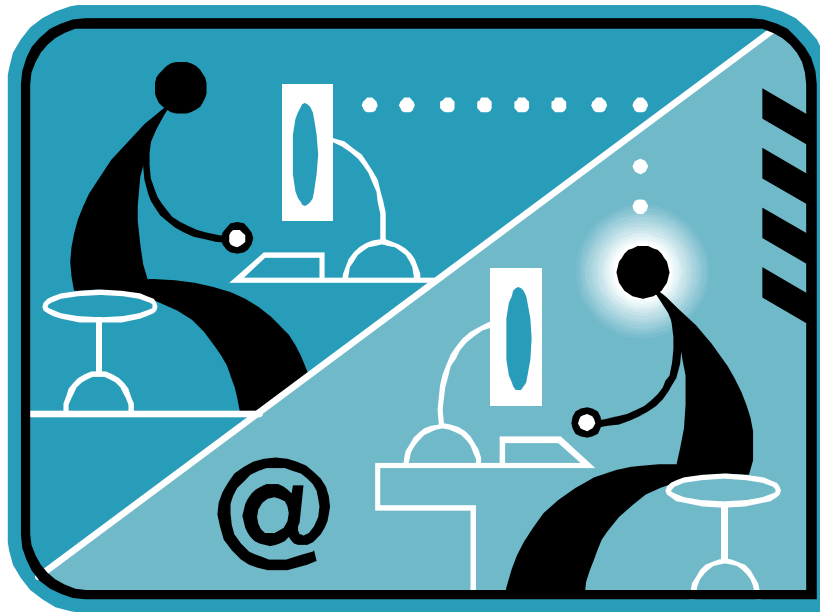


**ODOT HIGHWAY DIVISION  
PROJECT DELIVERY RELATED WEBSITE ENHANCEMENT**



**REPORT TO ACEC/ODOT LIAISON COMMITTEE  
SEPTEMBER 15, 2006**

<http://www.odot.state.or.us/ffp/hwy/opd/consultant.html>

**BACKGROUND:**

Informal feedback from internal and external users (e.g. ODOT employees, ACEC partners) indicated frequent difficulty in navigating the ODOT website and locating the information needed. Initial issues raised included:

- The website is designed according to ODOT's internal organizational structure - you have to know and understand ODOT's structure in order to effectively navigate the site.
- Information needed, especially by external partners, is not easily or logically found.

In response to this feedback and as a work plan item for the ACEC/ODOT Technology Transfer Committee, ODOT initiated a project to improve current consultant accessibility to key information available on ODOT's project delivery related Internet website pages. This resulted in the development of a draft "Consultant Web Portal" page.

The project focused on existing project development, design-build, and technical information already available on the ODOT Internet. The information available through the portal was pulled from a variety of sources across the agency with a multitude of different subject matter owners. This initial effort intended to provide a roadmap for easier access to the existing information most needed by users.

The goal is to have this portal available for full use on the ODOT Internet by October 1, 2006.

**ACTION TAKEN:**

On September 1<sup>st</sup>, the draft Consultant Web Portal page was distributed to all ACEC/ODOT Liaison Committee members, as well as key internal ODOT partners for review and feedback. The feedback has been compiled and summarized into three groups:

- General comments
- Changes to be made immediately for October 1 full release
- Suggestions to be analyzed for feasibility as potential future projects.

**FEEDBACK RESULTS SUMMARY:**

Responses were received from eleven (11) consultants and six (6) ODOT staff members. The Project Team reviewed and discussed all comments received, then identified which suggestions could be implemented quickly and which would require broader involvement, longer term work, and/or further consideration of cost and feasibility.

GENERAL COMMENTS

- All seventeen (17) responses generally praised the new consultant web portal page and supported the concept.
  - *All in all, a great "portal!"*
  - *Great job! Thanks.*
  - *Kudos!*
- Most responses indicated the portal as a considerable improvement and a great start.
  - *Thanks to everyone who has put work into this. I think it is a great improvement, and it will save all of us time and reduce frustration.*
  - *I think the page is a huge improvement. Thank you for taking the time to do this.*
- Many of the responses found the site to be fairly comprehensive and more user friendly.
  - *Information access seemed pretty easy and well thought out.*
  - *This portal is a great improvement in finding information quickly and efficiently and much of it is well organized*
- Several responses expressed a desired to provide ongoing feedback.

IMMEDIATE CHANGES FOR OCTOBER 1 RELEASE

The following suggested changes can be reasonably implemented with the October 1 release.

- *Add OBDP under the ODOT Subject Index.* Consider it done.
- *Plan to re-survey users after 6 months.* We will conduct an additional feedback process in the spring.
- *Allow for on-going feedback.* We will continue to gather and monitor feedback directly from the website through the [consultantwebportal@odot.state.or.us](mailto:consultantwebportal@odot.state.or.us) email address.
- *Website Location* – the website will reside on the Highway Division page but will have a link from the ODOT Subject Index (located on ODOT's Home Page), links from all primary ODOT area pages (Procurement Office, Office of Project Delivery, Technical Services, Planning, etc.), and will be featured on an ODOT Home Page popularity box for several months. A communication will go out to users with the direct link which can be bookmarked.
- *Add Map of Oregon; Identify Region Boundaries* – Consider it done.
- *Add links to related government sites.* We will add links to USDOT, FHWA, AASHTO, AOC and LOC. (Note: Discipline specific related sites will be recommended to those subject matter owners).
- *Add link to ODOT's FTP site* – Consider it done.

CONSIDER FOR FUTURE IMPROVEMENTS

Many suggestions similar in nature were offered. We've broken these into several overarching themes. Each will be analyzed for feasibility, cost, and resource requirements, with a final report submitted to ODOT Management by November 1<sup>st</sup>.

- *Contact Information* – this is one of the most popular suggestions, one of the most needed resources, and one of the most difficult to produce and maintain. We are exploring options to improve the management, quality, consistency and availability of contact information throughout the agency's project delivery realm. Finding an effective, cost efficient, manageable solution will take time and must include other internal partners, such as Human Resources.
- *Procurement and Contracting Information (RFP's, Contract Winners, Current Bids, etc.)* – most information related to Procurement and Contracting will be available through ORPIN. ODOT's Procurement Office also has information technology improvement efforts included in their Contracting Investment Plan.
- *Policy and Process for Information Management (Quality Control/Quality Assurance, Consistency, Confidentiality, Document Format, Drafts, Archiving, and other Document Control Issues)* – Web user groups will be established to develop policy, processes, and best practices.
- *Subject Matter Specific Feedback* - Suggestions provided in regards to specific content elements will be forwarded to the appropriate user group or subject matter owners for consideration.
- *Access to Systems & Data* – Various efforts are currently in progress to review and resolve data system and reports access issues. Security constraints, data integrity, and other issues play a considerable role in these efforts. System owners involved in this work will continue to report on progress.

**CONCLUSION:**

While this project will be considered complete and transitioned into maintenance status as of November 1st, it will mostly certainly generate additional web improvement efforts. Many thanks to all who took the time to review the Consultant Web Portal and provide feedback, as well as to all who were involved in making this project a reality and a success.