

**Information Organization, Usability, Currency & Accessibility (IOUCA)
Meeting Minutes**

Revised June 20, 2006

Date: June 6, 2006

Time: 9:00 – 11:00 a.m.

Location: LC II, Room 340

Attendees:

<input checked="" type="checkbox"/> Linda Aguilar (DHS)	<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"/> Donna Freeman (FTB)	<input type="checkbox"/> Theresa Giles (DHS)
<input checked="" type="checkbox"/> Jennifer Harper (DHS)	<input type="checkbox"/> Jeff Hillard (CDFA)	<input checked="" type="checkbox"/> John Jewell (CSL)
<input checked="" type="checkbox"/> Patrick Johnson (DOR)	<input type="checkbox"/> Lee Macklin	<input checked="" type="checkbox"/> Anamarie Malone (DTS)
<input checked="" type="checkbox"/> Liz Mechem (Insurance)	<input checked="" type="checkbox"/> Claudina Nevis (SCIO)	<input type="checkbox"/> Sally Nietering (POST)
<input checked="" type="checkbox"/> Joni Ogata (DMHC)	<input checked="" type="checkbox"/> Kristine Ogilvie (CSL)	<input checked="" type="checkbox"/> Bill Passavant (DSS)
<input type="checkbox"/> Rob Quigley (SCIO)	<input checked="" type="checkbox"/> John Quijada (DMV)	<input checked="" type="checkbox"/> Deborah Schwartz (CRB)
<input checked="" type="checkbox"/> Brenda Washington (DHS)	<input checked="" type="checkbox"/> Morris Weisbart (CDFA)	

Portal Redesign Project Update

Claudina Nevis

PRP has a new executive sponsor, Anna Brannen, and a new Project Director, Steve Rushing. Anna and Steve are both DTS employees. On June 5, Claudina, John, Kris, and Debbie met with Anna and Steve to discuss IOUCA's relationship with PRP. They provided an overview of the IOUCA and an update on the group's activities. They also requested that PRP assign one of their team members to attend the IOUCA meetings. Anna and Steve also agreed that an IOUCA member could be selected to work closely with PRP and HFI to achieve skill transfer in usability; HFI has also agreed to this.

California Enterprise Architecture Program Changes

Claudina Nevis

Steve Clemons is leaving state service for new opportunities. Lee Macklin is the new Acting Director for CEAP. John met with Lee on June 1 to discuss how IOUCA and CEAP can work together to ensure consistency and agreement. CEAP has not been working on detailed standards for look and feel, but agrees that they need to be developed.

Status Updates – Recommendations to Review Board

Working Teams

Accessibility: The working team is revamping standards to make them more user friendly based on feedback from select IOUCA members and models provided by the State of Maine. They should have a draft to the IOUCA by the end of the week.

Usability: The working team is reviewing a high-level draft. They have defined some measurable, objective items in standards. They should have a draft to the IOUCA by the end of the week. DSS and DMV have agreed to vet the draft; Donna will send a copy to Bill Passavant and John Quijada.

Style Sheets: The working group is reviewing a draft. The focus is on the business case for separating content from presentation with the standard limited to using CSS. Detailed standards for implementing CSS will follow in a later recommendation. IOUCA should work closely with PRP and CEAP in defining those detailed standards. A draft should be sent to the IOUCA by the end of the week. DSS has agreed to vet the draft; Debbie will send a copy to Bill Passavant.

Templates: Recommendation vs. Evaluation

Debbie Schwartz

IOUCA will provide the results of the accessibility evaluation of FTB's template at the next Review Board Meeting. John and Claudina will meet offline to discuss how this should be covered.

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Action Items

Debbie Schwartz

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

Due: June 20, 2006 (Update)

Update: Neal will start developing the list of accessibility requirements for Adobe products.

ACTION: Follow up on the feasibility of using GTC as a vehicle for ongoing technical training.

Assigned To: Claudina Nevis and Liz Mecham

Due: October 10, 2006 (Update)

Update: Claudina met with the executive officer of GTC; they were very receptive to working with us. They are looking for some guidance from IOUCA; Claudina will follow up in October after the Web Accessibility Training is complete.

ACTION: Follow up on the feasibility of using Executive Institute as a vehicle for ongoing training for executives.

Assigned To: Claudina Nevis and Liz Mecham

Due: June 20, 2006 (Update)

Update: Claudina and Liz will determine how Executive Institute could serve as a vehicle for ensuring that executive management understands the business needs for accessible, usable websites as well as what needs to be done to achieve this.

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

Assigned To: Neal Albritton

Due: June 20, 2006 (Update)

Update: The draft is complete; the working team will discuss and review the draft.

Future Action Items (Not Scheduled for Review this Week)

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

Due: June 27, 2006 (Update)

Update: In progress.

Parking Lot

1. Frame the issue of application accessibility and usability.

Assigned To: Steve Clemons

Due: June 27, 2006 (Update)

Update: It was noted that many online applications are written by consultants; the state may not have the necessary skills to make changes. It was suggested that the two parking lot

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items be considered as Phase 2. IOUCA will need to work closely with CEAP on the two items.

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

Assigned To: Steve Clemons

Due: June 27, 2006 (Update)

Update: See above.

Next Steps

Kris Ogilvie, Debbie Schwartz

Next IOUCA Meeting: June 13, 2006

Library & Courts II, 900 N Street, Room 340

9:00 – 11:00 a.m.

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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? **How will California ensure the application of standards across departments and over time (quality assurance)?***[added 5/2]*
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. What skill sets will be needed to communicate, maintain, and implement the standards, guidelines, and tools the IOUCA is recommending?
6. How do we separate content from HTML (CSS only separates content from presentation)?
This can be done through master templates in Dreamweaver, content management systems, or hard coding. The team needs to determine if this is part of our scope.

Parking Lot

Debbie Schwartz

3. *Frame the issue of application accessibility and usability.*

Assigned To: Steve Clemons

Due: April 18, 2006 (Update)

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***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.*

4. *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.*

5. *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.*