



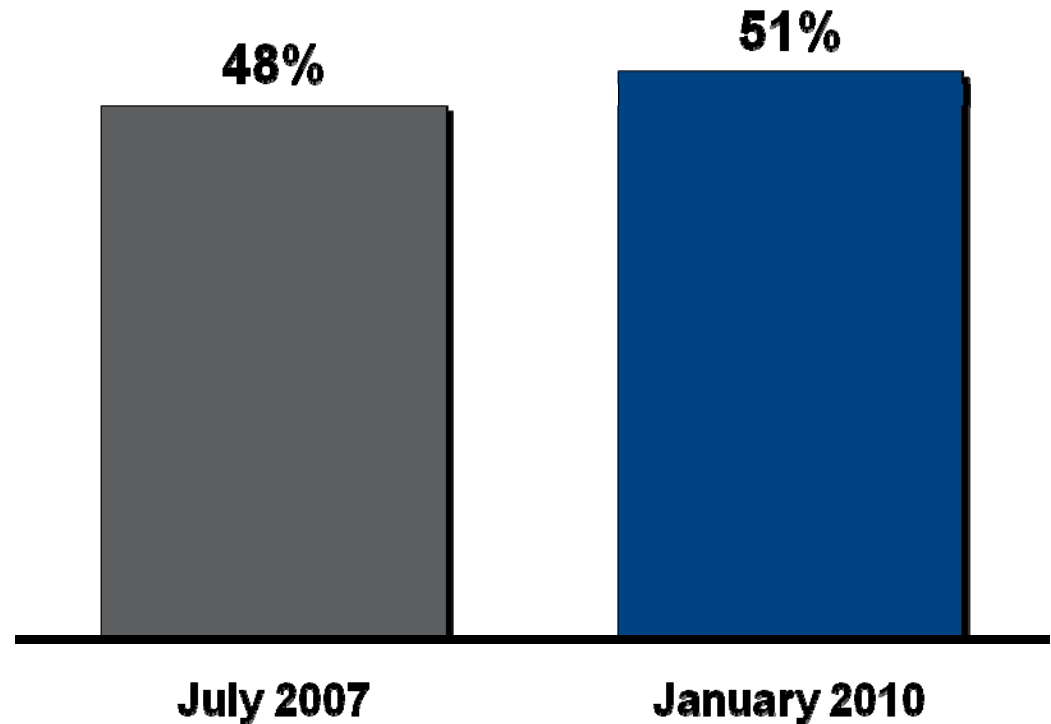
e-Government Services



Use of Tennessee State Websites

Percent of all Tennessee businesses

Statewide, 51% of all Tennessee businesses (approximately 70,000 businesses) access Tennessee state government websites. This is a 7% growth since July 2007.



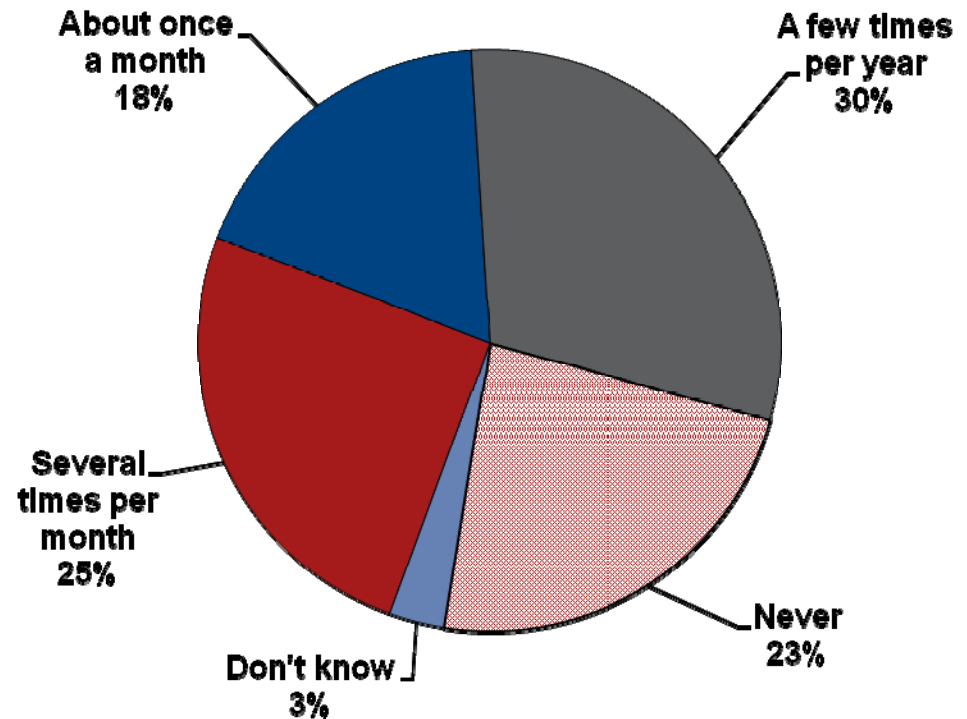
Q: How often, if ever, do employees of your company visit Tennessee state government websites for business purposes? (n=812 TN businesses in 2007 and n=803 TN businesses in 2010)

Source: July 2007 and January 2010 Connected Tennessee® Surveys of Businesses
www.connectedtennessee.org



Business Use of State Government Websites

Frequency of visiting Tennessee state government websites
(among Internet-connected businesses)



More than three-quarters of Internet-connected businesses report that their employees use Tennessee state government websites for business purposes, including 25% that visit these sites several times per month.

Statewide, 51% of all Tennessee businesses say they visit Tennessee state government websites.

Q: How often, if ever, do employees of your company visit Tennessee state government websites for business purposes?
(n=629 TN businesses that use the Internet)

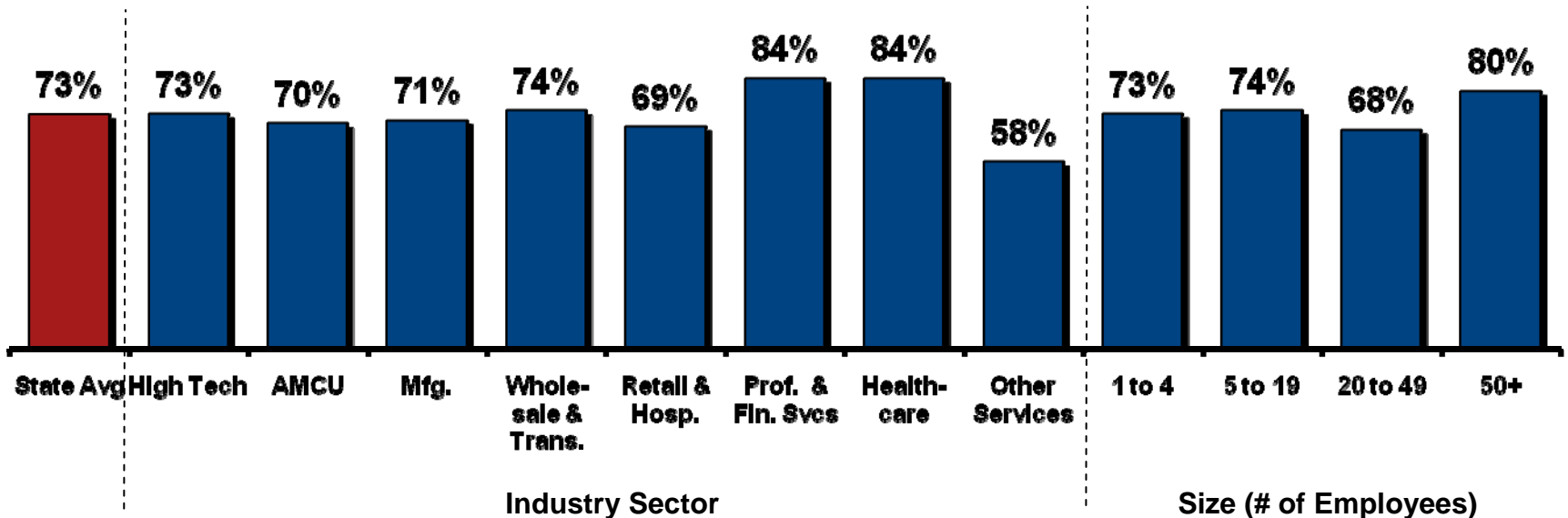
Source: January 2010 Connected Tennessee®
Survey of Businesses
www.connectedtennessee.org



Use of Tennessee Government Websites by Size and Sector

Businesses in the Other Services sector are least likely to use state government websites, while firms in the Professional/Financial Services and Healthcare sectors are the most likely to access state government websites.

Percent of Internet-connected Tennessee businesses that visit state government websites at least once per year



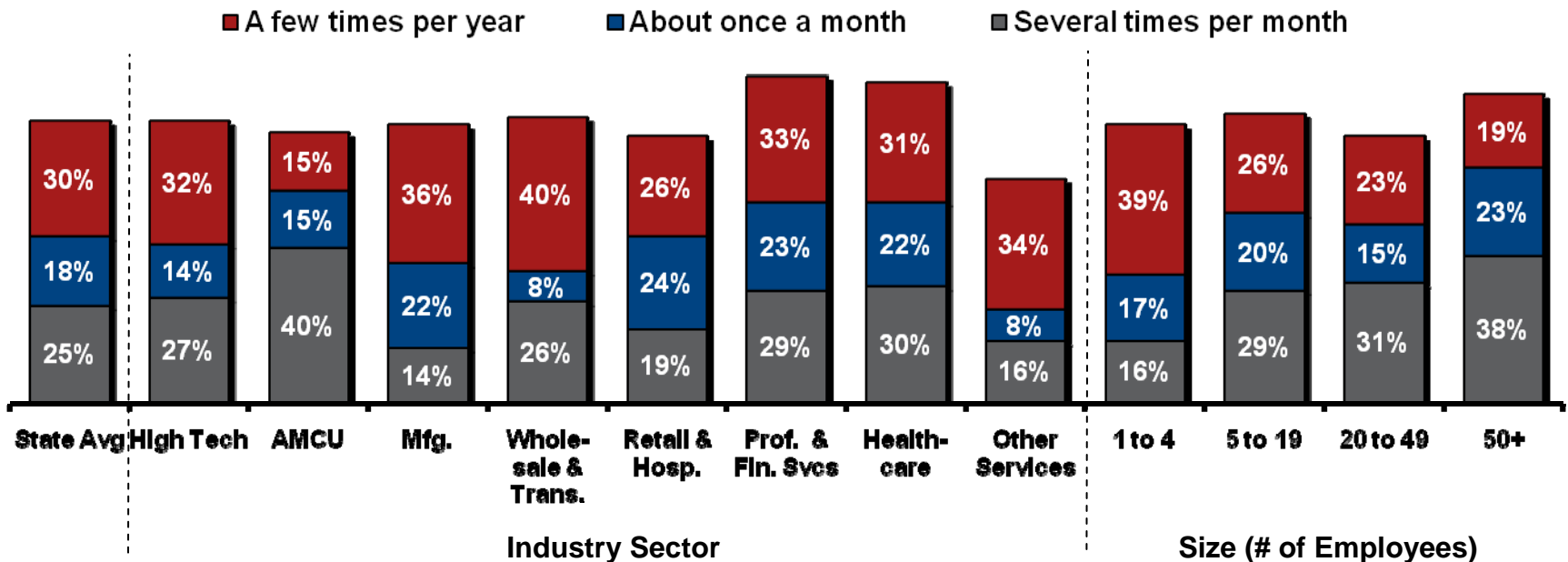
Q: How often, if ever, do employees of your company visit Tennessee state government websites for business purposes?
(n=629 TN businesses that use the Internet)

Source: January 2010 Connected Tennessee®
Survey of Businesses
www.connectedtennessee.org



Frequency of Tennessee State Website Use by Size and Sector

Businesses in sectors that access state websites more often tend to access those websites more frequently as well.



Q: How often, if ever, do employees of your company visit Tennessee state government websites for business purposes? (n=629 TN businesses that use the Internet)

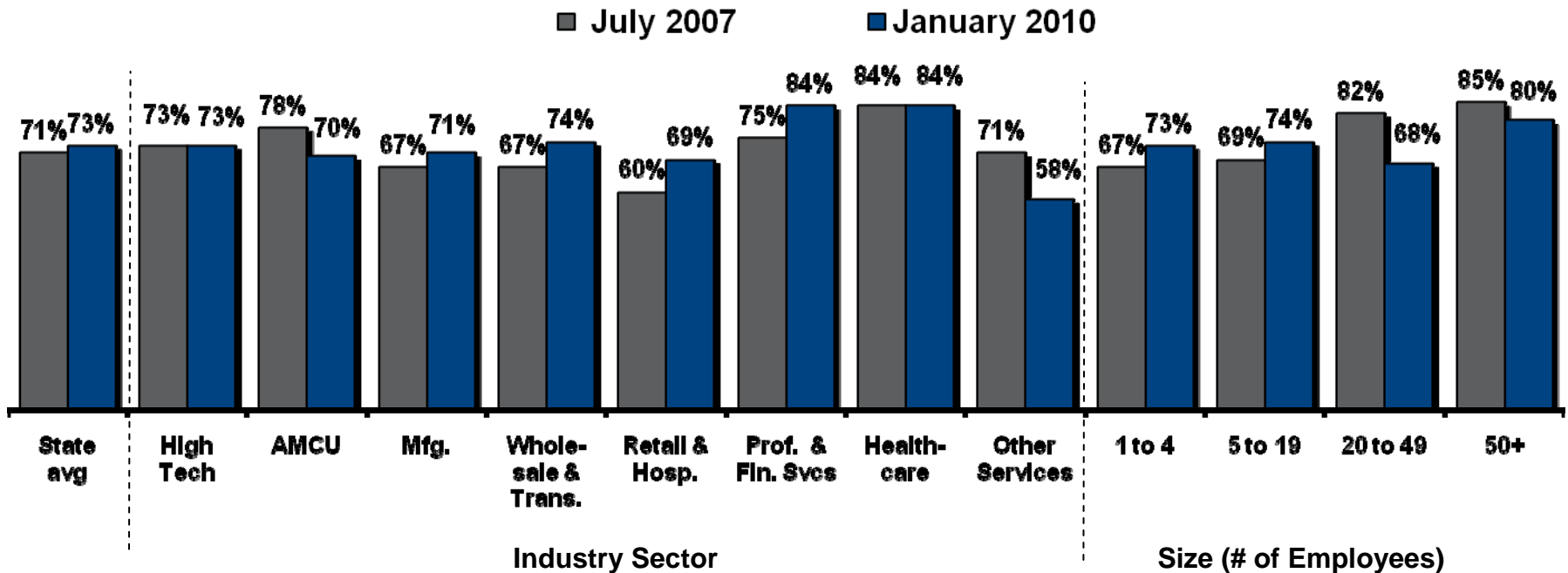
Source: January 2010 Connected Tennessee® Survey of Businesses
www.connectedtennessee.org



Trends in Tennessee Government Website Use

Use of Tennessee state government websites has increased by 3% since July 2007.

Internet-connected Tennessee businesses that visit state government websites at least once per year



Q: How often, if ever, do employees of your company visit Tennessee state government websites for business purposes?
(n=615 TN businesses in 2007 that use the Internet and n=629 TN businesses in 2010 that use the Internet)

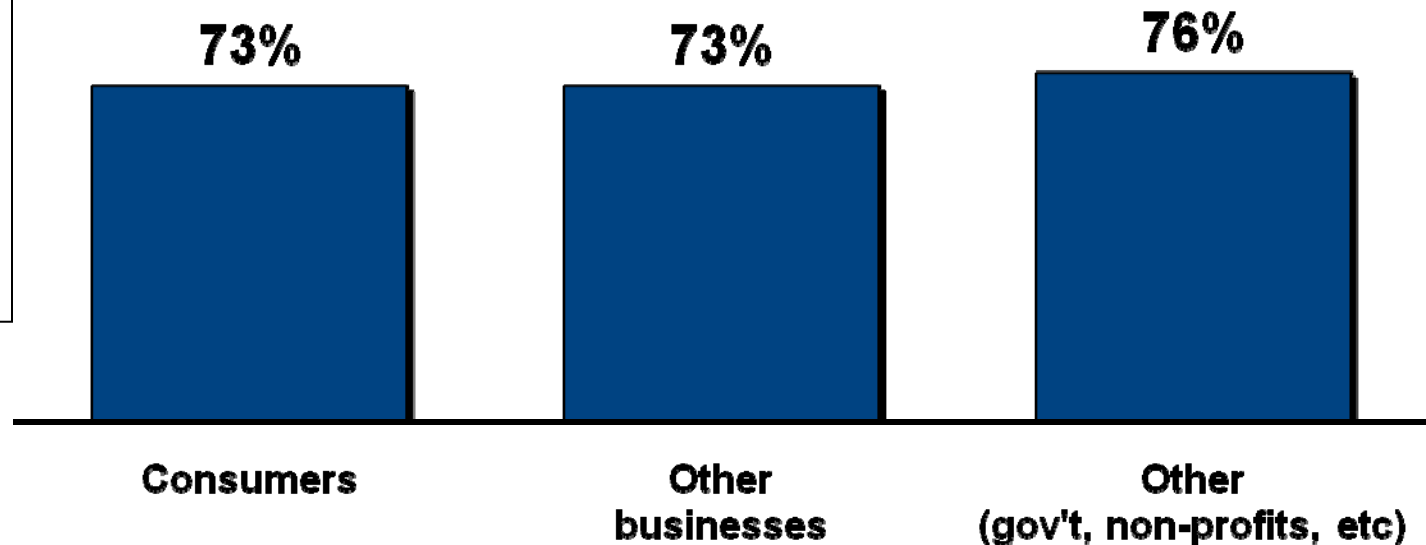
Source: July 2007 and January 2010 Connected Tennessee® Surveys of Businesses
www.connectedtennessee.org



Tennessee Government Website Use by Primary Customer

Tennessee businesses whose primary customers are other organizations (gov't, non-profits, etc.) are more likely to use Tennessee state government websites.

Internet-connected Tennessee businesses that visit state government websites at least once per year



Q: How often, if ever, do employees of your company visit Tennessee state government websites for business purposes?
(n=629 TN businesses that use the Internet)

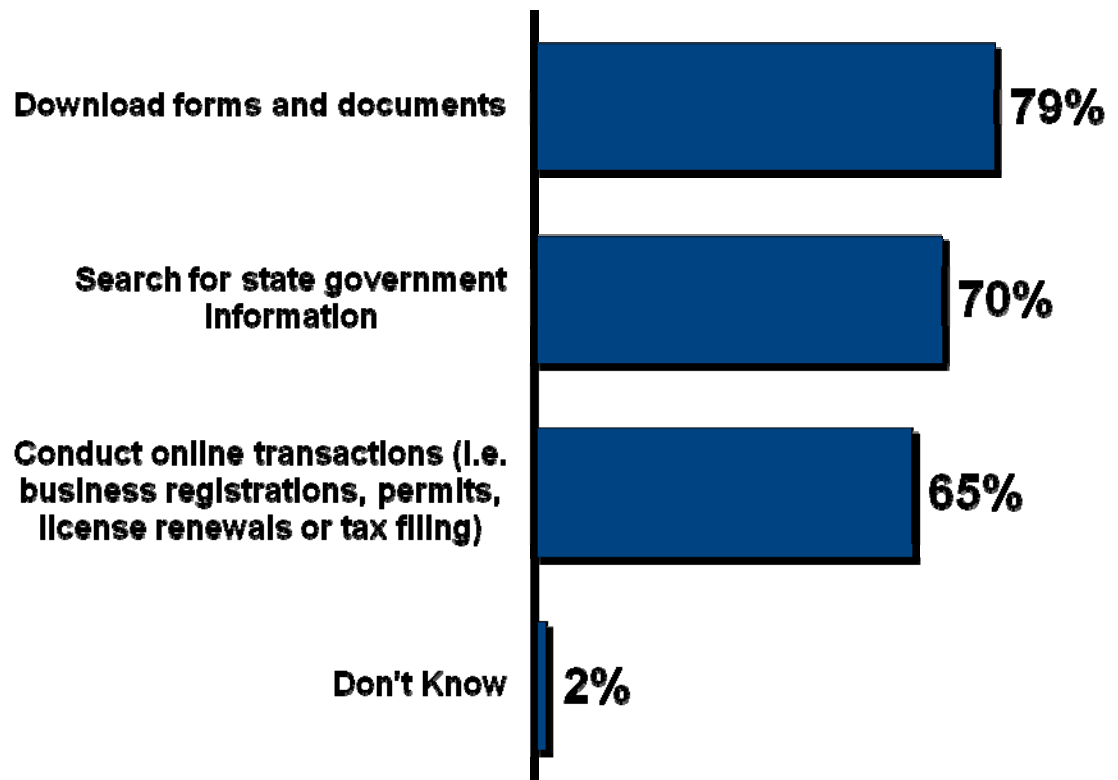
Source: January 2010 Connected Tennessee®
Survey of Businesses
www.connectedtennessee.org



Activities at Tennessee State Government Websites

Among Tennessee businesses that access Tennessee state government websites, over three-fourths (79%) report that their employees download forms and documents. This is the most frequently reported application.

Applications used by businesses that visit Tennessee state websites



Q: What type of activities does your business conduct at Tennessee's state agency websites?
(n=479 TN businesses that use the state government website)

Source: January 2010 Connected Tennessee®
Survey of Businesses
www.connectedtennessee.org