

Portal Redesign Project Status Report



July 28, 2006



Topics

- Why are we doing this?
- What is our scope?
- What are we doing?
- Status

Situation Analysis

400k	Number of hits a day.
1.5m	Number of searches a month.
3	California's ranking in 2001.
47	California's ranking in 2005. Far below the top five states: Utah, Maine, New Jersey, North Carolina, and Michigan.
5+	Years since the last design.
40%	People who are unaware of the site's existence.*
60%	Agencies using the Statewide template (includes all entities listed and searched on domain).*
70%	People who could not find results from their search.*

*Based on surveys from PRP (Mar-Jun 06)



Portal Redesign Project

Three Sub Projects

Portal's Look and Feel, and Expanded Search Engine Project

Addresses the look and feel of the state portal, provides availability of standardized CA portal templates, and provides for improved search engine capability.

Payment Engine Project

Reports on portal payment processing options for the state portal, and provides a statewide strategy.

Long Term Solutions Project

Addresses developing long term solutions for the state portal. This project will 1) develop a procurement document, and 2) issue a contract to include the review, proposal, strategy, and plan to execute changes to the portal's components.

Project Scope

- Portal's Look and Feel, and Expanded Search Engine Project
 - Project Manager – Keith Mitsuyasu
 - Consultant – Human Factors International
 - Scope:
 - Redesign & implement web page templates consistent with Portal Steering Committee recommendations.
 - Assess search engine & recommend changes.
 - Create webmasters' toolbox and training curriculum.
 - Implement online resource guide and offer training.

Project Scope

□ Payment Engine

- Project Manager – Megan Johnson

- Consultant – Eclipse Consulting

- Scope:

- Analyze current payment engines.

- Recommend statewide payment engine options.

- Working with the State CIO and major customers of payment processes, determine strategy to implement statewide payment engine.

- Implement statewide payment engine strategy.

Project Scope

- Long Term Solutions
 - Project Manager – Karan Marsh
 - Consultant – Unknown
 - Scope:
 - Acquire consultant to develop procurement documents.
 - Recommend procurement strategies to acquire portal system integrator.
 - Develop Information Technology Procurement Plan.
 - Gain ITPP approval.
 - Develop and issue procurement documents.
 - Conduct procurement and award contract.

Status Report

- Redesign Web Pages & Search Engine
 - Received HFI's recommendations from expert review and usability testing.
 - Found several problems such as search engine does not work well and My California has limited value.
 - Completed search engine assessment.
 - Recommend procuring and installing new commercial search engine.



Status Report

- Statewide Payment Engine
 - Received business and technical requirements.
 - Final report completed.
 - Working with State CIO, major customers of payment processes, and Department of General Services on strategies for implementing statewide payment engine.

Status Report

- Long Term Solutions
 - Issued statement of work for procurement consultant.
 - Identifying resource needs to develop procurement documents.