

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 30 -

Time:

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|----|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| 10 | I. | Opening
Provide updates on action items (see attached list) | Debbie Schwartz
Working Group |
| 10 | II. | Status Updates – Working Teams
Accessibility
Usability
Cascading Style Sheets | Neal
Donna
Steve B. |
| 15 | III. | Templates – Recommendation vs. Evaluation | Working Group |
| 5 | IV. | Portal Redesign Project (PRP) Update | Rick Vagg |
| 5 | V. | Next Steps and Adjourn
Next IOUCA meeting June 6, 2006 at LC II (900 N Street)
Agenda Items? | Kris Ogilvie
Debbie Schwartz |
| 75 | VI. | Working Teams <ul style="list-style-type: none">• Accessibility – Neal (Leader), John, Shayn, Joni, Bill• Usability – Donna (Leader), Kris, Liz, Theresa, Jeff, Sally• Cascading Style Sheets – Steve B. (Leader), Anamarie, Patrick, Debbie | Room 301
Room 302
Room 340 |

Action Items for Review – Due May 30, 2006

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

Assigned To: Donna Freeman

Due: May 30, 2006

Update: In progress

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 30, 2006 (Update)

Update: Meeting with Adobe scheduled May 25, 2006.

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 30, 2006 (Update)

Update: In progress.

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

Assigned To: Neal Albritton

Due: May 30, 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 30, 2006 (Update)

Update: In progress.

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 30, 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.

Action Items for Review – Due May 30, 2006

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.

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>.