

Agency Name: The Ohio Business Gateway Steering Committee

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Agency’s primary purpose and its various goals and objectives:

The Ohio Business Gateway Steering Committee's purpose is to provide guidance and oversight to the operations of the Ohio Business Gateway - an electronic filing and payment system serving all businesses in Ohio.

The Ohio Business Gateway's mission statement, recently updated is to:

"Make doing business in Ohio easy and efficient by providing e-government services that are simple and secure"

by following these guiding principles:

- Focus on the needs of businesses as the end user;
- Clear customer journey for starting, managing, and growing a business;
- User experience that maximizes value and efficiency;
- Provide a system of tools and information to businesses;
- To create an adaptable, integrated, and secure digital platform;

The Ohio Business Gateway (OBG) was founded in 2002 and primarily provided limited tax liability reporting and payment online service. In 2009, “OBG 2.0” went live as the first major release and update to the original OBG system. Since 2009, transaction volume on the OBG has increased as more service areas have come online, foundational and user-facing technology has evolved at a rapid pace, and the needs of the OBG's end-users and the state agencies have changed. Today, the OBG is an online destination where 500,000 business users submit transactions and payments for 23 different service areas.

In 2014, \$9.1B in state and municipal revenue flowed through the OBG via approximately 3.7M transactions. The Ohio Department of Taxation accounts for \$8.5B of the total revenue flowing through the OBG. There are currently 8 state agencies operating on the OBG (“agency” also includes a composite of local municipalities) and each agency is responsible for operating its own back-end technology systems while using the OBG to capture and pass through revenue and transaction information.

Agency’s past and anticipated workload, number of staff required to complete workload, and total number of staff:

The Ohio Business Gateway Steering Committee meets four to six times per year. The most recent meeting was held October 9, 2015. The Committee has no staff and consists of representatives of the business community, municipal tax administrators, and tax practitioners - all appointed by the Governor - and ex officio members representing each state agency that has transactions on the Ohio Business Gateway including:

- Governor
- Tax Commissioner
- State Chief Information Officer
- Office of Budget and Management
- Secretary of State
- Treasurer of State
- Development Services Agency

The Governor is charged with designating a Steering Committee chair, and currently, Lt. Governor Mary Taylor serves as chair.

Agency's past and anticipated budgets and its sources of funding:

The Ohio Business Gateway Steering Committee does not have a budget or sources of funding. Any necessary administrative support has historically been provided by the department or office of the chair.

Number of members of its governing board or other governing entity and their compensation, if any:

There are eleven current members on the committee. Ohio Revised Code 5703.57 defines the members representing the business community, municipal tax administrators, tax practitioners and representation of certain state agencies.

The members do not receive compensation or reimbursement for expenses.

Additional notes:

Recent Challenges and Opportunities:

In 2015, Lt. Governor Mary Taylor was appointed by the Governor as Chair of the Ohio Business Gateway (OBG) Steering Committee and initiated a review of the mission, vision, technology, operations, and overall strategic potential of the OBG platform. As a result, the Lt. Governor has been leading a project to craft the strategy and manage the journey of modernizing the OBG.

A comprehensive study was completed by the State in July 2015 focusing on the needs of the OBG's two core constituent groups: business end-users and state agencies. For businesses, the

study found a desire for a more seamless user experience across service areas, easier navigation, and modern features found on best-in-class e-commerce sites such as user interface, mobile adaptability, shopping cart, payment, and account management. For state agencies, the study found a need for a more flexible architecture, enabling a “plug and play” model, and an expanded set of shared services. The study ultimately determined that a full modernization of the OBG's user experience, transaction routing, and agency integration services was required. This OBG 3.0 modernization was determined to be the best option to fulfill the needs and expectations of Ohio businesses, the State, and state agencies, while reducing the need for ongoing expensive, labor intensive updates to the existing system.