



Department of Local Government Finance

Gateway Overview - DLGF

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Chief of Staff & IS Division Director



Scott Maitland

Serves as the Chief of Staff and Information Systems Director for the Department of Local Government Finance. I earned my Bachelor's Degree in Applied Computer Science from IUPUI in 2015.

Previously worked as a Programmer/Analyst within the Department during 2014 and 2015. My work included optimizations to BudgetNotices.in.gov, updates to Gateway's Budget Forms, and the development of the Date Entry for CNAV and Form 22 Application within Gateway.

When not working, I am cheering on the St. Louis Cardinals and Indianapolis Colts, playing chess, and spending time with my wife, Emily and my bulldog Cali.

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Agenda

- Recap of the last year.
 - What has gone well?
 - Where can DLGF improve?
- What is coming to Gateway in the future?
- Support Best Practices.



Recap of the last year of Gateway – DLGF

- Over 6,700 Support Tickets received by DLGF.
- Over 100 Public Records Requests fulfilled.
- 12,500+ Gateway Users.
 - 1400+ New Users.
- 16 Applications for Approved Users.
 - New Sales Disclosure Application.
- Hundreds of Public Reports Available.



What has gone well?

- Increased stability of Gateway as a whole.
- Emphasis on Support and improving the experience of users requesting support.
- Performance* of applications and uploads.
- Consistency between applications.



Where can DLGF improve?

- Performance of applications and uploads.
- Helping to empower users for Self-Support.
 - User Guides.
 - Error Handling.
 - More intuitive user interfaces.
- Connections to existing data stores.
- Upgrades to aging applications.



DLGF Roadmap

- Continued stability increases through internal process improvements
- Pre-Budget Survey Overhaul*
- Online LDAs
- Continued performance improvements
- More uploads utilizing Gateway
 - Cumulative Re-establishments
 - Excess Levy Appeals
 - TIF Neutralization Forms
- Testing Environment
- Upgrades to Debt Management
- Upgrades to Budget Forms
- And More!



How do I get something on DLGF's Roadmap?

- Needs to meet a few basic criteria:
 - Save someone time.
 - Improve the accuracy of an existing data set.
 - Be a new requirement.
 - Be achievable.
- Tell us about it:
<https://www.surveymonkey.com/r/R7362TR>



DLGF Support Best Practices

- Support@DLGF.in.gov
- Debt Unlocks and Budget Form Unlocks (other than F3) are handled by Budget Field Reps now.
- Please include screenshots anytime you have an error message.
- Please include the URL of the page in your support requests.
- Please copy your Budget Field Rep on Support Requests.



DLGF Support Best Practices

- DLGF Support works in a first come first serve basis.
- Support requests increase dramatically as we get closer to deadlines. The closer you are to a deadline, the less likely it is that the Department will be able to respond to your request before the deadline.



Questions?



Gateway Glossary & Help Pages

- <https://gateway.ifionline.org/public/glossary.aspx>
- <https://gateway.ifionline.org/public/help.aspx>