

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: APRIL 4-

Time:

- | | | | |
|----|-------|---|---|
| 15 | I. | Opening
Review previous minutes
Provide updates on action items (see attached list) | Debbie Schwartz
Working Group |
| 15 | II. | Recommendation on New Template Design (Design 1)
Accessibility Update (Preliminary Review)
Usability (Update)
New design procedure (Update)
Outstanding questions to send with the recommendation | Neal Albritton
Donna Freeman
Donna Freeman
Working Group |
| 20 | III. | Top Level Standards, Guidelines, and Best Practices
Accessibility
Usability | Neal Albritton
Donna Freeman |
| 30 | IV. | Cascading Style Sheets
Demonstration of how style sheets work
Benefits and business drivers of designing with style sheets
Risks associated with not using style sheets
Demonstration of style sheets from Texas company | Steve Branson
Patrick Johnson
Neal Albritton |
| 10 | V. | IT Leaders Presentation | Debbie Schwartz |
| 10 | VI. | Portal Redesign Project (PRP) Update | Rick Vagg |
| 15 | VII. | Open Forum -- Recommendations from team | All |
| 5 | VIII. | Next Steps and Adjourn
Next IOUCA meeting April 11, 2006 at LC II (900 N Street)
Agenda Items? | Kris Ogilvie
Debbie Schwartz |

IOUCA Working Group Purpose and Definition – Updated April 3, 2006

Accessibility: 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.

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

Findability: “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. “You can’t use what you can’t find.” - www.Findability.org

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

Usability: 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/>).

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>.

Action Items for Review – Due April 4, 2006

ACTION: *Prepare a plan to establish ongoing communication with webmasters; may want to organize along the lines of the federal government's content managers forum.*

Assigned To: ?

Due: ?

ACTION: *Send an email to Neal emphasizing the importance of DOR's involvement in the proof of concept.*

Assigned To: John Jewell

Due: April 4, 2006

Update: *Claudina and Neal will identify what the IOUCA needs from DOR. Once the needs have been identified, Clark Kelso will call the DOR director to emphasize the criticality of DOR's involvement in the working group.*

ACTION: *Identify formats currently being used on California web pages.*

Assigned To: Steve Clemons

Due: April 4, 2006 (Update)

Update: *Debbie will contact Steve for an update.*

ACTION: *Frame the issue of application accessibility and usability.*

Assigned To: Steve Clemons

Due: April 4, 2006 (Update)

Update: *Debbie will contact Steve for an update.*

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

Assigned To: Steve Clemons

Due: April 4, 2006 (Update)

Update: *Debbie will contact Steve for an update.*

ACTION: *Complete the accessibility standards and guidelines workbook.*

Assigned To: Neal Albritton

Due: April 4, 2006 (Update)

Update: *In progress.*

ACTION: *Post amended list of usability recommendations and FTB's implementation status on working group website.*

Assigned To: Donna Freeman

Due: April 4, 2006

Update: *We cannot use the guidelines provided by HFI. Donna is developing recommendations and guidelines using other sources.*

ACTION: *Draft usability standards, guidelines, and best practices.*

Assigned To: Donna Freeman

Due: April 4, 2006 (Update)

Action Items for Review – Due April 4, 2006

Update: We cannot use the guidelines provided by HFI. Donna is developing recommendations and guidelines using other sources.

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

Assigned To: Neal Albritton

Due: April 4, 2006 (Update)

ACTION: Complete the detailed accessibility review of the FTB templates.

Assigned To: Neal Albritton

Due: April 4, 2006

Update: Plan to begin next week after preliminary analysis is complete. It will take two weeks to complete.

Future Action Items (Not Scheduled for Review this Week)

ACTION: Post the workbook on the IOUCA working group website.

Assigned To: Neal Albritton/Donna Freeman

Due: April 11, 2006 (Update)

ACTION: Using the list of formats currently being used on California web pages, note which formats are completely accessible, and identify conversion options for formats that are not completely accessible.

Assigned To: Steve Clemons and Neal Albritton

Due: April 18, 2006 (Update)

Update: Delayed update three weeks; dependent on completion of list of formats to begin.

ACTION: Discuss a process for disseminating information to a wide audience quickly.

Assigned To: John Jewell and Dan Whetstone

Due: April 18, 2006 (Update)

ACTION: Follow up on the feasibility of using GTC, Executive Institute, and CIO Academy as vehicles for ongoing training.

Assigned To: Claudina Nevis and Liz Meecham

Due: April 25, 2006 (Update)

Update: Update in one month.