



**BUILDING TRUST WITH IDAHO'S CITIZENS**

*Building trust in government by providing financial information on a fully transparent, intuitive, web-based platform available to the public.*



**Background**

The State Controller's Office (SCO) is constitutionally responsible for ensuring that state funds are properly spent, and granular records are available to the public. Their statewide duties include, accounting and financial records, paying state's bills and employees, annual financial reporting and operating the Computer Service Center.

**THE IMPACT**



**1,300+**  
Gov. Entities

have local data easily searchable on Transparent Idaho site

**Enhanced**  
User Experience

for accessibility and data navigation compared to most US Transparency sites

**Top 5**  
Ranked State

in short-term and long-term Government Fiscal Stability

## The Challenge - Complex Data, Short Deadline, No Capacity

The Idaho legislature passed a bill that required local government financial data be available on the State Controller's Transparent Idaho website. The State Controller's Office (SCO) faced three significant challenges with implementing this bill, in addition to a very short deadline for completion. A large volume of data from over 1,300 state entities had to be imported and organized. The second challenge - creating a website where the information was easily accessed and clearly understood by Idaho citizens. The third challenge - SCO's technical teams were already focused on other important projects and could not develop the website within the required time frames. They needed to find a partner with the expertise to create the solution, augment their team, and drive the project to completion.

## The Solution - The Right Partnership

In Time Tec's technical teams partnered with SCO on this project. Our UX/UI design team conducted field studies, focus groups, and additional user research to ensure that the website was intuitive and full-featured. In Time Tec's data engineering and analytics team modeled the large volume of data from Idaho's 1300 local entities to create easy-to-understand visuals and reports that meet the requirements of the Local Transparency initiative. Our web development team used the design and data analytic features to create a user-friendly, fully responsive website which provides detailed financial information and promotes trust in government. The Idaho State Controller's challenges were addressed, the state achieved its goal of providing transparent financial reporting, and In Time Tec successfully partnered with SCO to complete the project on time and on budget.

## The Results - Quality Instead of Process

- ✓ Engineered user interface to access over 1,300 local government entities' unique data with an interactive, visually engaging, web-based platform
- ✓ Public access through mobile responsiveness on any device
- ✓ Powerful research tool and interactive reports generated from disparate data to build trust with citizens of Idaho

## In Time Tec Services Used

Web App Development

UX/UI Design

Legacy Software System Modernization

Business Intelligence and Reporting



*Whether you're a 3rd grader or my grandma, we wanted the platform's user interface to be flexible, intuitive and explorable, and In Time Tec delivered on time and on budget.*

— **Brandon Woolf**

Idaho State Controller

