

# Enhancing the Citizens' Digital Experience



**One**

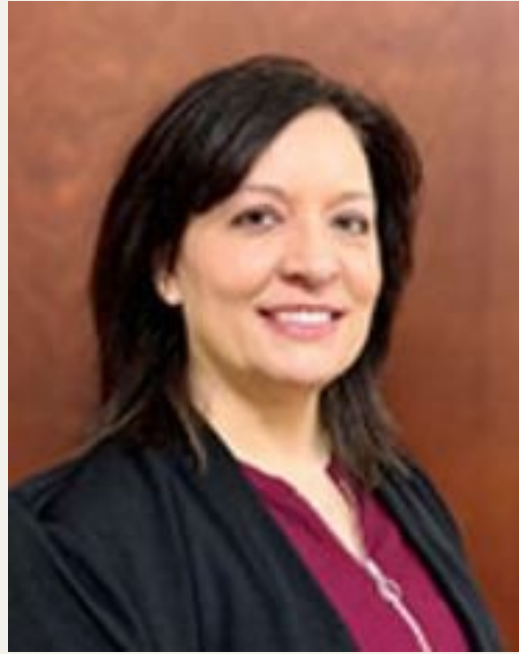
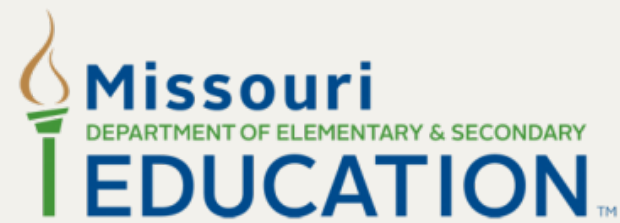
**Government**



Nicole Foulk  
DOLIR



Samantha Heckemeyer  
DESE



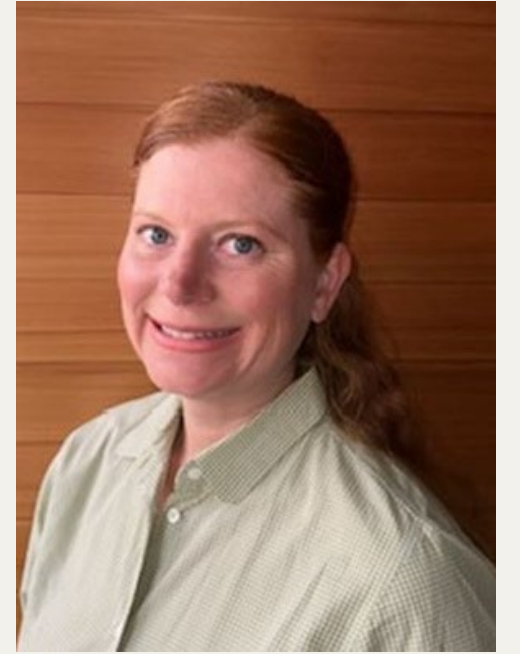
Christina McCarthy  
DOC



Carrie Morrow  
DSS



Heather Peters  
DNR

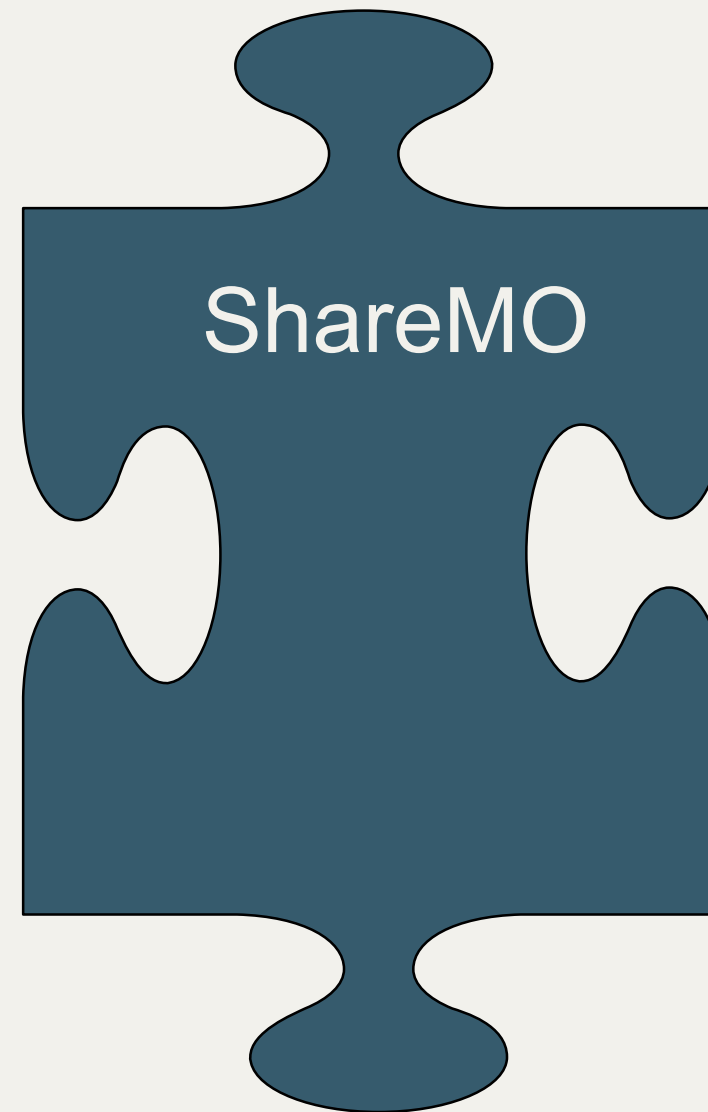


Holly Reiff  
DMH



# Disconnected

- Services
- Projects
- Information
- Functionality





# Council for the Citizens' Digital Experience

# Council Objectives

Objective 1: Propose content ideas for the state's main website that meet the digital needs of our citizens

Objective 2: Analyze data provided by our citizens and collected through the state's ShareMO Program/or similar program

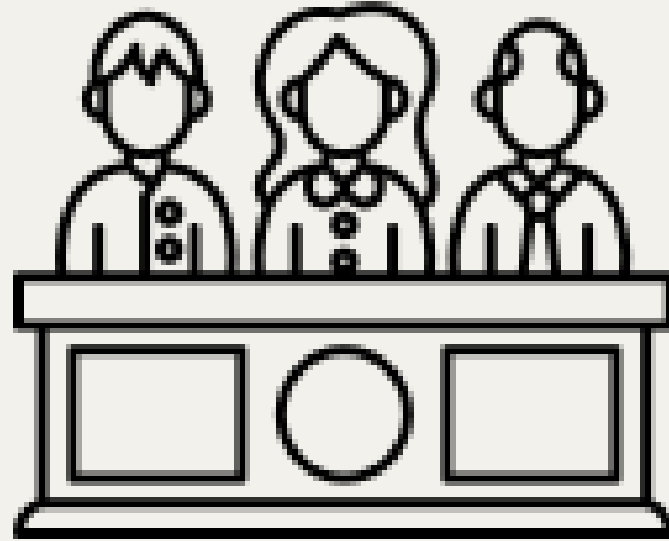
Objective 3: Oversee format, design, and functionality of the main state webpage



# Council Structure

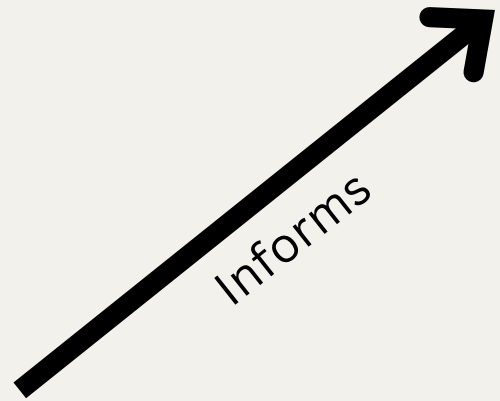


Coordinates

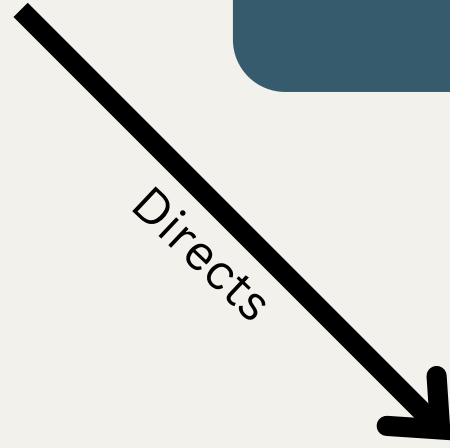


Council for Citizens' Digital Experience  
Leadership  
Chair and Co-Chairs Elected by Council members  
to lead and coordinate all Council meetings

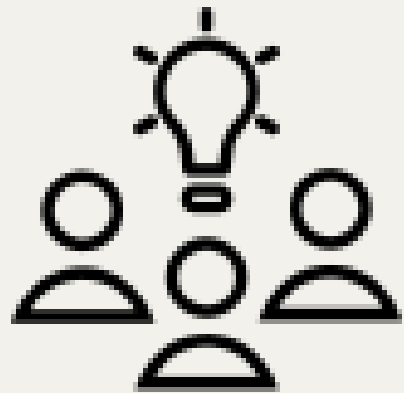
Council for Citizens' Digital Experience  
17 Executive Department Members  
Governor's Office, SOS, and OEO Representatives  
ITSD CIO - Council Liaison



Informs

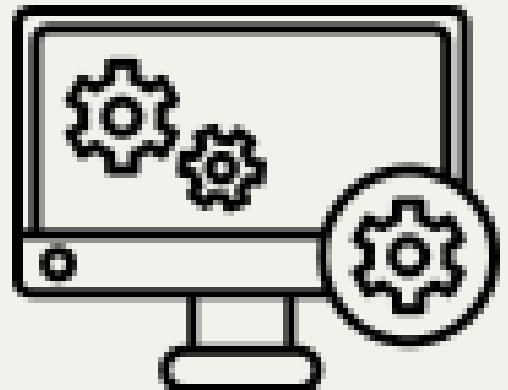


Directs

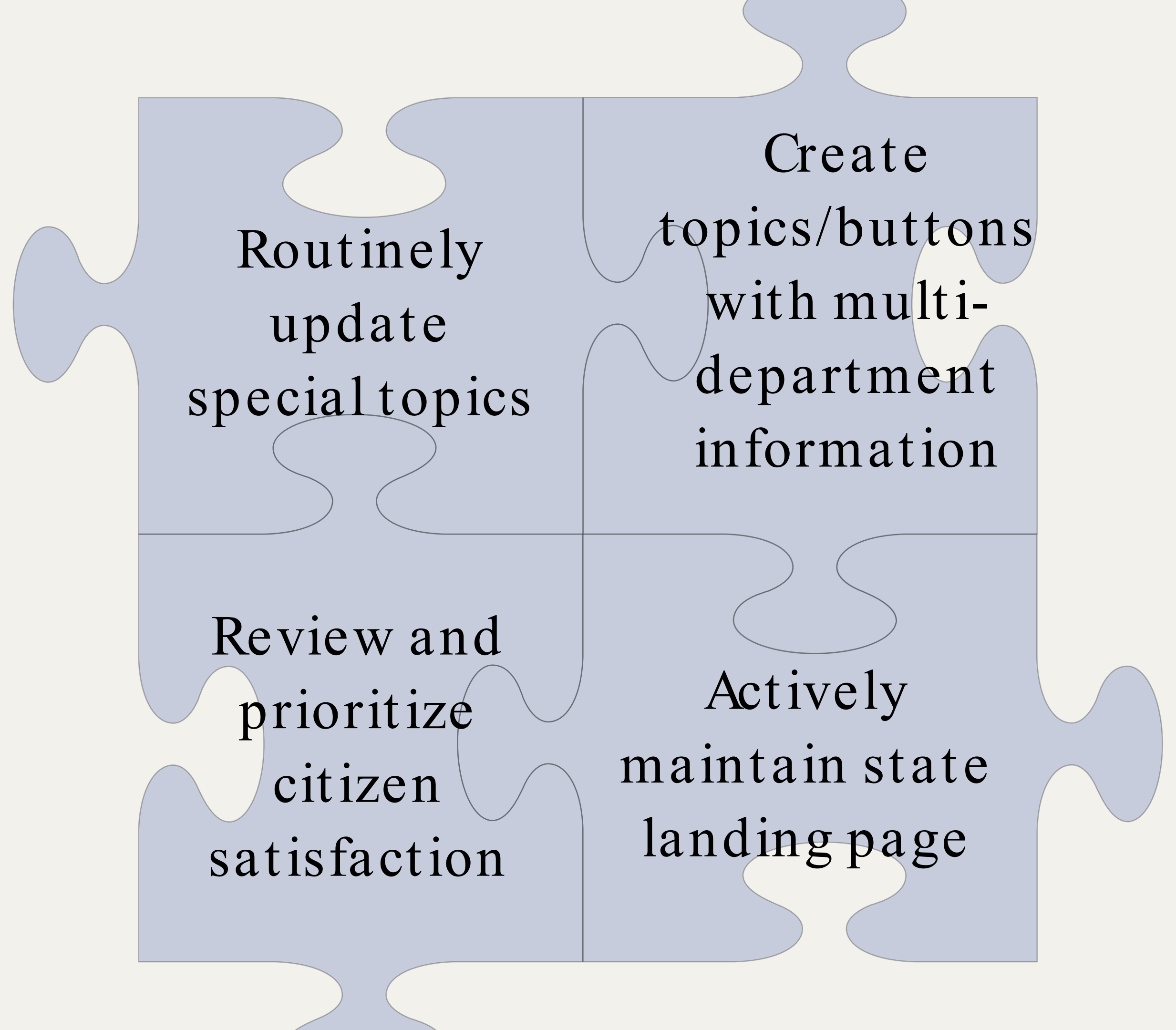


Sub-Committees  
Each Department has a Sub-Committee  
comprised of Divisional subject-matter experts  
Reports to respective Council member

CIO/ ITSD  
CIO/ ITSD puts action items from  
Council into implementation



One State  
One Message



Routinely  
update  
special topics

Create  
topics/buttons  
with multi-  
department  
information

Review and  
prioritize  
citizen  
satisfaction

Actively  
maintain state  
landing page

One Path to Services  
One Path to Success



## Conclusion

The Council will actively build and sustain a framework to coordinate and collaborate existing services and departments to enhance the citizen digital experience.