

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 18-

Time:

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|----|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| 15 | I. | Opening
Provide updates on action items (see attached list) | Debbie Schwartz
Working Group |
| 20 | 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 |
| 30 | III. | Top Level Standards, Guidelines, and Best Practices
Accessibility
Usability | Neal Albritton
Donna Freeman |
| 20 | IV. | Design Media Questions
Design Media has requested written clarification from DOR on the goal and expected deliverables regarding the following contractual requirement: "Recommendation of a process for State departments for validating and archiving information on department websites" | Neal Albritton
Working Group |
| 15 | V. | Portal Redesign Project (PRP) Update | Rick Vagg |
| 15 | VI. | Open Forum -- Recommendations from team | All |
| 5 | VII. | Next Steps and Adjourn
Next IOUCA meeting April 25, 2006 at LC II (900 N Street)
Conference Call with Washington's state portal representatives scheduled 10-11.
Agenda Items? | Kris Ogilvie
Debbie Schwartz |

IOUCA Working Group Purpose and Definition – Updated April 18, 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>.

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

Assigned To: *Neal Albritton*

Due: *April 18, 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 18, 2006*

Update: *These are specific recommendations HFI made for FTB. FTB should be able to post them on the working group site.*

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

Assigned To: *Donna Freeman*

Due: *April 18, 2006 (Update)*

Update: *Donna is recommending the IOUCA adopt the comprehensive guidelines posted on FirstGov's www.usability.gov. Donna will work on grouping the guidelines so they are easy to view, use, and understand. Donna, John, Kris, and Debbie will try to schedule a conference call with FirstGov to discuss our plans to adapt their guidelines for clear, easy understanding.*

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

Assigned To: *Neal Albritton*

Due: *April 18, 2006*

Update: *The accessibility review is planned for this week.*

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

Assigned To: *Steve Clemons, Debbie Schwartz*

Due: *April 18, 2006 (Update)*

Update: *The topic of current formats used on web pages (and their associated accessibility) such as word, adobe, etc. is much more difficult to assess than originally thought. If you look at any of the applications such as*

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word or Adobe, they will document that their applications are all accessible if used correctly. The team agreed that a list of file types being used will be helpful; accessibility of those file types will be addressed separately. Debbie will ask Steve to provide the list of file types and versions (if readily available) being used.

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

Assigned To: *Steve Clemons*

Due: *April 18, 2006 (Update)*

Update: *I anticipate that this topic should be outside the scope of the IOUCA at this point and will have to be a part of the application architecture that we are in the process of developing. There was some disagreement with this assessment in the working group. Kris and Debbie will meet with Steve to discuss how IOUCA can work with CEAP on the issue.*

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

Assigned To: *Steve Clemons*

Due: *April 18, 2006 (Update)*

Update: *Kris and Debbie will meet with Steve to discuss how IOUCA can work with CEAP on the issue.*

Future Action Items (Not Scheduled for Review this Week)

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

Assigned To: *Neal Albritton*

Due: *April 25, 2006 (Update)*

Update: *In progress*

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

Assigned To: *Neal Albritton/Donna Freeman*

Due: *April 25, 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.*

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: *John Jewell, Anamarie Malone, Rick Vagg*

Due: *April 25, 2006*