



California In-Touch

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State Chief Information Officer

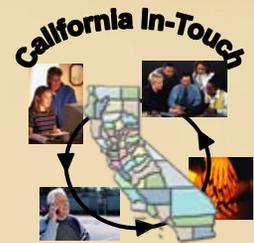
May 11, 2006

Government Services Accessible to All

California In-Touch

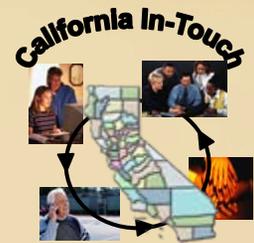


California In-Touch



Vision: Trusted, Intuitive, Responsive, Transparent Service Delivery

- Focus on the customer
- Build public trust
- Meet the needs of diverse communities
- Provide secure, simple to use, easy to find services
- Accessible by community and individual preferred method(s)
 - in person, phone, mail, email, web



The California Context

- Diverse Communities

- Population

- Aging citizenry
- Cultural and language differences
- Retiring Baby Boomers
- Technology enabled & dependent



- Business

- Small
- Corporate
- International



Portable
Telecommunications



- Multiple Needs

Ongoing
Technological
Changes



- Multiple Expectations

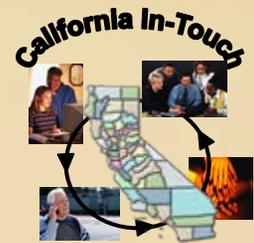
- Constant Changes

- Need for Adaptability



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What's Next?

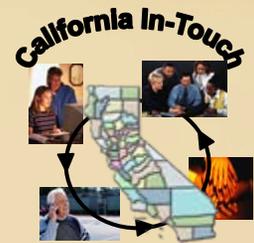




Meeting California's needs

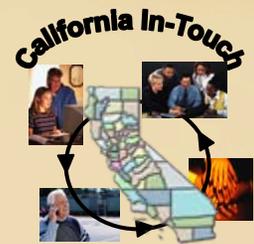
- Understand needs
 - Establish priorities
 - Elicit input
 - Focus Groups
- Obtain sustainable resources
 - Garner support
 - Partner with Program Managers, Control Agencies & Legislature
 - Secure funding
 - Allocate expertise & tools
- Deploy community friendly services
 - Include representatives in development and testing efforts
- Plan for change





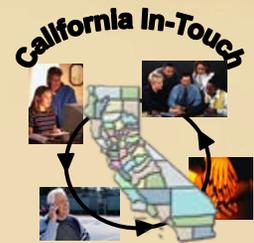
Service Delivery Approach

- Establish governance
- Promote enterprise view & federated model
 - California Service Center
 - Specialty Service Centers
- Encourage collaboration & partnerships
 - Inter-Department, Inter-Agency
 - Constitutional Offices, Judicial Branch, Legislative Branch
 - Local, Federal
 - Industry
- Support joint endeavors
 - Save time, save money
 - Share resources & services
 - Enable adaptability, standards
 - Speed service delivery



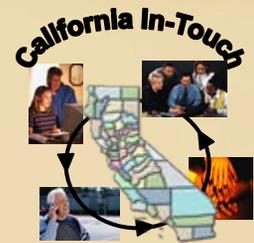
Strategic Online Goal Activities

- **Service Goal:** Statewide Portfolio of Online Services by 2010
 - Inventory current online services & transactions NOW
 - Categorize by
 - Community of Interest
 - Service Offering
 - Identify planned online services & transactions NEXT
 - Categorize
 - Prioritize
 - Determine applicable participation for
 - Departmental Content
 - Specialty Service Centers
 - California Service Center
 - Plan for reusability and Shared Services



Start Now!

- The Right Direction - Specialty Service Centers
 - Tax Service Center
 - Business Service Center
 - Health Service Center
 - Education Service Center
 - Emergency Readiness Center
- The Right Steps
 - MyCalifornia Home Page
 - Web sites well organized with easy navigation and improved search capabilities
 - Current content
 - Profile based
 - Citizen
 - Business
 - Employee
 - Multi-Lingual
- More E-Services
- Parallel Efforts



Additional Information

- Contact Information
 - State CIO
 - Portal Steering Committee
 - Portal Review Board
- State CIO web site: *Government Services on the Web: California In-Touch*
<http://www.cio.ca.gov/PortalSteeringCommittee.html>
- Ca Research Bureau: *Policy and Management Issues Framework: Statewide Portal Project*
<http://www.library.ca.gov/html/statseg2a.cfm>