State of Mississippi Finishes in Top Three for Government Experience

Mississippi's electronic government services ranked 3rd among the Nation's best

Jackson, MS – September 23, 2019 – The official website of the State of Mississippi, ms.gov, won third place in the Center for Digital Government's annual Government Experience Awards. Ms.gov was recognized for its digital first approach to delivering citizen-focused services, and for implementing the latest emerging technologies to present a single view of Mississippi government that is accessible from any device.

The Government Experience Awards recognize the achievements and best practices of states, cities, and counties that excel at creating useful online government services and applications. The Center for Digital Government is a national research and advisory institute on information technology policies and sets the standard for measuring best practices in state and local government. This is the fifth consecutive year Mississippi has placed in the top five of the Center for Digital Government's prestigious government awards.

"Mississippi is honored to be recognized by the Center for Digital Government for our achievements in government experience," said Dr. Craig Orgeron, Executive Director of Mississippi Department of Information Technology Services. "This award is validation that pioneering solutions like the ms.gov chatbot, MISSI, the personalized myMississippi platform, and the Ask Mississippi digital voice assistant, continue to raise the bar for citizen engagement."

Ms.gov offers an easy, convenient way for Mississippians to access more than 250 online services and innovations such as the following:

- MISSI, Mississippi's first chatbot, is accessible from ms.gov and on citizens' mobile devices. MISSI has helped multiple concurrent users at once and answered over 35,000 questions.

- myMississippi (myMS) was created to make government interaction as effortless as possible by furthering engagement and customization on ms.gov for citizens. In just the previous year, myMS has realized a 91% spike in new accounts.

- Ask Mississippi Digital Voice Assistant utilizes your personal Amazon Alexa or Google Home to allow direct citizen-to-government communication. The Ask Mississippi myMS platform supports many state services including asking for traffic updates, state facts and even phone numbers to state agencies.

- Apple Business Chat, the newest channel to the ms.gov experience, gives citizens another avenue to get answers quickly, resolve issues and get in touch with state agencies using the Messages app on their iPhone or iPad. Users can easily find and start conversations from their browser, Maps, Search and by using Siri.

Ms.gov is overseen by the Electronic Government Oversight Committee (EOC), established by the Mississippi Legislature to keep the State at the forefront of technology. Through a public-private partnership established in 2010 with Mississippi Interactive (MSI), web-based and mobile services have been developed in an efficient and cost-effective manner for citizens, businesses, government employees, and entities. The EOC is comprised of the State Auditor, the State Treasurer, the Secretary of State; the Executive Director of the Department of Finance and Administration, the Commissioner of Public Safety, the Commissioner of Revenue, and the Executive Director of the Department of Information Technology Services.

Effective governance provided by the EOC has afforded MSI clear direction to efficiently prioritize, develop and launch over 20 interactive services each year. In 2018 alone, Mississippi's electronic government technology served more than 1.5 million visitors and over 830,000 transactions across all online services. It also securely processed more than $79 million in digital government transactions, a 13% digital adoption increase over 2017.

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MISSI Chatbot and Apple Business Chat: www.ms.gov/Technology