

**Information Organization, Usability, Currency & Accessibility (IOUCA)
IT Leaders Presentation - Outline**

Date: April 18, 2006

Time: 9:00 – 11:00 a.m.

Location: LC II, Room 340

Attendees:

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

IT Leaders Meeting

Kris Ogilvie, Steve Branson

Steve provided a draft email invitation to webmasters for the IT Leaders meeting. IOUCA reviewed the draft with some minor changes. Steve will incorporate those into the email and forward it to Anamarie by Tuesday afternoon so that she could send it out to the webmasters on her list. (NOTE: Anamarie sent the email to the webmasters on April 18th).

A lively discussion concerning the use of the Webmasters' Forum ensued. It was decided that we would ask the webmasters how best to interact at the meeting. Claudina agreed to find out if there were the technical resources available to handle a large influx of traffic on the Webmasters' Forum. It was suggested that we look at what the other states and the federal government were doing to communicate with webmasters. The working group also discussed the idea of setting up a blog and/or an RSS feed for webmasters.

Design Media Questions

Neal Albritton

Design Media requested written clarification from DOR on the goal and expected deliverables regarding the following contractual requirement: "Recommendation of a process for State departments for validating and archiving information on department websites".

Neil brought the questions before the group for discussion. He will respond to the vendor with an email, which he will send to the whole group. Here is the text of the email that Neil sent:

1. Identify documents/forms/web pages that have been identified by an individual with a disability as not accessible;
2. Identify which documents or forms have been posted and/or created after January 1, 2003 (This time line reflects Section 508 of the amended Rehabilitation Act's incorporation into State of California law as amended by GC11135);
3. Identify documents, forms or web pages that contain applications that have been confirmed to be not accessible (such as PDF and most Flash);
4. Top-level (director or CIO) decision-maker should schedule for corrective action based on #1, #2 and #3 and prioritizes based on urgency, frequency of use/need (i.e. Is it on a highly trafficked webpage?) - and does not pose an undue hardship.

Portal Redesign Project (PRP) Update

Dan Whetstone

Dan mentioned the meeting he had with John, Debbie, Kris, and Claudina last week to determine whether the IOUCA would be able to do the work outlined in the RFO; it was decided that it would be more advantageous to award the contract to a vendor and that the vendor would work

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closely with the IOUCA. The contract should be awarded sometime early this week and a kickoff meeting is planned for early next week. The contract is for six weeks.

Open Forum – Recommendations From Team **All**

1. Claudina mentioned that the State of Oregon website had a very interesting presentation on management of the state's one million + pages. The presentation along with a few others can be found at http://www.oregon.gov/DAS/IRMD/EGOV/content_vision_seminar.shtml.
2. Shayn said that EDD has agreed that a section of its website could be used as the next proof of concept website.

Open Issues **Debbie Schwartz**

1. How can the state design templates for current technology standards while accommodating departments with a wide range of expertise and software tools?
The Review Board noted that some content management solutions can resolve this issue, but not all departments have strong content management systems in place. DTS is considering offering support. It was recommended at the IOUCA meeting on March 14th that we consider offering a resource gallery of images that can be used by any state department. It would be possible to offer a suite of templates using different color palettes that meet accessibility requirements. Before this can be decided, the issue of single look-and-feel for all California pages vs. multiple look-and-feel with common branding needs to be resolved at a higher policy level.
2. How can California enforce the standards after adoption?
California will likely approach adoption from an incentive perspective rather than an enforcement perspective. An exception is Section 508 compliance, which is mandated by state and federal law.
3. Should tools to implement standards (CSS, templates) be developed for current look and feel as well as new look and feels?
4. Guidelines are not always followed. Would it be better to develop standards only, but drive by level of compliance? For example,
 - Level 1 Standards: Minimal accessibility
 - Level 2 Standards: Moderate accessibility
 - Level 3 Standards: High accessibility*Departments could be encouraged to work toward improving their websites by qualifying for higher levels. The state could provide “paths to accessibility” and could provide training for each level.*
5. Should IOUCA set up a Webmasters Forum?
The current Webmasters IT Forum serves this purpose. We can request that the system send an email alert every time a message is received. The working group may want to assign watching the forum to a single person so the entire team isn't inundated with emails. The group may also want to consider developing and posting an FAQ on the State CIO's website

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to minimize questions and promote communication. Steve will provide a recommendation at the April 18th meeting.

Action Items

Kris Ogilvie

ACTION: Complete the accessibility standards and guidelines workbook.

Assigned To: Neal Albritton

Due: April 25, 2006 (Update)

Update: Neal plans on having the completed workbook to IOUCA by Friday for review.

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

Assigned To: Donna Freeman

Due: April 25, 2006

Update: No update.

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

Assigned To: Donna Freeman

Due: April 25, 2006

Update: No update.

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

Assigned To: Neal Albritton

Due: April 18, 2006

Update: Complete.

ACTION: Identify formats currently being used on California web pages.

Assigned To: Steve Clemons, Debbie Schwartz

Due: April 18, 2006 (Update)

Update: Combined with action item below.

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 Branson, Steve Clemons and Neal Albritton

Due: April 18, 2006 (Update)

Update: Steve B., Steve C., and Neil met about on this. The group decided to add action item **Identify formats currently being used on California web pages** to this action item. There are over two million documents in Adobe and over one million documents in Word available on state department websites. Neil is taking lead on identifying issues concerning the issues of converting current digital documents so that they are accessible as well as developing a process for departments to follow to determine which documents should be converted. Steve, Steve, and Neil plan on meeting again this week on this action item and will report at next meeting.

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

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Assigned To: John Jewell and Dan Whetstone

Due: April 25, 2006 (Update)

Update: Dan and Rick will look into what other states and the federal government are doing in this area. Kris agreed to do some background research on the topic.

ACTION: *Frame the issue of application accessibility and usability.*

Assigned To: Steve Clemons

Due: April 18, 2006 (Update)

Update: It was agreed that these two action items are outside the scope of the IOUCA working group. We agreed that it was something we should be aware of. It was suggested that the two items be put in the parking lot for the time being and revisited in about a month.

ACTION: *Conduct high level research and frame the issue of accessibility and usability in regards to online forms.*

Assigned To: Steve Clemons

Due: April 18, 2006 (Update)

Update: See above.

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

Assigned To: Neal Albritton

Due: April 25, 2006 (Update)

Update: In progress

ACTION: *Post the workbook on the IOUCA working group website.*

Assigned To: Neal Albritton/Donna Freeman

Due: April 25, 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: Update in one month.

ACTION: *Prepare a plan to establish ongoing communication with webmasters; may want to organize along the lines of the federal government's content managers forum.*

Assigned To: John Jewell, Anamarie Malone, Rick Vagg

Due: April 25, 2006

Next Steps

Kris Ogilvie, Debbie Schwartz

Next IOUCA Meeting: April 25, 2006

Library & Courts II, 900 N Street, Room 340

9:00 – 11:00 a.m.