



division of
**Technology
Services**

CITIZEN PORTAL

oneutah.gov

February 17th, 2022





CITIZEN PORTAL PURPOSE

The purpose of the Utah Citizen Portal is to create a customer-centric experience wherein Utah residents, businesses, and visitors have the ability to interact with, manage, and receive any state service seamlessly through a single source: oneutah.gov. The portal will facilitate access to critical government services with convenience and ease of use regardless of agency, physical, or digital limitations.

Utah Code **§63A-16-803** requires that the Citizen Portal is required to be created and implemented by January 1, 2025

An initial \$29 million investment for the Citizen Portal has been proposed in Governor Cox's [2023 budget proposal](#).

OTHER PORTAL GOALS

- Assigning each resident a single identification number to access all governmental services (eMPI)
- Modernizing citizen identity with a secure login environment (IAM/PAM)
- Creating a One Utah design system that unifies all state websites (UI/UX)
- Ensuring that the portal is a modern, well-governed solution that can withstand audits and meet privacy and security needs
- Mobile-first strategy



WHY THE UTAH CITIZEN PORTAL?

Contactless government is the most cost effective means of interaction

Current digital government is less efficient because it focuses on individual transactions versus a holistic view.

Improved transparency for Utah residents while increasing privacy controls



LONG TERM PRIVACY INITIATIVES

- ◆ Providing each resident with accurate reports that details
 - Where their personal information is being used across all government services
 - How their personal information is being used
 - Whom their personal information has been shared with
 - When their personal information will be destroyed
- ◆ Providing a standardized data collection and forms framework that facilitates automated compliance with GRAMA for state agencies
- ◆ Providing automated notification mechanisms so citizens can be made aware of privacy incidents and/or breaches that impact their PII and allows them to easily access appropriate help resources, such as identity and financial theft protection

YOUR DATA

State of Utah government agencies with your data, including info that may be sensitive. Review details about this access below.

Utah Department of Public Safety

Has access to your Drivers
License information

Utah Department of Human Services: Division of Substance Abuse and Mental Health

Has access to data regarding
substance abuse treatment.
Record Series: DHS29kdhf
Destruction Date: Sept 1, 2037



BENEFITS AND VALUE FOR UTAH

Enhances customer satisfaction and service delivery

Promotes public health initiatives by improving coordination of benefits

Reduces environmental impacts through virtual versus physical interactions

Financially benefits the State by reducing the costs per citizen transaction



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