eCommunity STRATEGIES

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CONNECTKENTUCKY℠

Welcome to ConnectKentucky's eCommunity Strategies Newsletter

This issue of the eCommunity Strategies newsletter highlights local government technology projects in the Commonwealth. ConnectKentucky's eCommunity Strategies Team is available to assist in the implementation and deployment of technology as outlined in each county's Strategic Technology Plan.

As a collaboration of private and public entities, ConnectKentucky is uniquely positioned to facilitate technology-based economic development. We are able to encourage the increased adoption of technology across the entire Commonwealth in a way that is beneficial to local government, businesses, and households.

ConnectKentucky is an established and trusted technology advisor in each of Kentucky's 120 counties and can effectively help local governments incorporate technology in a way that provides better service and at reduced costs.

The eGovernment article demonstrates a clear example of how available technology can improve the lives of Kentuckians by making services available online. By making documents, payments and community calendars available online the citizens gain valuable time and enjoy savings as well as contribute to reducing local government's cost of providing services.

From Bowling Green to Louisville, the EyeOn Automation donation to ABC's Extreme Makeover, Home Edition shows once again how technology can improve lives and open the door on opportunity.

In our Central Kentucky region we focus on the local government initiatives in Boyle County. Judge Executive Tony Wilder and the Boyle County Fiscal Court are working to provide wireless broadband service to rural residents that would otherwise not have access to broadband.

ConnectKentucky will continue to provide technology consulting to local governments across the Commonwealth through ConnectKentucky's well known team of technology experts known as the eCommunity Strategies Project Managers.

In closing, we would welcome your thoughts for future articles in the eCommunity Strategies newsletter. If you have an idea for an article, please send your suggestion to info@connectky.org.

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Wireless Broadband Coming Soon to Boyle County

Rural areas of Boyle County are closer to having wireless broadband Internet access. Tower locations have been identified and the process for tower access is planned to begin, starting in February.

"I see wireless broadband service the same as the rural water service, which will finally be completed county wide over the course of the next year," said Judge Executive Tony Wilder. "Now in the 21st century, making broadband technology available to the rural areas is just as important, if not more so. Without this partnership approach, many residents would be without broadband access for several years, which is not acceptable. It will provide improvements for the quality of life of our residents, as well as economic development benefits."

Wireless service offers many advantages to customers. Wireless service does not depend on telephone or cable TV infrastructure so this enables wireless broadband to reach many neighborhoods where DSL and Cable broadband are not available.

"With wireless service there is no equipment to buy or maintain and the monthly costs are reasonable at approximately $35 per month, said Greg Ballard, Kentucky WiMax. "The upload speed for wireless broadband is 512 kbps and download speed is 1.5 megs."

"This plan is a generous offering by Boyle County and a significant upgrade from dial-up," said Sage Cutler, Central Region eCS Project Manager for ConnectKentucky. "We are excited to be involved and to ensure broadband coverage is extended to additional rural residents."

ConnectKentucky is leading the way into a new economy for Kentuckians. By leveraging the latest in technology and networking, ConnectKentucky is ensuring Kentucky remains the place of choice to live, work and raise a family. ConnectKentucky, Kentucky's technology-based public-private partnership supports initiatives such as this to accelerate technology growth.

This initiative is a clear example of a public-private partnership. The Boyle County Fiscal Court is receiving low interest money from the Kentucky Association of Counties (KaCo) and Kentucky Wi-Max will lease the towers from the county.

Grant, Floyd, Pendleton and Washington counties are just a few other counties throughout the Commonwealth who have taken this step and provided wireless broadband Internet to their residents. In some rural areas of Kentucky, wireless is the only affordable option.

"Judge Wilder and the Boyle County Fiscal Court should be commended on their progressive approach to assuring their citizens have broadband access," said René F. True, Executive Director of ConnectKentucky.

The primary initiative of ConnectKentucky's comprehensive plan is to accelerate technology growth, particularly in the areas of broadband deployment and technology literacy and usage. Continued investment in ConnectKentucky will ensure that the Commonwealth is able to leverage and improve the broadband infrastructure and technology to dramatically improve the quality of life for Kentuckians. With available technology, opportunities are within reach, such as:

- Improved healthcare at a lower cost
- Better education that prepares Kentucky's children to succeed in a globally networked world
- Telecommuting from rural communities and succeeding in a career
- Advanced economic development by attracting today's high-tech jobs
- Create and retain more jobs that will bring our children back to Kentucky

This initiative highlights the important role that local leadership plays in recognizing the needs of citizens and taking action to ensure critical services are available to their constituents.

EyeOn Automation Donates Automation System for ABC Extreme Makeover: Home Edition

ABC's "Extreme Makeover: Home Edition" called upon EyeOn Automation to assist with the special needs of the Hughes family in Louisville, Kentucky. The Hughes family was chosen by ABC to receive a home makeover to accommodate the needs of their oldest son.

Patrick Henry Hughes, 19, was born without eyes and without the ability to fully straighten his arms and legs, making him unable to walk. Patrick attends the University of Louisville and plays trumpet in the marching band. His father, Patrick John Hughes, works nights at UPS so that he may attend classes and marching band practice with Patrick Henry during the day.

The Extreme Makeover: Home Edition crew intended to make the Hughes home more accessible for Patrick Henry. EyeOn Automation could do their part by installing one of their home automation systems that implements single push button control over multiple home electronic devices simultaneously.

The Hughes' new home was constructed in 105 hours from November 7 – 14, 2007, by Elite Homes and the ABC show's cast, crew and hundreds of volunteers. EyeOn Automation prepared special voice activated electronic equipment for the family and worked diligently to install the system during the home construction.

Voice activation was a feature never incorporated by EyeOn before. EyeOn is typically controlled via remote control, key pad, touch screen, PDA, mobile phone or PC, but EyeOn and ABC decided there had to be a better solution for Patrick Henry Hughes. Customization was nothing new to EyeOn. Each EyeOn system is customized for the customer's needs so they worked quickly to resolve the issue and get the EyeOn system operating by voice commands.

We felt our system was a perfect fit for him," said Hitcents CEO Clinton Mills, who owns the company with his brother, President Chris Mills.

The home is equipped with technology that is able to respond to 350 verbal commands, from opening doors to changing the channel on the flat-screen television to telling the time or outside temperature. "It's very exciting to watch Patrick Henry discover new voice activated commands which assist him in his daily activities." Patrick John said.

"The coolest thing is ... Patrick can say, `Computer goodnight'" and the system prepares the home for bedtime, Chris Mills said. It shuts off or dims lights, makes sure the doors are locked and will even play mellow night-time music.

The technology cost "six figures" and required 10 to 15 workers nearly around the clock for three weeks to have the system customized and ready.

"It was just a lot of dedication, but it was something we all wanted to happen," Mills said.

The two-hour special is set to air on Sunday, February 17, 2008 at 7 p.m. CST on ABC. Detailed information about the home construction can be found at http://www.eliteextremedream.com.

Hitcents was founded in 1999 by twin brothers Chris and Clinton Mills, Hitcents is headquartered in Bowling Green, Kentucky where they provide custom technology and software solutions. Hitcents specializes in custom website development, EyeOn Automation, Omniprise ERP software, and Utopia self-service checkout software for clients nationwide. For more information, visit www.hitcents.com.

Tip Tech – Shortcut Keys

Shortcut keys offer an easy and usually quicker way of performing common functions within computer programs. The shortcuts are generally a combination of a modifier key and a keystroke or two.

Here are some shortcuts for common tasks in many PC-based applications such as Microsoft Word and most e-mail programs:

Ctrl + X=(Cut) ~ Ctrl + C=(Copy) ~ Ctrl + V=(Paste) ~ Ctrl + B=(Bold) ~ Ctrl + U=(Underline) ~ Ctrl + I=(Italic)

You can find more shortcut keys at http://support.microsoft.com/kb/126449

You may submit questions about topics that you would like to know more about to info@connectky.org.

LOCAL GOVERNMENTS TURNING TO TECHNOLOGY FOR EFFICIENCY

In Governor Steve Beshear's budget reduction order, as reported by the Lexington Herald Leader's online blog PolWatchers, he has asked to cut the amount devoted to travel expenses. That includes making the state's vehicle fleet more efficient, as well as increasing the use of video conferencing, and reduce printing budgets in every agency, especially by encouraging use of more electronic data transfers.

As identified in Carter County's Strategic Technology Plan through their County's eCommunity Leadership Team one of the projects is to incorporate eGovernment services into their county's website in an effort to become more efficient and convenient for their citizens.

"eGovernment applications would be a plus to helping us be informed more from our citizens, especially when you only have a limited staff and so much time in the day to perform all of those duties," said Carter County Judge Executive Charles Wallace.

The latest study by *Pew Internet & American Life Project* shows 70% of American adults use the Internet. With Internet access, anyone can pay bills online, download forms, and get information, 24/7. This growing familiarity with electronic services leads citizens to expect the same types of services from their local government that commercial organizations offer their customers.

E-GovLink, is a company that provides e-government solutions to help local governments use Web technology to improve citizen service and reduce costs. With affordable fees and no long-term contracts E-Gov Link is an excellent addition to any local government website. It can be integrated with your current website, using your banner and colors

and all E-GovLink functions can be accessed from a single link on your website. E-GovLink is represented exclusively in Kentucky by ConnectKentucky.

The city of Pikeville is one example of local government currently using E-GovLink services on their local government website, you can view their website at www.cityofpikeville.com.

With the use of eGovernment applications local governments will be able to provide services and benefits such as:

- Enable all your forms be completed online.
- Use for service requests (reporting potholes, etc.), applications (permits, licenses, etc.), communications to officials, and making suggestions.
- Online Payments by giving the public an easy way to make various types of payments (such as utilities, fines and fees) by credit card—any time of day or night.
- Staff time and interruptions are reduced, because requests can be made online and requesters can get email updates or check request status online.

As Governors across many states are calling for more efficiency by using technology, local government leaders in Kentucky are listening, planning, and implementing ways to give their residents and local businesses a convenient way to use the Internet to make suggestions, request information, and request action—any time of day or night with eGovernment applications.

* For more information on E-GovLink or eGovernment solutions, contact the ConnectKentucky Project Manager in your area.

CONNECTKENTUCKY IT SERVICES

Building and Enhancing Websites
Assessment of current Web presence performed remotely via end user evaluation of a website. An interview process may be employed to determine additional information on the web environment. Once complete, an end deliverable provides detailed assessment results including a relative "grade" in each area as well as suggested action plans for any areas that are found to be below standards.

IT Assessments
IT Assessment of current environment performed through an interview process (onsite, video conferencing, email/web based) to determine overall IT operational efficiency. Once complete, an end deliverable provides detailed assessment results including a relative "grade" in each area as well as suggested action plans for any areas that are found to be below standards.

You can get more information about all of ConnectKentucky's IT Services on our website at
http://www.connectky.org/technology_solutions/Products__and_Services.php.