

14Q4_Supplemental Answers_Alaska

Connected Nation, Inc.

Grant Number 02-50-M09071

Reporting Period End Date 12-31-14

14 a Data Collection Project

2. Describe any additional project milestones that have been accomplished over this reporting period (Ex. Updates to state broadband maps and websites, map outreach activities)

Following the final data update submission under the State Broadband Initiative (SBI) program, maps were updated based on the October 1, 2014, datasets. The following maps were updated:

- Broadband Availability Maps at 768 Kbps (kilobytes per second) Download/200 Kbps Upload
- Unserved Density Maps
- Broadband Availability Maps at 3 Mbps (megabytes per second) Download/768 Kbps Upload
- Maximum Advertised Download Speed Maps (Residential)
- Providers by County Lists (PDF and XLS)
- Underserved Area Maps
- Multi-Single Platform Maps
- Provider Density Maps
- My ConnectView Interactive Map
- County Availability Statistic Maps
- Broadband Growth Maps

The interactive mapping web application, called My ConnectView, continues to be maintained. The application is housed in a highly available, monitored, and managed environment. My ConnectView is publicly available on the program website (<http://www.connectak.org>). There were a total of 210 visits to the interactive map between October 1 and December 31, 2014.

During this quarter, the project received one e-mail from a consumer that was used for verification purposes.

In partnership with the Alaska Department of Commerce, Community and Economic Development (DCCED), program staff continued conducting a statewide school broadband audit and assessment project designed to capture the connectivity of public schools and classrooms within the state, which will help bring attention to the broadband gap schools face and identify how that gap impacts the learning environment in order to inform state and federal agencies and help bridge that gap. Data collection continued through Q4 2014 on the district, school, and classroom broadband capacity for public schools statewide. The primary method of collecting this data is an interactive, online assessment tool that can be found at www.AKBroadbandAudit.org. By the end of Q4 2014, program staff has collected specific data on 308 individual schools. In addition, program Engineering and Technical Services (ETS) staff began to confirm and validate those results through a series of school site visits. At

the conclusion of Q4 2014, ETS staff had conducted site visits to fifty (50) of Alaska's fifty-four (54) school districts in an effort to validate broadband information at the district level.

During the quarter, Hays Research, a program vendor, completed a school needs assessment. Program staff worked with Hays Research in Anchorage, Alaska to design the survey instrument and initiate a plan to collect data related to public schools in the state and their current need for broadband connectivity. A list of phone numbers for each school was compiled, as well as e-mail addresses of school administrators, which were provided to Hays Research as a contact list. Data were collected through telephone interviews, and upon receipt of those data, research staff began analysis.

The needs assessment was designed as a qualitative data collection process that will help provide insights into a number of questions related to broadband connectivity among public K-12 schools in the state. The research questions identified in collaboration with state stakeholders are as follows:

- How do current broadband speeds and availability affect Alaska schools' ability to provide high quality education to their students?
- How are public K-12 schools in Alaska currently using broadband and computer technology?
- What are school administrators' current expressed and perceived technology needs, and are those needs being met?
- What are school administrators' anticipated technology needs for the near future?
- What broadband-enabled applications or programs would Alaska public K-12 schools utilize if higher broadband speeds were deployed?

In Q1 2015, research staff will begin the analysis of the collected data and prepare the results to be shared with state stakeholders.

4. Provide any other information or statistics that you think would be useful to NTIA as it assesses your broadband data collection, Validation and publication activities.

Geographic Information Systems (GIS) staff created Connect America Fund maps that displayed census blocks challenged by both price-cap and non-price cap carriers.

ETS staff continued working with providers this quarter in an effort to maintain relationships that might further assist the state as well as the provider community. In conjunction with other program resources, staff helped providers to process their service data and maps. Furthermore, as a result of the providers' comfort level with the program staff, ETS representatives responded to a number of varied questions and requests.

Additionally, special effort was made to keep providers and state stakeholders informed of broadband data collection activities. This included distributing materials and discussing information regarding the Federal Communications Commission (FCC) Form 477 and changes that were implemented by the FCC for the SBI final semi-annual data submission. Staff kept providers up-to-date on the various changes that took place between October and December. GIS and ETS staff also assisted many providers in obtaining the necessary data for the deployment portions of the Form 477, as much of this data paralleled the SBI data collection activities, and utilizing the Form 477 interface.

The ETS team worked to conduct in-depth reviews of unserved and underserved areas, with particular interest paid to those areas with close proximity to existing services. The goal of this review was to bring

awareness of these areas to existing local providers and to further understand the dynamics of particular census blocks and the challenges that exist to offering services.

Collection of Community Anchor Institution (CAI) data for K-12 schools continues as a part of the statewide school broadband audit project. Outreach was made to contacts that have submitted data via the online survey to ensure the program has the most current broadband speeds.

14 b Capacity Building Project

2. Describe your progress meeting each major activity/milestone approved in the Project Plan for this project; any challenges or obstacles encountered and mitigation strategies you have employed; planned major activities for next quarter; and any additional project milestones or information.

Broadband Capacity Building Milestones Year 2014, Quarter 4 per approved project plan:

Milestone: Year 2014, Quarter 4 Connect Alaska program office administration

This milestone was met. The program office in Anchorage experienced employee turnover during the quarter. The Program Coordinator resigned her position in Q3 2014. No replacement is currently being sought as her duties are being assumed by other program staff.

Program staff conducted several meetings with DCCED personnel to update them on the program, activities, and timelines. Staff continues to maintain a close working relationship with DCCED. There will be a new Governor and administration within the state of Alaska in Q1 2015. Program staff began working on developing new relationships and working closely with the incoming administration.

Additional meetings taking place this quarter included various representatives of government agencies and stakeholders in Alaska, including the Association of Alaska School Boards (AASB) and the Alaska Department of Education. These meetings allowed for discussion, planning, and execution of the broadband audit project within public schools across the state.

Milestone: Year 2014, Quarter 4 Meeting of the Alaska Broadband Task Force/Advisory Committee complete

This milestone was not met. The Alaska Broadband Task Force did not meet during Q4 2014 because the Alaska Broadband Plan they were tasked to create was finalized during Q3 2014. Since the Task Force was primarily assembled to help develop this plan and update it during the grant period, it is unlikely the Task Force will meet again during the remainder of the grant period. While the Task Force finalized their broadband report details in Q3, the final version of the Broadband plan, titled *A Blueprint for Alaska's Broadband Future*, was released online in early Q4 2014. The Plan can be located here:

http://www.connectak.org/sites/default/files/connected-nation/Alaska/files/statewide_broadband_task_force_report_final.pdf. Additionally, a blog announcing the release has been included in the "14Q4_Project Attachment_Question 5_Alaska" document.

Year 2014 Broadband Capacity Annual Outcomes per approved project plan:

Annual Outcome: The Connect Alaska Program Manager will continue to administer the Connect Alaska program of activities.

This annual outcome was met. The program office remained functional in Anchorage. The Program Manager administered the program of activities and project plan, managed workflows, gathered documentation, delivered program updates, and worked closely with DCCED and the Alaska Broadband Task Force to create an Alaska Broadband Plan and to promote broadband adoption, availability, and use statewide.

Annual Outcome: The Program Manager will continue to support Connect Alaska, The state of Alaska, and the Alaska Broadband Task Force/Advisory Committee by participating in regular meetings and by providing regular project status reports and initiative updates to the Alaska Department of Commerce, Community, and Economic Development and to the Alaska Broadband Task Force/Advisory Committee.

This annual outcome was met. Staff supported DCCED and the Alaska Broadband Task Force by participating in recurring meetings, group and individual alike, in an effort to provide updates and discuss the SBI program, the Alaska Broadband Plan, the general broadband landscape in the state, and sub-recipient activities for the program.

Annual Outcome: Connect Alaska will continue to work in tandem with the state of Alaska to support the Alaska Broadband Task Force/Advisory Committee. The Task Force/Advisory Committee will meet at least quarterly to review program progress and offer recommendations for the program and other related programs. Task Force/Advisory Committee recommendations will be communicated with stakeholders via stakeholder meetings, Connect Alaska website updates, blogs, press releases, reports, or as required by Task Force/Advisory Committee.

This annual outcome was met. Program staff continues to work closely with DCCED and participate in weekly meetings with DCCED representatives in an effort to discuss the SBI program's current and future activities. Connect Alaska works closely with the Broadband Task Force by participating in every scheduled meeting of the Task Force and to address specific inquiries or requests from individual members. Staff also supported the broadband summit held in Anchorage, Alaska this year by the Broadband Task Force. The focus of the summit was the Alaska Broadband Plan in an effort to discuss, promote, and receive and incorporate feedback on the Plan. Staff provided material support in the finalization of the Plan by reviewing, providing feedback, editing, and formatting the final document. A press release was also issued, a blog post was made, and social media postings were created all in an effort to promote and report on the broadband summit. Furthermore, a link to the finalized Alaska Broadband Plan was posted on the program's website.

Q4 2014 Challenges and Mitigation:

No challenges were encountered.

Capacity Planning Planned Major Activities for Next Quarter:

- Year 2015, Quarter 1 Connect Alaska program office administration
- Year 2015, Quarter 1 Meeting of the Alaska Broadband Task Force/Advisory Committee complete

4. Provide any other information that you think would be useful to NTIA as it assesses this project's progress.

Outreach and Awareness staff drafted and sent two e-newsletters to subscribers and stakeholders providing updates on the progress to expand broadband access, adoption, and use in Alaska. The newsletters can be found attached to this report by way of the "14Q4_Project Attachment_Question 5_Alaska" document.

Connect Alaska served as a co-sponsor of the Alaska Hackathon in Anchorage. The Hackathon, held in October, brought together civic-minded programmers and designers to strengthen their community with technology. Collaborators included Chief of Technology for the Municipality of Anchorage, members of the local chapter of Code for America, and numerous prior participants from events past. The Hackathon also boasted new faces and travelers from as far away as Fairbanks. After the project pitch night, teams formed to begin their role assignments where skills and resources were paired with project needs. A team building night helped explain the Hackathon process and gave time for new members to ask questions. Several attendees took advantage of free HTML and CSS classes taught by PangoMedia. The event was able to produce nine working projects that included the Alaska Election Watch that received National attention via The Open Standard, published by Mozilla. The Boop! App, a customer service application, was also a great success. The Code for America group created a Trails map integration system for the entire Municipality of Anchorage as well as Hatcher's Pass. Features include a transport filter and routing options.

14 b Technical Assistance Project

2. Describe your progress meeting each major activity/milestone approved in the Project Plan for this project; any challenges or obstacles encountered and mitigation strategies you have employed; planned major activities for next quarter; and any additional project milestones or information.

Technical Assistance Milestones Year 2014, Quarter 4 per approved project plan:

Milestone: Finalize and distribute AASB local survey research results

This milestone was met in Q2 2014 when research staff finished their analysis of the survey data collected. A key finding of the research showed 76% of the rural respondents use the Internet some place other than home. A presentation of the survey results was created and released publicly online. The survey results were also distributed to several state stakeholders including DCCED and AASB.

Milestone: Year 2014, Quarter 4 AASB Technical Assistance Activities

This milestone was met. Association of Alaska School Boards (AASB) representatives travelled throughout the state conducting workshops in rural communities and schools with a focus on research, e-commerce, outreach, and e-publishing. Multiple community workshops were conducted during the quarter in the Alaskan communities of Klawock, Wrangell, Nikiski, Seldovia, Seward, Kotzebue, and Glennallen. The workshops provided hands-on assistance for individuals and businesses utilizing broadband to create and develop an online presence and to participate in the online economy.

During the workshops, AASB representatives worked with the following groups: 1) Wrangell Chamber of Commerce and School District to promote broadband usage for local businesses and to maximize their outreach and distance education through the use of broadband; 2) a Peony cooperative in Nikiski to further educate them on developing outreach plans and the importance of Internet-based e-commerce

and communication systems; and 3) with the Copper River School District in Glennallen to assist them with the set-up of Internet controlled robots for distance delivery in their schools. The robots are highly mobile and contain a video screen and webcams. These robots are controlled and steered remotely, via the Internet, allowing mobility and communication as a surrogate from anywhere in the world. The District Superintendent was able to remotely attend a school board meeting through the use of one of these robots.

Year 2014 Technical Assistance Annual Outcomes per approved project plan:

Annual Outcome: The CAK Program Coordinator will engage in AASB partnerships by providing train-the-trainer materials and guidance on to AASB representatives to assist them in developing a deeper understanding of broadband issues.

This annual outcome was met. Staff provided AASB with the latest broadband research, mapping data, and other resources to assist them in conducting community engagement activities in rural areas of Alaska. Overall, AASB has conducted multiple community workshops in 11 separate rural Alaskan communities: Klawock, Wrangell, Nikiski, Seldovia, Seward, Kotzebue, Glennallen, Manokotak, Metlakatla, Haines, and St. Paul. The Program Coordinator, reported on the engagements, documented the sessions, and produced blog posts and social media announcements in an effort to promote the broadband engagement activities. A blog about work in Metlakatla is included in the "14Q4_Project Attachment_Question 5_Alaska" document.

Annual Outcome: Finalize and distribute local survey research results.

This outcome was met. Between October 2013 and March 2014, an online survey of residents living in select remote villages in Alaska was conducted. During this time, representatives from AASB participated in town hall-style meetings and invited those present to participate in this survey. The survey was made available via the program website. The purpose of the survey was to measure broadband adoption and usage among residents of these remote areas and to determine the usage of broadband services both at home and at locations outside of the home. Research staff analyzed the survey data collected. A key finding of the research showed 76% of the rural respondents use the Internet some place other than home.

A presentation of the survey results was created and released publicly online. The survey results were also distributed to several state stakeholders including DCCED and AASB.

Annual Outcome: Connect Alaska, in conjunction with the Alaska Broadband Task Force and the Alaska Department of Commerce, Community and Economic Development, will plan and conduct a broadband summit.

This outcome was met. The Alaska Statewide Broadband Task Force Summit was held on July 15 at the Dena'ina Civic and Convention Center in Anchorage. The Summit was designed to promote discussion about the Task Force's Broadband Report, including draft recommendations for education, public safety, and e-commerce and to discuss broadband access issues across the state. More than 100 stakeholders, broadband providers, technology companies, and community representatives in attendance heard about the state of Alaska's broadband infrastructure, FCC's proposals, and impacts on Alaska. A major outcome of the summit included a list of suggested changes to the Task Force recommendations in the draft plan. The Task Force later voted on whether or not to accept each of the proposed changes. The Summit has been deemed a success by organizers and participants. Information about the Summit, including the individual presentations and a recap of Summit events, was posted on the program website, listed in a blog post, and included in the e-newsletter.

Outstanding Technical Assistance Annual Outcomes per approved project plan:

Year 2013 Outstanding Annual Outcome: Finalize and distribute local survey research results. This outcome was met. Between October 2013 and March 2014, an online survey of residents living in select remote villages in Alaska was conducted. During this time, representatives from AASB participated in town hall-style meetings and invited those present to participate in this survey. The survey was made available via the program website. The purpose of the survey was to measure broadband adoption and usage among residents of these remote areas and to determine the usage of broadband services both at home and at locations outside of the home. Research staff analyzed the survey data collected. A key finding of the research showed 76% of the rural respondents use the Internet some place other than home.

A presentation of the survey results was created and released publicly online. The survey results were also distributed to several state stakeholders including DCCED and AASB.

Year 2012 Outstanding Annual Outcome: Connect Alaska, in conjunction with the Alaska Broadband Task Force and the Alaska Department of Commerce, Community and Economic Development (DCCED), will conduct a broadband summit.

Year 2013 Outstanding Annual Outcome: Connect Alaska, in conjunction with the Alaska Broadband Task Force and the Alaska Department of Commerce, Community, and Economic Development, will conduct approximately 5 broadband summits.

These outcomes were met. The Alaska Statewide Broadband Task Force Summit was held on July 15 at the Dena'ina Civic and Convention Center in Anchorage. The Summit was designed to promote discussion about the Task Force's Broadband Report, including draft recommendations for education, public safety, and e-commerce and to discuss broadband access issues across the state. More than 100 stakeholders, broadband providers, technology companies, and community representatives in attendance heard about the state of Alaska's broadband infrastructure, FCC's proposals, and impacts on Alaska. A major outcome of the Summit included a list of suggested changes to the Task Force recommendations in the draft plan. The Task Force later voted on whether or not to accept each of the proposed changes. The Summit has been deemed a success by organizers and participants. Information about the Summit, including the individual presentations and a recap of Summit events, was posted on the program website, listed in a blog post, and included in the e-newsletter.

4. Provide any other information or statistics that you think would be useful to NTIA as it assesses your broadband data collection, Validation and publication activities.

Update on the Task Force's contract with the Center for Economic Development/UAA Business Enterprise Institute:

The Center for Economic Development (CED) has focused on planning and engaging stakeholders in the process of developing a better set of tools for entrepreneurs. The project's scope calls for an improved alignment between AKSourceLink.com, the Small Business Development Center (SBDC) (online tools), and Buy Alaska. The project team has also begun discussions with the creator of a new website, AKstartups.com and plans to weave this into the fold. Although the work is at an early stage, the momentum is picking up and the project will take center stage from January through May 2015. Work during Q4 2014 includes: 1) planning sessions between the CED Director, the SBDC Director, and the CED Entrepreneurship Specialist; 2) investigation of entrepreneurship web platforms in other states

(California and Ohio being prime examples); and 3) discussions and early collaboration with the creator of AKstartups.com.

Update on the Task Force’s contract with the Anchorage Economic Development Corporation:

The project team recorded all 10 of the FastTrac classes. FastTrac classes are aimed at aspiring entrepreneurs who have an idea for a business but need a plan and a framework to successfully launch or entrepreneurs with a business 0-3 years old who want tangible training to help grow or accelerate their business.

Each FastTrac class was three hours long. The project team is in the process of editing the video into shorter segments featuring one topic. The project team is evaluating the need to engage a partner to assist with this editing.

Each FastTrac class covered different facets of one overarching topic. For instance, one class on “Reaching the Market” will be edited into a short segment on branding, another segment on marketing strategy, and a third on marketing budget.

During Q4 2014 the project team changed website content management platforms and can now host videos. The page for the videos will be developed in the coming quarter. Anchorage Economic Development Corporation (AEDC) will be contacting partners in the coming quarter to coordinate a launch and promotion of the entrepreneurial videos in rural Alaska.

Update on the Task Force’s contract with Annette Islands School District:

A partnership has been established between Annette Island School District (AISD) and a British Columbia First Nations Immersion school, for international sharing of Native language and cultural innovations. New resources have been gathered by Lone Eagle Consulting, along with creation of new video tutorials on e-books and e-publishing related to Native Language. Exploration of partnerships with other Native Innovations Institutes is in progress.

Digital storytelling tools have been identified for use in helping preserve elders’ stories for all future generations. On December 18, 2014, a first digital storytelling event was held at the senior center. Major resource gathering and creation of video tutorials continues. Event opportunities are under discussion with emphasis on the spring semester.

As the initial soft launch, an open invitation has been sent to all AISD staff, and personal calls have begun, including community members. An Incubator home page, resources pages, and a blog have been created on the AISD website.

Documenting opportunities for innovation with short videos illustrating the possibilities within a single class period continues. AISD is articulating how demonstrations of creating public benefit websites via iPad apps and showcasing new digital storytelling tools for the community, specifically to preserve elders’ stories for all future generations, and similar opportunities for innovation, are viable even with limited time available. These and other scalable opportunities for innovation will be available online in the New Year for all Alaskan schools and communities.

A conceptual framework for AISD’s current and future innovations has been drafted, along with a roster of current AISD innovations to raise community awareness, and to set the stage for celebrating

publically new innovations. An article referencing the project “The Challenge for Mass Innovation” was published in the December issue of *Broadband Communities* magazine, www.bbcmag.com.

Update on the Institute of Social and Economic Research Post TERRA-SW Survey:

Institute of Social and Economic Research (ISER) staff conducted telephone interviews with organizations that now have access to broadband in Southwest Alaska based on a sample and pretesting outline. The sample interviewed included: 1) commercial businesses such as fisheries/seafood processing, banking, large retail, village stores, tourist lodges, and guiding services; 2) nonprofits such as Native organizations, boroughs, and economic development organizations; and 3) school and tribal libraries with upgrades for high-speed access.

14 b Application Usage & Development Project

2. Describe your progress meeting each major activity/milestone approved in the Project Plan for this project; any challenges or obstacles encountered and mitigation strategies you have employed; planned major activities for next quarter; and any additional project milestones or information.

Application Usage & Development Milestones Year 2014, Quarter 4 per approved project plan:

Milestone: Year 2014, Quarter 4 Monitor application development projects

The Alaska Department of Commerce, Community and Economic Development’s Division of Economic Development (DED) completed the following milestones under the Business Retention and Expansion (BRE) project:

- Staff worked with Executive Pulse, Inc. in drafting and finalizing Alaska BRE stock survey as a useable template for all user groups. Also worked with Executive Pulse staff in determining best practices for implementation of BRE program, administration, and management of users.
- Staff finalized State of Alaska, DCCED BRE Implementation plan for all user groups.
- In conjunction with the University of Alaska Center for Economic Development, DED delivered 4 trainings to BRE user groups. Trainings were delivered to Fairbanks, Kenai, Nome user groups, and to Southwest Alaska Municipal Conference in Anchorage. One DCCED staff attended each training with the exception of Nome.
- Informational presentations of the BRE program were made at Alaska Municipal Conference and to the Board of Southwest Municipal Conference.
- Staff members were in communication with 5 other user groups about interest in the BRE program and scheduling trainings in early 2015.

Year 2014 Application Usage & Development Annual Outcomes per approved project plan:

Annual Outcome: The Alaska Department of Commerce, Community, and Economic Development (DCCED) will determine potential e-government or government sponsored applications that could be developed through the use of the application development fund. The fund will be administered by Connect Alaska staff with funding authorized by DCCED to one or more entities that can address the needs. Administration will entail soliciting RFPs for specific e-government needs as directed and identified by DCCED, submitting RFPs to DCCED, reviewing RFPs with DCCED, and identify entities to

address specific e-government needs identified by DCCED and awarding funding to the appropriate entity or entities as authorized by DCCED.

This outcome was met. Program staff participated in multiple meetings with stakeholders to discuss viable application development fund uses. A plan was approved by the National Telecommunications and Information Administration (NTIA), in early 2014, which utilized Application Development and Usage funds for the purchase and implementation of Business Retention and Expansion (BRE) technology for the state of Alaska. The dedicated BRE system will integrate essential state of Alaska government databases, communications, collaboration, and analytical tools within a web-based, user-friendly interface. The BRE technology allows for tracking and communicating with businesses on an individual, regional, or statewide basis and will monitor business trends and metrics within the state. The BRE system allows sorting of this information and the preparation of purpose-specific reports. The software will provide DCCED with a valuable tool that will bring together Economic Development Organizations (EDOs), chambers of commerce, regional governments, Alaska Native corporations, and a wide range of groups engaged in economic development work around the state. Implementation of the BRE system is underway.

Annual Outcome: Monitor and report the status of any application development projects being executed.

This outcome was met. Program personnel monitored the development and implementation of BRE technology funded by the application development fund. DCCED developed a plan to serve as a framework guiding the BRE program operating and implementation process. Upon completion of the project, the dedicated BRE system will integrate essential state of Alaska government databases, communications, collaboration, and analytical tools within a web-based, user-friendly interface. The BRE technology allows for tracking and communicating with businesses on an individual, regional, or statewide basis and will monitor business trends and metrics within the state. Implementation of the BRE technology is underway and expected to be complete in early 2015.

Annual Outcome: Conduct the final assessment of the Application Usage & Development Program.

This outcome was not met. During Q2 2014, Connect Alaska received approval of a project plan amendment that moved milestones associated with this outcome to 2015. The outcome should have been moved into 2015 as well, but was overlooked. It will remain an outstanding outcome until it is met in 2015 and will be reported upon at that time.

Outstanding Application Usage & Development Annual Outcomes per approved project plan:

Outstanding Annual Outcome: Annual Outcome: Connect Alaska staff will utilize relationships established with AASB and other government entities to engage in a discussion to determine needed e-government or government sponsored applications. An online survey will be employed to enlist as many participants in the discussion as possible. The discussions and any recommendations will be documented and submitted to Alaska Department of Commerce, Community and Economic Development (DCCED) through written progress reports. A final written report of the complete E-Government Assessment will be presented to DCCED.

This outcome was met. An online survey of residents living in select remote villages in Alaska was conducted. During this effort, representatives from the AASB participated in town hall-style meetings and invited those present to participate in this survey. Special attention was paid to the use of e-government services, demand for such services, and the impact that those services had on respondents in these remote areas of the state, and the survey included questions regarding current use of e-government services and respondents' interest in using such applications. In Q2 2014, research staff

analyzed the data collected via the AASB survey. A presentation highlighting the results of the survey results was created and released publicly online. The survey results were also distributed to several state stakeholders including DCCED, AASB, and members of the Alaska Broadband Task Force. The large majority of respondents indicated they would rather conduct a variety of government tasks online, rather than over the phone or in person at the office. This includes tasks like requesting forms, paying bills, learning about office hours or available services, communicating with elected officials, or learning about recent activities at the government office.

Q4 2014 Challenges and Mitigation:

No challenges were encountered.

Application Usage Major Activities for Next Quarter:

- Year 2015, Quarter 1 Monitor application development projects
- Initiate Final Assessment of Application Usage & Development Program