

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: MAY 16 -

Time:

10	I. Opening Review previous minutes Provide updates on action items (see attached list)	Debbie Schwartz Working Group
5	II. Portal Review Board Meeting	Debbie Schwartz
10	III. Templates – Recommendation vs. Evaluation	Working Group
10	IV. Levels of Compliance (Issue #4)	Working Group
10	V. Status Updates – Working Teams Accessibility Usability Cascading Style Sheets	Neal Donna Steve B.
10	VI. Portal Redesign Project (PRP) Update	Rick Vagg
5	VII. Next Steps and Adjourn Next IOUCA meeting May 23, 2006 at LC II (900 N Street) Agenda Items?	Kris Ogilvie Debbie Schwartz
60	VIII. Working Teams • Accessibility – Neal (Leader), John, Shayn, Joni, Bill • Usability – Donna (Leader), Kris, Liz, Theresa • Cascading Style Sheets – Steve B. (Leader), Anamarie, Patrick, Debbie	Room 301 Room 302 Room 340

Action Items for Review – Due May 16, 2006

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

Assigned To: Donna Freeman

Due: May 16, 2006

Update: Donna reviewed the federal guidelines at www.usability.gov for standards and guidelines that may benefit California but are not covered by www.usability.gov. She found that the up-front tasks that occur before the design phase were missing. She is pulling together some recommendations and should have a draft next week.

ACTION: Develop a list of file types and versions that should be used for California web pages. The list should be prioritized by most desirable and focused on where we want to be in the future rather than where we are now.

Assigned To: Neal Albritton, Steve Branson, Steve Clemons

Due: May 16, 2006 (Update)

Update: Steve Clemons is waiting to hear from Adobe. Steve provided Neal a list of file types that is currently used on ca.gov sites; there were 2-4 million file types.

ACTION: Provide a recommendation regarding IOUCA's use of the Webmaster's IT Forum and an FAQ posting on the State CIO's website (see Issue #5).

Assigned To: Steve Branson

Due: May 16, 2006 (Update)

Update: No update – Comments from 4/25: If we create a topic in the general IT Forum, users would need to scroll down to find the IOUCA messages. Setting up a separate forum or a sub-forum would separate our messages and add a link at the top of the page. It was recommended that if we set up a separate or a sub-forum that we consider including all of the portal redesign elements such as IOUCA, CEAP, and the Portal Redesign Project. The name should be broad enough to encompass these and future related topics. John, Dan, and Steve Clemons will meet to discuss the appropriate name and scope for our forum.

ACTION: Document the CSS recommendation for working group review and approval.

Assigned To: Debbie Schwartz

Due: May 16, 2006 (Update)

Update: The outline of components for recommendations was discussed separately in the meeting; see discussion notes above.

ACTION: Amend our recommendation process to include departmental assessment of draft standards and guidelines for a real-world perspective. Not addressing real-world concerns will hurt our credibility.

Assigned To: John Jewell, Kris Ogilvie, Debbie Schwartz

Due: May 16, 2006 (Update)

Future Action Items (Not Scheduled for Review this Week)

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

Assigned To: Neal Albritton

Action Items for Review – Due May 16, 2006

Due: May 23, 2006 (Update)

Update: In progress

ACTION: Discuss a process for disseminating information to content providers and webmasters quickly. Prepare a plan to establish ongoing communication with webmasters.

Assigned To: John Jewell and Rick Vagg

Due: May 23, 2006 (Update)

Update: John and Rick will meet to discuss.

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 Mecham

Due: May 23, 2006 (Update)

Update: In progress. Claudina is discussing the issue.

Parking Lot

1. 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.

2. 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.

3. Content authors may benefit from training and instruction in writing for the web. There is a need for training for content developers. It may be beneficial if the IOUCA could identify these training needs. DHS offers web author training for readability, usability, and targeting information to the specific audience.

IOUCA Working Group Purpose and Definition – Updated April 3, 2006

Accessibility: The ability to fully acquire, use, and manipulate Web-based content and /or services by all individuals – regardless of individual age, disability, dependence on assistive technology to process information, or primary language.

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

Findability: “Findability refers to the quality of being locatable or navigable. At the item level, we can evaluate to what degree a particular object is easy to discover or locate. At the system level, we can analyze how well a physical or digital environment supports navigation and retrieval.” -Peter Morville. “You can’t use what you can’t find.” - www.Findability.org

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

Usability: Usability is a quality attribute that assesses how easy user interfaces are to use. (Jakob Nielsen, Usability 101: Introduction to Usability, August 25, 2003, <http://www.useit.com/>).

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>.