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State of Mississippi Finishes in Top Two for Government Experience Awards

State recognized by Center for Digital Government for creating a better digital experience and building trust between state and local governments and the people they serve.

Jackson, MS – September 29, 2023 – The official website of the State of Mississippi, [MS.GOV](https://www.ms.gov), won second place in the Center for Digital Government’s annual [Government Experience Awards](#). The awards recognize the achievements of states, cities and counties that have raised the bar on the experience of government services to create a better engaged constituency and a more responsive government.

“With citizen and employee expectations continually evolving, government agencies are leveraging new technologies and processes to drive innovation through their digital experiences,” said David Haisler, Chief Strategy and Innovation Officer, Center for Digital Government. “The leading government experiences have retained a human-centric approach to service delivery, incorporating digital equity, accessibility and inclusion into all of their experiences.”

“It is a great honor for the state of Mississippi to be recognized again by the Center for Digital Government with this award,” said David Johnson, Executive Director, CIO, [Mississippi Department of Information Technology Services](#). “Our official state website, [MS.GOV](https://www.ms.gov), continues to provide an intuitive and modern online experience. This award is a reflection of applying innovative technology, hard work, and dedication that is designed to help deliver the very best government services to our citizens because that is exactly what they deserve.”

[MS.GOV](#) offers an easy, convenient way for Mississippians to access nearly 400 online services. Mississippi was the first state in the nation to offer a state government chatbot, and MISSI has successfully handled over 1.7 million citizen inquiries to date helping users find information quickly. In FY 2023, Mississippi's digital government services processed more than 1.5 million secure digital transactions, amounting to over \$184 million. The integration of the personalized [MS.GOV](#) citizen experience platform allows users to discover new online services and favorite those meaningful to them, view a personalized list of upcoming events and utilize the [MS.GOV](#) Pay stored payment feature to seamlessly complete government transactions.

[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, 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 clear direction to efficiently prioritize, develop and launch over 20 interactive services each year. In 2023, [MS.GOV](#) served more than 1.5 million page views.

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Ask Mississippi Amazon Alexa
and Google Home Action: <https://www.ms.gov/msi/myms/ask-mississippi>

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