

# Conclusion

The working relationship between Indiana Interactive and the State of Indiana and its various state agencies is evolving into a model of a highly effective collaboration. Key stakeholders and employees are making great effort to improve cooperation, communication and coordination by articulating and formalizing the roles and responsibilities of each partner. Through this, project development teams indicate a greater sense of trust and more willingness to share risks. Access Indiana should fully expect to evolve successfully into a high-function E-government service as the State of Indiana and Indiana Interactive continue to develop involvement oriented work practices that facilitates an environment where employees are comfortable working across boundaries to share knowledge and information.

Figure 1a - Original Access Indiana Web Portal

Figure 1b - Current and New Access Indiana Web Portal

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