Arkansas

The Information Network of Arkansas (INA) is a public-private partnership between the state of Arkansas and the Arkansas Information Consortium (AIC) that helps Arkansas state and local government entities Web-enable their information services. Little Rock-based AIC is part of e-Government firm NIC's (EGOV) family of companies. INA operates arkansas.gov, the official website of the state of Arkansas, which offers more than 1,100 state and local online services.

About NIC

Founded in 1992, NIC (NASDAQ: EGOV) is the nation's leading provider of official government websites, online services, and secure payment processing solutions. The company's innovative eGovernment services help make government more accessible to everyone through technology. The family of NIC companies provides eGovernment solutions for more than 3,500 federal, state, and local agencies in the United States. Forbes has named NIC as one of the "100 Best Small Companies in America" six times, most recently ranked at No. 38 (2014), and the company has been included four times on the Barron's 400 Index. Additional information is available at <http://www.egov.com>.

Sample Marketing Collateral:

Know What's Due Before You Renew Your Car Tags



Never Miss a Deadline Again

Get personalized Gov3Go reminders when it's time to assess, pay property taxes and renew your tags.

Enter eMail Address:

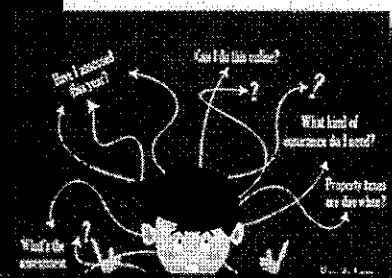
* We will never sell or share your information. Read our privacy policy.

▶ 01:04 Life :: Vimeo





1. Know what's due
2. Know when to pay
3. Know how to pay
4. Know when to renew



In 2014, Most Arkansas Drivers Were Not Eligible to Renew

Of All Arkansas Vehicles:

66%

- Were Not Assessed with
- Owed Property Taxes
- No Car Insurance

34%

Were Eligible To Renew Within 30 Days of Tag Expiration


DREAMITDOIT
ARKANSAS


FOLLOW YOUR DREAMS
or spend the rest
of your life
working for someone
WHO FOLLOWED THEIRS

 **Innovate Arkansas**
The Arkansas patent database is updated right here

 **Sign Up For Reminders**
OurSite@ArkRenew.com

Do Everything Quickly Online:

 **ARKANSAS STATE PATENT FEE**
Arkansas State Patent Fee

 **ARKANSAS STATE PATENT FEE**
Arkansas State Patent Fee

 **ARKANSAS STATE PATENT FEE**
Arkansas State Patent Fee

"Have an idea for a business you'd like to start?
You've come to the right place. Answer a few quick
questions below to get a customized to-do list for
starting your business in Arkansas."

Mark Martin
Arkansas Secretary of State



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Enterprise-grade Infrastructure Hardware and Software

AIC hosts all custom developed eGovernment services in the state's two data centers (MAC and West). The server environment is designed for continuous operation, protected from power failure, physical intrusion, and network outages by extensive back-up power and cooling systems, multi-layered security, and network redundancy and diversity. The hosting environment is designed to maximize uptime through connectivity and power, and AIC has chosen servers, network equipment, and software for our architecture that minimizes single points of failure through the use of load balancing, server clustering, device fail-over, and equipment redundancy. AIC is responsible for the operation of all hardware, software, network support and security.

Capability	Details
Hot Site Disaster Recovery / Business Continuity	AIC provides a hot site disaster recovery location for our e-commerce solution that includes architecture decisions that maximize this capability. AIC also utilizes Agility Recovery Solutions to provide business continuity services that ensure critical business functions will be available after an emergency declaration.
Best of Breed Technology Platform Designed for Security, High-Availability and Performance	AIC provides a best of breed technology platform that is maintained, kept up to date with the latest version releases and have active premium support contracts.
Scalability and Virtualization	The e-commerce hosting environment consists of Dell ESX hosts running VMWare Enterprise hypervisor software to provide virtualization and scaling capabilities.
Security Standards / Audits	<ul style="list-style-type: none"> ➤ Proprietary Payment Application is PCI PA-DSS Certified ➤ Certified as a Level 1 Service Provider under PCI-DSS, v1.2 ➤ SSAE 16 (formerly SAS 70) Type 2 Audit
Verizon Business Security Management Plan	<p>NIC has an enterprise-wide agreement with Verizon Business to participate in the Verizon Security Management Program (SMP). AIC is currently compliant with the SMP audit and Verizon Business will annually audit NIC's compliance with the SMP that includes the following regulatory requirements:</p> <ul style="list-style-type: none"> ➤ ISO 27002 ➤ COBIT 4.1 ➤ BITS AUP 3.0 ➤ BITS SIG ➤ HIPAA ➤ PCI DSS ➤ NERC CIP ➤ FFIEC ➤ GLB ➤ SOX404
Intrusion Detection and Prevention	AIC utilizes various host and network based intrusion detection and prevention technologies.
Load Balancing	AIC leverages a multi-tiered environment that provides high throughput load balancing to distribute the load across nodes in a server cluster.
Oracle RAC	AIC has invested in EMC's VNX SAN storage platform to provide a high speed storage solution across both Arkansas State Data center locations. The VNX line of storage provides enterprise grade resiliency and redundancy that ensure that data is secure and available at all times.



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Capability	Details
Financial Software	NIC supports and maintains a PCI PA-DSS certified payment engine and a comprehensive customer management and billing software solutions for managing e-commerce solutions. This system was built to the unique needs of state government online transaction processing and has the capabilities to integrate with any payment processing network.
Processes	AIC's technical center support team follows ITIL based processes and procedures for managing all aspects of the data center and application change control.
Backup and Recovery	Comprehensive ITIL based back-up and recovery solutions.
Performance	AIC's solution takes advantage of high powered, load balanced server clusters that can be scaled to support required capacity levels.

AIC is responsible for the operation of all hardware, software, network support and security related to all eGovernment services provided through the Master Contract.

AIC also provides comprehensive disaster recovery (DR) backups for the hosting environment. Our solution is to be able to resume the application's processing services provided under the Master Contract within 24 hours of a declared disaster.

The two facilities in scope which will facilitate transaction processing are located in two geographically dispersed AT&T Tier 4 Internet Data Centers. Our primary location is in Ashburn, VA with our alternate processing site in Allen, TX. In these facilities, AT&T provides power, air, Internet access, security, and remote hands-on support.

NIC maintains mirrored technology footprints in its two hosting facilities. The two facilities are securely linked via an MPLS network. SAN to SAN replication hardware and software from EMC and Network Appliance (NetApp) are also utilized.

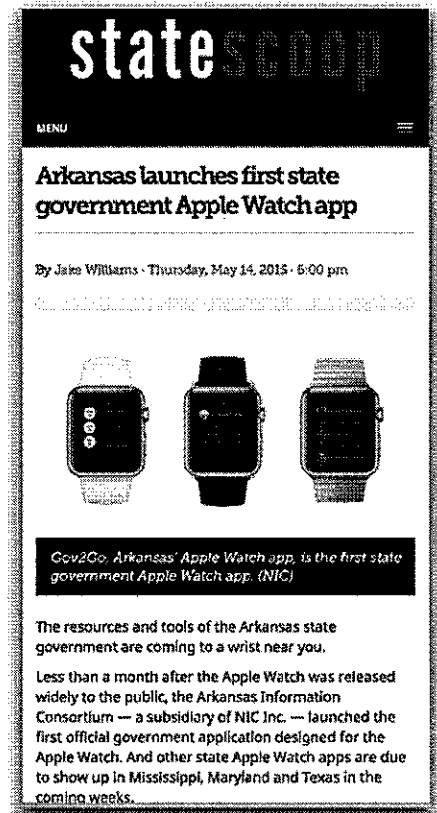
Nationally-recognized leadership in eGovernment

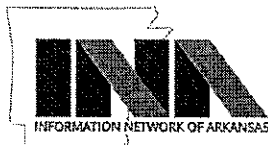
Through its partnership with AIC, INA has effectively leveraged the self-funded model to drive innovation, efficiency and cost savings for Arkansas citizens, business and government agencies.

- Arkansas is a nationally recognized leader in eGovernment technology, with 40 awards for services.
- Twice recognized nationally as the #1 eGovernment provider in the nation by Governing Magazine's Center for Digital Government (2011, 2015).
- One of the largest portfolios of eGovernment services - over 750 - of any state in the nation.

2014 Awards

Center for Digital Government Best of the Web Third Place Winner, Arkansas.gov
Center for Digital Government Achievement Award Winner, Government to Business, SOS AutoDrop
Best Fit Integrator - Performance & Horizon Award in Education Services for YOUiversal
StateScoop 50 - State IT Program of the Year Unclaimed Property Mobile Search, Auditor of State
StateScoop 50 - State Innovation of the Year IDriveArkansas.com, AHTD
Web Marketing Association Award Outstanding Government Website, Arkansas.gov
Academy of Interactive & Visual Arts W3 Silver Winner, Public Service Web Video, SOS
Academy of Interactive & Visual Arts W3 Silver Winner, Government Website, IDriveArkansas.com
Academy of Interactive & Visual Arts W3 Silver Winner, Outstanding Gov Website, Arkansas.gov
Davey Award Silver Winner Public Service Web Video, SOS
Davey Award Silver Winner Gov Website, DreamItDoltArkansas.com, SOS





Davey Award Silver Winner
Government Website, Arkansas.gov

2015 Awards

Center for Digital Government Best of the Web
First Place Winner, Arkansas.gov

Center for Digital Government Achievement Award
Winner, Government Internal
*Arkansas Automated Online Filing System Helps Auditor Process 354
Percent More Claims*

Center for Digital Government Achievement Award
Winner, Driving Digital Government State government
*Arkansas Vehicle Registration Renewal iPad Kiosks Dramatically Reduce
DMV Wait Time*

Arkansas.gov named No. 1 state-run site

Auditor's site, iPad kiosks
also recognized nationally

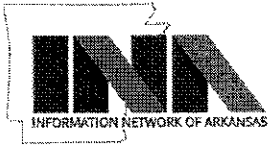
MICHAEL R. WICKLINE
ARKANSAS DEMOCRAT-GAZETTE

For the second time in the past five years, Arkansas.gov has been named the No. 1 state government website in the nation in a competition sponsored by the Center for Digital Government.

The center ranked Arkan-

sas.gov as the best state portals are the way citizens are finding services," as much as they've done in the past, and they're increasingly using search engines to find services these days, Sanders said.

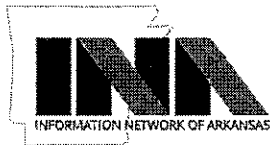
The mobile app was launched this spring and is designed to, among other things, remind people to re-



State of Arkansas Value Statement 2011-2014

Closing

There are many metrics for evaluating a successful portal offering, but none are more important than the ongoing satisfaction of our Arkansas government partners. NIC strives to be the best partner with whom government has ever worked. AIC helps Arkansas government communicate more effectively with customers by putting essential services online. Many private sector providers are capable of developing the core technical components that power a state's eGovernment platform, but what makes AIC unique is our ability to apply all dimensions of an eGovernment solution. NIC solution includes the technology, policy, legal, technical, political, marketing, usability, customer service, and interpersonal elements to deliver enterprise-wide solutions that improve efficiencies for both governments and customers. In 2014 alone, AIC has provided the State of Arkansas a minimum cost savings and avoidance of \$15.6 million worth of services and products through the Self-Funded eGovernment Services contract.



Appendix A: Summary of Discounted Services

Website development and hosting

INA develops custom websites for government agencies at steeply discounted rates, hosted on a secure content management system. A small agency will pay \$3,000 for initial design, setup, content entry and training for staff on custom sites. Larger, more complex websites are developed according to partner specifications and the setup fee depends on the number of hours involved in development and design. In 2014, many of these websites were funded from grants from INA or Connect Arkansas..

Email Marketing Services

Agencies who desire to send mass email communications to citizens may use an email marketing service provided by INA. INA has partnered with MyEmma.com to offer their product to these agencies. Agencies receive the service at a 15% discount, and in addition, receive direct support from INA in training and technical support.

Technology Upgrade (*Project in Progress*)

A project is underway to upgrade 57 state websites to a new mobile-optimized, user-friendly content management platform. This migration is being performed at no cost to the state. Over the next two years, 57 websites will receive a free upgrade, an estimated value to the state of \$456,000.

Content change assistance

NIC's designers provide on-demand assistance with website content 24x7x365. Our customers can call us any time of day or night for assistance with content, or can leverage AIC staff to make content changes throughout the year. This service is provided at a discounted hourly rate approximately 25% below fair market value.

Custom software development

Agencies may choose to use NIC's software development resources to build custom online applications. INA offers web and application development services for these requests at a discounted rate of \$95/hour – 25-30% below comparable market rates. It is important to note that these enhancements are for applications that do not generate any kind of revenue stream to support them. Self-funded applications (meaning those funded by convenience fees) receive enhancements at no cost to the State. INA's network manager subsidizes those enhancement costs for the benefit of the entire state government enterprise.

Application Hosting and Maintenance

NIC provides hosting for custom applications in the state's data center. This service covers the cost of servers, network, bandwidth and security, and AIC retains staff with expertise in the system to make changes to the software on-demand throughout the year. This service is offered at 20% of the project cost per year, a discount from the industry standard 30%.

Free hosting of content

INA provides unlimited free hosting of static content for government entities who want to manage their own content. 88 Arkansas government entities currently use this service, a cost savings to the state of approximately \$88,000.



State of Arkansas Value Statement 2011-2014

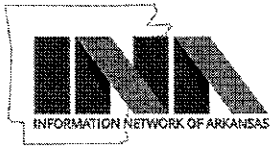
Appendix B: catalog of services developed, hosted and supported by INA

Government Agency	Service	Revenue Generating
11th District Court - East	County Online Sheriff Payment - 11th Judicial Circuit East	Yes
Accountancy, Arkansas State Board of Public	ASBPA - License Renewals	Yes
Accountancy, Arkansas State Board of Public	ASBPA - CPA Exam Application	Yes
Accountancy, Arkansas State Board of Public	ASBPA - Multiple CPA Licensure Application	Yes
Accountancy, Arkansas State Board of Public	ASBPA - Admin Tool for License Renewals	No
Accountancy, Arkansas State Board of Public	ASBPA - Quality Review Survey	No
Accountancy, Arkansas State Board of Public	ASBPA - Roster Search	No
Accountancy, Arkansas State Board of Public	ASBPA - Website	No
Accountancy, Arkansas State Board of Public	ASBPA - Roster Search	No
Administrative office of the Courts	AOC - Court and Traffic Fine Payment	Yes
Administrative office of the Courts	Event Registration - AOC	Yes
Administrative office of the Courts	Hot Check Payment - Craighead County	Yes
Administrative office of the Courts	AOC - e-filing	Yes
Administrative office of the Courts	AOC - Attorney Registration System	Yes
Administrative office of the Courts	AOC - Attorney Search	No
Administrative office of the Courts	AOC - Docket Search	No
Administrative office of the Courts	AOC - Court Records Online	No
Adult Probation & Parole Association, Arkansas	AAPPA - Website	No
Agriculture Department, Arkansas	AAD - Arkansas Grown Website	Yes
Agriculture Department, Arkansas	Website - AAD	No
Alternative Energy Commission, Arkansas	AAEC - Website	No
Appraiser Licensing and Certification Board, Arkansas	ALCB - License Renewals	Yes
Appraiser Licensing and Certification Board, Arkansas	ALCB - Website	No
Appraiser Licensing and Certification Board, Arkansas	ALCB - AMC Roster Search	No
Appraiser Licensing and Certification Board, Arkansas	ALCB - Appraiser Roster Search	No
Arkansas Arts Council (AAC)	AAC - Donation Form	Yes
Arkansas Bar Association	Ark Bar - Find A Lawyer	No
Arkansas Claims Commission	Static Website Hosting	No
Arkansas Commission On Law Enforcement Standards and Training	CLEST - Website	No
Arkansas Correctional School	ACS - Website	No
Arkansas County Prosecutor's Office	Hot Check Payment - Arkansas County	Yes
Arkansas Distance Learning Association	Event Registration - ARDLA Conference Registration	No



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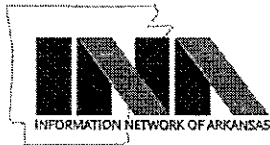
Arkansas Division of Public Schools	ADPS - Website	No
Arkansas Fire Protection Board	FPB - Website	No
Arkansas Geological Commission	INA OTC - Geological Commission	Yes
Arkansas Geological Commission	AGC - Geological Commission, Arkansas: Web Site Redesign	No
Arkansas Health Insurance Marketplace Board	ARHIM - Website	No
Arkansas Landscape Architects	ASBALAID - Individual Architect Renewals	Yes
Arkansas Landscape Architects	ASBALAID - Landscape Architects License Renewals	Yes
Arkansas Landscape Architects	ASBALAID - Architects Corporate Renewals	Yes
Arkansas Landscape Architects	ASBALAID - Architects Roster Download	Yes
Arkansas Landscape Architects	ASBALAID - Landscape Architects Roster Download	Yes
Arkansas Landscape Architects	ASBALAID - Interior Designer Roster Download	Yes
Arkansas Landscape Architects	ASBALAID - Interior Designer License Renewal	Yes
Arkansas Landscape Architects	ASBALAID - Landscape Architects Roster Search	No
Arkansas Landscape Architects	ASBALAID - Architects Corporate Roster Search	No
Arkansas Landscape Architects	ASBALAID - Website	No
Arkansas Landscape Architects	ASBALAID - Architects Roster Search	No
Arkansas Landscape Architects	ASBALAID - Interior Designers Roster Search	No
Arkansas Law Enforcement Training Academy	ALETA Website	No
Arkansas Municipal League	AML - Website	Yes
Arkansas Municipal League	AML - Local.Arkansas.gov	No
Arkansas Municipal League	AML - Preferred Provider Directory	No
Arkansas Oil and Gas Commission	INA OTC - Arkansas Oil and Gas Commission	Yes
Arkansas Oil and Gas Commission	AOGC - Online Payments	Yes
Arkansas State Board of Massage Therapy	ASBMT - Website Hosting	No
Arkansas State Board of Sanitarians	Sanitarians - Licensing	Yes
Arkansas State Board of Sanitarians	ASBRS - CEU Search	No
Arkansas Student Loan Authority	ASLA - Scholarship Search	No
Arkansas Tobacco Settlement Commission	ATSC - Website	No
Arkansas Tobacco Settlement Commission	ATSC - Grant Program Application	No
Arkansas Towing & Recovery Board	ATRB - Roster Search	No
Arkansas Users of Telecommunications and Information Systems (AUTIS)	AUTIS - Membership Registration	Yes
Arkansas Users of Telecommunications and Information Systems (AUTIS)	AUTIS - Conference Registration - AUTIS	Yes



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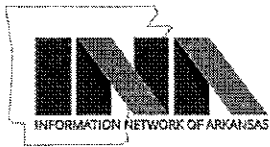
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Arkansas Users of Telecommunications and Information Systems (AUTIS)	AUTIS - Golf Tournament Registration	Yes
Arkansas Users of Telecommunications and Information Systems (AUTIS)	AUTIS - OTC	Yes
Arkansas Users of Telecommunications and Information Systems (AUTIS)	AUTIS - Website	No
Ashley County Collector's Office	Property Tax - Ashley County	Yes
Ashley County Prosecutor's Office	Hot Check Payment - Ashley County	Yes
Assessment Coordination Department, Arkansas	AACD - Contact Form	No
Assessment Coordination Department, Arkansas	AACD - Website	No
Athletic Commission, Arkansas State	ARATB - Website	No
Athletic Commission, Arkansas State	ASAC - Website	No
Athletic Training, Arkansas State Board of	ARATB - License Renewal	No
Athletic Training, Arkansas State Board of	ARATB - Roster Search	No
Attorney General, Arkansas office of the	AG - Website	No
Attorney General, Arkansas office of the	AG - Be Street Smart	No
Auctioneers Licensing Board, Arkansas	AALB - Renewals	Yes
Auctioneers Licensing Board, Arkansas	AALB - Roster Search	No
Auctioneers Licensing Board, Arkansas	AALB - Website	No
Auditor of State, Arkansas	APERS - Website Hosting	No
Auditor of State, Arkansas	Auditor - Annual Report Unclaimed Property	No
Auditor of State, Arkansas	Auditor - Unclaimed Property Search	No
Auditor of State, Arkansas	Auditor - Website	No
Baby Sharon Fund	Baby Sharon Fund - Website	No
Bank Department, Arkansas State	ASBD - Self Exam	No
Barber Examiners, Arkansas State Board of	NIC OTC - ASBBE	Yes
Barber Examiners, Arkansas State Board of	ASBBE - License Renewal	Yes
Bauxite, City of	County Online Sheriff Payment - Bauxite City	Yes
Bauxite, City of	Simple Invoice - Bauxite Water	Yes
Baxter County Collector's Office	Property Tax - Baxter County	Yes
Benton County Collector's Office	Property Tax - Benton County	Yes
Benton County Collector's Office	Hot Check Payment - Benton County	Yes
Board of Examiners for Drug & Alcohol Abuse	SBDEADAC - Website	No
Boone County Collector's Office	Property Tax - Boone County	Yes
Bradley County Collector's Office	Property Tax - Bradley County	Yes
Bradley County Prosecutor's Office	Hot Check Payment - Bradley County	Yes



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Building Authority, Arkansas	ABA - Website	No
Calhoun County Collector's Office	Property Tax - Calhoun County	Yes
Capitol Zoning District Commission	CZDC - Website	No
Career Education, Department of	ACE - Website	No
Career Education, Department of	ACI - Website	No
Carroll County Collector's Office	Property Tax - Carroll County	Yes
Carroll County Prosecutor's Office	Hot Check Payment - Carroll County	Yes
Chicot County	Chicot County - Website	No
Chicot County Collector's Office	Property Tax - Chicot County	Yes
Chicot County Prosecutor's Office	Hot Check Payment - Chicot County	Yes
Childcare and Early Childhood Education, Division of	ADE - DCCECE: Brochure/Survey Admin	No
Childcare and Early Childhood Education, Division of	DCCECE - Brochure and Survey	No
Chiropractic Examiners, Arkansas State Board of	ASBCE - Website Hosting	No
City of Conway	Conway OTC	Yes
City of Wynne Water	NIC OTC - City of Wynne Utility	Yes
Clark County	Clark County - Website	No
Clark County Collector's Office	Property Tax - Clark County	Yes
Clark County Prosecutor's Office	Hot Check Payment - Clark County	Yes
Clay County	Clay County - Website	No
Clay County Collector's Office	Clay County - Property Tax	Yes
Cleburne County Collector's Office	Property Tax - Cleburne County	Yes
Cleveland County	Cleveland County - Website	No
Cleveland County Prosecuting Attorney	Hot Check Payment - Cleveland County	Yes
Collection Agencies, Arkansas State Board of	ASBCA - License renewals	Yes
Collection Agencies, Arkansas State Board of	ASBCA - Roster Search	No
Collection Agencies, Arkansas State Board of	ASBCA - Website	No
Columbia County Collector's Office	Property Tax - Columbia County	Yes
Columbia County Prosecutor's Office	Hot Check Payment - Columbia County	Yes
Columbia County Sheriff	County Online Sheriff Payment - Columbia County	Yes
Commissioner of State Lands	INA OTC - Commissioner of State Lands	Yes
Community Corrections, Department of	ACC - Resident Banking	Yes
Community Corrections, Department of	DCC - Probation and Parole Fee Payments	Yes
Community Corrections, Department of	DCC - Probation and Parole Kiosk Payments	Yes
Community Corrections, Department of	DCC - Website	No
Community Corrections, Department of	DCC - Absconder Search	No
Contractors Licensing Board, Arkansas	INA OTC - ACLB OTC	Yes



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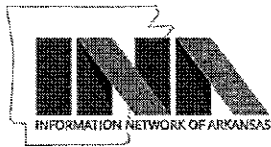
Contractors Licensing Board, Arkansas	ACLB - Online License Renewal	Yes
Contractors Licensing Board, Arkansas	ACLB - Roster Search	No
Contractors Licensing Board, Arkansas	ACLB - Website	No
Conway County	Conway County - Website	No
Conway County Collector's Office	Property Tax - Conway County	Yes
Corrections, Department of	ADC - Inmate Database Bulk Downloads	Yes
Corrections, Department of	ADC - Inmate Banking	Yes
Corrections, Department of	ADC - ACI Catalog eStore Shopping Cart	Yes
Corrections, Department of	ADC - Inmate Search	No
Corrections, Department of	ADC - Website	No
Corrections, Department of	ADC - Community Escape Alert	No
Corrections, Department of	ADC - Paws in Prison	No
Counseling, Arkansas Board of Examiners In	ABEC - License Renewals	Yes
Counseling, Arkansas Board of Examiners In	ABEC - Application for Licensure	Yes
Counseling, Arkansas Board of Examiners In	ABEC - Roster Search	No
Counseling, Arkansas Board of Examiners In	ABEC - Website	No
Crawford County Collector's Office	Property Tax - Crawford County	Yes
Crawford County Prosecutor's Office	Hot Check Payment - Crawford County	Yes
Crime Information Center, Arkansas	ACIC - Sex Offender Bulk Download	Yes
Crime Information Center, Arkansas	ACIC - Sex Offender Registry Search	No
Crime Information Center, Arkansas	ACIC - Hot Vehicle	No
Crime Information Center, Arkansas	ACIC - NSOPR Web Service	No
Crime Information Center, Arkansas	ACIC - Missing Person Search	No
Crime Information Center, Arkansas	ACIC - Act 346 Database Access for Courts	No
Crime Information Center, Arkansas	ACIC - CENSOR	No
Crime Information Center, Arkansas	ACIC - Website	No
Crime Laboratory, Arkansas State	ASCL - Website	No
Crittenden County Collector's Office	Property Tax - Crittenden County	Yes
Cross County Collector's Office	Property Tax - Cross County	Yes
Dallas County	Hot Check Payment - Dallas County	Yes
Dallas County	Dallas County - Website	No
Dallas County Collector's Office	Property Tax - Dallas County	Yes
Dental Examiners, Arkansas State Board of	ASBDE - Hygienist Renewals	Yes
Dental Examiners, Arkansas State Board of	ASBDE - Dentist License Renewals	Yes
Dental Examiners, Arkansas State Board of	ASBDE - RDA License Renewals	Yes
Dental Examiners, Arkansas State Board of	ASBDE_Website	No



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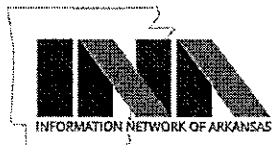
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Dental Examiners, Arkansas State Board of	ASBDE - Dentist Roster Search	No
Dental Examiners, Arkansas State Board of	ASBDE - RDA Roster	No
Department of Rural Services	ARDS - Website	No
Desha County Collector's Office	Property Tax - Desha County	Yes
Desha County Prosecutor's Office	Hot Check Payment - Desha County	Yes
Development Finance Authority, Arkansas	ADFA - Website	No
Disability Determination For Social Security	DDSSA - Website	No
Disability Determination For Social Security	DDSSA - Employment Page	No
Dispensing Opticians, Arkansas State Board of	ABDO - Website	No
Dover, City of	County Online Sheriff Payment - City of Dover	Yes
Dover, City of	County Online Utility - City of Dover	Yes
Drew County Collector's Office	Hot Check Payment - Drew County	Yes
Education, Department of	ADE - Non-Traditional Teacher's Licensure	Yes
Education, Department of	ADE - Teacher License Renewal Fee Payment	Yes
Education, Department of	ADE - Criminal Background Check	Yes
Education, Department of	ADE - ATLAS	No
Education, Department of	ADE - Website	No
Education, Department of	ADE - ASIS site	No
Election Commissioners, Arkansas State Board of	SBEC - Website	No
Embalmers & Funeral Directors, Arkansas State Board of	FDEMB - Funeral Directors License Renewal	Yes
Embalmers & Funeral Directors, Arkansas State Board of	INA OTC - OTC	No
Embalmers & Funeral Directors, Arkansas State Board of	ABEFD - Roster Search	No
Embalmers & Funeral Directors, Arkansas State Board of	ABEFD - Website	No
Embalmers & Funeral Directors, Arkansas State Board of	FDEMB - Funeral Directors Roster Download	No
Emergency Management, Arkansas Department of	ADEM - ADEM Hazmat TRI & Tier II Reporting	Yes
Emergency Management, Arkansas Department of	ADEM - Ready.Arkansas.gov	No
Environmental Health	ADEQ - Invoice Payments	Yes
Environmental Health	ADH - Breast Care Provider Search	No
Eureka, City of	INA OTC - City of Eureka Springs	Yes
Eureka, City of	Simple Invoice - City of Eureka Springs Water	Yes
Faulkner County Collector's Office	Property Tax - Faulkner County	Yes
Faulkner County District Court	AOC - Faulkner County District Court	Yes
Finance and Administration, Department of	NIC OTC - DFA Racing Commission	Yes
Finance and Administration, Department of	DFA - Revenue OTC	Yes
Finance and Administration, Department of	DFA - Undisclosed Driver	Yes
Finance and Administration, Department of	DFA - OSP State Surplus / Auction site	Yes



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Finance and Administration, Department of	DFA - OCSE Child Support	Yes
Finance and Administration, Department of	DFA - TRL	Yes
Finance and Administration, Department of	DFA - OSP Vendor Services	Yes
Finance and Administration, Department of	DFA - TVR Batch	Yes
Finance and Administration, Department of	DFA - Personalized License Plates	Yes
Finance and Administration, Department of	DFA - ITVR	Yes
Finance and Administration, Department of	DFA - Driver Watch	Yes
Finance and Administration, Department of	DFA - Batch Driver Watch	Yes
Finance and Administration, Department of	DFA - Dyed Diesel Tax Reporting and Payment App	Yes
Finance and Administration, Department of	DFA - Commercial Driver Alcohol & Drug Testing	Yes
Finance and Administration, Department of	DFA - Driver Services Online Reinstatement Fee	Yes
Finance and Administration, Department of	DFA - ABC Permit Web Application	Yes
Finance and Administration, Department of	DFA - Tag Renewals (ARSTAR)	Yes
Finance and Administration, Department of	DFA - Driver Monitoring	Yes
Finance and Administration, Department of	DFA-OSP Furniture Contracts - Website	No
Finance and Administration, Department of	Arkansas State Jobs	No
Finance and Administration, Department of	DFA - OCSE Online Calculator	No
Finance and Administration, Department of	DFA - Dept. of Motor Vehicles	No
Finance and Administration, Department of	DFA - SAVA	No
Finance and Administration, Department of	DFA - IFTA Payment System	No
Finance and Administration, Department of	DFA - OSP Vendor eForms - SDF Surplus Disposal Forms	No
Finance and Administration, Department of	DFA - State Directory	No
Finance and Administration, Department of	DFA - State Vehicle Safety	No
Finance and Administration, Department of	DFA - ARstatejobs.com	No
Finance and Administration, Department of	DFA - OSP Vendor Bids	No
Finance and Administration, Department of	DFA - Trucking Portal	No
Finance and Administration, Department of	DFA - IRP	No
Finance and Administration, Department of	DFA - Vehicle SR-1 (accident report form)	No
Finance and Administration, Department of	DFA - OCSE Child Support Employer Portal	No
Finance and Administration, Department of	DFA - Income SETOFF	No
Finance and Administration, Department of	DFA - Withholding	No
Finance and Administration, Department of	DFA - Emergency Response/Disaster Rec.	No
Finance and Administration, Department of	DFA - Business Closure Notification	No
Finance and Administration, Department of	DFA - Motor Fuel Tax Filing	No
Finance and Administration, Department of	DFA - Web site	No



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Finance and Administration, Department of	DFA - OSP Online Class Registration	No
Finance and Administration, Department of	DFA - Racing Commission Award Mgt Syst	No
Finance and Administration, Department of	DFA - EO98 Related Employee / Contracts	No
Finance and Administration, Department of	DFA - PCS \$10,000.01-\$50,000 Monthly Reporting Form	No
Finance and Administration, Department of	DFA - PCS Contacts	No
Finance and Administration, Department of	DFA - OSP Illegal Immigrant Reporting	No
Finance and Administration, Department of	DFA - State Technology Planning	No
Finance and Administration, Department of	DFA - W2 file format verification	No
Finance and Administration, Department of	DFA - AASIS Printer Configuration	No
Finance and Administration, Department of	DFA - Disclosure Report	No
Finance and Administration, Department of	DFA - Recovery Program Management & Notification system	No
Finance and Administration, Department of	DFA - ATAP Payment Portal	No
Finance and Administration, Department of	DFA - OSP Vendor Bids Admin	No
Finance and Administration, Department of	DFA - OPM Online Class Code Search	No
Finance and Administration, Department of	DFA - PCS Contract/Amendment Submission	No
Finance and Administration, Department of	DFA - OCSE Online Survey	No
Finance and Administration, Department of	DFA - OSP Arkansas Business Emergency listing	No
Finance and Administration, Department of	DFA - State Vehicle Inventory Search	No
Finance and Administration, Department of	DFA - ARBenefits.org	No
Finance and Administration, Department of	DFA - AASIS Calendar	No
Finance and Administration, Department of	DFA - ABC Server Certification	No
Finance and Administration, Department of	DFA - Transparency	No
Finance and Administration, Department of	DFA - Local Taxes	No
Finance and Administration, Department of	INA - State Directory	No
Foresters, Arkansas Board of Registration For	ABOF - License Renewals	Yes
Foresters, Arkansas Board of Registration For	ABOF - Roster Search	No
Foresters, Arkansas Board of Registration For	ABOF - Website	No
Forestry Commission, Arkansas	AFC - Seedling Sales	Yes
Forestry Commission, Arkansas	AFC - Tree Book Sales	Yes
Forestry Commission, Arkansas	AFC - Timber Buyer Search	No
Forestry Commission, Arkansas	AFC - Consulting Forester Directory	No
Forestry Commission, Arkansas	AFC - Arkansas Fire Information	No
Forestry Commission, Arkansas	AFC - Vendor Directory Search	No
Forestry Commission, Arkansas	AFC - Website	No



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Franklin County Learning Center	Property Tax - Franklin County	Yes
Franklin County Prosecutor's Office	Hot Check Payment - Franklin County	Yes
Fulton County	Fulton County - Website	No
Game & Fish Commission, Arkansas	AGFC - Licenses	Yes
Game & Fish Commission, Arkansas	AGFC - Permit Application	Yes
Game & Fish Commission, Arkansas	AGFC - Publication Sales	Yes
Game & Fish Commission, Arkansas	AGFC - Alligator Permit Application	Yes
Game & Fish Commission, Arkansas	AGFC - Alligator Gar Permit	Yes
Game & Fish Commission, Arkansas	AGFC - Shopping Cart	Yes
Game & Fish Commission, Arkansas	AGFC - Hunter/Boater Education Replacement Card	Yes
Game & Fish Commission, Arkansas	AGFC - Gift Certificates	Yes
Game & Fish Commission, Arkansas	Emma-AGFC	No
Game & Fish Commission, Arkansas	AGFC - ATIP	No
Game & Fish Commission, Arkansas	AGFC - Website	No
Game & Fish Commission, Arkansas	AGFC - Nuisance Wildlife	No
Game & Fish Commission, Arkansas	AGFC - Game Check	No
Game & Fish Commission, Arkansas	AGFC - Shooting and Archery Team Registration	No
Game & Fish Commission, Arkansas	AGFC - Triple Trophy Application Submission Form	No
Garland County Collector's Office	Property Tax - Garland County	Yes
Garland County Library	INA OTC - Garland County Library	Yes
Garland Operations, LLC	Garland County - Website	No
Governor Office, Arkansas	Governor - Mobile Arkansas Works Search	No
Governor Office, Arkansas	Governor - First Lady's Site	No
Governor Office, Arkansas	Governor - Green.Arkansas.Gov	No
Governor Office, Arkansas	Governor - National Governor's Security Association (NGSA)	No
Governor Office, Arkansas	Governor - State Seal Use Form	No
Governor Office, Arkansas	Governor - MAP & TAP	No
Governor Office, Arkansas	Governor - GEMS Mailing List	No
Governor Office, Arkansas	Governor - Website	No
Governor Office, Arkansas	Governor - Boards and Commissions App for Appointment	No
Governor Office, Arkansas	Governor - Mansion Site	No
Governor Office, Arkansas	Governor - Flat Stanley	No
Governor Office, Arkansas	Governor - Arkansas Works Website	No
Governor Office, Arkansas	Governor - Disaster Assistance Form	No



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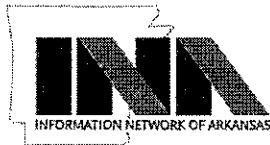
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Governor Office, Arkansas	Governor - Flag Staff Utility	No
Governor Office, Arkansas	Governor - Task Force for the 21st Century Site	No
Governor Office, Arkansas	Governor - Arkansas Works Application	No
Governor Office, Arkansas	Governor - Rideshare Links Portal	No
Governor Office, Arkansas	Governor - Mansion Virtual Field Trip	No
Governor Office, Arkansas	Governor - Recovery.Arkansas.gov Web site	No
Governor's Mansion Commission, Arkansas	INA OTC - Governors Mansion	Yes
Grant County Prosecutor's Office	Hot Check Payment - Grant County	Yes
Greene County	Hot Check Payment - Greene County	Yes
Greene County	Greene County - Website	No
Greene County Collector's Office	Property Tax - Greene County	Yes
Haskell, City of	Simple Invoice - Haskell Water Payments	Yes
Health Connector Division, Arkansas	AHC - Website	No
Health Services Permit Agency, Arkansas	AHSPA_Website	No
Health, Arkansas Department of	NIC OTC - ADH	Yes
Health, Arkansas Department of	ADH - Event Registration	Yes
Health, Arkansas Department of	ADH - Food Permit Renewal	Yes
Health, Arkansas Department of	INA OTC - ADH Cosmetology	Yes
Health, Arkansas Department of	ADH - Death Certificates Search and Order	Yes
Health, Arkansas Department of	ADH - EMS 3rd Party Payment Processing	Yes
Health, Arkansas Department of	ADH - Stamp Out Smoking	No
Health, Arkansas Department of	ADH - Connect Care	No
Health, Arkansas Department of	ADH - Tobacco Grantee Reporting Program	No
Health, Arkansas Department of	ADH - Tobacco Quitline Referral Form	No
Health, Arkansas Department of	ADH - BRFSS Site	No
Health, Arkansas Department of	DHS - Website	No
Health, Arkansas Department of	DHS - Payment Initiative Web Site	No
Health, Arkansas Department of	DHS - Site Hosting for www.mfp.ar.gov	No
Health, Arkansas Department of	DHS - Website	No
Health, Arkansas Department of	ADH - Arkansas Clean Indoor Air Act	No
Health, Arkansas Department of	ADH - AR Clean Air - Complaint Form	No
Health, Arkansas Department of	ADH - AR Clean Indoor Air Act - Information R	No
Health, Arkansas Department of	ADH - AR Clean Air - Question Form	No
Health, Arkansas Department of	ADH - EMS License Verification	No
Health, Arkansas Department of	ADH - Infant Hearing Website	No
Health, Arkansas Department of	ADH - ConnectCare Change my Doctor - Spanish	No



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Health, Arkansas Department of	ADH - Newborn Screening	No
Health, Arkansas Department of	ADH - State Question Database	No
Health, Arkansas Department of	ADH - OPP License Verification	No
Health, Arkansas Department of	ADH - Lifestage Restaurant Award	No
Health, Arkansas Department of	ADH - Trauma Calendar (Web site)	No
Health, Arkansas Department of	ADH - Chronic Disease Healthy People 2020	No
Health, Arkansas Department of	ADH - Food Inspection Restaurant Search	No
Health, Arkansas Department of	ADH - ConnectCare Website	No
Health, Arkansas Department of	ADH - BreastCare Providers Directory	No
Health, Arkansas Department of	ADH - Health and Human Services, Arkansas Department of: Site hosting	No
Health, Arkansas Department of	ADH - Radiologic Technology Licensure Verification	No
Health, Arkansas Department of	AHSPA - Website	No
Hempstead County Prosecutor's Office	Hempstead County - Website	No
Hempstead County Title Co.	Hot Check Payment - Hempstead County	Yes
Hempstead County Title Co.	HAM - GovPay Payment Processing	No
Hempstead County Title Co.	HAM - Website Hosting	No
Higher Education, Department of	ADHE - Gov Scholarship	No
Higher Education, Department of	ADHE - Pathways Website	No
Higher Education, Department of	ADHE - Website	No
Higher Education, Department of	ADHE - Perkins Grant Portal	No
Higher Education, Department of	ADHE - Website	No
Higher Education, Department of	ADHE - YoUniversal Application	No
Higher Education, Department of	ADHE - Career Pathways Initiative	No
Highway and Transportation Department, Arkansas	AHTD - IDrive Website	No
Highway and Transportation Department, Arkansas	AHTD - State Aid City Street Program website	No
Historic Arkansas Museum Foundation Inc.	HAM - Membership Registration	Yes
Historic Arkansas Museum Foundation Inc.	INA OTC - HAM Foundation	No
History Commission, Arkansas	Photo Sales	Yes
Hot Spring County Collector's Office	Property Tax - Hot Spring County	Yes
Hot Spring County Prosecutor's Office	Hot Check Payment - Hot Spring County	Yes
Hot Spring County Sheriff	County Online Sheriff Payment - Hot Spring County Court	Yes
Hot Spring County Website	Hot Spring County - Website	No
Hot Springs, City of	INA OTC - City of Hot Springs	Yes
Howard County Children's Center, Inc.	Property Tax - Howard County	Yes



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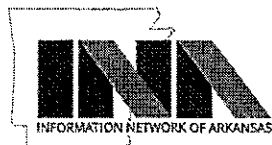
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Howard County Website	Howard County - Website	No
Human Services, Department of	DHS - DHS Medicaid Provider Enrollment Fee	Yes
Human Services, Department of	DHS - DHS Medicaid Provider Payments	Yes
Human Services, Department of	DHS - Choices in Living Website	No
Human Services, Department of	DHS - Website	No
Human Services, Department of	DHS - eSources	No
Human Services, Department of	DHS - Lifeline List App	No
Human Services, Department of	DHS - Office of Systems and Technology	No
Independence County Collector's Office	Property Tax - Independence County	Yes
Independence County Prosecutor's Office	Hot Check Payment - Independence County	Yes
Information Network of Arkansas	INA - Form Pay	Yes
Information Network of Arkansas	Enterprise Event Registration	Yes
Information Network of Arkansas	INA OTC - Govpay Invoicing Payments	Yes
Information Network of Arkansas	INA - INA Silent Auction	Yes
Information Network of Arkansas	INA - Subscription App	Yes
Information Network of Arkansas	INA - Salesforce API	No
Information Network of Arkansas	INA - Themes	No
Information Network of Arkansas	INA - Feedback	No
Information Network of Arkansas	Service Not Listed	No
Information Network of Arkansas	INA - Salesforce	No
Information Network of Arkansas	INA - Certified Collection Letters	No
Information Network of Arkansas	Gov2Go	No
Information Network of Arkansas	INA - Server	No
Information Network of Arkansas	eNotify	No
Information Network of Arkansas	INA - Public Meeting Calendar	No
Information Network of Arkansas	INA - Portal Widget Factory	No
Information Network of Arkansas	INA - Portal	No
Information Network of Arkansas	INA - Tool Kit	No
Information Network of Arkansas	INA - Office Collaborator	No
Information Network of Arkansas	INA - Dev Tools	No
Information Network of Arkansas	INA - Google and Templates	No
Information Network of Arkansas	INA - GovPay Collector	No
Information Network of Arkansas	INA - Bill Watch	No
Information Network of Arkansas	INA - Payment Backend	No
Information Network of Arkansas	INA - Public Meetings Calendar	No
Information Network of Arkansas	INA - SSO Portal	No



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Information Network of Arkansas	INA - OTC Card Swipe Point of Sale	No
Information Network of Arkansas	INA - Security	No
Information Network of Arkansas	INA - Helpdesk tools	No
Information Network of Arkansas	INA - Code Igniter Framework	No
Information Network of Arkansas	INA - Portal Feeds	No
Information Network of Arkansas	INA - Payment Tools	No
Information Network of Arkansas	INA - Directory Web Services	No
Information Network of Arkansas	INA - Portal Notifications	No
Information Network of Arkansas	INA - Agency Events	No
Information Network of Arkansas	INA - Mantis	No
Information Network of Arkansas	INA - Bulk Data Download	No
Information Network of Arkansas	INA - Portal Near Me	No
Information Network of Arkansas	INA - County Template (MOSS)	No
Information Network of Arkansas	INA - Resource Management	No
Information Network of Arkansas	INA - PHP Application Down	No
Information Network of Arkansas	INA - Enterprise eStore Shopping Cart	No
Information Network of Arkansas	INA - Mobile Statistics (Wizard/Report)	No
Information Network of Arkansas	INA - CDB Tools	No
Information Network of Arkansas	INA - Sphinx Search Service	No
Information Network of Arkansas	INA - Text4help	No
Information Network of Arkansas	INA - Portal Survey	No
Information Network of Arkansas	INA - Citizen Alert System	No
Information Network of Arkansas	INA - Photo Submission Form & Upload	No
Information Network of Arkansas	INA - Google Analytics	No
Information Network of Arkansas	INA - Global Properties Web Service	No
Information Network of Arkansas	INA - SendGrid App	No
Information Network of Arkansas	INA - Checkout	No
Information Network of Arkansas	INA - INA.arkansas.gov	No
Information Network of Arkansas	NIC - Billing	No
Information Systems, Department of	DIS - Website	No
Information Systems, Department of	DIS - Arkansas.gov URL request form	No
Information Systems, Department of	DIS - Blog	No
Insurance Department, Arkansas	Producer Application	Yes
Insurance Department, Arkansas	Agency Affiliation Application	Yes
Jackson County Prosecutor's Office	Hot Check Payment - Jackson County	Yes
Jefferson County Prosecutor's Office	Hot Check Payment - Jefferson County	Yes



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Johnson County	Johnson County - Website	No
Johnson County Clerk Office	NIC OTC - Johnson County Clerk	Yes
Johnson County Collector's Office	Property Tax - Johnson County	Yes
Johnson County Collector's Office	Property Tax - Johnson County	Yes
Johnson County Prosecutor's Office	Hot Check Payment - Johnson County	Yes
Judicial Discipline & Disability Comm.	JDDC - Judicial Complaint Form	No
Labor, Department of	DOL - Elevator Permit Invoice Payments	Yes
Labor, Department of	DOL - Elevator License Renewal	Yes
Labor, Department of	DOL - Boiler Permit Invoice Payments	Yes
Labor, Department of	DOL - Boiler License Renewal	Yes
Labor, Department of	DOL - Electricians License Renewal	Yes
Labor, Department of	DOL - Boiler Roster Download	Yes
Labor, Department of	ADL - Electrician License Renewal	Yes
Labor, Department of	ADL - Boiler License Renewal	Yes
Labor, Department of	ADL - Elevator Permit Invoice Payments	Yes
Labor, Department of	DOL - Labor, Department of: Roster Search, Electricians	No
Labor, Department of	DOL - Website	No
Labor, Department of	ADL - Electrician Roster	No
Labor, Department of	ADL - Web site	No
Lafayette County Collector's Office	Property Tax - Lafayette County	Yes
Lafayette County Sheriff	INA OTC - Lafayette County Sheriff OTC	Yes
Lawrence County Collector's Office	Property Tax - Lawrence County	Yes
Lawrence County Prosecutor's Office	Hot Check Payment - Lawrence County	Yes
Lee County	Lee County - Website	No
Library, Arkansas State	ASL - Website	No
Library, Arkansas State	ASL - Agency Notification Form	No
Lincoln County	Lincoln County - Website	No
Lincoln County Collector's Office	Property Tax - Lincoln County	Yes
Little River County Collector's Office	Property Tax - Little River County	Yes
Little River County Collector's Office	Property Tax - Little River County	Yes
Little River County Prosecutor's Office	Hot Check Payment - Little River County	Yes
Little Rock Zoo, City of	LR ZOO - Online Membership	Yes
Little Rock Zoo, City of	LR ZOO - Online Ticket Sales	Yes
Little Rock, City of - Fines and Fees	INA OTC - City of Little Rock Waste	Yes
Little Rock, City of - Fines and Fees	INA OTC - City of Little Rock Traffic Fines	No



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Little Rock, City of - Ticket Reimbursement	AOC - Little Rock Court Fines	Yes
Little Rock, City of - Treasury Management Division	Little Rock - Business License Renewals	Yes
Livestock & Poultry Commission, Arkansas	ALPC_OTC	Yes
Livestock & Poultry Commission, Arkansas	ALPC - Online Payments	Yes
Livestock & Poultry Commission, Arkansas	ALPC - Poultry and Egg Program Payments	No
Logan County Collector's Office	Property Tax - Logan County	Yes
Lonoke County Collector's Office	Property Tax - Lonoke County	Yes
Lonoke County Collector's Office	Lottery Commission - Web site	No
Lonoke County Prosecutor's Office	Hot Check Payment - Lonoke County	Yes
Lt. Governor	Lt. Governor - Website	No
Madison County	Madison County - Website Hosting	No
Malvern Hot Spring County Library	Malvern Hot Spring County Public Library - Website	No
Malvern Police Department	AOC - Malvern Traffic Tickets	Yes
Manufactured Home Commission	Manufactured Home Commission - Web site	No
Marion County	Marion County Website	No
Miller County	Miller County - Website	No
Miller County Collector's Office	Property Tax - Miller County	Yes
Minority Health Commission, Arkansas	AMHC - Website	No
Minority Health Commission, Arkansas	AMHC - Web Meals Application	No
Mississippi County Prosecutor's Office	Hot Check Payment - Mississippi County	Yes
Montgomery County Prosecutor's Office	Hot Check Payment - Montgomery County	Yes
Motor Vehicle Commission, Arkansas	DFA - Roster Search	No
Motor Vehicle Commission, Arkansas	AMVC - Website Hosting	No
Natural Heritage Commission, Arkansas	ANHC - Donation Application	Yes
Natural Heritage Commission, Arkansas	DAH - Donation Application	No
Natural Resources Commission, Arkansas	NRC - Website	No
Natural Resources Commission, Arkansas	ANRC - Website	No
Nevada County	Nevada County - Website	No
Nevada County Collector's Office	Property Tax - Nevada County	Yes
NIC	Corporate OTC	Yes
Nursing, Arkansas State Board of	ASBN - Roster Download	Yes
Nursing, Arkansas State Board of	ASBN - Civil Penalties	Yes
Nursing, Arkansas State Board of	ASBN - License Renewals	Yes
Nursing, Arkansas State Board of	ASBN - Cash Register App	Yes
Nursing, Arkansas State Board of	ASBN - Application for State Licensure	Yes
Nursing, Arkansas State Board of	ASBN - Workshop Registration	Yes



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Nursing, Arkansas State Board of	ASBN - Purchase Publications and Certificates	Yes
Nursing, Arkansas State Board of	ASBN - Nursing Exam Results	No
Nursing, Arkansas State Board of	ASBN - Duplicate Licenses	No
Nursing, Arkansas State Board of	ASBN - Website	No
Nursing, Arkansas State Board of	ASBN - Nursing Status Watch	No
Nursing, Arkansas State Board of	ASBN - Nurse Managers Workshop Registration	No
Nursing, Arkansas State Board of	ASBN - Address Change Tool	No
Nursing, Arkansas State Board of	ASBN - Publication Orders	No
Nursing, Arkansas State Board of	ASBN - Agency Toolkit	No
Nursing, Arkansas State Board of	ASBN - Fingerprint Form Request	No
Nursing, Arkansas State Board of	ASBN - Complaint Form	No
Nursing, Arkansas State Board of	ASBN - Address Change Tool	No
Office of Health Information Technology	Emma - OHIT	Yes
Office of Health Information Technology	OHIT - Website	No
Office of the Medicaid Inspector General	OMIG - Website	No
Ouachita County Collector's Office	Property Tax - Ouachita County	Yes
Ouachita County Prosecutor's Office	Hot Check Payment - Ouchita County	Yes
Parole Board, Arkansas	APB - Parole Board Website	No
Pharmacy, Arkansas State Board of	ASBP - License Renewals	Yes
Pharmacy, Arkansas State Board of	ASBP - Facility License Renewal	Yes
Pharmacy, Arkansas State Board of	ASBP - Website	No
Pharmacy, Arkansas State Board of	ASBP - Roster Search	No
Pharmacy, Arkansas State Board of	ASBP - Roster Renewal Search	No
Physical Therapy, Arkansas State Board of	ASBPT - License Renewals	Yes
Physical Therapy, Arkansas State Board of	ASBPT - Exam Registration	Yes
Physical Therapy, Arkansas State Board of	ASBPT - Roster list and labels	Yes
Physical Therapy, Arkansas State Board of	ASBPT - Roster	No
Physical Therapy, Arkansas State Board of	ASBPT - Website	No
Physical Therapy, Arkansas State Board of	ASBPT - Directory Download	No
Pike County Collector's Office	Property Tax - Pike County	Yes
Plant Board, Arkansas State	ASPB - Dealer License	Yes
Plant Board, Arkansas State	ASPB - Dealer License Renewal	Yes
Plant Board, Arkansas State	ASPB - Pesticide License Search	No
Plant Board, Arkansas State	ASPB - Seed Growers Directory	No
Plant Board, Arkansas State	ASPB - Bulk Wheat Grower Dealer & Retailer	No
Plant Board, Arkansas State	ASPB - Website	No



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Plant Board, Arkansas State	ASPB - Seed Dealer Directory	No
Podiatric Medicine, Arkansas Board of	ABPM - Website	No
Poinsett County Collector's Office	Property Tax - Poinsett County	Yes
Poinsett County Sheriff	County Online Sheriff Payment - Poinsett County	Yes
Polk County Prosecutor's Office	Hot Check Payment - Polk County	Yes
Pope County Collector's Office	Property Tax - Pope County	Yes
Pope County EMS	County Online - Pope County: EMS Payment System	Yes
Pope County Prosecutor's Office	Hot Check Payment - Pope County	Yes
Prairie County Collector's Office	Property Tax - Prairie County	Yes
Private Career Education, Arkansas State Board of	PCE - Form 1030 School License Renewal	Yes
Private Career Education, Arkansas State Board of	PCE - Student Protection Fund	Yes
Private Career Education, Arkansas State Board of	PCE - Transcript Request	Yes
Private Career Education, Arkansas State Board of	PCE - Form 2020 Amendment	Yes
Private Career Education, Arkansas State Board of	PCE - Real Estate CE Reporting	No
Private Career Education, Arkansas State Board of	PCE - Site	No
Professional Engineers & Land Surveyors, Arkansas State Board of Registration For (PELS)	PELS - PELS License renewals	Yes
Professional Engineers & Land Surveyors, Arkansas State Board of Registration For (PELS)	PELS - License renewals	Yes
Professional Engineers & Land Surveyors, Arkansas State Board of Registration For (PELS)	PELS - License Renewals - COA	Yes
Professional Engineers & Land Surveyors, Arkansas State Board of Registration For (PELS)	PELS - New Applications	Yes
Professional Engineers & Land Surveyors, Arkansas State Board of Registration For (PELS)	PELS - Roster Download	No
Professional Engineers & Land Surveyors, Arkansas State Board of Registration For (PELS)	PELS - Roster Search	No
Professional Engineers & Land Surveyors, Arkansas State Board of Registration For (PELS)	PELS - Web site	No
Psychology, Arkansas Board of	NIC OTC - APB	Yes
Psychology, Arkansas Board of	APB - License Renewals	Yes
Psychology, Arkansas Board of	APB - License Verification	Yes
Psychology, Arkansas Board of	APB - Website	No
Public Defender Commission, Arkansas	PDC - Website	No
Public Defender Commission, Arkansas	PDC - Statistical Reporting Form	No
Pulaski County Collector's Office	Property Tax - Pulaski County	Yes



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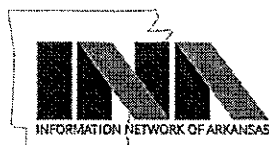
Pulaski County District Court	AOC - Pulaski County District Court	Yes
Pulaski County Prosecutor's Office	Hot Check Payment - Pulaski County	Yes
Randolph County Prosecutor's Office	Hot Check Payment - Randolph County	Yes
Randolph County Website	Randolph County - Website	No
Real Estate Commission, Arkansas	AREC - Online Recruiting Career Registry	Yes
Real Estate Commission, Arkansas	AREC - License Renewals	Yes
Real Estate Commission, Arkansas	AREC - Roster Search	No
Real Estate Commission, Arkansas	AREC - Website	No
Real Estate Commission, Arkansas	AREC - RECE Reporting	No
Registration For Professional Geologists	ARPG - License Renewals	Yes
Registration For Professional Geologists	ARPG - Website	No
Rockport Police Department	County Online Sheriff Payment - Rockport	Yes
Russellville, City of	INA OTC - City of Russellville	Yes
Saline County Circuit Clerk	INA OTC - Saline County Fax Payments	Yes
Saline County Collector's Office	Property Tax - Saline County	Yes
Science and Technology Authority, Arkansas	ASTA - Website	No
Science and Technology Authority, Arkansas	ASTA - SMART	No
Science and Technology Authority, Arkansas	ASTA - AR Manufacturing Solutions	No
Searcy County Collector's Office	Property Tax - Searcy County	Yes
Sebastian County	County Online - Sebastian County EMS	Yes
Sebastian County	Hot Check Payment - Sebastian County	Yes
Sebastian County	Property Tax - Sebastian County	Yes
Sebastian County	INA OTC - Sebastian County Court	Yes
Secretary of State	SOS - UCC Online Filings	Yes
Secretary of State	SOS - Online Corporation Filings (Legacy)	Yes
Secretary of State	SOS - Capitol Gift Shop eStore	Yes
Secretary of State	SOS - Franchise Tax Batch Filing	Yes
Secretary of State	SOS - UCC Special Request Data Downloads	Yes
Secretary of State	SOS - Franchise Tax Lockbox	Yes
Secretary of State	SOS - Franchise Tax Batch Invoice Coupon	Yes
Secretary of State	SOS - BCS Application Maintenance	Yes
Secretary of State	SOS - Rules/Regulations Bulk Data Download	Yes
Secretary of State	SOS - Corporations Special Requests List	Yes
Secretary of State	SOS - GOVPAYOTC - Cash Register	Yes
Secretary of State	SOS - Certificates of Good Standing Mobile	Yes
Secretary of State	SOS - Secretary of State: OTC setup	Yes



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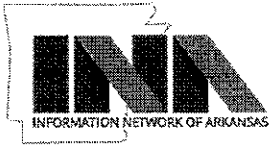
Secretary of State	SOS - Online Franchise Tax Filing	Yes
Secretary of State	SOS - UCC File Watch Notification System	Yes
Secretary of State	SOS - Entity Filings (Legacy)	Yes
Secretary of State	SOS - Business Entity Bulk Data Download	Yes
Secretary of State	SOS - Certificate of Good Standing	Yes
Secretary of State	SOS - eNotary	No
Secretary of State	SOS - Mock Elections	No
Secretary of State	SOS - UCC Search	No
Secretary of State	SOS - Oracle/Server	No
Secretary of State	SOS - Franchise Tax XML	No
Secretary of State	SOS - Holiday site	No
Secretary of State	SOS - Administrative Rules/Regs	No
Secretary of State	SOS - Contributions and Expenditures Filing	No
Secretary of State	SOS - VoteNaturally Website	No
Secretary of State	SOS - Candidate Filing Bios	No
Secretary of State	SOS - Website	No
Secretary of State	SOS - Elections Financial Disclosure	No
Secretary of State	SOS - eNewsroom	No
Secretary of State	SOS - Non Profit Change of Address	No
Secretary of State	SOS - PAC/Lobbyist Search	No
Secretary of State	SOS - Corp/Franchise Change of Address Form	No
Secretary of State	SOS - Statement of Financial Interest Filing (SFI)	No
Secretary of State	SOS - Lobbyists Filing	No
Secretary of State	SOS - PAC Filing	No
Secretary of State	SOS - Historical Report Online	No
Secretary of State	SOS - Franchise Tax Filings	No
Secretary of State	SOS - Notary Filing and Search	No
Secretary of State	SOS - Touch Screen	No
Secretary of State	SOS - Elected Officials Directory	No
Secretary of State	SOS - SFI Advanced Financial Disclosure Search	No
Secretary of State	SOS - EID Advanced Financial Disclosure Search	No
Secretary of State	SOS - Lobbyist Advanced Financial Disclosure Search	No
Secretary of State	SOS - PAC Advanced Financial Disclosure Search	No
Secretary of State	SOS - Exploratory Commtee Filings	No
Secretary of State	SOS - DMGA Advanced Financial Disclosure Search	No
Secretary of State	SOS - Elections Voter View Mobile	No



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Secretary of State	SOS - Online Integration to SOSBCS	No
Secretary of State	SOS - Corporations Search Mobile	No
Secretary of State	SOS - MOVE Act	No
Secretary of State	SOS - Apportionment Site - ARKDistrict	No
Secretary of State	SOS - Holiday Capitol Lighting Fund Donations	No
Secretary of State	SOS - Blog (Guestbook)	No
Secretary of State	SOS - BCS Trademark Backend	No
Secretary of State	SOS - BCS Trademark Requirements	No
Secretary of State	SOS - Online Corporation Filings (New, Autodrop)	No
Secretary of State	SOS - BCS Infrastructure Refresh 2013	No
Secretary of State	SOS - BCS Video Service Provider	No
Secretary of State	SOS - Apportionment Web Site (MOSS)	No
Secretary of State	SOS - Election Night Reporting System (ENR)	No
Secretary of State	SOS - UCC Bulk Data Services	No
Secretary of State	SOS - Entity Search	No
Secretary of State	SOS - UCC XML Batch Filings	No
Secretary of State	SOS - Candidate and Contributions Advanced Search	No
Secretary of State	Enterprise Criminal Background Checks	No
Senate, Arkansas	Senate - Website	No
Senate, Arkansas	Senate - Senator Search (by address)	No
Sentencing Commission, Arkansas	ASC - Website	No
Shannon Hills, City of	Simple Invoice - City of Shannon Hills Utility	Yes
Shannon Hills, City of	Shannon Hills - Website	No
Sharp County	Sharp County - Website	No
Sharp County Collector's Office	Property Tax - Sharp County	Yes
Social Work Licensing Board, Arkansas	SWLB - License Application	Yes
Social Work Licensing Board, Arkansas	SWLB - License Renewal	Yes
Social Work Licensing Board, Arkansas	SWLB - Roster Search	No
Social Work Licensing Board, Arkansas	SWLB - Website	No
Speech-Language Pathology & Audiology, Arkansas Board of Examiners In	ABESPA - License Renewal	Yes
Speech-Language Pathology & Audiology, Arkansas Board of Examiners In	ABESPA - License Verification	No
Speech-Language Pathology & Audiology, Arkansas Board of Examiners In	ABESPA - Website	No



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Spinal Cord Commission, Arkansas	ASCC - Website	No
St. Francis County Collector	Property Tax - St. Francis County	Yes
State Police, Arkansas	ASP - Criminal Background Checks	Yes
State Police, Arkansas	ASP - Crash Reports (Accident)	Yes
State Police, Arkansas	ASP - CHL License Renewals	Yes
State Police, Arkansas	ASP - CHL Backend Database	Yes
State Police, Arkansas	ASP - Concealed Handgun Instructor Search	Yes
State Police, Arkansas	ASP - CHCL New Applications	Yes
State Police, Arkansas	ASP - Iron Data eLicense Application Backend	Yes
State Police, Arkansas	INA OTC - ASP	No
State Police, Arkansas	ASP - CBC Status Check / Harvester Locations	No
State Police, Arkansas	ASP - Fatality Reports	No
State Police, Arkansas	ASP - Fatal Crash Summary Report Upload	No
State Police, Arkansas	ASP - Amber Alert Online Reporting Application	No
State Police, Arkansas	ASP - Online Trooper Contact Form	No
State Police, Arkansas	ASP - Website	No
Stone County Collector's Office	Property Tax - Stone County	Yes
Testing Account	Test Service	No
Tobacco Control Board, Arkansas	NIC OTC - ATCB	Yes
Tobacco Control Board, Arkansas	ATCB - Permit Renewals	Yes
Tobacco Control Board, Arkansas	ATCB - Tobacco Sanctions Search	No
Tobacco Control Board, Arkansas	ATCB - Tobacco Compliance Search	No
Tobacco Control Board, Arkansas	ATCB - Website	No
Tobacco Control Board, Arkansas	ATCB - Permit Search	No
Treasurer, Arkansas State	Treasurer - Website	No
Union County Collector's Office	Property Tax - Union County	Yes
Union County Prosecutor's Office	Hot Check Payment - Union County	Yes
Van Buren County Collector's Office	Property Tax - Van Buren County	Yes
White County	AOC - White County	Yes
White County Collector's Office	Property Tax - White County	Yes
Workers' Compensation Commission, Arkansas	AWCC - Claims Search	No
Workers' Compensation Commission, Arkansas	AWCC - Non-Coverage Certificate Search	No
Workers' Compensation Commission, Arkansas	AWCC - Benefits Calculator	No
Workers' Compensation Commission, Arkansas	AWCC - Website	No
Workforce Investment Board, Arkansas	AWIB - Website	No
Workforce Investment Board, Arkansas	LRWIB - Website Hosting	No



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Workforce Services, Department of	DWS - Severe Barriers	No
Workforce Services, Department of	DWS - Wetsite	No
Yell County Collector's Office	Property Tax- Yell County	Yes
Yell County Collector's Office	INA - OTC Card Swipe Point of Sale	Yes

