



The Honorable Nikki R. Haley
Governor of the State of South Carolina
Office of the Governor, 1205 Pendleton St.
Columbia, SC 29201

May 11, 2016

Dear Governor Haley:

During the second decade of the 21st century, state governments have made important and difficult choices in response to fiscal challenges, while meeting existing needs for public services. More than three quarters of American households are connected to the Internet, nine in 10 (92%) of American adults are mobile phone owners, and citizens and businesses are transitioning to self-service online government in growing numbers – at a time and place of their choosing.

To chronicle and formally recognize these efforts in service to the citizen, the Center for Digital Government through its Digital States Performance Institute conducts the Digital States Survey, the nation's original and only continuous survey of state government use of IT.

We look forward to your chief information officer and team participating with us as we explore and acknowledge IT innovations in state government. **The state's survey response is due June 15.** At the conclusion of the survey, responses will be compiled and each state will be assigned a grade. States with top grades will be honored at awards ceremonies throughout the country.

Additionally, all state grades are published and leading states will be profiled in *Governing* and *Government Technology* magazines. Similar to our past surveys, Digital States is expected to attract national coverage in major print and broadcast media, such as the *Wall Street Journal*, *USA Today* and *The New York Times*.

It is an honor for us to share your state's innovative work in the transformation of government with the broader public. If you have questions or comments relating to this project, please contact me.

Best regards,

A handwritten signature in black ink, appearing to read "Todd Sander".

Todd Sander
Executive Director, Center for Digital Government
tsander@centerdigitalgov.com | 916-932-1373

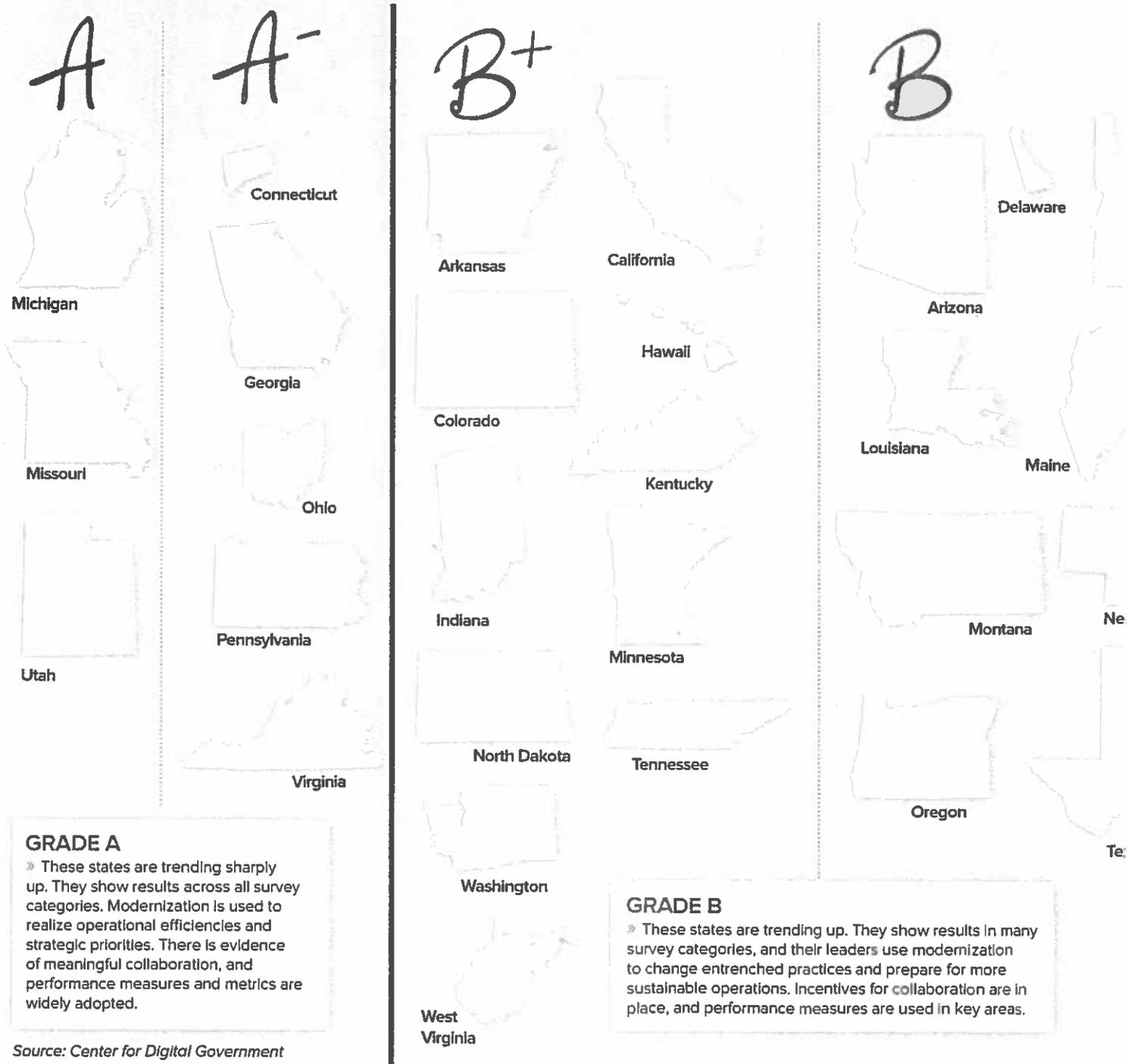
cc: Keith Osman, Chief Information Officer

Enclosure
Survey underwriters:



2014 50 STATE REPORT CARD

Here's how all 50 states were graded in the 2014 Digital States Survey. Conducted every two years, the Digital States Survey is the nation's original and only continuous assessment of state government use of digital technologies to improve service delivery, increase capacity, and reach policy goals.



GRADE A

» These states are trending sharply up. They show results across all survey categories. Modernization is used to realize operational efficiencies and strategic priorities. There is evidence of meaningful collaboration, and performance measures and metrics are widely adopted.

GRADE B

» These states are trending up. They show results in many survey categories, and their leaders use modernization to change entrenched practices and prepare for more sustainable operations. Incentives for collaboration are in place, and performance measures are used in key areas.

Source: Center for Digital Government

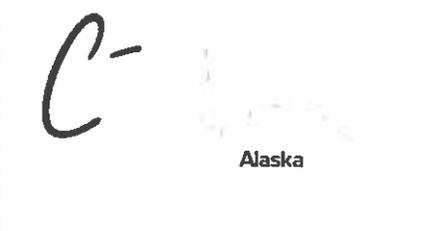
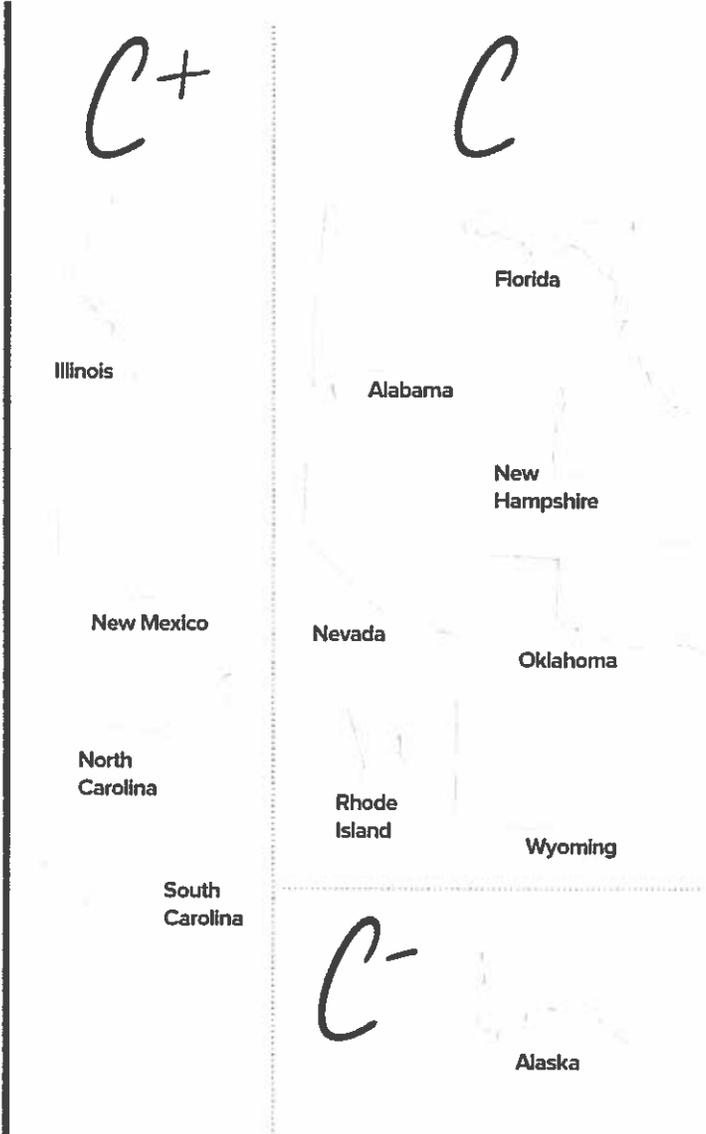
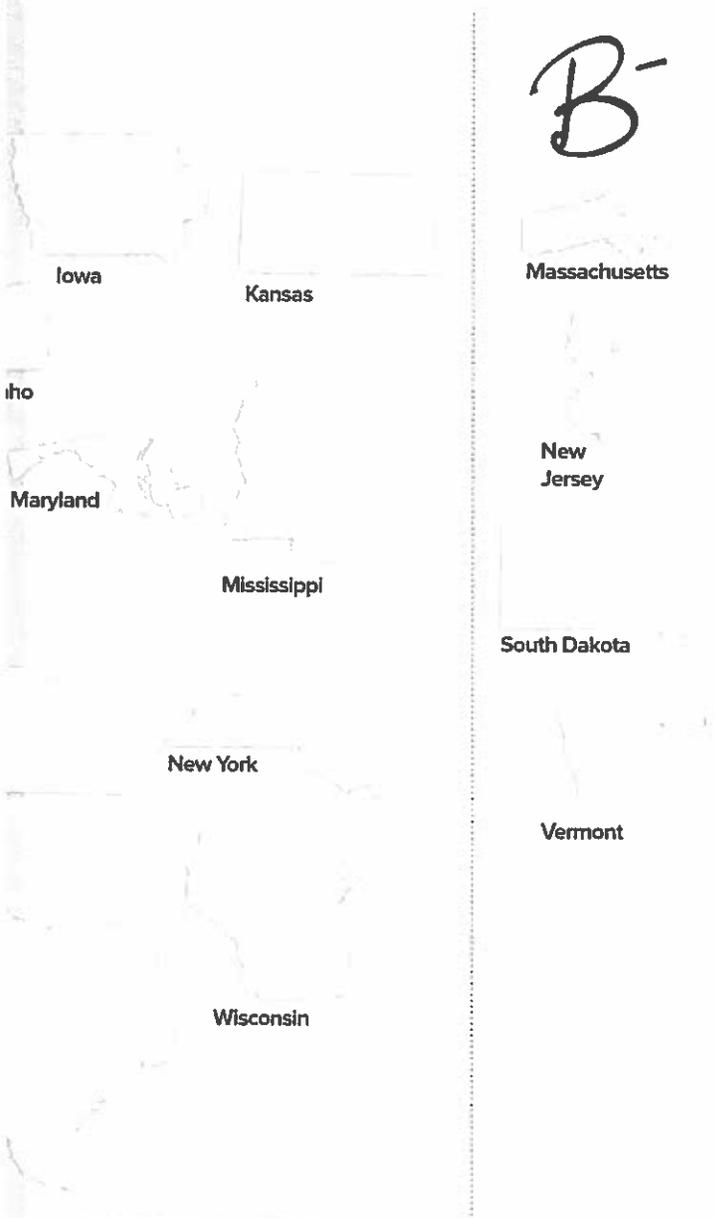


Insights from the 2014 Survey

The Center for Digital Government Best Practices Guide for States highlights best examples from benchmark the 2014 Digital States Survey submissions. It is intended to assist states as they submit their 2016 survey responses. Download your copy at govtech.com/DigitalStatesSurveyBestPractices.

Accepting Responses Now for the 2016 Digital States Survey

Complete the 2016 survey at govtech.com/cdg/DSS2016 to show why your state deserves to keep its good grade, or is worthy of moving up. Let your state shine by sharing your achievements in serving citizens through the use of digital government. See our *Best Practices Guide for States* (link below).



GRADE C

» These states are trending stable. They show results in some survey categories. Modernization is used to realize operational efficiencies. This grade level includes states that launched reforms but where results have not been fully harvested. Organizational constraints limit collaboration, and performance measures are uneven.



DIGITAL STATES CATEGORIES (2014)

- ✓ Adaptive Leadership
- ✓ Enterprise Information and Communication Technology
- ✓ Public Safety
- ✓ Health and Human Services
- ✓ Finance and Administration
- ✓ Transportation
- ✓ Citizen Engagement
- ✓ Most Improved