

# County CIOs Sharing Services





# Agenda

- Software as a Service (SaaS)
- Middlesex County Shared Services
- eGovernment Services Contract

# Salesforce.com

- Customer Relationship Management
- Software-as-a-Service (Cloud Computing)
- Integration/development services from Acumen Solutions.
- Three Year Enterprise Waiver (with optional 2 one year extensions) beginning SFY 08
- \$1 million yearly cap.



# Multi-Agency Collaboration

- **Customer Relationship Management**
  - Cloud computing using Salesforce.com
  - Sponsored by the Governor's Office of Economic Growth
  - Provides agencies with a 360<sup>o</sup> view of business interactions with state government



# Multi-Agency Collaboration

- **Business Portal**

- Contributions by 21 agencies that serve the business community
- First stop for businesses operating in, relocating to, or forming in New Jersey
- Distributed management model



# Multi-Agency Collaboration

- **Premier Business Services**
  - High value portal service to the business community
  - Single view for Businesses of interactions with state agencies
  - Access to multi agency information and filing services
  - Single set of credentials for access
  - Delegated authority



# Multi-Agency Collaboration

- **Bid Opportunities Clearing House**
  - Centralized summary information of bid opportunities from 50+ agencies including authorities, commissions, and universities/colleges.
  - Allows businesses to search one site for bid opportunities across multi agencies
  - Email notification



# *Middlesex County Shared Services*

- What were the “Business Needs”:
  - Ability to search for services, equipment and inventory
    - Sharing of various documents
    - Ability to have topical discussions
      - Centralized location
      - Secure framework
  - Build a “ Shared Services Community”



## *Online Collaboration*

What is *Online Collaboration* ?

“software designed to help people involved in a common task achieve their goals”

How do we deliver *Online Collaboration*?

- Document Library
- Discussion Forum
- Content Channels
- Shared Applications



## *myNJ Portal*

*The State of New Jersey's Preferred Business Solution*

What we offer our clients:

- Ability to build an Internet-based Community
  - Secure implementation
  - Delegated Administration
    - Document Library
    - Discussion Forum
    - Content scraping
  - Application springboard

## *Middlesex Solution*

Here is what will meet Middlesex “Business Needs”:

- New secure role called “Middlesex County Shared Services”

It will include:

- **Secure Document Library** – specifically hosting Purchase documents, but may contain any document.
- **Secure Discussion Forum** – topics can even be pointed to particular documents in document library
- **Several Content Scrapers** - content can be hosted either inside SoNJ , on a public web server at Middlesex or pointed to an external web url of interest.
  - **New Inventory application (to be custom built)**
    - Survey of inventory items, equipment, services, etc
    - Search by various elements ( item, description, town, population, etc)
- **As well as several minor delegated administration enhancements**
  - More robust email
  - Multiple role selection



## *Today's myNJ Portal*

- 500,000 registered clients
  - 450+ secure roles
    - 24 x 7 access
    - Technical support
- Security, Security, Security

# eGovernment

- Application development services
- Hosted or on site solutions
- Dozens of citizen and business applications available
- Flexible cost models including free development for right to charge fee to user