



State Portal Review Board Meeting

Summary Minutes

Meeting Date: **February 10, 2006** Meeting Time: **1:00 – 3:00 pm** Meeting Location: **1020 11th Street**

Attendees:

1. **Review Board members:** P.K. Agarwal, Gloria Colden-Hickman, Richard Devylder, Tom Dolce, John Ellison, Carol Fieldhouse, Davood Ghods, Pam Harris, Dale Jablonsky, John Jewell, Lynelle Jolley, Clark Kelso, Joanne McNabb, Judy Nevis, Kelvin Pye, Christy Quinlan, Mike Rodrian
2. **Alternate members:** Neal Albritton, Kristine Ogilvie
3. **Others:** Caroline Cabias, Debra Castañón, Carol E. Ford, Jason Frankel, Donna Freeman, Barbara Garrett, Theresa Giles, Denise Hendricks, Carol Kelly, Marilyn Lee-Nielsen, Deborah Schwartz, Larry Smith

Topic	Discussion Highlights	Action	Action Assignment
I. Meeting Minutes	The Review Board reviewed the meeting minutes from the Portal Steering Committee's meeting on January 13, 2006.	Reviewed: 01/13 SC Meeting Minutes	
II. <i>California State Portal Framework Document</i>	Deborah Schwartz noted that the framework document is complete and undergoing internal review at the California Research Bureau. Clark will drive the internal review quickly so that the draft is sent to the Portal Steering Committee as early as possible.		<ul style="list-style-type: none"> • Deborah Schwartz will distribute the draft California State Portal Framework document to the State Portal Review Board for review and feedback no later than Friday February 17, 2006.
III. <i>Organization, Usability, Currency, & Accessibility Working Group</i>	Kristine Ogilvie provided a brief overview of the Information Organization, Usability, Currency, and Accessibility (IOUCA) Working Group. The cross-agency working group was formed in January with representation from several agencies and departments. Working group members bring expertise in the areas of accessibility, usability, information classification and management, policy development, and web design and development for the State of California. The objective of the working group is to improve service delivery to California's diverse citizenry and business communities by recommending to the State Portal Steering Committee, standards, guidelines, policy needs, procedures, and best practices in web information and by	Distributed IOUCA Working Group Draft Charter	<ul style="list-style-type: none"> • The IOUCA Working Group will provide recommendation on FTB's template design to the State Portal Steering Committee no later than April 14, 2006. • The IOUCA Working Group will discuss coordinating or combining efforts between the IOUCA Working Group and the DTS Portal Transition Strategy Working Group.

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	<p>recommending templates based on those best practices for California departments and agencies to use in deploying a web presence that is accessible, usable, and understandable. The draft charter was distributed to Review Board members. Making recommendations on templates designed by state agencies is the top priority of the working group; a recommendation will be presented to the Steering Committee on the template developed by FTB no later than their April 14 meeting. The working group is scheduled in weekly meetings through June 2006.</p>		
<p><i>IV. Service Center Updates</i></p>	<p>Taxes Service Center: FTB, BOE, and EDD met in January 2006 to discuss their vision of turning taxes.ca.gov into a seamless service center. Their draft charter has been made available to the directors and CIOs of affected departments; comments are due by February 20. They are seeking approval to procure a usability study from a consultant; they estimate signing the contract by April 2nd and completing the study by July 1st. BOE noted that they recently redesigned their site with a similar look and feel to FTB with tabs across the top and similar left navigation.</p> <p>Labor Business Portal: Labor agency is developing a three-agency portal focused on doing business in California. This might be the first step toward an improved business service center. Labor Agency and EDD are working toward this goal. The design is consistent with the current look and feel; their focus was on content rather than design. Clark suggested they look at the FTB design to see if it might work for them. Labor and EDD will complete another iteration of changes before trying the new template.</p> <p>Licenses and Case Management Portal: DIR had no update.</p>		<ul style="list-style-type: none"> • Taxes Service Center: Approve draft charter by February 20. Sign contract for usability study by April 2. Complete usability study by July 1. • Labor Business Portal: EDD is to determine if the FTB templates design will work for the labor business portal.

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	<p>i-Licensing Project: DCA submitted their FSR to procure an online licensing program in November 2005. On February 7, DOF halted progress on all project work except revision of the FSR.</p> <p>DMV Portal Project: The FSR is still at DOF; DMV is answering questions. The Finance Letter was submitted to Agency. DMV is working on the RFP.</p> <p>Davood suggested that we may want to consider proposing legislation since funding approval is easier to obtain if projects are legislatively mandated.</p> <p>HR Portal: Money for the project is included in the proposed budget. An internal FSR is in progress and should be complete before they have to go before the legislative budget committee.</p>		<ul style="list-style-type: none"> • DMV Portal Project: Clark will meet with Denise and Bernard to discuss ways to mitigate the risk of mid-year funding requests.
<p><i>V. Templates</i></p>	<p>DHS Redesign Effort: DHS is working with Steve Clemons and CEAP to ensure alignment with the state enterprise architecture direction. They are working with counties and MediCal, focusing on integration. The effort includes internet, intranet, and extranet. Security was designed in to the intranet and extranet by deploying Sharepoint. DHS provided samples of the proposed design for their Emergency Preparedness Office (EPO); they will apply the design to the rest of their internet and extranet. They are rolling out a new content management system for EPO; it should be installed by mid-March. DHS has reviewed the work done by FTB. DHS has approved the template reviewed and plans to roll it out to the public by March 1, 2006.</p> <p>Department of Managed Health Care is undergoing a redesign effort. They provided a few copies of the template they are developing. It is similar to FTB's.</p> <p>Clark may recommend that agencies wait a month or so before initiating redesign efforts to allow the working</p>		<ul style="list-style-type: none"> • DHS will publish redesigned EPO website by March 1, 2006. • IOUCA to discuss single-door entry versus multi-door entry and single state brand versus co-branding state and department. They may make a recommendation to the Portal Review Board and the State Portal Steering committee.

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	<p>groups time to make recommendations on templates. PK expressed concern about the multiple and very diverse templates being developed.</p>		
<p>VI. <i>DTS Portal Transition Strategy</i></p>	<p>Approximately 15% of the state's web traffic comes through ca.gov. A working group to address portal needs has been formed with DCA, DMV, BOE, EDD, and DHS participating; they will ask FTB to participate. The working group will be a full-time effort led by Dan Whetstone; they anticipate kick-off in about one week. This working group will work closely with IOUCA.</p> <p>DTS has developed a 90/120/240 day transition plan; sections will run in parallel.</p>		
<p>VI. <i>Next steps</i></p>	<p>The next meeting will be the Review Board meeting on March 10, 1-3. Location: CSAC Facility, 1020 11th Street, 2nd Floor Conference Room</p>		
<p>VII. <i>Adjourn</i></p>	<p>Meeting adjourned @ 2:45</p>		