



**State of Delaware  
Office of the Governor**

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## **Delaware's Website Ranked Among Top Five State Portals in the Nation**

*Dover* – Governor Ruth Ann Minner today announced that the state's website, - *Delaware.gov* ([www.delaware.gov](http://www.delaware.gov)) – has been named among the Top 5 state portals in the nation in the Center for Digital Government's Ninth Annual "Best of the Web" competition.

"*Delaware.gov* is a gateway to key state government services and information, available around the clock, from the comfort of home, the office, or the local library," said Gov. Minner. "This award recognizes our continuing e-government improvements that help Delawareans easily find what they want, when they want it."

*Delaware.gov* provides "one-click" access to a wide range of helpful government information and services ranging from filing taxes to buying licenses to finding the winning lottery number.

"Gov. Minner has made the movement of state government onto the Internet a cornerstone of her administration," said Secretary of State Harriet Smith Windsor. "Over the last four years, the Delaware Government Information Center has worked tirelessly with agencies throughout state government to promote easy and organized access to government services and information online. I could not be more thrilled than to see these efforts recognized in a national competition."

The Center for Digital Government is a national research and advisory institute on information technology and policy and best practices. The "Best of the Web" is an annual competition that judges government and education websites on their innovation, web-based delivery of public services, efficiency, economy and functionality for improved citizen access. Over 300 public sector web sites entered the contest this year. Delaware was ranked fourth.

"The Best of the Web award is a first for Delaware and we at DTI are proud to be a part of this e-government partnership with Gov. Minner and the Secretary of State's offices," said Secretary of Technology and Information Thomas Jarrett. "Together, our agencies are providing more and better online services each and every day."

Unlike some other websites, Delaware's portal is hosted by DTI, rather than an outside contract vendor. This saves money and ensures the reliability and security of the state's website.

"I am extremely impressed with Delaware's website. They have sprinted to the front of the pack in online government services and have shown the nation what strong leadership can do to enable citizen and business friendly government. I applaud Gov. Ruth Ann Minner and Tom Jarrett for their important commitment to digital government in Delaware," said Cathilea Robinett, Executive Director of the Center for Digital Government.

The Best of the Web competition recognizes websites that have achieved excellence in the use of cutting edge technology, ease of navigation, intuitiveness of citizen interaction, and cost savings. Delaware.gov excels in each of these areas as follows:

1. **Cutting Edge Technology** – The portal allows the state to create a single location for Delawareans to find press releases issued by all state agencies and directly receive notices of breaking state news.
2. **Easy Navigation and Clean Appearance** – The portal makes use of a "common look and feel" template that is gradually being adopted by agencies throughout state government. Accessibility standards ensure that state websites are compatible with multiple web browsers and with software used by those who are blind or physically handicapped.
3. **Intuitiveness of Interaction** – Portal users can access important government information in a variety of ways, including immediate e-mail notices and online customer assistance such as the *Delaware Helpline's* one-stop state government directory service or *AnswerOnline*, a network of Delaware reference librarians offering free, live, interactive assistance with citizen questions 7 days a week, 24 hours a day.
4. **Long-Term Cost Savings** – The state recently migrated the hosting of the portal from a third party to the Department of Technology and Information, saving the state more than \$600,000 in annual hosting fees.

For more information on the Best of the Web award, contact Rhonda Wilson at the Center for Digital Government at 916-932-1321 or [rwilson@centerdigitalgov.com](mailto:rwilson@centerdigitalgov.com).