



One Government

COUNCIL FOR THE CITIZENS' DIGITAL EXPERIENCE

ONE STATE
ONE MESSAGE

ONE PATH TO SERVICES
ONE PATH TO SUCCESS

The Council will launch January 2024, concurrent with the implementation of the Citizen Service Portal and new state landing page.



OUR PROBLEM

The State of Missouri provides many services for its' citizens, but many cannot find the services they need online due to lack of collaborative efforts and holistic approaches by Departments and ITSD. Many residents are not even aware of the services our executive departments provide. Our Missouri citizens deserve better.



OUR VISION

Our vision is a State of Missouri government landing page that is current, citizen focused, and able to provide comprehensive information to end users. This vision will be carried out by the creation of a council that will be responsible for enhancing the Missouri citizens' digital experience.



OUR MISSION

The Council will provide vision and direction for the State's main landing pages, keeping the pages current and ensuring cross-Departmental collaboration. The Council will also collect, review and respond to user feedback and oversee the format, design and functionality of the main state landing pages.

THE PURPOSE

The Council's purpose is to provide cohesive governance over planning and communications for Missouri government landing pages, in conjunction with the CSP and future ongoing digital projects with focus on the experience of a citizen attempting to utilize governmental services and information via digital access.

WHO IS THE COUNCIL?

The Council, formed by Executive Order, is composed of a representative from each Executive Department, a representative from the Governor's Office, a representative from the Secretary of State's office, a representative from the Office of Equal Opportunity, and the Chief Information Officer, who is Liaison for the Council.



Service Hub

Missouri will focus on our citizen services, soliciting, collecting and utilizing feedback to improve.



Assistance Here

Our goal to provide easier access to Missouri digital services, getting citizens the service they need.



Current for you

The State's landing pages will provide current information relevant to today's needs.



Coordination is essential.



Collaboration is key.