

California Information Technology Strategic Plan
Portal Steering Committee
Information Organization, Usability, Currency & Accessibility (IOUCA)
Working Group
Library & Courts II, 900 N Street, Room 340

- AGENDA: MARCH 28-

Time:

- | | | | |
|----|------|--|--|
| 20 | I. | Opening
Provide updates on action items (see attached list) | Debbie
Working Group |
| 30 | II. | Recommendation on New Template Design (Design 1)
Accessibility Update (Preliminary Review)
Usability (Update)
New design procedure (Update)
Outstanding questions to send with the recommendation | Patrick
Donna
Donna
Working Group |
| 40 | III. | Top Level Standards, Guidelines, and Best Practices
Accessibility
Usability | Patrick
Donna |
| 5 | IV. | Proof of Concept Using SCIO Templates | Donna, Anamarie,
Claudina, Debbie |
| 20 | V. | Open Forum -- Recommendations from team | All |
| 5 | VI. | Next Steps and Adjourn
Next IOUCA meeting March 28, 2006 at LC II (900 N Street)
Agenda Items? | Kris & Debbie |

IOUCA Working Group Purpose and Definition – Updated February 28, 2006

Best Practice: A technique or methodology that, through experience and research, has proven to reliably lead to a desired result.¹ A generally accepted “best” way of doing something.²

Definition: A statement expressing the essential nature of something.³

Guideline: An indication or outline of policy or conduct.⁴ An attempt to streamline a process by establishing a set routine. By definition, following a guideline is never mandatory. “Guidelines may be issued by and used by any organization (governmental or private) to make the actions of its employees or divisions more predictable, and presumably of higher quality.”⁵

Policy: A high-level overall plan embracing the general goals and acceptable procedures especially of a governmental body.⁶

Procedure: A series of steps followed in a regular definite order; a particular way of accomplishing something or of acting.⁷ “A series of activities, tasks, steps, decisions, calculations and other processes, that when undertaken in the sequence laid down produces the described result, product or outcome. Following a procedure should produce repeatable results for the same input conditions.”⁸

Purpose: An object or end to be attained.⁹

Standards: Any definite rule, principle, or measure established by authority.¹⁰ “A standard is “Thou shall” while a guideline is a recommendation, more like “You should if your situation warrants.””¹¹

¹ Bitpipe (www.bitpipe.com)

² Wikipedia (www.wikipedia.org)

³ Merriam-Webster Online Dictionary

⁴ Merriam-Webster Online Dictionary

⁵ Wikipedia (www.wikipedia.org)

⁶ Merriam-Webster Online Dictionary

⁷ Merriam-Webster Online Dictionary

⁸ Wikipedia (www.wikipedia.org)

⁹ Merriam-Webster Online Dictionary

¹⁰ Merriam-Webster Online Dictionary

¹¹ Information Technology: Data Warehouse Glossary. California State University, Monterey Bay.
<http://it.csumb.edu/departments/data/glossary.html>.

Action Items for Review – Due March 28, 2006

- ACTION:** *Send an email to Neal emphasizing the importance of DOR's involvement in the proof of concept.*
Assigned To: *John Jewell*
Due: *March 28, 2006*
Update: *John will speak with Richard Devylder at DOR to determine the appropriate channel to route the message.*
- ACTION:** *Identify formats currently being used on California web pages.*
Assigned To: *Steve Clemons*
Due: *March 28, 2006 (Update)*
Update: *No update.*
- ACTION:** *Frame the issue of application accessibility and usability.*
Assigned To: *Steve Clemons*
Due: *March 28, 2006 (Update)*
Update: *No update.*
- ACTION:** *Conduct high level research and frame the issue of accessibility and usability in regards to online forms.*
Assigned To: *Steve Clemons*
Due: *March 28, 2006 (Update)*
Update: *No update.*
- ACTION:** *Provide a copy of the notes from the conference call with Center for Digital Government (CDG).*
Assigned To: *Debbie Schwartz*
Due: *March 28, 2006*
Update: *Waiting for permission to distribute from CDG. Debbie sent a follow up.*
- ACTION:** *Complete the accessibility standards and guidelines workbook.*
Assigned To: *Neal Albritton*
Due: *March 28, 2006*
- ACTION:** *Post the workbook on the IOUCA working group website.*
Assigned To: *Neal Albritton/Donna Freeman*
Due: *March 28, 2006 (Update)*
- ACTION:** *Complete the preliminary accessibility review of the FTB templates.*
Assigned To: *Neal Albritton*
Due: *March 28, 2006 (Update)*
Update: *In progress. Neal will email a report on his analysis to the IOUCA when complete.*

Action Items for Review – Due March 28, 2006

ACTION: *Using the list of formats currently being used on California web pages, note which formats are completely accessible, and identify conversion options for formats that are not completely accessible.*

Assigned To: *Steve Clemons and Neal Albritton*

Due: *March 28, 2006 (Update)*

Update: *Delayed update one week; dependent on completion of list of formats to begin.*

Future Action Items (Not Scheduled for Review this Week)

ACTION: *Post amended list of usability recommendations and FTB's implementation status on working group website.*

Assigned To: *Donna Freeman*

Due: *April 4, 2006 (Update)*

Update: *We cannot use the guidelines provided by HFI. Donna is developing recommendations and guidelines using other sources.*

ACTION: *Draft usability standards, guidelines, and best practices.*

Assigned To: *Donna Freeman*

Due: *April 4, 2006 (Update)*

Update: *We cannot use the guidelines provided by HFI. Donna is developing recommendations and guidelines using other sources.*

ACTION: *Develop a beginner's version of the workbook.*

Assigned To: *Neal Albritton*

Due: *April 4, 2006 (Update)*

ACTION: *Complete the detailed accessibility review of the FTB templates.*

Assigned To: *Neal Albritton*

Due: *April 4, 2006*

Update: *Plan to begin next week after preliminary analysis is complete. It will take two weeks to complete.*

ACTION: *Discuss a process for disseminating information to a wide audience quickly.*

Assigned To: *John Jewell and Dan Whetstone*

Due: *April 18, 2006 (Update)*

ACTION: *Follow up on the feasibility of using GTC, Executive Institute, and CIO Academy as vehicles for ongoing training.*

Assigned To: *Claudina Nevis and Liz Meecham*

Due: *April 25, 2006 (Update)*

Update: *No update.*