

**Information Organization, Usability, Currency & Accessibility (IOUCA)
Working Group**

California Portal Steering Committee

Date: February 14, 2006

Time: 9:00 – 11:00 a.m.

Location: LC II, Room 340

Attendees:

<input checked="" type="checkbox"/> Neal Albritton (DOR)	<input type="checkbox"/> Steve Branson (DHS)	<input type="checkbox"/> Steve Clemons (CEAP)
<input type="checkbox"/> Mary Fernandez (SPB)	<input checked="" type="checkbox"/> Donna Freeman (FTB)	<input checked="" type="checkbox"/> Daniel Gullahorn (SCIO)
<input checked="" type="checkbox"/> John Jewell (CSL)	<input checked="" type="checkbox"/> Patrick Johnson (DOR)	<input checked="" type="checkbox"/> Anamarie Malone (DTS)
<input type="checkbox"/> Liz Mechem (Insurance)	<input type="checkbox"/> Claudina Nevis (SCIO)	<input checked="" type="checkbox"/> Kristine Ogilvie (CSL)
<input checked="" type="checkbox"/> Rob Quigley (SCIO)	<input checked="" type="checkbox"/> Deborah Schwartz (CRB)	<input type="checkbox"/> Theresa Giles (DHS)

Review Minutes from Previous Meeting

Debbie Schwartz

The team reviewed the minutes from the working group meeting held February 7, 2006. It was noted that Liz Mechem attended the meeting, but was not listed as an attendee. The minutes will be revised to reflect the correct attendance. The minutes were approved with no other changes.

Update on State Portal Review Board Meeting

John Jewell

Kris Ogilvie provided a status update on the IOUCA Working Group at the State Portal Review Board meeting on February 10, 2006. The draft charter was distributed for review and feedback.

DTS has formed a working group addressing similar issues. Their working group will be assigned to the task full time; Dan Whetstone, former CIO of the Department of Insurance will lead the effort. The California State Library requested clarification of our role in relation to the DTS effort and how the two groups would coordinate. The State CIO stated that the IOUCA was to continue meeting weekly and pursuing our deliverables with the same focus. Dan Whetstone will be responsible for coordinating the two efforts. The IOUCA leaders will be meeting with Dan in the next ten days to discuss coordination and further direction.

Draft Charter

Debbie Schwartz

Debbie provided a copy of the draft charter distributed at the State Portal Review Board meeting on February 10, 2006. The Working Group approved the charter without further changes. The document will be sent to the Portal Steering Committee for approval after the meeting with Dan Whetstone.

Procedure for Designing New Templates

Debbie Schwartz

Debbie provided copies of the draft procedure developed by the working group at last week's meeting. Step 1-C was amended to include users. It will now read, "Rationale for the new design including an explanation of why a pre-approved template does not meet the needs of the users and/or department." The draft was approved with the change noted.

It was noted that the working group should be aware that there are currently two perspectives as to how the state should approach departmental pages and the state website design. One approach is to designate a single state brand and a single page template for all state government web pages. The other approach is to develop a state brand with co-branding for the hosting department; several pre-approved templates that departments may use to develop their pages; and standards, guidelines, and best practices that departments must follow in developing and designing state web pages. This procedure would only apply if the second approach is selected.

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Deliverables and Timeline

Debbie Schwartz

1. Templates – Recommendation on FTB’s Templates DUE: 02/16/2006
 - a. Accessible
 - The Department of Rehabilitation will test the three template pages available on FTB’s website to ensure that they meet the accessibility standards outlined in Section 508 at a minimum
 - The accessibility review will include notation of accessibility in excess of Section 508 and areas that should have improved accessibility where time permits.
 - b. Usable by developers without Dreamweaver
 - Anamarie has developed a version for Homesite; she will send it to Donna to post on FTB’s website.
 - c. Usable
 - Donna will summarize the actions taken by FTB and HFI to ensure that the new website will be usable
 - d. New Design Procedure
 - Donna will validate the proposed procedure for designing new templates
 - e. Remaining or outstanding questions
 - The working group will identify any questions that need to be brought to the attention of the Portal Steering Committee with the recommendation. For example, FTB uses Google Search; the template was developed to use this search functionality. What effect will this have on departments who use a different search engine?
2. Accessibility, Assigned to Neal Albritton and Patrick Johnson
 - a. Definition and Purpose DUE 02/16/2006
 - b. Minimum Standards DUE 02/24/2006
 - c. Major Standards, Guidelines, and Best Practices DUE 02/24/2006
 - d. Major Issues, problems, challenges Ongoing
 - e. Refine standards, guidelines, and best practices Ongoing
3. Usability, Assigned to Donna Freeman
 - a. Definition and Purpose DUE 02/16/2006
 - b. Minimum Standards DUE 02/24/2006
 - c. Major Standards, Guidelines, and Best Practices DUE 02/24/2006
 - d. Major Issues, problems, challenges Ongoing
 - e. Refine standards, guidelines, and best practices Ongoing
4. Findability, Assigned to Kris Ogilvie and Debbie Schwartz
 - a. Definition and Purpose DUE 02/16/2006
 - b. Minimum Standards DUE 03/03/2006
 - c. Major Standards, Guidelines, and Best Practices DUE 03/03/2006
 - d. Major Issues, problems, challenges Ongoing
 - e. Refine standards, guidelines, and best practices Ongoing

Open Forum – Recommendations From Team

All

1. John Jewell informed the working group that Safari (<http://safari.oreilly.com/>), an on-line technical library would be made available to working group members for reference. Access is limited, but based on IP address rather than password. The site cannot support heavy traffic, so the Library asks that working group members not share their access to the site.

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Safari is part of O'Reilly & Associates and posts technical books by Microsoft, Adobe, and others. This may provide an excellent source of information on accessibility and usability.

2. The group briefly discussed URL naming conventions. The .ca.gov URL is under the authority of the State CIO and administered by DTS. The federal government is pushing the use of .gov suffixes by government agencies because it implies authenticity and authority. Government pages posted under .gov sites must be approved by the responsible agency. This will be an issue that California will need to address. It is currently listed in our scope as part of usability.
3. Items that should be on every page may include the State Seal, a search engine, navigation to related pages, and appropriate links to related programs in other departments.
4. The team agreed that items due for review at a meeting should be emailed to the working group no later than close of business two working days before (usually Friday). Due to the Monday holiday on February 20, this weeks assignments are due Thursday February 16. Donna will post items to the working group website on receipt.
5. The following issues were identified as hot topics that the team should be aware of:
 - a. Single-door entry vs. multi-door entry
 - b. Single brand vs. co-branding
 - c. Single template vs. multiple templates

Open Action Items (Not Including Timeline)

Debbie Schwartz

***ACTION:** FTB and DOR will meet to discuss the feasibility of including usability testing in DOR's accessibility study.*

***Update:** Donna and Neal discussed the RFO. Donna is reviewing the RFO to determine if usability fits within the scope.*

***Assigned To:** Donna Freeman and Neal Albritton*

***Due:** February 21, 2006*

***ACTION:** Develop a database where working group members can enter issues, problems, and challenges related to their areas of expertise. Coordinate with Donna Freeman to make the database available for entry and review on the working group website.*

***Assigned To:** Debbie Schwartz*

***Due:** February 28, 2006*

Next Steps

Kris Ogilvie, Debbie Schwartz

Next IOUCA Meeting: February 21, 2006

Library & Courts II, 900 N Street, Room 340

9:00 – 11:00 a.m.