

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: MARCH 8-

Time:

- | | | | |
|----|------|--|---|
| 10 | I. | Opening
Review previous minutes | Debbie Schwartz |
| 45 | II. | Recommendation on FTB Template Design
Accessibility Update (Preliminary Review)
Usable by developers without Dreamweaver (Update)
Usability (Update)
New design procedure (Update)
Outstanding questions to send with the recommendation | Neal, Patrick
Anamarie
Donna
Donna
Working Group |
| 30 | III. | Top Level Standards, Guidelines, and Best Practices
Accessibility
Usability
Findability | Neal, Patrick
Donna
Kris/Debbie |
| 15 | IV. | Proof of Concept Using SCIO Templates | Donna, Anamarie,
Claudina |
| 10 | V. | Open Forum -- recommendations from team | All |
| 10 | VI. | Next Steps and Adjourn
Next IOUCA meeting March 14, 2006 at OPR
Agenda Items? | Kris Ogilvie
&
Debbie Schwartz |

IOUCA Working Group Purpose and Definition – Updated February 28, 2006

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

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

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>.

IOUCA Working Group

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Accessibility:

Definition:

Accessibility is defined as 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.

Purpose:

To create Web pages that are operable by and usable to individuals who have varying levels of ability and disability and which are not restricted by their primary language or reliance on assistive technology.

Usability:

Definition:

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/>)

Purpose:

To make sure something works well; that a person of average or below average ability and experience can use something for its intended goal. (Steve Krug, Don't Make Me Think - paraphrased)

Findability:

Definition:

“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

www.Findability.org

“You can't use what you can't find.”

Purpose:

The purpose of findability is to allow people to locate the information that they are looking for in an easy, efficient, and intuitive manner with as few steps as possible.