



NASS eGov Primer for Secretaries of State

Updated November 2005

1. INTRODUCTION

1.1 PURPOSE

This primer will provide an overview of web development practices for several Secretary of State functions using the “*presence*”, “*interaction*”, “*transaction*” and “*transformation*” levels of e-government as defined by Gartner Consulting Inc.¹ It is not intended as a critique but merely as a resource. The information contained herein has several limited objectives:

1. Provide a working definition of e-government.
2. Define the Gartner levels of e-development and their applicability to SOS websites.
3. Create a subjective resource to identify the level of e-government of certain SOS functions
4. Discuss several issues critical to developing an e-government strategy.
5. Illustrate several observations indicated by the thorough research of the SOS websites.

1.2 E-GOVERNMENT DEFINED

Citizens are becoming more and more accustomed to operating in a “paperless” world. In the Digital Age one can obtain entertainment, travel and consumer goods with the click of a button. As it progresses the convenience of doing business on line has become paramount in our everyday lives. From filing taxes to paying household bills, citizens are beginning to expect at least the option of completing transactions electronically. The corporate world can respond to this demand at a much faster pace. However, government must take a more circuitous path.

“E-Government: An Executive Road Map to the Digital Frontier” sets forth this definition of e-government. “E-Government involves the use of strategies and technologies to transform government by improving the delivery of services and enhancing the quality of interaction between the citizen-consumer and all branches of government.”² Secretaries of State throughout the nation have been quick to embrace technologies that support the varied duties handled by their offices.³ The most consistent across offices are: (1.) Voter Information; (2.) Corporate Information; and (3.) UCC Filings. These areas have seen the biggest transformation thanks to the Internet. Consequently, these areas will be the focus of this primer.

Government citizens-customers should be able to expect the same level of service, accessibility and convenience that they have come to expect from the private sector. Yet, in bringing these services to its customers, government leaders must contend with challenges unique to the political arena. Leaders must operate in an environment that is far more constrained, conflicted and ambiguous than its corporate counterpart. Furthermore, swift changes may be impeded by

¹ Gartner Group, *The Four Phases of E-Government in the State and Local Government Market* (Aug 2000).

² Frederick Loomis, School of Information Sciences & Technology, The Pennsylvania State University & Charles Gerhards, Governors Office of Administration, Commonwealth of Pennsylvania.

E-government: An Executive Road Map to the Digital Frontier

³ Tod Newcombe, *Electronic Secretaries* (June 2002)

several factors including, dependency on external technology providers, aversion to risk-taking, and limited staffing flexibility can impede progress.⁴ “[R]esources in the public sector are scarce or require a high degree of accountability for expenditures”.⁵

1.3 PHASES OF E-DEVELOPMENT:

Gartner Dataquest has developed a working model for assessing the stages of e-development.

At the **presence** stage the Internet site merely provides information online in a static format. The next stage is **interaction**; here visitors to a site can search information, download forms, or access links to other relevant sites. The key to identifying this stage is that while many critical services can be accessed online, completion of the transaction requires either mailing or delivering to the appropriate office the required documentation (this is often referred to as “print, review and send”). The third stage is **transaction** and it alleviates a citizens need to make an office visit. Citizens/Customers can complete services entirely online. For example some states allow customers to file annual reports, and file UCC Financing Statements, submit campaign finance information, and search databases for corporate entities on-line. Lastly, Gartner identifies the final stage as **transformational**. Some attributes of this stage are wireless access, enabling sites to push government information to citizens and robust customer relationship management (CRM) tools.⁶ Inherent to the transformational stage is a redesign of government office workflow and business processes.

Currently most Secretary of State services are at the interaction stage; however services targeted to the corporate sector are becoming increasingly transactional. Many states provide the services at the transaction stage for a fee to defray the cost of implementing such sophisticated technologies.

1.4 METHODOLOGY

A simple and straightforward methodology was used to create the following analysis. First each SOS website was accessed and a search conducted to identify the internet location of the above specified function. Next, the functions were accessed to determine the extent of the information provided. Based on these observations the function was placed in the appropriate e-development category. Services that require downloading and mailing of documents were designated interaction.⁷ Those services that could be entirely completed online were classified as transformation. Lastly, specific language, links, formats of documents and other information was included to illustrate the methods used by websites to accomplish essentially the same function.

Again this information is meant as a resource and compilation of data.

⁴ p. 288 *Executive Road Map*

⁵ *Id.*

⁶ CRM tools are techniques of managing customer information that allow enterprises to streamline communication and marketing processes by tailoring offerings, minimizing duplication of information gathering and profiling customer behavior to predict likely future requirements.

⁷ Documents in PDF format that were capable of being filled out directly on the computer screen were designated “PDF fillable” in accordance with the terminology used by the majority of sites utilizing this feature.

2. SOS E-DEVELOPMENT CATEGORIES

2.1 TRANSACTION- UCC FILINGS

- AL
 - Can access name and file number. Cannot access filings or print filings. Remains under construction.
- AK
 - Can search by Name, Date, Document Number or Document Type. Remains under Construction.
- AR
 - Online UCC filing available
- AZ
 - UCC Lien searches available. Can search by file number, debtor or secured party.
- CO
 - E-file UCC & EFS Records
 - Full UCC Database Search available on July 2002.
- DE
 - Online UCC filing available
- FL
 - UCC filing process is privatized. Contractor provides electronic filing and searches. ("The Uniform Commercial Code (UCC) filing process is privatized effective October 1, 2001. The new vendor is Image API, Inc. All filings, photocopy and certification requests, forms, and database availability for searches is the responsibility of Image API, Inc.")
- ID
 - Can file UCC forms online ("At this time, only UCC1 Financing Statements liens are being accepted online.") Other forms are available in PDF fillable format
- IN
 - Online filing of UCC documents (Financing Statement and Amendments) Can Order documents not available online.
 - This informal search allows you to "browse" lien records and print associated images of UCC filings. This search is helpful if you are unsure of the exact name for the debtor you are searching. However, a search certificate (listing) is not available from this browse search.
 - Generate listing of liens by debtor name.
- IA
 - Online filing of UCC documents ("Secretary of State Chet Culver is pleased to announce that the Office is ready to receive on-line filings of UCC documents under Revised Article 9.")
 - Iowa UCC Search by Person, Business, or Filing Number
- KS
 - Free Online filing of UCC documents ("Welcome to the UCC Electronic Filing System. If you are an accessKansas subscriber, please "login" to continue" "Payment: Non subscribers can pay by electronic check or credit card (Visa and MasterCard). For electronic checks, you will need to know your bank routing number and account number. Subscriber payments will automatically be billed to your INK account. All payment transactions are secured using Secure Socket Layer.")
 - UCC Searches Available online (Subscription Required)
- KY
 - Online UCC filing Initial/in-Lieu of forms ("Save time by filing UCC documents on-line.")
 - Limitations for on-line initial or in-lieu filings

- A maximum of 3 debtors.
A maximum of 2 secured parties.
A maximum of 8000 characters of collateral information.
No attachments can be submitted.
Trust/trustee filings cannot be made online.
You must pay with a credit card or your prepaid account.
If making an in-lieu filing, you can continue or amend up to five financing statements.

Limitations for amendments

Amendments that delete a secured party or a debtor can't be filed on-line.

Amendment combinations cannot be filed online.

Additional Capability for Amendments

A debtor change/add amendment can change a maximum of two debtors' names

- MA
 - File a UCC-1, UCC-3 or UCC-11 Form online or by fax.
 - Search the SOS databases using the UCC Public browse function online
- MN
 - UCC searches by file number (no charge)
 - UCC searches by debtor name (subscription service)
 - Order a debtor name search (subscription service)
 - Order a debtor name search (subscription service)
 - UCC 1 and 3 filings
- ME *get on-line not in line*
 - Electronic Filing System for UCC Filings including FS, In lieu of FS, Amendment Statement, Correction Statement Form
 - Online Authentication Service
 - By subscription or credit card
- MO
 - Can file UCC documents online with the creation of an e-account
 - Can perform UCC searches online by organization or by individual name.
- MS
 - UCC online search available by organization or by individual name.
- NJ
 - Search database of debtor names and obtain information on active UCC financing statements. Credit card and depository account options available. (Non-Certified)
 - *NJ Division of Revenue (Department of the Treasury) Administers.*
 - Can file UCC Financing Statements and obtain Certified UCC search results electronically
- NE
 - With a Nebraska@online account can file UCC forms online. Requires a fee
 - UCC & EFS searches also available online for a fee.
 - Copy requests can be completed online (images of filings) with [Nebraska@online](#) Account

- NC
 - Can file UCC documents online with the creation of an e-account
 - Search for a Debtor: Debtor Search Results Include Filings
- OR
 - Can perform UCC Searches online
- PA
 - Can perform the following UCC searches online at www.dos.state.pa.us/corps:
 - Financing Statement Display (by debtor name): Allows a search of UCC financing by debtor name.
 - Financing Statement Current Status: Allows a search of financing statements by financing statement number (a file/identification number assigned by the Corporation Bureau for each financing statement filed.)
 - Financing Statement History of Changes: Allows a search of financing statement history changes and amendments.
- SD
 - Dakota Fast File allows UCC filings using the Internet with the creation of a prepaid account
 - Can perform UCC searches online with the SOS and payment of a registration fee.
- TN
 - Online access to over one million UCC records. Search by debtor name or file number to obtain information on UCC1 financing statements maintained by the Division of Business Services.
- TX
 - Online UCC filing available ("The Office of the Secretary of State offers access to ANSI standard electronic filing for financing statement filings. In addition, the SOS permits web filing of UCC financing statements and amendments through SOSDirect. The fee for filing, indexing, and returning an electronic confirmation of a financing statement or other filing transmitted electronically in accordance with rules adopted under Subchapter E of Chapter 9 of the Texas Business and Commerce Code is \$5.00.")
- UT
 - *Administered by the Department of Commerce*
 - UCC Search Exact Filing # or Debtor Name (Individual or Organization)
 - We are working on a new and improved Central Filing System Search
 - UCC Filing online requires the user to subscribe as an "Utah.gov registered user". (The State of Utah offers e-Government services so that citizens can interact with government ONLINE instead of in line. Some services are available only by subscription. Utah.gov subscriptions provide easy access to fee-based services with the convenience of one monthly bill. Subscriptions are \$50 annually and include up to ten (10) user logins / passwords. For each additional ten (10) users, an additional \$50 annual fee will be billed to your account.)
- VT
 - UCC filing online ("In addition you can now file your UCC online. Before you can actually file a financing statement online you will need to set up a user account and a pre-paid account from which your payment can be deducted.")
 - Can perform UCC Searches online by Name or File Number
- WA
 - *Administered by the Department of Licensing:*
 - Can perform UCC searches online
 - UCC Financing Statements can be submitted electronically
 - Web Filing
 - Bulk Electronic Filing - New!

- Paper Filing
- WI
 - *Administered by the Department of Financial Institutions*
 - Online UCC filing available; UCC InstantFile
 - Can perform UCC searches online by Debtor, Organization, Name or Filing Number Search.
- WY
 - Users may file UCC financing statements and amendments electronically online

2.2 INTERACTION – UCC FILING FEES

- AL
 - Can download UCC forms in PDF fillable format.
- AK
 - Can download UCC forms in PDF fillable format then mail or deliver.
- AZ
 - Can download UCC forms in PDF fillable format then mail or deliver.
- CA
 - Can download UCC forms in PDF format then mail or deliver.
- CO
 - Can download some UCC forms (Financing Statement/Financing Statement Addendum/Financing Statement Amendment/Financing Amendment Addendum/Financing Effective Financing Statement-Farm Products) in PDF fillable format then mail or deliver.
- CT
 - Can download UCC forms in PDF format then mail or deliver.
- DE
 - Forms can be downloaded
- IL
 - Can download UCC forms (Financing Statement, Financing Statement Addendum, Financing Statement Amendment Addendum, Correction Statement (UCC5), Information Request (UCC11)) in PDF fillable format then mail or deliver
- KS
 - Can also download UCC forms (Financing Statements & Instructions, Financing Amendment & Instructions, Information Request & Instructions) in PDF fillable format then mail or deliver
- KY
 - Can also download UCC forms (Financing Statement & Addendum, Financing Statement Amendment & Addendum, Information Request and Correction Statement) in PDF fillable format then mail or deliver
- LA
 - Can download Financing Statement, Amendment Forms, UCC-1F, & UCC-3F.
 - Other UCC forms are available from vendors. List of vendors available online.
- MD
 - *Administered by the Department of Assessments and Taxation*
 - Lists of private companies that will search UCC filings
 - UCC forms are available in fillable PDF format
- ME
 - Can download National UCC forms in PDF format
- MI
 - Can download UCC forms (Financing Statement & Addendum, Financing Amendment & Addendum, Financing Statement Additional Party forms, Information Request form, & Correction Statement) in PDF fillable format then mail or deliver. By January 2003, customers will be able to submit UCC filing forms on line through a browser-based Web application currently under development.
 - Currently, can only search UCC filings by mail or in-person. Customers who have established a billing account with the Department of State may also request searches by facsimile or telephone. By January 2003, customers will be able to request searches via the Internet. Those search results will be provided to the customer in PDF file that may be printer, viewed or stored locally on a PC or other storage media. ("The Department of State UCC Office maintains a searchable index for all UCC records. A search may be requested to determine

whether there are any financing statements naming a particular debtor. A UCC search report consists of all initial financing statements and all related amendments associated with the debtor name requested. Searches may be requested by regular mail, express mail or in-person. Only expedited account customers may request searches via facsimile or by telephone. Searches conducted through electronic mail or data interchange, direct online and the web page are currently not available.”)

- MN
 - \$15 per UCC 1 or UCC 3 action online
 - \$20 per UCC 1 or UCC 3 action on paper
- MS
 - Can download UCC forms in PDF fillable format then mail or deliver.
- MT
 - UCC Forms available in PDF format then mail or deliver
 - “UCC Public Access is a subscription service available from the Secretary of State's Office for a fee of \$25 a month. To subscribe, and to establish a required prepaid account, please print and complete the Public Access Registration--UCC and the Application for Pre-Paid Account forms and mail them to Business Services Bureau, Secretary of State's Office”
- NE
 - UCC Revised Article 9 Administrative Filing Officer Rules
 - UCC Fee Schedule
- ND
 - Can download UCC forms in PDF format then mail or deliver.
 - North Dakota provides, for a fee, direct access for three types of searches: Public, UCC-11 (without certificate), and Farm Products
 - For a fee, subscribers can direct file UCC and Central Notice System filings
- NH
 - Can download UCC forms in PDF fillable format then mail or deliver.
 - Forms Available
 - National Financing Statement
 - National Financing Statement Addendum
 - National Financing Statement Amendment
 - National Financing Statement Amendment Addendum
 - National Correction Statement
 - Other lien form
 - State Information Request Form. (recommended)
 - National Information Request Form
- NV
 - Can download UCC forms (Financing Statement, Financing Amendment, Correction Statement & Information Request) in PDF fillable format then mail or deliver.
 - Private Service companies perform UCC searches
- NY
 - Can download UCC forms (Financing Statement, Financing Statement Addendum Form, Amendment, Amendment Addendum, Cooperative Addendum Form, Correction Statement, & Information Request), print & mail
- OH
 - Can download UCC forms in PDF & MS Excel format, print & mail
 - Copy Search with Finance Statement Number (Max 5 Numbers per Request)
- OK
 - Can download EFS-1 forms, print & mail
- OR
 - Can download UCC forms in PDF fillable format then mail or deliver.

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- PA
 - Can download fillable UCC forms in PDF format and then mail or deliver.
 - Customer Deposit Accounts can be established by written request with a minimum deposit of \$500.00
 - With a pre-established customer deposit account, facsimile requests can be made for UCC information or copies (both plain and certified.) UCC-1 financing statements and UCC-3 financing statement changes can also be faxed to the Bureau for filing.
 - Confirmations of filed UCC-1, UCC-3 and information or copy requests can be faxed back to the requesting party for a \$2.00 per page fee.
- RI
 - Can download UCC forms in PDF fillable format then mail or deliver.
- SC
 - Can download UCC forms (UCC-1, UCC-3, UCC-11 Search, UCC Addendum, UCC-5 Correction, In-Lieu of Continuation) in PDF fillable format then mail or deliver.
- TN
 - Can download UCC forms in PDF fillable format then mail or deliver.
 - online database provides searchable access to the database
- TX

UCC forms available on the SOS web site for completion or downloading and mailing.
Access to other relevant sites regarding Revised Article 9
- WV
 - Can download UCC forms (UCC INITIAL FINANCING STATEMENT UCC INITIAL FINANCING STATEMENT PLUS ADDENDUM, INSTRUCTIONS FOR UCC1, UCC FINANCING STATEMENT AMENDMENT, UCC FINANCING STATEMENT AMENDMENT ADDENDUM, INSTRUCTIONS FOR UCC3) PDF fillable format then mail or deliver.
 - Can order UCC searches & pay online
- WY
 - Can download UCC forms (Financing Statement & Addendum, Amendment & Addendum, Information/Search Request & Correction Statement, EFS and Amendment) in PDF fillable format then mail or deliver.

2.3 PRESENCE – UCC FILINGS

- AL
 - Procedures for Revised Article 9
- DE
 - General Information and schedule of fees is available online.
- GA
 - No UCC information
- ME
 - Fees
 - Model Rules - Article 9-A
- MN
 - Final UCC rules available on website
 - UCC forms available on website ("The Minnesota Central Filing System is comprised of the Secretary of State's office and 81 county satellite offices. Amendments to original financing statements originally filed in any of the 6 non-satellite offices, can be made at any of the 82 filing offices in the Central Filing System.")
 - Certified searches and inquiry searches (UCC-11 requests) can be requested at any of the 82 filing offices in the Central Filing System
- NM
 - SOS in NM does not conduct searches, but does provide a list of UCC search provider.
 - NO UCC forms can be downloaded
- VA
 - NO UCC information

2.4 INTERACTION – VOTER REGISTRATION

- AK
 - *Administered by the AK Division of Election*
 - Voter application available ("NOTE: This is not an electronic form. Print it, complete it, then it can be mailed, faxed or hand-delivered. It can be used to register to vote or to change your registration information") in PDF Format.
- AL
 - Voter Registration application can be downloaded in fillable PDF format then mailed or delivered to your local voter registration official
- AR
 - Can download voter's registration. Use the form to: Register to vote. Report that your name or address has changed, Register with a party
- AZ
 - Can download in PDF fillable format the voter application then mail or deliver or request that one be mailed to you.
- CA
 - California On-line Voter Registration (For security purposes, full on-line voter registration is not yet available, but by completing the information requested in the on-line form on this site, a registration card with your information will be printed and mailed to you. Once you receive your form in the mail, which takes approximately 7 to 10 days, you must sign, date, and return it by mail to the county elections official on the return address side of the voter registration card. Please make sure all of the information is correct and drop it back in the mail. We'll pay for the postage! We recommend you use this service at least one month prior to election day to avoid missing your opportunity to vote due to postal delays.) Or Download & Mail a Voter Registration Application ("This is the fastest way to become a registered voter. Simply download and complete this form, then mail it to your county Registrar of Voters.")
 - Can Download & Mail the Absentee Ballot: Information includes The Process of Voting Absentee, Overseas Absentee Voting, Historical, Absentee Ballot Use in California, A Guide to Absentee Voting in CA / Sample Absentee Ballot Application
- CO
 - Voter Registration application form is formatted for MS Word
 - Can download FCPA Finance Reports (Campaign finance contribution and expenditure data is available in tab-delimited format, by quarter, going back to 1996)
 - Absentee Ballot Application Form
 - Vote in Honor of a Veteran Form
- CT
 - Can download voter registration forms then deliver and mail. Form can be used to: Change you name and/or address on current registration, enroll in a political party or change party enrollment
 - Can download an application for absentee ballot
 - Can download candidate Finance Forms including: Certification of Eligibility to Receive Lobbyist Contributions During Legislative Session; Certification of Committee Established By or On Behalf of a Registered Lobbyist; Certification of Exemption from Forming a Candidate Commit; Certification of Exemption from Forming a Political Committee for a Referendum Question; Consent of Slate of Delegates in a Primary Campaign for State or District Conventions; Statement of Receipts and Expenditures; Exemption from Itemized Reporting; Political Committee Statement of Organization; Party Committee's Registration; Registration of Candidate Committee. Itemized Disclosure of Campaign

Contributions and Purchases by a Lobbyist; Certification of Exemption from Filing Itemized Disclosure of Contributions and Purchases by a Lobbyist; Statement of Independent Expenditures Made by an Individual; A List of the Expenditure Codes

- DE
 - State voter registration forms can be requested online. By completing the information requested in the on-line form, a registration card with your information will be printed and mailed to you. Once you receive your form in the mail, you must verify the information, choose the political affiliation, sign, date, and return it by mail to the county elections official on the return address side of the voter registration card. The Federal Voter Registration form is accepted by the State of Delaware can be downloaded.
 - Absentee Affidavits can be downloaded, completed and mailed to the local county Department of Elections.
- FL
 - First step to Registering to Vote is to fill in a form online & submit it electronically. It will be mailed back to you and then you must sign and mail it. Can use the form to begin the process of: (1) registering to vote in the State of Florida. (2) letting us know if your name or address has changed. (3) registering with a political party or change parties & (4) replacing your defaced, lost, or stolen registration identification card.
- GA
 - Can download Voter Application ("The following FILLABLE forms are in PDF format. These are FILLABLE forms which may be completed online before you print them for a signature.")
 - Absentee Ballot Application ("The following FILLABLE forms are in PDF format. These are FILLABLE forms which may be completed online before you print them for a signature.")
- ID
 - Can download voter registration card in PDF fillable format then printed out and mailed or you may request that one be mailed to you.
 - Can download absentee ballot application in PDF format then mail or deliver
 - Blank State Campaign Finance (Sunshine) Reporting Forms are available: Printable forms - use with Acrobat Reader version 3.0 or lower. Fillable forms - requires Acrobat Reader version 4.0 or higher.
 - Appointment and Certification of Political Treasurer
 - Campaign Financial Disclosure Report
 - Independent Expenditures
 - 48 Hour Notice
 - Statement by a Non-business Entity
- IN
 - Voter Information
 - Application for absentee Ballot can be downloaded and mailed
 - Voter registration application available in fillable PDF format can also change your name and address on your voter registration record
- IA
 - Voter Registration and absentee ballot must be downloaded and then mailed
- KS
 - Advance Voting Application (PDF)
 - Voter Registration Application can be downloaded (English & Spanish) (PDF)
- KY
 - Can download voter registration card then mail
 - 2002 General Election Candidates
 - Election Statistics

- Certified Voting Systems
 - Voter Information Guide
 - Candidate Qualifications & Fees
 - 2002 Election Calendar
 - NO Absentee Voting Information
- MA
 - Can download absentee ballot & mail
- MD
 - *Administered by State Board of Elections*
 - Can Request or Download a voter Registration application, available in PDF fillable format.
 - Can download an Absentee Ballot Application. Even has information about late application for an absentee ballot.
- ME
 - Search for elected officials
 - Search for polling locations
 - Absentee Ballot Application in fillable PDF format
 - The Declaration of Write-in Candidacy forms are available in a "fillable" format through Adobe Acrobat (PDF)
- MI
 - Voter Registration application available in PDF fillable format
- MN
 - Can download the voter registration card and mail
 - Can download absentee ballot and send to county auditor
- MO
 - Request for Absentee Ballot in PDF fillable format.
- MS
 - Can download voter registration in PDF fillable format and mail or deliver
 - Campaign Finance Forms are available in PDF & Rich Text format.
- MT
 - Can download voter registration card ("Mail or deliver the card to your county election administrator.")
 - Can download absentee ballot request form ("To vote absentee, you must first apply for an absentee ballot. You may pick one up at your local election office or at the Secretary of State's Office, or you may call either office and ask to have one mailed to you. You can also download an application from this web site. Once you've submitted your application, your absentee ballot will be mailed to you, unless you indicate on the application that you would prefer to have someone pick it up for you.")
- ND
 - North Dakota is the only state in the nation without some form of voter registration
 - Can download Absentee Ballot
- NE
 - Voter Registration form in PDF format can be downloaded & mailed
 - Absentee Request Form
 - Candidate filing for state office in PDF format (?)
 - Look up address email and contact information about voters local (county) election office
- NJ

- *Administered by State of NJ Department of Law & Public Safety Division of Elections*
 - Can print voter registration form and mail it to the Commissioners of Registration in the county where you live. Can also be used for name and address changes
 - Can also print an absentee ballot application from the site.
- NV
 - Declaration of Candidacy form are available in fillable PDF format
 - Contribution & Expense Form (Contributions and Expenses Reports of those candidates and PACs who have chosen to participate can be viewed/searched upon the candidate or PAC filing the report)
- NY
 - *Administered by the Board of Elections*
 - Print Voter Registration form, complete by hand, sign it, and mail to County Board of Elections
 - Download a PDF version of the absentee ballot application form.
 - Requirements to hold a state and federal office available online
 - Election Results
 - Voter Enrollment by District and County
- OH
 - Can request a voter registration form to be mailed to you. ("To request your voter registration form, please completely fill out the information below and submit. A form will be mailed to you.")
 - An absentee voter application form is available for your convenience, but is not required. You may call your county board of elections to receive a form, or [download it here](#). Once you open the file - print it, fill it out and mail it to your board.
- OK
 - Can download a voter registration form in PDF format then mail or deliver
 - Absentee ballot form can be downloaded in PDF format then mail or deliver.
- OR
 - Can download a voter registration form in PDF fillable format.
 - <http://www.sos.state.or.us/elections/Publications/cefrms.htm>
- PA
 - Pennsylvania Voter Registration Forms are available to download, print, complete, sign and mail to your county's voter registration office. Use this form to: Register to vote or update your voter information. You may request a Voter Registration Mail Application on the departments website or call or call 1-800-552-VOTE. You may also use the federal voter registration form by linking to the Federal Election Commission's website. There you may download, print, complete, sign and send the federal form to the appropriate address for Pennsylvania citizens.
 - Qualifications to run for public office available online.
 - Campaign Finance forms can be downloaded, including: Campaign Finance Report, Campaign Finance Statement, Political Committee Registration Statement, Authorization for a Political Committee to Receive Funds on Behalf of a Candidate and Non-Bid Contract Reporting Forms. Current Campaign Finance Reporting dates are also available.
- SD
 - Can complete the voter registration form online, print it, sign it and send it to the county auditor. Can use form also to change registration name, address or party affiliation. (1. You may complete the Voter Registration Form on-line, print it, sign it and then send it to your county auditor ([On-Line Voter Registration Form](#)) <http://www.sdsos.gov/vote/VoterRegistrationFormFillin2005.pdf> , or 2. You may print the Voter Registration Form in Adobe Acrobat, complete it, sign it and then

- send it to your county auditor ([Voter Registration Form in Adobe](#)
<http://www.sdsos.gov/vote/VoterRegistrationForm2005.pdf> .) TN
 - Voter Registration can be downloaded then mailed or delivered
- VA
 - *Administered by the State Board of Election*
 - The Virginia Voter Registration Application is available for download from this site in Adobe® Portable Document Format (PDF). After downloading the application form: 1) print the form, 2) read the instructions accompanying the form, 3) fill out the requested information on the form carefully, 4) sign the application and, 5) mail the completed application to your local general registrar's office.
 - Forms in PDF format required to be a candidate for office are available for the following types of offices: Local Offices, General Assembly, Federal Offices, Statewide Offices (Governor, Lt Governor, Attorney General)
- VT
 - Election forms can be downloaded in PDF fillable format and mailed
 - Campaign Finance forms can be downloaded online (Click here to download the Corel WordPerfect 8 or the Microsoft Word 97 version of the campaign finance disclosure form)
- WA
 - Voter Registration forms are available as PDF fillable forms that may be filled online and mailed to the Secretary of State. Online registration is not possible because state law requires a registrant's original signature.
- WV
 - Voter Registration form can be downloaded and filled out but cannot be submitted online because the law required user's original signature.
 - Can download absentee ballot.

2.5 PRESENCE – VOTER REGISTRATION

- AK
 - Absentee Ballots are not available online
 - Filing for Office: A guide for Candidates includes OFFICES UP for election in 2006, QUALIFICATIONS for holding office, PARTY COMPOSITION of current legislature, CANDIDACY INSTRUCTIONS ... FORMS ... CHECKLISTS ... ELECTION LAWS FOR: PARTY CANDIDATES, NO-PARTY CANDIDATES, JUDICIAL RETENTION CANDIDATES, *OFFICIAL ELECTION PAMPHLET*, CAMPAIGN ADVERTISING, CAMPAIGN SIGNS, ADMINISTRATIVE REGULATIONS - Complaints regarding eligibility of a candidate, PUBLIC OFFICIAL'S FINANCIAL DISCLOSURE STATEMENT INFORMATION, REGISTRATION STATEMENT INFORMATION
- AL
 - Online Voter Guide
 - 2002 filing calendar
 - Statewide Voter Turnout ("The statewide voter registration statistics for primary, primary runoff, and general elections held from 1986 to 2000.")
 - Minimum Qualifications for Public Office
 - Historical Election Results "(This facility provides you access to statewide and county-level election results")
- AR
 - Cannot download Absentee Ballot application. Must request one. (To request an Application for Absentee Ballot, please contact the County Clerk in your county of

- residence (i.e., the county in which you are registered to vote). Click here to view the Arkansas County Clerk Directory in Acrobat PDF format.
- Candidate Information includes: 2002 Candidate Filing Information, 2002 Ballot Positions (Excel), 2002 Candidate Information (PDF), 2002 Election Calendar (PDF), 2002 School Election Calendar (PDF).
 - AR Elected Officials including information on Arkansas African-American Directory of Elected Officials (PDF), Arkansas State Senators, Arkansas State Representatives, Directory of Elected Officials 2001 (PDF), Arkansas Association of Counties, Arkansas Municipal League
 - Election Results 1992-2001
 - AZ
 - Election & Candidate Information including Election Signature Requirements, Campaign Contribution Limits - 2002 Cycle
 - Citizens Clean Elections Commission - CCEC Biennial Adjustment Charts, *2002 Candidate & Political Committees Handbook* (Voter Registration, Early Voting, Candidate Information, Candidate Qualifications, Initiative and Referendum Measures) -- HTML
 - Voter Registration Counts
 - Campaign Contributions & Expense Handbooks ("I am pleased to present this publication of Campaign Contributions and Expenses, Arizona Revised Statutes, Title 16, Chapter 6. The Office of the Secretary of State publishes this handbook as a resource for those interested in campaign finance laws in the Great State of Arizona.")
 - CA
 - Candidate Information includes: Unofficial List of Candidates for the November 5, 2002 General Election, Certified List of Candidates for the March 5, 2002 Primary Election, Certified List of Candidates for the March 5, 2002 Primary Election - alpha list, Candidate Deadlines and Requirements, Candidate Statements, On-Line Lists of Candidates, Results of the Randomized Alphabet Drawing - March 5, 2002 Primary Election
 - Voter Registration Statistics: The California Secretary of State is responsible for producing a statistical report detailing voter registration levels throughout California several times per year. This data, once compiled, is made available on-line. (From Jan 96- Feb 02)
 - CO
 - Unofficial List of Candidates for State Office
 - 2002 Election Calendar
 - Election Results
 - Initiative Information
 - CT
 - 2002 Election Calendars
 - DE
 - 2002 Election Calendar
 - Previous election results
 - Candidates and Offices up for election
 - Voter information turnout
 - Voter registration totals
 - Campaign Finance Reports
 - Rules and regulations
 - Polling places
 - GA
 - Candidate Information Includes:
 - Qualifying Dates and Fees
 - ▶ Notice of Candidacy & Affidavit
 - ▶ Election Calendars
 - ▶ Qualifications and Disqualifications for Holding Elective Office in

Georgia

- ▶ Code of Ethics for Government Service
- ▶ State Ethics Commission
- ▶ Voter Registration Information
- ▶ Campaign Contribution Disclosure Reports and Candidate Financial Disclosure Statements
- ▶ Campaign Contribution Disclosure Report (CCDR)
- ▶ Candidate and Campaign Committee Filing Forms
- ▶ The Candidate Training Project (courtesy of Kennesaw State University)
- ▶ An Overview of Georgia Elections (available in Adobe Acrobat .pdf format)

- ID
 - Voter Registration by county for: 2001 Purge, 2000 General, 2000 Primary, 1998 General, 1998 Primary, 1996 General, 1996 Primary, 1994 General, 1994 Primary
 - 2002 Candidate Filing Requirements
 - Election Results (Statewide Totals)
- IL
 - *Administered by the State Board of Elections*
 - [Downloadable Vote Totals](#) now available.
 - [2004 Election and Campaign Finance Calendar](#)
 - [2004 Candidate's Guide](#)
 - [Vote totals](#) for elections from 1996 General Election to the current election.
 - Searchable list of [candidates filed](#).
 - Voter registration applications are available at some public and private facilities where you live. When you register by mail your mail-in form must be postmarked prior to the close of registration. Contact your local election office to learn more about registering by mail.
- IN
 - Candidate Information
 - 2002 Candidate Guide
 - 2002 Campaign Finance Manual
 - 2002 Election Calendar
 - Voter Registration numbers by county
- IA
 - Candidate guide and affidavit of candidacy can be download
 - Candidate Information also includes: 2002 Election Calendar/Candidate requirements, Signature Charts US Senator and Governor, US Rep Dist 1, US Rep Dist 2, US Rep Dist 3, US Rep Dist 4, US Rep Dist 5.
- KS
 - Candidate filing forms can only be obtained through the SOS's office
 - 2002 Election Calendar (PDF)
 - 2002 Primary Election Candidate Filing Listing
 - 2002 General Election Candidate Filing Listing
 - Advance voting information
 - County Election Officer Listing (PDF)
 - Certified Voting Systems (PDF)
- LA
 - *Administered by the Department of Elections & Registrations*
 - Cannot get voter Registration application online (You may apply for voter registration by completing a Louisiana Voter Registration Application)

- form at any of Louisiana's mandated sites, any Registrar of Voters office, or by mail.)
 - Can obtain an Absentee Voting application by mail
 - 2002 Election Calendar
 - Campaign finance reports including reports from incumbent statewide elected officials for the 1995 General Election cycle are available for on-line viewing at The Louisiana Ethics Administration Program.
 - Qualifications for Candidates in PDF format
 - Voter Registration Statistics available online
- MA
 - Cannot register to vote online, but can request a form electronically. ("You cannot register to vote via the internet, but you can request a voter registration form. To *request* your voter registration form please completely fill out the information below and submit. A form will be mailed to you. You will not be registered to vote until you return the completed voter registration form to your local city/town hall.")
 - A Voter Absentee Ballot in PDF format can be downloaded
 - Candidate's Guide to 2002 State Elections in PDF format can be downloaded.
- MD
 - 2004 Election Calendar
 - Registration Data. (Complete monthly registration statistics for the state of Maryland by county and/or by party.)
- ME *get on-line not in line*
 - 2004 Voter Registration Guide (Thank you for your interest in voting. This guide explains how to register and vote in state elections in Maine)
 - Voter Registration Statistics (Enrolled & Registered) Enrolled and Registered Voters as of the November 6, 2001 Referendum Election Voting Precinct Breakdown
 - Voter Registration cards are not available online. (You may register to vote at your town office, through any Motor Vehicle branch office, through most state and federal social service agencies, or at voter registration drives. Completed voter registration cards may be hand delivered or mailed to your town office or the Secretary of State.)
 - Absentee Ballot Application in fillable PDF format.
 - Prior Electoral Tabulations
 - A Candidate's Guide to Running for Office in 2002 (Available in PDF & HTML format)
 - The Declaration of Write-in Candidacy forms are available in a "fillable" format through Adobe Acrobat (PDF).
- MI
 - Must contact city clerk to determine where your polling place is located.
 - Must request an absentee ballot in writing and can be submitted to clerk or township clerk
 - 2002 Elections Date
 - 2002 Campaign Finance Filing Dates
 - General Candidate Information available online
 - Preparing, Circulating and Filing Petitions for Public Office (Regularly Scheduled Elections)
 - 2002 Petition Signature Requirements
- MO
 - Cannot download voter registration form. ("Qualified citizens may register in person at the office of their local election authority, by mail, at the driver's license office or at participating state agencies. Registration in person is accomplished by filling out registration forms with information on identity, residence and qualifications that are signed and sworn to, then witnessed by the election authority or a designee")

- Candidate Information
 - 2004 Primary Election Candidate Filing Information
 - 2004 Primary Election Candidate List
 - 2004 Primary Election Withdrawal Information
 - 2004 Primary Election Withdrawal List
 - Independent Candidate Information
 - Elected Official Qualifications
 - 2000 Official Elected Offices
 - Registered Voters in Missouri 1992-2000
- MN
 - 2002 Election Calendar
 - Voter Registration Lists order form available online for a fee
 - Election Results 1998-2002
 - Election Statistics & History
 - Voter participation in 2000 election by age
- MS
 - Cannot obtain an absentee voting form
 - COUNTY VOTER REGISTRARS. Contact information for voting registrars in each of Mississippi's 82 counties is listed online.
 - Candidate Lists
 - Campaign Finance Guide available online ("Campaign Finance Disclosure in Mississippi: For Candidates and Political Committees is published by the Secretary of State's Office as a handbook for candidates and political committees. This handbook contains information necessary for compliance with the campaign finance laws, in the State of Mississippi. This guide is available at the Secretary of State's Office web page: <http://www.sos.state.ms.us>.")
 - Election Results (The Elections Division of the Secretary of State's Office currently is updating its elections database, which contains vote totals from all 1999 and 2000. Part of the update will enable users to access results from additional years.)
- MT
 - How to file for office
 - Official Election Results ("Election results from 1992 through 2000 are now available electronically at this site. The state file will show election results for state candidates by county. The legislative file will show election results for legislative candidates by county as well.")
 - Official Election Calendar ("*Important dates and deadlines for the municipal elections.*")
 - MT voter turnout ("Below is a listing of Montana's turnout and registration figures since 1920.")
- NC
 - *Administered by the State Board of Elections.*
 - Can download voter registration form in PDF format then mail or deliver. **(You can use this form to:** Register to vote in your county of residence in North Carolina. Change your voter information
 - You may use the [North Carolina Voter Registration Application/Change of Information Form](#) found on this Website to change any of your information. Send the completed and signed form to your [County Board of Elections](#).
 - National Voter Registration Form available online.
 - You may request additional election results information not available on this site by making a request to the [State Board](#). If you have problems accessing this data please contact the Help desk (800) 722-3946. By county; By precinct, and other data.

- NV Voter Search
- ND
 - Election Results
 - Election Statistics & Voter Turnout
 - Campaign Finance & Disclosure Requirements in PDF format
- NE
 - 2002 Election Calendar
 - Unofficial Primary Election Results
 - Voter Information page, links on how to register, when to vote, where to vote all on one page
- NH
 - Voter registration forms online
 - Absentee Ballot Application in PDF fillable format
 - Candidate filing & Fees made a clerk's office
 - List of polling places
 - Types of polling machines used
 - Download Statement of Receipts & Expenditure for *State Primary Election*
- NM
 - No forms can be downloaded including voter registration ("You may register to vote by using the mail-in registration form. These are available at any county clerk's office, at the Office of the Secretary of State and at many state agencies.")
 - Voter Information Request Form/Authorization can be downloaded in PDF formatted. ("AVRS (Automated Voter Records System) data may be purchased for election and campaign purposes only. This data includes each voter's name, address, telephone # (with that voter's consent), year of birth, party affiliation, and registration data such as county, precinct, and district information. Anyone who purchases AVRS data must sign an authorization form (PDF Format) swearing the data will not be made available for or used for commercial or unlawful purposes.")
- NV
 - No Voter Registration Forms ("Residents of Nevada can register to vote at the Department of Motor Vehicles, their County Clerk/Registrar of Voters office, and the Welfare Division. Applications to register to vote should be available at the post office near you, but this is not always so. Currently Nevada does not have a statewide voter registration system that would allow on-line voter registration. You will need to contact the County Clerk/Registrar of Voters for the county in which you reside in order to register.")
 - No absentee voting forms ("An absentee ballot may be obtained from the County Clerk/Registrar of Voters in the county in which you reside.")
 - Election Information Guide
 - 2002 Candidates filed with the SOS's office
 - 2002 Candidate Guide
- OH
 - 2004 Ohio Election Calendar (PDF format)
 - 2004 Voter Information Guide (PDF format)
 - 2004 Candidate Requirements Guide (PDF format)
 - Past Election Results
 - Registered Voters/Electors Voting 1978-2000
 - Historical Information
 - Elections Related Directory Information
 - Statewide Issues
 - Electoral College Information
- OK
 - *Administer by the State Board of Election*
 - Candidate filing Instructions

- Comprehensive listing of offices subject to election in 2002
 - Statewide elections, voter registration deadlines, candidate filing dates
 - Voter registration statistics by county
- OR
 - Calendar of Election Events
 - Elections History
- PA
 - Candidate Information includes: Unofficial List of Candidates for the November 5, 2002 General Election, Official Results for the May 21, 2002 Primary Election and Candidate Deadlines and Requirements.
 - Voter Registration Data by County, May 2002
 - 2002 and 2003 Election Calendar
 - Election Results
 - Election Data Archives: Includes Election Calendars, Campaign Finance Dates, Election Results and Voter Registration Statistics from 1998-present.
- RI
 - No voter registration forms available, but can request a copy of The Guide for Voters by email. It contains all pertinent information
 - "Where to Vote" Information is still under construction
- SC
 - No voting information
- SD
 - 2004 Election Information 2006 information <http://www.sdsos.gov/Elections/>
 - Information on the Election Process <http://www.sdsos.gov/Elections/>
 - Live Election Night Returns
 - Election Information From Past Elections <http://www.sdsos.gov/Elections/>
 - Information for Candidates <http://www.sdsos.gov/Elections/>
 - Statewide Voter Registration File
 - Campaign Finance Information and Report Summaries
<http://www.sdsos.gov/Elections/>
- TN
 - Candidate Qualifying Info.
 - Election Results
 - Election Dates
 - 2002 Candidates
 - Elections Statistical Data
- TX

SOS website offers three online options for voter registration:

 1. Voter can request that an application be mailed to them
 2. Voter can complete an application online and then print it and mail it in to the county voter registrar.
 3. If voter is moving with his county of residence, voter can update their voter v registration online.

SOS website links to the Texas Legislative Council, which provides a Find Your Incumbent online service

SOS provides information about early voting by personal appearance and by mail and allows voters to request that an application for ballot by mail be mailed to them or they may complete an application online, print it and mail it to the early voting clerk.
- VT
 - Vermont voter registration, turnout and absentee voter statistics
 - State of Vermont 2002 polling place locations and accessibility (town within county) 1974 to 2000
 - How to Become a Candidate in Vermont for the 2002 General Election

- Link to Websites of VT Candidates (*We now have available on our web page a publication that provides a biographical sketch and position statement of statewide and federal candidates that submitted information to our office. Contact Melanie Jacobs (mjacobs@sec.state.vt.us) for more information.*)
 - 2002 Election Results
- WA
 - Definitions Related to Filing for Elective Office
 - Procedures for Filing for Elective Office
 - Procedures for Nominating Minor Party & Independent Candidates
 - 2002 Elections
 - Information on filing initiatives and referendums
 - Historical information on initiatives and referendums
 - Complete election results from 1996
- WI
 - No Election Information
- WV
 - Legal Requirements for Campaign Finance (For a summary of campaign finance activity and reporting requirements, go to Campaign Finance Activity & Reporting.)
 - Information on Candidates for the 2002 Election
- WY
 - No voter application forms
 - Profile of Wyoming's Voters - Voter registration and turnout statistics beginning in 1978
 - Voter Registration Statistics by Party - Voter registration figures, by party, beginning in 1968
 - Absentee Voting: If need be, you may vote absentee. Call or write your County Clerk for details. Remember to return your absentee ballot immediately to assure it will be delivered to the County Clerk's office not later than 7 p.m. on election day
 - Types of Voting Systems in WY
 - Secretary of State Voter Registration Product Order Form (*Prepayment is required for all voter registration product orders*)

2.6 TRANSACTION – VOTER REGISTRATION

- AK
 - Who are my Legislators: By Community or by Senate/House District (“Find your community by clicking on a letter of the alphabet listed below, then click on the Senate or House designation. This will give you contact information, committee membership and the biographical sketch of your legislators.”)
- AL
 - Find your Legislative Representative by Zip Code Search
 - FCPA Inquiry Contributions/Disbursements: Browse by Name or PAC (“This system provides a convenient interface for reviewing campaign finance information filed with the Secretary of State pursuant to the Fair Campaign Practices Act. You can review summary information from campaign finance reports dating back to 1990.”)
- CA
 - CAL-ACCESS: CA automated lobbying & campaign contribution & expense search system
- CO
 - Electronic Filing of Campaign Finance Reports
 - Search system for campaign finance reports

- DE
 - Polling place locator for each voter with ballot information and political party and candidate information links.
 - Online filing of campaign finance reports
- FL
 - File Campaign Reports Electronically or Paper Filing
- GA
 - Online filing of campaign contribution disclosure reports
 - Poll Locator: Find Your Polling Place & Elected Officials
 - E-Filing of Campaign Contribution Disclosure Reports
- ID
 - Campaign Finance Database ("Our on-line campaign finance database contains candidate and committee (itemized) contribution and expenditure information by election cycle. You still have the option to download files containing itemized contributions and expenditures in MS Excel format.")
- IL
 - Can file Campaign Disclosures electronically with the IDIS Electronic Filing Software
 -
- IA
 - Can find your polling place by entering home address
- KS
 - Online Corporation Search:
 - By Name
 - By Keyword
 - By Organizational Number
 - By Resident Agent Name
 - By Resident Agent Name by Keyword
 - By City and Date
- MD
 - Can file campaign fund reports electronically. ("In November 1999, Maryland law began to require that the campaign accounts file the campaign fund reports in an electronic storage format. Since then, the Maryland State Board of Elections has developed and made available to all campaign treasurers of Maryland 'ELECTrack,' an electronic filing software.")
 - Campaign Finance Database allows you to search summary information reported by Maryland candidates, PACs, parties and other campaign committees online
- MI
 - Campaign Finance- Electronic Filing & Public Disclosure ("Michigan Electronic Reporting and Tracking System (MERTS) software for committees filing with the Michigan Department of State, Bureau of Elections, to enable electronic filing of campaign finance reports. Web access at home, office or at the Bureau of Elections for searching and retrieval of campaign finance data.")
- MN
 - Can find polling place by zip code or county (supplies information on polling place, including a map of its location and all districts associated with a precinct)
 - Provides information about candidates filing for office
- OH
 - Can electronically file campaign finance reports
- OR

ELECTRONIC FILING OF CAMPAIGN FINANCE REPORTS: Oregon law

<http://www.sos.state.or.us/elections/other.info/260159.htm>> requires state candidates and committees that receive and expend more than \$50,000 in an election, and chief petitioners who

receive and expend more than \$50,000 during the petition drive effort, to file their detailed contribution and expenditure reports in an electronic format.


- PA
 - Candidates can file their Campaign Finance Reports online. Candidates may still file using Compact Disk or Diskettes.
 - Campaign Finance Searchable Database allows you to search reports filed by candidates for statewide, legislative and judicial offices in Pennsylvania. You will also find reports filed by political action committees that make expenditures to Pennsylvania candidates. Available from 1998 to present.
- UT
 - Online Voter Registration (After you submit your information, you must print out the form, sign it, and mail it to your county clerk's office. You will then receive confirmation of your voter registration from your county clerk.)
 - Find your polling place online
 - No Absentee Ballot Forms online (Application must be filed by-mail or in person in the office of the voter's county clerk.)
 - State candidates may submit their financial disclosure reports electronically, in person, by mail, or by fax.
- WA
 - Online district search;
 - Users may find their district and see which offices will appear on their ballot by January of each year;
 - Candidate filing information that is searchable by name and district;
 - Candidates may submit voter guide statements online
 - Voter guide information for candidates and measures that are searchable by candidate name or district;
 - Election results input by county election officials that are searchable by candidate or district;
 - Historic election information including candidate filing, voter guides, and election results that are searchable by district or candidate name.

2.7 TRANSACTION – CORPORATE INFORMATION

- AL
 - Name reservations (To assure that a corporate name is available prior to submitting your "Application for Certificate of Authority" to conduct business in Alabama, send a written request for a name reservation and a \$10 issuance fee payable to the Alabama Secretary of State.)
 - Search corporate records (Welcome to the Secretary of State's Inquiry System. This facility provides you easy access to public information maintained by the Secretary of State's office in electronic format.) Corporations Search Options
 - ▶ Active Names Only
 - ▶ Active & Inactive Names
 - ▶ Active & Inactive Word Search
 - ▶ Agents/Officers/Incorporators
- AK
 - The Online Filing System for Corporations utilizes a new technology that enables citizens to fill in the form directly on the screen. The form is then submitted electronically to the Secretary of State's office for final processing. Payment: MasterCard, Visa or monthly billing to INA account.
 - Download entire corporations database. Daily, weekly or monthly data downloads of the entire Corporations and UCC Databases is available through the Information Network of Arkansas.
 - Can reserve and register business name
- AR
 - *Corporate Filings are Administered by the Arizona Corporations Commission*
 - Registered Name Information Search (Research information of Trade Names, Trademarks and Partnerships on file with the Secretary of State! Name index contains all Partnerships, Trade names and Trademarks on file with the Secretary of State, as well as Corporations and Limited Liability Companies on file with the Corporation Division of the Corporation Commission.)
- CA
 - Can file statement of officers online
 - Business Search (Enter the complete or partial name of the corporate/LLP/LLC record you wish to search and click the "Submit Corporate Record Search" button)
 - Names Availability (Checking the availability of a corporate name (A preliminary check of the availability of a corporate name can be made by mailing the Name Availability Inquiry Letter to the Secretary of State's Office in Sacramento. Email inquiries cannot be accepted at this time.), Reserving a corporate name (A request to reserve a corporate name can be made over-the-counter at any Secretary of State office location or can be addressed in writing to the Sacramento office. Fees and instructions for reserving a corporate name are included on the Name Reservation Request Form. Email requests for reservations cannot be accepted at this time. If you have a requirement to reserve corporate names on an ongoing basis, you may establish a prepaid account with the Secretary of State's office, so that name reservations can be made through a telephone technician for a fee of \$4.00 per search and \$10.00 per reservation.), General name availability information)
- CO
 - Can e-file your periodic report securely online with a pre-paid account or credit card @ a substantial savings. They filed in "real time"
 - Search business entities online
 - Obtain free certificate of good standing online
- DE

- Statement of officers can not be filed online
- FL
 - Online filing of For-Profit & Non-Profit Corporations, LP, LLC using MasterCard, VISA, AMX, E-check, pre-paid accounts (Welcome to Sunbiz, the Florida Division of Corporations' online information, research, and electronic processing service center. Here you can directly access the Division's business entity, lien information, and image databases. You can also download and print copies of filed documents and forms to use when filing.)
 - Online Searches and Document Images (Sunbiz offers free online searches for all of the filing systems listed on the left. Included in the detail of the data record is the ability to display the actual document image that was submitted to the Division.)
 - Electronic Filing (Sunbiz™ offers several methods by which information can be submitted to the Division for processing. In addition to Sunbiz™ E-filing (electronic fax filings), we offer on-line document processing for Fictitious Name Registrations, Uniform Business Report (UBR), profit and nonprofit corporation, limited liability company, and limited partnership filings. Also, the business trade survey allows registered entities to submit trade information with the prospect of enhancing their business activity.)
- GA
 - Filing Annual Reports online
 - Locate Corporation Agents, Status, Filing Dates...
 - Search for Corporation Officers
 - Order Status Certificates (Good Standing) & Certified Copies Online
 - Pay Filing Fees with SOS-GANET Account
 - Online Requests for Name Reservations
 - Order Multiple Corporate Records (The Corporation records from the Secretary of State's database are available on-line or in a bulk format. Individual records are available at no charge. On-line multiple record information is available for a fee determined by the number of records retrieved and can be ordered using a major credit card. Certified documents can also be ordered on-line using a major credit card or as a GeorgiaNet customer. The entire database is available on cd-rom.)
 - First Stop Business Information Center
- ID
 - Online searching of business records
- IL
 - CORPORATE/LLC INFORMATION SEARCH: You may search the Corporate/LLC database by file number or name.
 - CORPORATE/LLC NAME AVAILABILITY SEARCH: By searching the Corporate/LLC Database, you can now receive a preliminary check of corporate/LLC name availability. In order to search the database, please type the proposed corporate/LLC name in the space indicated. The database will be updated weekly.
- IN
 - Business Entity Name Search
 - Get information on IN companies
 - Download official certificates
 - Order Business entity documents
 - Check Name Availability
- KY
 - Annual Report filing online
 - Online Business Database (Welcome! You can find information on corporation status, registered agent and address, initial directors, current officers, date of incorporation, address of principal office, activity history for the business and any assumed names on this page. The database is automatically updated, so there

- is no delay in the information available on-line. Searches may be performed by keying the entire business name or a portion of the business name.)
- On-Line Business Database Officer Search: Welcome to the On-line Business Database Officer/Member/Manager Search. This service is offered free-of-charge, 24 hours a day. Each company's record is updated when the company files its annual report.
 - Name Availability Search
 - LA
 - Search Corporation Database Search our database for corporation information, registered agents, trademarks, and individual names.
 - MA
 - Online system allows corporations to perform many different tasks including organizing many types of business entities by filing online through the site. From certificates to certified copies you can now request many of them from this site
 - Search the corporate database.
 - ME *get on-line not in line*
 - File Annual Report online
 - Annual ReportS online (Welcome to Annual Report Filing Online. This service will allow you to file your Annual Report online and receive an acknowledgement of your filing.)
 - Interactive Corporate Services (Through this new Internet service, customers will now have access to basic information about all business entities registered in Maine--24 hours a day, 7 days a week--at no cost. Additionally, customers who require plain or certified copies of corporate filings, can order this information is available online and print it with a home or at the office. This service searches the documents on file with the State of Maine for all business and non-profit corporations, trademarks, limited partnerships, limited liability partnerships and limited liability companies. Basic information is available at no cost regarding each of these entities. This information includes legal name, entity type, status, date of incorporation or filing, assumed and former names, and clerk/registered agent. This information may be printed at no cost from your computer. For additional information, such as plain or certified copies of filings (annual reports, articles of incorporation, amendments, etc.) and certificates of good standing and legal existence, the usual statutory fees apply and a subscription to InforME, the Information Resource of Maine, is required to process your request and bill your account for the services.
 - MN
 - File annual reports online
 - File registered office address online
 - File a notary application, renewal, name change or address change online
 - Online services (Search for information on a business entity: Legal styling, file number or Organizational ID, filing type, and city. (free) No logon is required for this service.; Search for the availability of a business name (free); Search for a Business Entity by File Number ; Order certificates and copies of business filings on line. (\$))
 - Repeat Online Access Users:
Click here to set up a subscriber account. (Design for customers with multiple requests). There is a \$50.00 annual fee to subscribe.
 - MO
 - Business Entity Database Search
 - MS
 - Business Name searches
 - MT
 - Business Entity Search
 - NC

- Search...
by Corporation Name, or
for New Corporations, or
by Registered Agent
- ND
 - Business Record Search (The database can be accessed by the first few words of a business name, by any significant word in a business name, or by the System ID number assigned to the record by the Secretary of State.)
- NE
 - Corporate name and agent searches available with a subscription to [Nebraska@Online](#)
 - Letter of good standing with a subscription
 - Copy requests (images online) available with a subscription
- NJ
 - Online Services
 - Business Certificates for New Business Entities
 - Business Tax and E-Registration
 - Name Reservation
 - Name Check
 - Tax Filing of Forms
- OH
 - NEW Online Certificates of Good Standing
- OK
 - Name Availability search (A name can be researched for availability prior to registration online for no charge, by contacting the Records Department for a record search at (900)-555-2424 (there is a \$5.00 charge for this search), or by visiting the customer service terminals in the Secretary of State's Office during business hours.)
- OR
 - Search the Business Registry Database
- PA
 - Can register new business entities online by using the Pennsylvania Open For Business Website at www.paopen4business.state.pa.us. This website will register your business entity information with the Department of State, Department of Revenue and the Department of Labor & Industry. Payment for filing fees can be made via credit card.
 - Can perform the following corporate entity and name availability searches online at www.dos.state.pa.us/corps:
 - General Name Search: Allows a search of entities by name or entity number (a file/identification number assigned by the Corporation Bureau for each entity filed.)
 - Old Name Search: Allows a search of entities by old or previous names (an old or previous name of an entity that has changed its business name.)
 - Orphan Name Search: Allows a search of non-profit corporations whose records were registered at the county level and have been transferred to the Department of State, Corporation Bureau.
- RI
 - Corporation Database  (Welcome to Rhode Island's On-Line Corporations Database search page! You can now search for information on entity status, registered agent and address, initial directors, date of incorporation, address of principal office, and all activity history for active and inactive business entities. The information is available on-line immediately as posted.)
- SC

- Search the Business Filings Database
The Secretary of State's Business Filings Database provides access to basic filing information about any entity filed with the office. Registered agents' names and addresses, dates of business filings and types of filings are all available. With this page you can Search by Corporation Name or Search by Registered Agent. You will still need to contact our office to request a document.
- TX
 - Business entity filings permitted through the Secretary of State OnLine Access (SOSDirect) web access system

Web filings permitted for most documents submitted to the Corporations Section for filing, including formation documents for Texas entities, qualification documents for foreign entities, name reservations, name registrations, changes to registered agent/office, name change amendments for corporations, assumed name filings, dissolutions, reinstatements, withdrawals, and periodic reports.


Web searches permitted through SOSDirect. SOSDirect provides access to corporation, limited partnership, limited liability company, assumed name, trademark and other business entity records filed with the Secretary of State. Search capabilities include searching by name of entity, name of management person, file number, EIN number, and registered agent.

SOSDirect allows a customer to order copies and certificates regarding business entity filings online and to receive documents responsive to the request by email. In addition, images of filed documents are available for viewing or printing at user site.
- TN
 - Business Information and Business Name Availability Searchable Databases. Online access to over 4,000,000 records relating to corporations, limited liability companies, limited partnerships and limited liability partnerships formed or registered in Tennessee.
- VT
 - Corporate Database Search Exact name searches.
 - Corporation
 - Tradename
 - Trademark
 - Foreign Registration
 - Name Reservation
 - Corporation Browse
 - Individual Person Name Search
- WA
 - Corporations Search: The Secretary of State's website offers a search of corporation registrations.
 - Online renewal and filing of the annual report
- WY
 - Corporate database (Business entity records (profit and nonprofit corporations, limited liability companies, statutory trusts, limited partnerships and registered limited liability partnerships), reserved names, trade names, trademarks and unincorporated nonprofit associations are combined in the corporate database. A record may be retrieved by typing in the exact name of the entity or a portion of the exact name)

2.8 INTERACTION – CORPORATE INFORMATION

- AL
 - Corporate Forms & guidelines can be downloaded in either PDF, Excel or text only format.
- AR
 - *Corporate Filings are Administered by the Arizona Corporations Commission*
 - Corporate filing forms are available in PDF format. (Acceptable forms of payment are Cash, Check, or Money Orders. We cannot accept credit card transactions at this time. Please make check or money order payable to the Arizona Corporation Commission. To avoid delay in processing documents, submit payment with your forms.)
- AZ
 - *Administered by the Corporations Bureau and the Public Regulations Commission*
 - Download PDF forms and do searches
- CA
 - Corporate Records Order form can be downloaded in PDF format (To obtain information relating to [businesses] of record with the Secretary of State, complete the information below along with the order form on the following page, attach a check (made payable to the Secretary of State) for the appropriate amount (or “not to exceed” a specified amount written below the amount payable line) and submit your request:
- CO
 - Many business forms are available in PDF fillable format
- CT
 - Business forms are available in PDF format and can also file by fax
- DE
 - Many corporate forms can be downloaded.
- ID
 - Business forms can be downloaded in PDF fillable format with acrobat reader 4.0, or in printable only format or adobe acrobat 3.0
- IL
 - Forms can be downloaded in PDF fillable format.
- IN
 - Corporate Forms are available in PDF fillable format.
- IA
 - Can only download corporate documents in PDF format.
- KS
 - Annual Report Filing: Fill-in form online
 - Corporate Forms available online in PDF format
- KY
 - Business Filing forms are available in PDF fillable format (Business Filings has a wide range of forms available to assist in filing with our office. Use of the following standardized forms expedites the processing of filings. These forms are available to you by mail by contacting the Office of Secretary of State, Business Filings, or on-line in PDF Format)
- LA
 - Business forms are available in PDF format
 - New Entity Filings (Forms & Instructions in Adobe PDF)
 - Subsequent Filings (Forms & Instructions in Adobe PDF)

- Other Available Services-- Walk-In Customer Service, Certified Copies and Certificates, Information Letters, Facsimile Filings, Facsimile Services, Computer Queries, Expedited Service, Name Availability, and Direct Computer Access.
- MD
 - *Administered by the State Department of Assessments and Taxation*
 - Forms can be downloaded in PDF or PDF fillable format, and then mailed
- ME *get on-line not in line*
 - Corporate Forms & Fees (This is a complete list of forms and filing fees for the Division of Corporations. All forms are in Adobe Acrobat (.PDF) format. If you have the Adobe 4 Reader, you may continue to print the blank forms. However, if you wish to complete the forms on-screen, you need to download the Adobe 5 Reader. After completing the forms on-screen, you may then print the forms, sign, date, and mail them to this office together with the applicable filing fees.)
- MN
 - Business filings can be downloaded in PDF fillable format.
- MO
 - Most corporate forms can be downloaded in PDF format and then mailed to the Business Services, Corporations division
 - Missouri Business Links
- MS
 - Business forms are available in PDF fillable & RTF format.
 - Standard Industrial Code Lookup online
- MT
 - Business Filing forms are available online in PDF format. Corporate filings online available in July 2002. Registered users will be able to access and address of officers and directors.
- NE
 - Fillable Corporate forms in PDF available online (fill out on your computer, print and mail)
 - Link to Nebraska Online for business, Nebraska business portal for other e-gov transactions
- NC
 - Business forms in MS Word 6.0 format or PDF. Can download and then mail
- ND
- Corporate and LLC Annual Reports can be deployed that populate specific data on the forms such as entity name, registered agent and address, and principal address. Contractor license and charitable registration reports can be similarly deployed.
- Most business related forms can be accessed in pdf fillable formats
 -
- NH
 - For your convenience all forms can be filled out online then printed and mailed to SOS. Please ensure that forms are printed on 8.5 x 11 paper in black ink.
- NV
 - Business forms can be downloaded
- NY
 - Forms for most types of business filing are available in PDF fillable format and either mailed or faxed
 - The Division of Corporations will accept requests for filings of documents, copies, certificates under seal, and name availability by fax. Fees for requests by fax must be paid by charges to your draw down account or by credit card. To pay for a fee by using your credit card when not appearing in person, simply complete and sign the Credit Card Authorization Form; and submit it to the Division of Corporations with your request. You may fax a document submitted for filing to the Division of Corporations

- OH
 - Forms are available in either PDF or Excel format and then mailed (NEW Filing Forms (35 new, consolidated forms))
- OK
 - Corporate forms can be downloaded (Forms are provided for the various types of filings. These can be obtained by telephone, mail, in person, or by downloading online in PDF format
 - Online Updates to SOONERACCESS. Things you will be able to do online!
 - Under Construction: Search the SOS database for name availability.
 - Under Construction: Search the SOS Database for business entity, trademark information
 - Under Construction: Search the SOS Notary Public Database for notary public information
 - Under Construction: Pay by credit card (Visa, MasterCard or Discover) or set up an EFT account
 - Coming SOON: Submit business entity documents
 - Coming SOON: Submit Notary Public applications and renewals
 - Coming SOON: Submit Trademarks and renewals
 - Coming SOON: Order and receive status certificates, certified and plain copies
 - Coming SOON: Receive subscription reports via E-mail
 - Charges for on-line services
 - *Upon availability of SOONERACCESS, Name Availability searches by telephone will be routed to the 900 number operators. Three searches will be provided for a \$5.00 search fee, however this information will be available online free of charge.
 - **Upon availability of SOONERACCESS, Registered Agent information will still be available by telephone on the 900 number, three searches for a \$5.00 search fee, however this information will be available online free of charge.
- OR
 - Forms are created in Acrobat 4.0 & MS Word and mailed to the Corporations Division
- PA
 - Can download fillable corporate forms in PDF format and then mail or deliver.
 - Customer Deposit Accounts can be established by written request with a minimum deposit of \$500.00
 - With a pre-established customer deposit account, facsimile requests can be made for name reservations, copies (both plain and certified,) good standing certificates, record searches(both plain and certified) and great seal certificates. Both new entity and ancillary/amendment filings can also be faxed to the Bureau for filing.
 - Confirmation of filed corporate documents, name reservation confirmations, copies (both plain and certified), good standing certificates, record searches (both plain and certified) and the great seal certificates can be faxed back to the requesting party for a \$2.00 per page fee.
- RI
 - Corporation Forms  You can now fill them out and print them right on your computer! (Here you can download individual required forms in PDF format. These forms are fillable on your screen and may then be printed. You also have the choice of viewing all of the selections at once by clicking on the link below. For your convenience we have made available for download, in zipped format, all of the PDF forms files.)
- SC

- Business filing can be downloaded in PDF fillable format.
- SD
 - Business forms available in PDF fillable format, print out and mail
<http://www.sdsos.gov/corporations/>
 - [Organization Information](http://www.state.sd.us/applications/st02corplook/ASPX/ST32Main.aspx)
<http://www.state.sd.us/applications/st02corplook/ASPX/ST32Main.aspx>- Look up the Organizational ID number, Organizational Type and if the organization is in Good Standing.
- TN
 - INITIAL CORPORATE FILING FORMS CAN NOW BE “FILLED IN” AND PRINTED FROM OUR WEBSITE. As part of our ongoing efforts to improve customer service, we are pleased to announce that you may now “fill in the blanks” and print the following forms from our website: The printed forms may then be executed and submitted to our office accompanied by payment of the required filing fee. Please note that these “filled in” documents cannot be saved to your computer and cannot be sent to our office electronically
 - Corporate Charter (For-Profit) (SS-4417)
 - Corporate Charter (Nonprofit) (SS-4418)
 - Articles of Organization (LLC) (SS-4249)
 - Certificate (Limited Partnership) (SS-4470)
 - Application for Certificate of Authority (Foreign For-Profit) (SS-4431)
 - Application for Certificate of Authority (Foreign LLC) (SS-4233)
 - Application for Registration (Foreign Limited Partnership) (SS-4473)
 - Internet access to all business forms and filing guides, and links to other relevant sites.
 - online databases that provide searchable access to Business Information and Name Availability.
- TX
 - Business forms can be filled out online and mailed. (In addition to retrieval of these forms from the web site, they may also be retrieved through a fax on demand telephone number. A list of all available forms can be obtained in the [index of forms](#).)

Access to other relevant sites also available, including the Texas Business Portal, the Internal Revenue Service, and other state governmental sites.

- VA
 - Administered by the Virginia State Corporation Commission
 - Forms can be downloaded in either PDF or Word format, printed and mailed to the Clerk of the Commission (information difficult to find)
- VT
 - Business forms must be downloaded and mailed (The following forms can be printed by using the print function on your computer. Because the form must be signed and the fee attached, they cannot be filed online. Mail your completed form, with appropriate fee, to the Office of Secretary of State, Corporations Division)
 - [Annual report can be downloaded from site](#) (In case you didn't receive an annual/biennial report form, this page offers access to our corporate database and allows you to print one (providing the corporation is in good standing- does not include LLC) with its specific information. Simply follow the instructions below.

- Corporation Database Download. This allows for the downloading of certain corporation records. These downloadable files are updated monthly. All new filings are added to these files, including modifications of existing registrations.
- WA
 - Corporate forms must be downloaded then mailed.
 - Description of Business/Organization Structures
 - Registration & Renewal Requirements
 - Registration Forms (PDF files)
 - Fee Schedule/Expedited Service
 - Online Corporations Lookup
- WV
 - Business forms are available in PDF fillable format.
- WY
 - Annual report “fill-in the blank” filing form
 - Business forms can be downloaded in PDF “fill-in-the-blankable” format

2.9 PRESENCE-CORPORATE INFORMATION

- CA
 - General Information Forms/Samples and Fees: The following is a list of available informational materials, samples (or forms, where applicable), and fees for filings or services related to corporations. The materials are available in PDF file format
- CO
 - Information for new businesses, including licensing requirements, choice of entities, name availability, etc.
- DE
 - FAQ's available
 - Flow chart on incorporating in Delaware
 - Delaware's corporation laws
 - General guidelines
- FL
 - Information on starting a business: You're starting a business in Florida, either new or an expansion and you need help finding assistance. This site is here to help with continually updated links to web resources related to business startups.
- GA
 - [How to Incorporate or Form a Limited Liability Company](#)
 - [Establish a Corporations Division Account](#)
 - [Changing a Corporation Name](#)
 - [How to Dissolve a Corporation](#)
 - [Questions and Answers Regarding Online Renewals](#)
- IN
 - Monthly Listings of New Business Entities
 - Order Bulk Business Entity Database
- KS
 - Corporate Handbook
- LA
 - [Fee Schedule \(revised June 2004\)](#) in Adobe PDF format.
 - [Document Compliance Checklist](#)
 - [Weekly Newsletter](#) "Now Available On-line"
 - [Quarterly Revocation Lists](#) "Now Available On-line"
- ME
 - LIST OF ACTIVE MAINE CORPORATIONS FILED PRIOR TO 1901
 - The Basics to Incorporating in Maine
 - Marks & Trade Names
- MN
 - Procedures and fees for filings
 - Business services FAQ's
 - Forms in PDF format
- MO
 - [Corporation Statutes](#)
- MT
 - How to Launch a New Business. *Step-by-step information to help you get started.*
- NE
 - Selected Corporate Statutes
 - Fee Schedule
- NC
 - Guidelines to Incorporating:
[Business Corporation \(pdf\)](#)
[Nonprofit Corporation \(pdf\)](#)
[Limited Liability Company \(LLC\) Guidelines \(pdf\)](#)

- Fee Schedules
- ND

Business Entity descriptions and filing requirements are provided on the web site. Applicable forms in pdf fillable formats, fee schedules, and FAQs are also provided.
- NH
 - General Information
 - [Starting a Business in New Hampshire](#)
 - [Mission Statement](#)
 - [Business Functions](#)
 - [Goals and Objectives](#)
- OH
 - [Filing Reference Guides](#)
 - [Order Forms on CD-Rom](#) (35 new, consolidated forms)
 - [Prepayment Accounts](#)
 - [Starting a Prepayment Account](#)
 - [Using the Prepayment Account](#)
 - [Tour of the Prepayment Account Activity & Balance](#)
 - Sending emails to: prepay@sos.state.oh.us
 - [Publications, Pamphlets/Guides](#)
 - [Guide to Organizing a Business](#)
 - [Legal Guide for Nonprofit Organizations](#) PDF Format
 - [Guide to Registering Your Trademark or Service Mark in Ohio](#) PDF Format
 - [Guide to Secured Transactions Filings](#) PDF Format
 - [Ordering Pamphlets/Guides](#)

[County Records Directories](#)
- RI
 - [New Incorporations Weekly Listing Database](#)

3. CONCLUSION

3.1 OBSERVATIONS

Most internet functions of the nations' secretaries of state offices are at the interaction level as evidenced from the previous data. As discussed earlier the key distinction between the interaction stage and the transaction stage is that the latter empowers the user to conduct and complete entire tasks online, while the former requires a visit to the office or mailing of documents. While many services, particularly those that cater to business clientele can be completed electronically and are thus transactional; most services utilized by private individuals have not yet reached this level of e-development.

State legislatures have been largely out of step with the increasing demands of a "paperless" digital society. As a result, many Secretaries of State services are not amenable to electronic submission. This is particularly true with regards to voter registration. For example several jurisdictions have rigid requirements for the submission of voter registration applications including original signatures and specifications for the weight the paper is submitted on to the office. Arguably online voter registration will not be a reality until legislatures actively embrace alternatives that embrace online initiatives. Secretaries of State's face the challenge of educating their prospective legislatures to introduce bills that will facilitate e-government thereby allowing its current services to migrate to the transformation stage.

3.2 DIGITAL SIGNATURES/SECURE & UNIQUE ELECTRONIC IDENTITIES

Digital Signatures are a key technology in making migration a reality. A digital signature is an electronic "signature" unique to the person using it and allows the receiver of the document "signed" to be certain of the identity of the person submitting the form.⁸ Some states have digital signature information posted on their website including guidelines to accepting digital signatures online. While there are serious security and expense concerns associated with the technology, it represents, "the best level of security in electronic transactions."⁹ If it can be implemented successfully online, voter registration applications, candidate forms, absentee applications and a variety of other services can be completed electronically. Therefore, states who currently have "online" registration would be permitted to forego the mailing of completed registrations back to the potential voter and in theory registration would be completed once the user clicked on the submit button. For all of its benefits, digital signatures implicate other obstacles to e-government development that should also be taken into consideration.

3.3 DIGITAL DIVIDE

Attitudes toward e-government vary and [governments] need to take this into account as they move from one level of e-government to the next.¹⁰ "The digital divide complicates the landscape for governments in their transition to online service delivery, and it is prominent in any discussion concerning governments using the Internet to provide services to their citizenry."¹¹

With regards to digital signatures, the technology is a costly one and initially only some segments of the population will be able to utilize it. This can create economic barriers in accessing key SOS services. Furthermore, the ability to complete entire transactions online will be more important to some population segments than others. More affluent and technologically savvy persons will attach greater importance to the immediacy and accessibility e-Government represents. On the other hand those less comfortable with navigating the Web may experience a decrease in service levels as a result. Leadership must research, understand, and respond to the

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⁹ Examining Internet Voting

¹⁰ Do e-Government Rankings Make Any Sense? Research Note 7 Dec 01 Gartner.

¹¹ e-Government Leadership Rhetoric vs. Reality Closing Gap

computer usage of its customers and work to prevent the migration of more services online from disenfranchising nonusers. This phenomenon places considerable significance on the value of Customer Relationship Management, which is driven by timely and reliable data.

3.4 SECURITY

The most pervasive concern is security. There is an ever present controversy surrounding the dissemination of sensitive data online i.e. credit card numbers, email & domicile addresses, social security numbers. While the freedom of information act already provides for public access to a broad range of private facts the ease of which that same information can be accessed online gives many cause for heightened concern. Recently, a website displaying address information on New York City voters opted to remove the data entirely as a result of repeated complaints.¹² This situation highlights the conflict between the right to privacy and the free flow of information over the Internet. Privacy concerns represent a significant, "obstacle to widespread acceptance of increased online services."¹³ Government agencies must create a framework for balancing the government's obligations under the freedom of information laws while protecting personal information.

Some other threats to security include hackers overloading or jamming a site with requests for information thus preventing legitimate requests for information. One of the more alarming malfeasances is the "man in the middle" scenario where a dummy site is set up to look like the user's intended site in order to fraudulently induce a person into divulging identifying information. In light of these security dangers, IT personnel must pay particular attention to protecting databases from external attack and as one researcher suggests, ". . . [D]etermine if web capacity is adequate for the volumes that will be experienced and to determine what adequate capacity is for web voting servers and equipment."¹⁴

3.5 CONCLUSION

As Secretary of State's Offices develop the infrastructure to allow more of its services to become accessible via the Internet it must be cognizant of these concerns and proceed accordingly. As one article observes the most successful strategies strive to (1.) Define the levels of service that citizen-consumers expect; (2) Identify appropriate benchmarks (including private sector organizations) providing similar services; and (3) Measure performance and communicate results widely.¹⁵ The wonderful advantages of accessibility and convenience cannot overshadow the very real obstacles internet technology represents. However, with diligent research and detailed planning, Secretaries of State can experience increased efficiencies and lower operating costs while bringing much needed resources to its diverse clientele.

¹² Garnter Group, *Putting Voter Registration Info on Web Spotlights Privacy*, (28 Aug 2001)

¹³ p. 287 *Executive Road Map*

¹⁴ David M. Elliot, *Examining Internet Voting in the State of Washington*, (June 1998).

¹⁵ p. 289 *Executive Road Map*