

AGENDA

Electronic Government Portal Advisory Board



ENTERPRISE
information services

Meeting Date: August 27, 2024
Time: 10:30 AM – 12:00 PM
Location: Phone: 1-503-446-4951 Code: 727 733 440#
[Click here to join the meeting](#)

Members

Chairperson:

Ben Kahn

Oregon Department of Transportation

Vice-chairperson:

Jennifer de Jong

Enterprise Information Services

Aaron Woods

State Senator
District 13

Becky Gladstone

Public Member

Ben Bowman

State Representative
District 25

Bryan Cruz González

Oregon State Treasury

Chris Molin

Oregon Secretary of State

Kevin Mannix

State Representative
District 21

Kim Thatcher

State Senator
District 11

Adam McBride-Smith

Oregon Health Authority

Raelynn Henson

Oregon Department of Administrative Services

Richard Chaves

Chaves Consulting
Public Member

Sam Schwartz

PhD Student
University of Oregon

E-Government Manager

Ying Ki Kwong
503-931-6249

Next Meeting:

Q4 2024

ITEM	PRESENTER	TIME	ACTION
Welcome and Introductions			
	Ben Kahn, ODOT Chairperson	10:30-10:35 AM	<ul style="list-style-type: none"> • Confirm quorum • Welcome new Board member
Approval of Minutes (May 21, 2024)			
	Chairperson	10:35-10:40 AM	Board vote
E-Government Program Update			
	Ying Ki Kwong, E-Government Program	10:40-10:50 AM	Informational
Tyler Oregon Update			
	Roger Anderson, Tyler Oregon	10:50 – 11:00 AM	Informational
E-Government Survey (Phase 3) Update			
	Jillian Girard, PSU Hatfield School of Government	11:00 – 11:10 AM	Informational
Oregon Digital Equity Plan Update			
	Leina Gonzalez Baird, Business Oregon	11:10 -11:20 AM	Informational
New Federal Rule for Web and Mobile Accessibility			
	Adam McBride-Smith, Oregon Health Authority / Board Member	11:20-11:35 AM	Informational
E-Government Operations & Projects Update			
	Roger Anderson, Tyler Oregon	11:35 -11:45 AM	Informational
Public Testimony			
	Chairperson	11:45 -11:55 AM	Testimony
Meeting Wrap-up and Adjournment			
	Chairperson	11:55 - 12:00 PM	Informational



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E-Government Program Update

Ying Ki Kwong

Oregon E-Government Program

August 2024

Strategy 1 - Put People First: Identifying Oregonian's digital government needs:

- (a) Survey Oregonians and research national best practices
- (b) Understand the needs of historically under-served groups

▶ Continue partnership with Hatfield School of Government at Portland State University to better understand needs of Oregonians

- “Phase 3” focus in 2024 – historically underserved parts of Oregon business communities
- Contract executed
- Methodology completed by PSU team & approved
- Partnering with Business Oregon and regional community business organizations

→ *more on today's agenda*



Strategy 1 – Put People First: Identifying Oregonian’s digital government needs:
(c) Continue updating the Oregon.gov platform to improve accessibility and usability
(d) Innovate and Improve E-Government Program services

Strategy 3 – Remove barriers to access state of Oregon resources online

▶ **Continue investments in existing and new technical platforms**

- Upgrade Oregon.gov content management (SharePoint)
- Upgrade accessibility testing & analytics of websites (Siteimprove)
- Upgrade Service Desk platform (ZenDesk)

▶ **New webparts – to improve user experience of websites**

▶ **New solutions – file sharing, forms**

→ more on today’s agenda





Tyler Oregon Update

Roger Anderson, General Manager

Presentation to the Oregon E-government Portal Advisory Board,
August 27, 2024

Tyler Oregon Update Agenda

1. Investment Areas for 2024 (New & Ongoing)
2. Business activity update: Updated Tyler Oregon website
3. Introducing Tyler Oregon's New Director of Operations, Neha Parashar

Investment Areas for 2024 (New & Ongoing)

Ongoing Investment Areas

- **SharePoint CMS Environment**
 - Ongoing support of the current environment for SP 2016
 - Standing up new environment for SharePoint SE for migration over next 24 months
- **Zendesk/Service Desk**
 - Upgrading platform to enhance service delivery monitoring for Service Desk
- **Siteimprove**
 - Working on adding additional functionality for Siteimprove to support E-Government Program website accessibility and analytics. Should be in place for Q4.
 - Important as we prepare for Federal ADA accessibility rules changes for web content and mobile apps due by 2026, and SharePoint migration to new version.

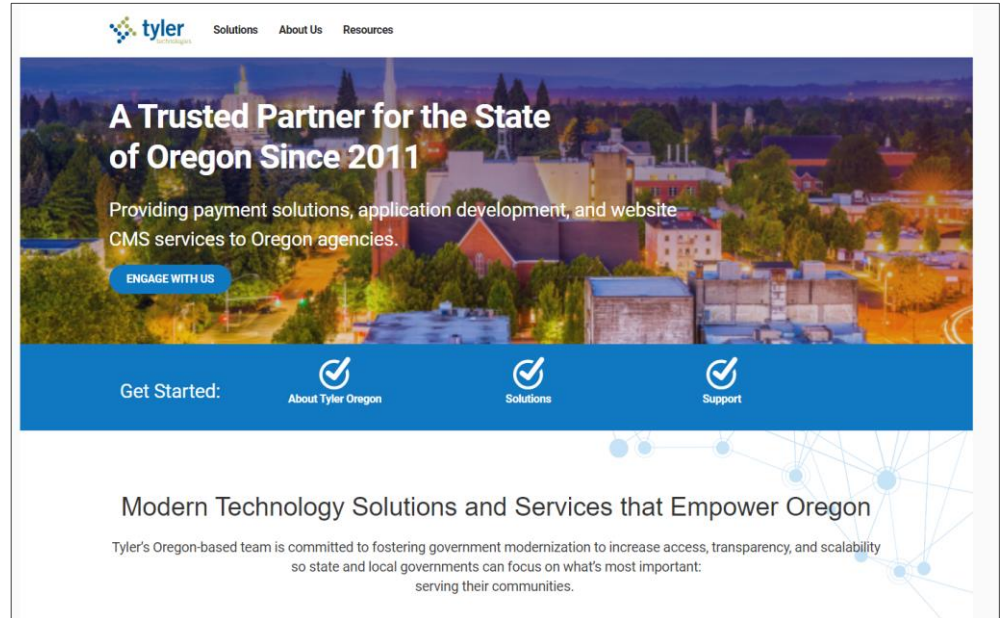
Investment Areas for 2024 (New & Ongoing)

New Investment Areas

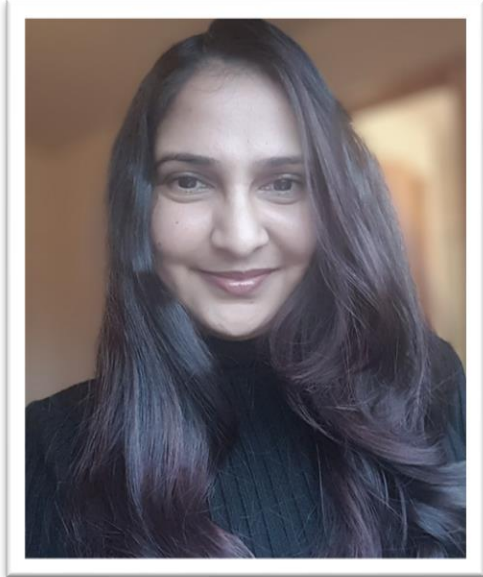
- **Research Collaboration**
 - Phase 3: PSU Center for Public Service collaboration (more to come on agenda)
- **Connected Oregon – File Sharing**
 - Exploring solutions that would allow for file sharing between state and local government entities. Under consideration is “Content Manager” Tyler product, or third-party solutions.
- **Web CMS Pilot**
 - Early planning stages of pilot project to test alternative platform for E-Government websites. Does not impact SharePoint migration.
- **Enterprise Tools**
 - Online form tool
 - New web parts for SharePoint environment.

Business Activity Update

- Tyler Oregon Website
 - Final step of brand integration with Tyler Technologies
 - tylertech.com/oregon; simplified design, improved ease of use
 - General inquiries, link to service desk, updated engagement forms for new projects (WOC initiation)



“



Introducing Neha Parashar,
Tyler Oregon's new Director
of Operations

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E-Government Project Phase III Overview

August 27, 2024

Prof. Jillian Girard – Senior Fellow, Lead Analyst & Project Manager

Prof. Veronica Cano – Senior Fellow

Diane L. Odeh, MPA – Project Associate, Research Assistant

Carl Christiansen, MPA – Project Associate, Research Assistant

Center for Public Service Project Support

Diane L. Odeh, MPA – Research Assistant

- Project Associate, Center for Public Service
- Doctoral Student in Public Affairs and Policy
- Teaches program evaluation and civic engagement
- Project example: Housing infrastructure assessment of cities in the State of Oregon

Carl Christiansen, MPA– Research Assistant

- Project Associate, Center for Public Service
- PhD candidate in Public Affairs and Policy
- Published work on nonprofit organizations
- Project example: Nonprofit incubator assessment for City of Beaverton

Center for Public Service Project Leads

Veronica Cano, PhD

- Senior Fellow, Center for Public Service
- Doctorate in Social Work
- Teaches research methods, program evaluation, and policy analysis
- Project example: Phase II of E-Government project

Jillian Girard, PhD - Lead Analyst, Project Manager

- Senior Fellow, Center for Public Service
- Doctorate in Public Affairs and Policy and Master of Public Administration
- Teaches research methods, data analysis, and data visualization principles
- Project example: Complex pay equity analyses for public entities

Center for Public Service

The Center for Public Service is a self-supported center within the Hatfield School of Government at Portland State University.

The unique position of the Center for Public Service allows us to engage directly with students at Portland State University, supporting their learning while also contributing to the larger community.

The Center also brings academic rigor as well as a neutral, academic viewpoint to the research and analysis process.

Project Background



Continuing follow up from phase I

1. Phase I – broad quantitative understanding of where we are seeing discrepancies in experiences and access. Identified differences based on...
 - Race and ethnicity
 - Disability status
 - Immigration status and people who speak a language other than English
 - Additional information was needed from the business community
2. Phase II focused on race and ethnicity, immigration status, and language
3. Phase III is focused on accessibility, broadly construed among the business community

Phase III Goal:

Solicit feedback on Oregon E-Government from key business participants; with emphasis on historically underrepresented communities

Areas of investigation:

1. What are people's experiences with the current online business resources?
2. Are the resources broadly accessible, including language and disability considerations?
3. How do business operators view future opportunities for new technologies (e.g., AI) and what would be helpful for them in the future?
4. A review of differences by both business and personal demographics

Investigation Approach:

Data Collection

- Surveys deployed broadly to business participants across Oregon (Arabic, Chinese, English, Hindi, Korean, Russian, Spanish, Vietnamese)
- Interviews conducted with key individuals who have knowledge of business operators' experiences with E-government in the State of Oregon.
- Focus groups conducted with business operators who have experience navigating E-government in the State of Oregon

Sampling

- Any business operator in the State of Oregon is eligible to participate
- Outreach emphasis on BIPOC communities, veterans, women-owned businesses, individuals with disabilities, people in economically distressed areas

Timeline of the Project:

Task	Primary Resource	Timeline
1. Create survey, focus group questions, and interview protocol	CPS	July-August 2024
2. Collect Data	CPS	August-October 2024
3. Analyze Data	CPS	September-November 2024
4. Interpret Data and Report Findings	CPS	October-December 2024
5. Report to Key Partners	CPS	December 2024-January 2025
6. Plan for Additional Work	CPS	January 2025

State Digital Equity

Leina Gonzalez Baird
Digital Equity Program Coordinator
Oregon Broadband Office

August 27, 2024



Digital Equity Act

1. State Digital Equity Planning Grant Program
2. State Digital Equity Capacity Grant Program
3. Digital Equity Competitive Grant Program

Digital Equity Act: 1, 2, 3

State Digital Equity Planning Grant Program: A \$60M formula grant program for states, territories and tribal governments to develop digital equity plans.

State Digital Equity Capacity Grant Program: A \$1.44 billion formula grant program for states, territories, and tribal governments. It will fund an annual grant program for five years in support of digital equity projects and the implementation of digital equity plans.

Digital Equity Competitive Grant Program: A \$1.25 billion grant program. It will fund annual grant programs for four years to implement digital equity projects.

PURPOSE

Digital Equity Funding Priorities and
Covered Populations

The Digital Equity Act Aims to . . .

Promote digital inclusion and equity.

Reduce the digital divide.

Ensure that all people and communities have the skills, technology, and capacity needed to reap the full benefits of our economy and society.

Digital Equity Act Funding Priorities

- **Broadband Internet Access:** Affordable, reliable high-speed home internet service.
- **Devices and Tech Support:** Affordable computer and technical support.
- **Digital Literacy and Skills:** Individuals have the digital skills to support their ability to meaningfully use the internet in their daily lives.
- **Accessible and Inclusive Content:** Public online content is inclusive and accessible by all.
- **Privacy and Security:** Individuals can protect their data privacy and security online.

Phase 3: NTIA Digital Equity Competitive Grant Program

Phase 3: NTIA Digital Equity Competitive Grant Program

- **DE Competitive Grant Program complements the State Digital Equity Plan and the State Digital Equity Capacity Grant Program.**
- **National Telecommunications and Information Administration (NTIA) released the Digital Equity Competitive Grant Program Notice of Funding Opportunity on 7/24/2024.**

Resources

State and Federal

Resources: State

- [Oregon Broadband Office website](#)
- [Oregon Broadband Office Digital Equity Program](#)
- [State of Oregon Digital Equity Plan](#)
- Do you have any questions? Please contact Leina Gonzalez Baird, Digital Equity Program Coordinator, Leina.Gonzalez-Baird@biz.Oregon.gov
- Stay in the LOOP! Subscribe to the [OBO Newsletter & News](#)
- #Oregonbroadband4all Follow on LinkedIn, X, and Facebook

Resources: Federal

- [Digital Equity Act of 2021](#)
- [NTIA Digital Equity Act Programs](#)
- [NTIA Digital Equity Competitive Grant Program](#)
- [NTIA Digital Equity Competitive Grant Program Get Ready 1-pager](#)
- [NTIA Digital Equity Competitive Grant Program Primer](#)
- [NTIA Digital Equity Competitive Grant Program NOFO](#)
- [Digital Equity Act Population Viewer \(census.gov\)](#)

Thank You!

Introduction to Digital Accessibility in Oregon

Adam McBride-Smith
Digital Accessibility Strategist, Oregon Health Authority

Adam McBride-Smith (he/him)

-
- IAAP Certified Professional in Web Accessibility (CPWA), Accessible Document Specialist (ADS), and JAWS Certified tester.
 - Digital Accessibility and User Experience (UX) Consultant for Portland State University, the City of Portland, Clackamas County HHHS, Oregon Health Authority, ODHS, and various non-profit and private sector clients.
 - Taught Digital Accessibility at PSU.
 - **Current role:** Digital Accessibility Strategist, Accessibility, Inclusion, and Education (AIE) Unit, Oregon Health Authority

Digital Accessibility: the Legal Landscape

Evolution of Legal Requirements

- The ADA (passed in 1990) and Section 504 of the Rehabilitation Act of 1973 were both written before widespread adoption of the internet.
- US Department of Justice (DOJ) has held that the ADA applies to state and local government web content under Title II since 1996.
- In recent years, the DOJ has stepped up Title II enforcement.
 - Example: US Attorney's Office opened an investigation into the COVID vaccination websites of several New York State entities in 2020. An agreement was reached in 2022, where NY state is required to make its web content accessible.
- DOJ declared its intention to publish a Notice of Proposed Rulemaking (NPRM) on the subject.

Recent Updates to the ADA and Section 504

- **July 25th, 2023:** The DOJ's *Notice of Proposed Rulemaking on Accessibility of Web Information and Services of State and Local Government Entities* was published.
- **April 24th, 2024:** [the DOJ's final rule](#) was published.
- **May 9th, 2024:** A [rule on Nondiscrimination on the Basis of Disability Under Section 504](#), published by the US Health and Human Services Department (HHS).

About the new DOJ and HHS Rules

- DOJ rule applies to all digital content produced by *or for* the state of Oregon
 - **Important note: This includes content that the state procures from vendors.**
- HHS rule covers all entities that receive federal healthcare money.

Details of the New Rules

Both rules:

- Set a technical conformance standard of [WCAG \(the Web Content Accessibility Guidelines\) 2.1](#) Levels A and AA.
- Provide a 2-year timeline for states (the compliance deadline for the DOJ rule is April 24th, 2026)
- Explicitly cover “conventional electronic documents,” defined as:
 - portable document formats (PDFs)
 - Word processor file formats (such as Word docs)
 - Presentation file formats (such as PowerPoint presentations)
 - Spreadsheet file formats (such as Excel files)

The Digital Accessibility Policy Workgroup

Formed in November, 2022 to draft digital accessibility policies for OHA and ODHS.

Includes participants from OHA and ODHS, as well as representatives from DAS, Oregon Broadband, Oregon Commission for the Blind, etc.

We have two policies in final draft form:

- Accessible Content Creation
- Procurement of Accessible Content

September 9th, 2024: Policies go to Joint Policy Committee

November 1, 2024: New policies effective

Despite our progress, many challenges remain

- While Oregon's E-government pages have improved – and this should be celebrated – **much of our procured digital content is not in compliance with WCAG**. For more information, watch our Global Accessibility Awareness Day presentation from May with Nelacey Porter [starting at 46:00] <https://www.youtube.com/watch?v=iCpiodakxPw>
- SiteImprove is being used to conduct automated testing on Oregon.gov pages – this is very positive. However, automated testing can only detect about 30% of WCAG violations. The other **70% of WCAG requires manual testing**.
- Oregon, like many states, has been heavily reliant on documents to relay and gather information – particularly PDFs. OHA, for example, has **approximately 30,000 PDFs** on its servers. The great majority of these documents are not WCAG conformant.
- **Oregon lacks both a statewide policy for digital accessibility and a centralized digital accessibility program**. This is increasingly abnormal and is delaying our progress as a state.



Oregon E-Government Program Operations

August 27, 2024 EPAB Update

Roger Anderson, General Manager

A hand is shown holding a tablet computer. The background is a soft-focus bokeh of warm, golden-yellow lights, suggesting an indoor setting with ambient lighting. The tablet screen displays some faint, illegible content.

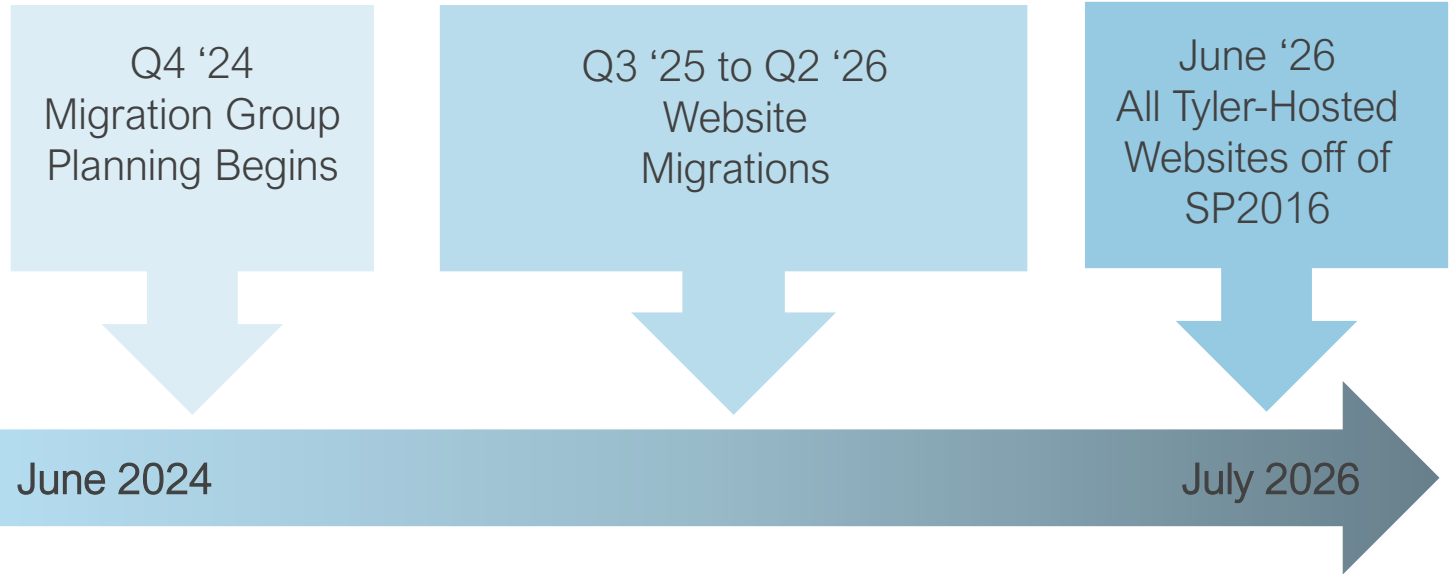
Project Updates

Enterprise Projects

- Newsroom 2.0
 - Released on 3/26
 - Regular updates, subscription functionality – Q3 target
- Monetra to Elavon E-Commerce Transition/TID Update
 - In Progress
- SharePoint 2016 to SE Migration
 - Q4 2024 – Q2 2026

SharePoint SE Migration

Moving 100+ Agency websites to latest edition of SharePoint



New Releases

SharePoint CMS Template

4.15.8 (June)

- Updates to navigation search, Google Analytics 4 update to Helpful Page Poll.

4.15.8.2 (July)

- Update to use Cloudflare reCAPTCHA (instead of Google)

Websites

- DOR Usability Testing
- Commission for the Blind Website Redesign (DIY)
- Independent Contractors Board Website Redesign (DIY)

Custom Applications

- Classification and Compensation App Update (DAS)
- 8 product support updates

E-Commerce

Projects In Progress

E-Commerce Integrations

- State Lands Customer Payments
- OSLAB Payment Integration
- OSBGE Payment Integration

Applications

- Treasury Trust Intake Forms
- DHS/OHA Personal Injury Liens Program Data Transfer
- State Library PromptPay

Websites

- ODA Website Redesign
- ODOT State of the System Template
- Web Parts Update

Opportunities

Websites



- Alternative Web CMS Pilot
- Criminal Justice Commission
- OHA Navigation Design
- Aviation Website
- DOGAMI/Tsunami Clearinghouse Website
- SOS Website Redesign

Applications

- My Civic Mobile Applications
- Commission for the Blind PromptPay
- Single Point of Contact (SPOC) Manager



E-Commerce Integrations



- Higher Education Payments
- Department of Early Learning Payments

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Electronic Government Portal Advisory Board (EPAB) Meeting Minutes

Draft and subject to review / approval by EPAB



Meeting Date: May 21, 2024

Time: 10:30 AM- 12:00 PM

Location: Virtual meeting using Microsoft Teams

Board Members in attendance: Becky Gladstone, Ben Kahn, Bryan Cruz González, Chris Molin, Jennifer de Jong, Raelynn Henson, Richard Chaves, Sam Schwartz, Representative Mannix

E-Government Program Support in attendance: Ying Ki Kwong (Program Manager, Enterprise Information Services), Cody Anders (Analyst, Enterprise Information Services), Amy Stark (Tyler Oregon), Roger Anderson (Tyler Oregon)

ITEM, DISCUSSION
Welcome and Introductions
Chairperson Ben Kahn opened the meeting and provided an introduction. The Chairperson welcomed Board members and all attendees. Ben Kahn wished a farewell to Mavel Morales for resigning from the board. Ying Kwong conducted roll call and confirmed that the meeting had quorum with most of the voting board members present.
Approval of Minutes (February 7, 2024)
Approval of 2/07/24 Minutes – Becky Gladstone motioned to accept the minutes, seconded by Raelynn Henson. All in favor and none opposed. Unanimously Approved
E-Government Program Update
<p>Ying Ki Kwong – Provided the following updates to the board:</p> <ul style="list-style-type: none">• Update on Oregon E-Government Strategic Plan as adopted by EPAB in February 2023. Three strategies and various initiatives○ Strategy 1- Put People First: Identifying Oregonian’s digital government needs: -<ul style="list-style-type: none">(a) Survey Oregonians and research national best practices.(b) Understand the needs of historically under-served groups. <p>Continue partnership with Hatfield School of Government at Portland State Univ. to better understand needs of Oregonians.</p> <ul style="list-style-type: none">• Phase 3 focus in 2024- historically underserved parts of Oregon business communities.• Methodology- focus group & interviews of targeted groups.• Contracting in progress- high level plan in place with estimated completion in January 2025.• Partnering with Business Oregon, the state’s economic development agency.• Strategy 1- Put People First: Identifying Oregonian’s digital government needs: <p>(C) Continue updating the Oregon.gov Platform</p> <p>Migrate Oregon.gov content management system from SharePoint Server 2016 to a newer version of SharePoint.</p> <ul style="list-style-type: none">• Before July 2026.

Strategy 2- Align goals of agency stakeholders and governance bodies:

(b) Conduct annual business planning with Tyler Oregon.

Process for 2024 as used in recent years.

- Presentations to EPAB- November & February meetings
- Tyler Oregon/ E-Government Program Meetings- Q1 & Q2
- Business Plan & Budget process- complete for 2024.

Program Management Fund to improve Oregon.gov.

- \$600k allocated by Tyler Oregon for 2024- items approved:
- Hatfield School of Government contract on Survey Phase 3
- Siteimprove accessibility testing tool & testing services.
- SharePoint web parts to improve Oregon.gov platform usability and accessibility.

Update on federal rule on web & mobile accessibility.

Federal DOJ rule to go in effect.

“Nondiscrimination on the Basis of Disability; Accessibility of Web Information and Services of State and Local Government Entities,” under title II of the American with Disabilities Act.

- Effective date: 6/24/24
- Compliance date: 4/24/2026

Oregon Digital Equity Plan

Leina Gonzalez Baird- Digital Equity Program Coordinator in the Oregon Broadband Office for the State of Oregon.

State Digital Equity Program Update-

- March 28, 2024: State of Oregon Digital Equity Plan accepted by the National Telecommunications and Information Administration (NTIA)
- March 29, 2024: NTIA released the State Digital Equity Capacity Grant Program Notice of Funding Opportunity (NOFO); and state allocation announced.
- May 28, 2024: Application due to NTIA for State Capacity Grant Program allocation.
- August 29, 2024: NTIA will begin releasing Capacity Grant funds to states.

Program Priorities-

- Broadband Internet Access
- Devices and Tech Support
- Digital Literacy and Skills
- Accessible and Inclusive Content
- Privacy and Security

Thank you and stay in the loop!

- Sign up for e-blast updates on our website: Broadband.Oregon.gov
- Email us at broadband.Oregon@biz.Oregon.gov
- Questions about the State DE Program? Please reach out to Leina Gonzalez Baird, Digital Equity Program Coordinator, Oregon Broadband Office @ Leina.Gonzalez-Baird@biz.Oregon.gov

Tyler Oregon Business Planning for 2024

Annual Business Planning

- FY2024 Tyler Oregon Business Plan & Budget completed and submitted to EIS management.
- Process complete for 2024 per State Master Agreement, Program Management Schedule.

Business Plan Brief Overview:

- Invest in strategic initiatives that align with EPAB adopted strategic vision document and EIS management guidance.

- Enhance value and offerings to stakeholder agencies through service portfolio improvements.
- Amplify the impact of digital government solutions and drive progressive innovation.
- Manage operational and technical investments to support existing operations and strategic objectives.

Aligning with the State’s Evolving E-Government Needs

- Tyler Oregon is well positioned to support the State to improve and expand its E-Government services portfolio, including needs of the Oregon Digital Equity Plan and initiatives in our client agencies.
- Continued investment in understanding user needs and improving accessibility and usability.
- New and ongoing initiatives to support statewide efforts in accessibility and digital equity, as envisioned by State management in our client agencies.

Strengthening E-Government & Community Impact

- Engage stakeholders and expand visibility of Tyler Oregon’s Solutions and services.
- Collaborate with Tyler Cloud team to cloud-migrate portfolio; broaden accessibility and usability in serving diverse communities.
- Participate in and support data sharing pilots to address complex societal challenges, fostering transparency and better outcomes.

Amy Stark- asked the chairperson to have 2 minutes at the end of the meeting for an announcement.

E-Government Operations & Projects Update

Project Updates-

- Newsroom 2.0 (released on 3/26)
- App engine platform upgrade to engagement builder (completed on 5/14)
- Monetra to Elavon E-Commerce transition/TID update (In progress-target completion in June)
- SharePoint 2016 to SE Migration (Q4 2024-Q2 2026)

New Releases-

- SharePoint CMS Template: 4.15.5 (February) several accessibility improvements for calendar, accordion, and form builder webparts. 4.15.6 (March) update for newsroom 2.0. 4.15.7 (May) accessibility updates for navigation search breadcrumbs, and accordion webpart. Improvements to DataTable and calendar webparts.
- Websites: EIS website phase 2, office of the governor regional solutions webpage, higher education coordinating commission website, and Department of State Lands website.
- Custom applications: TSPC Phase 4b, ethics HB2038 update, 17 product support updates.
- E-Commerce: Chiropractic Examiners Board Payment Integration and OHCS AR/PR E-Commerce.

Public Testimony

None

Meeting Wrap-up & Adjournment

Amy Stark- Let everyone know she will be departing her position as GM of Tyler Oregon effective at the end of the week. Wanted to send her warmest gratitude and thank you to everyone.

Chairperson thanked board members and guests for attending and adjourned meeting.

Action Items:
None