ELECTRONIC PORTAL
ADVISORY BOARD

ANNUAL REPORT

2021

Contents

1. INTRODUCTION

The Electronic Portal Advisory Board (EPAB) is comprised of members from the public, the legislature and government executives, providing advice and guidance to state government concerning the delivery of services to the public online. Though it is mostly focused on the services provided by the Department of Administrative Services (DAS) E-Government Program offered by Shared Services, its scope is not limited to that. Members of the legislature are non-voting and provide important feedback to the board on the needs they collect from residents to help our government advance. Public members keep our efforts connected to what matters to the residents of Oregon. The agency members understand the work and needs of government across the enterprise. The student member adds innovative diversity in our approach to delivering services online.

The Annual Report provides the reader with an overview of the key activities and successful implementations of online services that were completed last year to benefit the residents of Oregon.

MEET THE BOARD

Governor's Agency Appointees

Tom Fuller
Department of Transportation

Vacant, Agency Executive Appointee
Vacant, Agency Executive Appointee

Governor's Public Appointees

Richard Chaves
Chaves Consulting

Rebecca Gladstone
Public Member

Vacant, Student

Senate President Appointees

Chuck Riley
Senator, District 15

Kim Thatcher
Senator, District 13

Speaker of the House of Representatives Appointees

Marty Wilde
State Representative, District 11

Bill Post
State Representative, District 25

State Treasurer Appointee

Mike Auman
State Treasurer's Office

State Chief Information Officer Appointees

David Scheuch
Enterprise Information Services

Brian DeForest
Department of Administrative Services

Message from the Electronic Portal Advisory Board (EPAB)

The year 2020 was truly unique for Oregon. Together, we experienced two major challenges: the COVID-19 pandemic and unprecedented wildfires throughout the state. Over the long months, the Board worked with the E-Government Program and its prime contractor NIC Oregon to support the state's emergency response. In this process, we have seen good teamwork and adaptability in the face of significant adversity.

Since the onset of the COVID-19 pandemic, a new internet platform has enabled agencies to rapidly stand-up websites for emergency response use. Uses included providing information on wildfire fighting efforts and ongoing recovery initiatives.

The year 2020 also saw the successful migration of all E-Government Program hosted websites to a new, mobile friendly, more useable and accessible version of our content management system. This 12-month effort has helped increase responsiveness and security of the state's websites, as well as enabling content authors to publish content online more easily.

2021 includes work on a new E-Government strategic plan to help guide our work and harmonize the goals of the EPAB, the E-Government program, NIC, and the state E-Governance Board.

The E-Government Program's long time program manager Wally Rogers retired in June 2020 after a long and distinguished career with the state of Oregon. Ying Ki Kwong has stepped into this role. As a long time member and the new chair of this Board, I look forward to continue our work with the E-Government Program and NIC Oregon and a successful 2021. I hope you find this annual report informative.

Sincerely,

Tom Fuller
Chair, Electronic Government Portal Advisory Board

Message from the E-Government Program

The year 2020 was an extraordinary year for the Program. The COVID-19 pandemic affected every Oregonian. For the staff of this Program and members of our two advisory boards, we were no exception.

The Program's staff embedded themselves among the state's emergency communications teams during the first two months of the pandemic. We were deeply humbled by this experience and brought back many lessons learned. With unprecedented traffic to the state's website, the Program worked closely with NIC Oregon to implement technology changes. With unprecedented emergency response needs of our state agencies, the Program implemented process improvements in real time. In this process, many challenges were overcome, and

the E-Government Program -- together with our state government and NIC Oregon colleagues -- emerged stronger as a team. I thank them for their dedication and tireless effort.

The Program will continue to improve existing services, develop new services, and to make program level improvements. For services the Program already offers, we aim to do better. For services the Program is planning, we aim to maximize business impact for our state agencies. I look forward to a productive year of 2021.

Sincerely,

Ying Ki Kwong, PhD
Program Manager, E-Government Program

Message from NIC Oregon
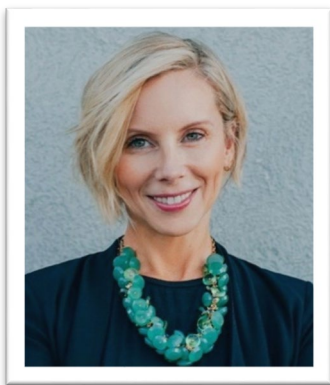
During a remarkable year, we are pleased to have assisted the E-Government Program, Oregon state agencies, and our supportive EPAB board members in meeting some extraordinary challenges. These challenges included COVID-19 and wildfires, both with devastating impact on Oregonians. Like most businesses in 2020, NIC Oregon experienced unprecedented and challenging financial impact from the pandemic. However, working with our Oregon government partners, we have begun the process of recovering from a very difficult year.

NIC Oregon continues to be well positioned in its role to support, expand, and improve the State's E-Government goals and objectives. We look forward to working closely with the E-Government Program and its advisory boards (EPAB and E-Governance Board). This effort will foster new and expanded services that align with the vision of state leadership. New services for local government and investments in improving payments, infrastructures, and enterprise platforms are a part of this vision. NIC Oregon will continue to support the E-Government Program's efforts in improving business processes, outreach and engagement, and quality outcomes for all stakeholders.

We are excited and proud to be the State's E-Government enterprise portal provider and will endeavor to continue to earn the confidence of our stakeholders in the years to come.

Sincerely,

Amy Sawyer,
General Manager, NIC Oregon

2. Notable Accomplishments in 2020

Emergency Response Support

2020 saw two major emergency events in Oregon: the COVID-19 pandemic and unprecedented wildfires throughout the state. With the support and encouragement of EPAB, the E-Government Program and NIC Oregon demonstrated adaptability and flexibility in assisting state agencies on several emergency-related projects.

At the outset of the COVID-19 pandemic, we developed a new website platform called GovStatus which allowed agencies to rapidly implement informational websites for emergency response use. GovStatus webpages are highly customizable and are built to handle higher surges in traffic than traditional agency websites. GovStatus was so successful that its use was adopted in by other states in 2020.

A wildfire response website was created for the Office of Emergency Management using the flexible GovStatus platform to provide information on ongoing fire activity and subsequent recovery efforts. That website has since been redesigned in 2021 as a full SharePoint website at https://wildfire.oregon.gov/.

Homepage screenshot from https://coronavirus.oregon.gov
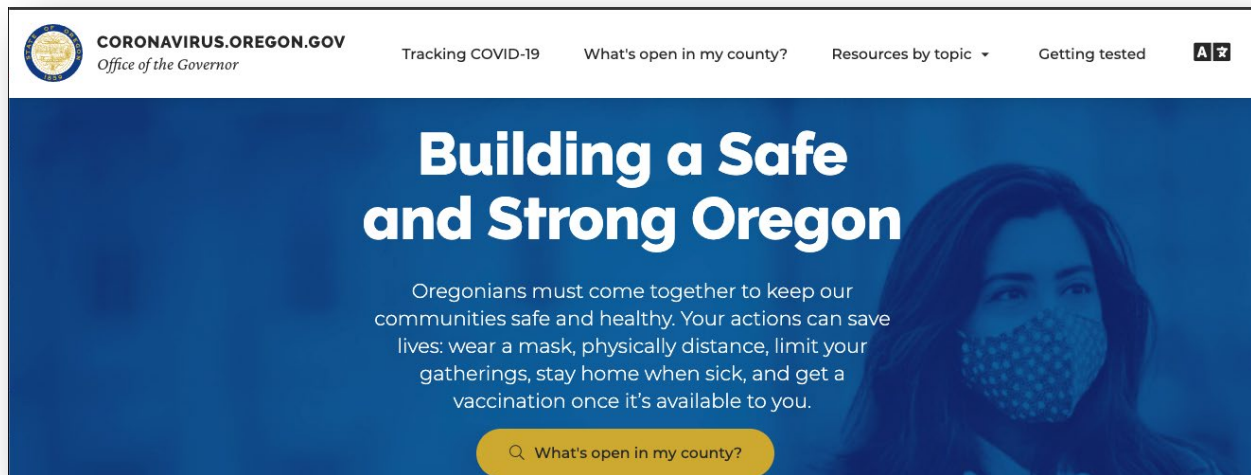
New SharePoint websites were also created to support the state's general Coronavirus response by the Governor's Office. Informative and well received websites, such as https://covidvaccine.oregon.gov/ and https://vacunacovid.oregon.gov/ were delivered in both English and Spanish just in time to support the state's emergency response. Since their launch in December 2020, these websites have received over 7 million combined pageviews.

SharePoint Upgrade Completed

Electronic Portal Advisory Board considers it strategically important to use up-to-date platforms for authoring and hosting state of Oregon's agency websites. In 2020, all E-Government Program hosted websites were redesigned or migrated from SharePoint 2010 to SharePoint 2016. Highlights of accomplishments include:

1.   Redesigned the websites of 31 agencies, boards, and commissions.

2.   Migrated the websites of additional 93 agencies, boards, and commissions.

3.   Significantly improved usability and accessibility.

4.   Improve service desk responsiveness by decommissioning SharePoint 2010.

☑ **93** Website Migrations

☑ **520** Migration Sessions

☑ **31** Website Redesigns

☑ **5** Staff Members

☑ **12** Month Timeline

3. Public Measures

Electronic Portal Advisory Board considers it important to understand the electronic portal needs of Oregonians. Under the sponsorship of EPAB, the E-Government Program selected DHM Research to survey Oregonians on their preferences around internet use when interacting with Oregon state government and accessing government services. DHM Research is an independent and nonpartisan opinion research firm based in Portland, Oregon. This survey has been conducted every 2 years since 2011. Results from the survey have been a key input to plan ongoing improvements of E-Government services.

The most recent survey was conducted in 2019 and results were included in the 2020 Annual Report. A new biennial survey will be conducted in 2021. Results of this survey will be discussed in next year's Annual Report.

4. Operations Overview – 2020

Under the strategic guidance of EPAB, Oregon.gov has become the de facto first choice for information and online services for Oregonians, realizing the vision of the original architects of the E-Government Program. This report reviews 2020 in greater details and describe our vision for the future.

NIC at a Glance — Improving government interactions across the U.S.

17,000+ Digital Government Services	**7,000+** Federal, State & Local Government Partners	**$22 billion** Payments Securely Processed By NIC	**382 million** Electronic Transactions Securely Processed By NIC	**96** National Awards Won

2020 IN REVIEW — Delivering smart, secure, strategic digital solutions for Oregon government

$1.43 billion SECURELY PROCESSED

4.01 million ONLINE PAYMENTS

99 AGENCY PARTNERS   **295** SERVICES PROVIDED

⚙ Services Provided & Enhancements

24 APPS HOSTED	**116** WEBSITES HOSTED	**132** E-COMMERCE SERVICES	**24** NO-COST SERVICES	**16** SELF-FUNDED SERVICES	**20** PRODUCT LAUNCHES	**161** PRODUCT ENHANCEMENTS

👤 Service Desk Activity & Training

4,536 TICKETS CREATED	**4,403** TICKETS RESOLVED	**99.8%** TICKETS MET RESPONSE SLA	**186** USERS TRAINED	**95%** TRAINING SATISFACTION

🛡 Infrastructure & Security

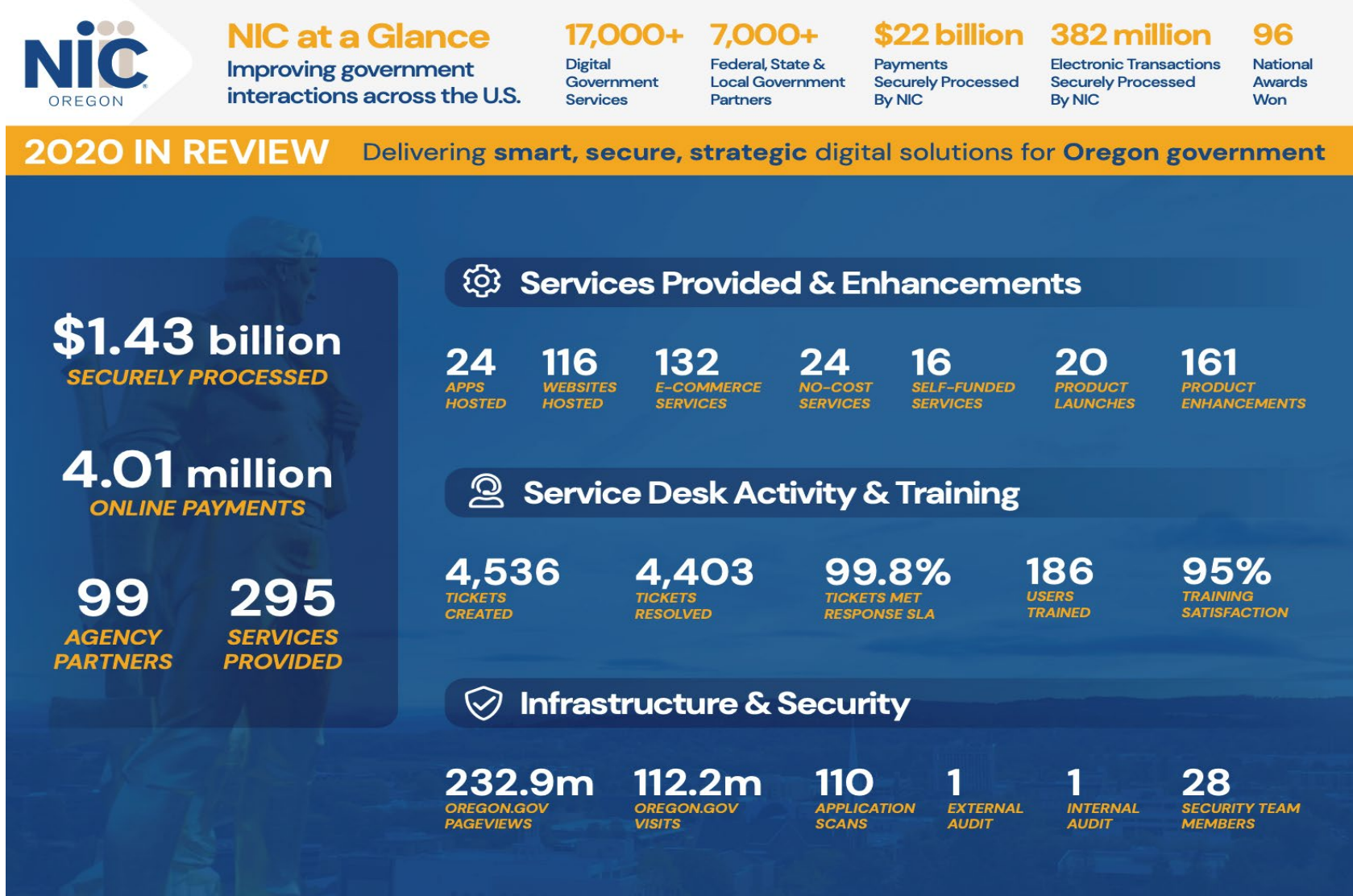|					
232.9m OREGON.GOV PAGEVIEWS	**112.2m** OREGON.GOV VISITS	**110** APPLICATION SCANS	**1** EXTERNAL AUDIT	**1** INTERNAL AUDIT	**28** SECURITY TEAM MEMBERS

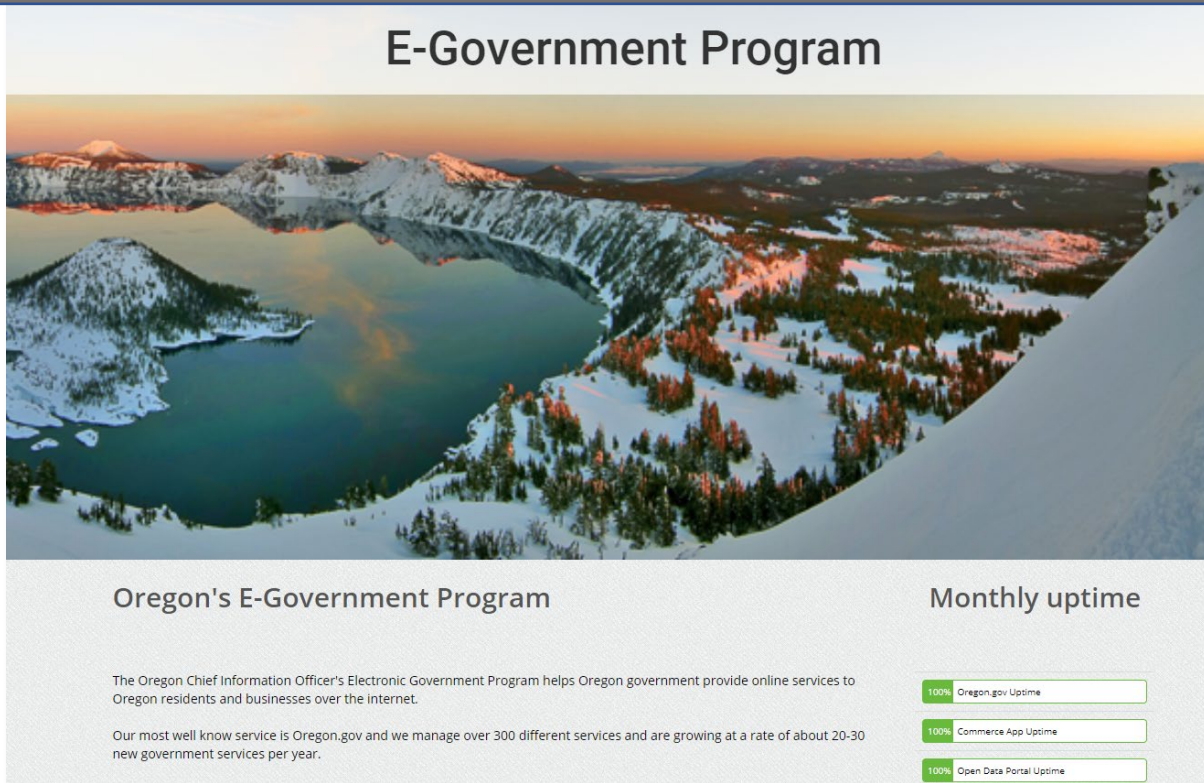*Figure 1: High level statistics for E-Government Program in 2020*

Outreach in 2020

New Program Websites: E-Government Program & NIC Oregon
Electronic Portal Advisory Board considers clear understanding of E-Government Program services by agencies and stakeholders to be crucially important. With EPAB encouragement, the E-Government Program and NIC Oregon have updated their websites. Also, a range of outreach activities were orchestrated through community events and trade shows.

E-Government Program Website Update

The E-Government Program updated their website in December 2020. The purpose of the update included: easily see what services the Program offers and to make it more accessible for visitors to request a service. Also to highlight the role of governance and have a central location for Program guidance and useful references for visitors to easily access.

Homepage screenshot from the Oregon E-Government Program webpage at https://www.oregon.gov/das/OSCIO/Pages/EGov.aspx

NIC Oregon website

NIC Oregon created a new website to make it easier for agencies to understand available NIC Oregon services. The website has the same touch and feel as most agency websites. It was custom-built to anticipate common agency needs. Among its many features, agencies can now inquire about new projects and contact the service desk with great convenience.

Homepage screenshot from https://nicoregon.com/

Community Event and Tradeshow Activities

In partnership with the E-Government Program, NIC Oregon participated in several community and tradeshow activities in 2020. In March, NIC Oregon hosted a table at the Partners in Public Procurement Conference and Tradeshow in Salem. In October NIC Oregon was an Anchor Sponsor of the Oregon Virtual Digital Government Summit. NIC Oregon personnel also spoke at Pacific NW Software Quality Conference meetings.

Existing Services

At the end of 2020 the E-Government Program provided 296 services to state agencies. Services align with four major categories: Websites, E-Commerce, Custom Applications, and E-Commerce combined with a Custom Application. The E-Government Program also provided an open data portal (data.oregon.gov) and an enterprise collaboration platform (govspace.oregon.gov). Table 1 below is a service count by type for active services through the end of 2020. For a full list of services by type, see Table 5 in Appendix A.

137	Websites & Intranets
72	Application with E-Commerce
60	E-Commerce Integration
25	Custom Application
1	Enterprise Collaboration
1	Open Data Portal

Measures by Area

Mobile Optimization

■ Mobile Optitimized   ■ Not Mobile Optimized

18%

82%
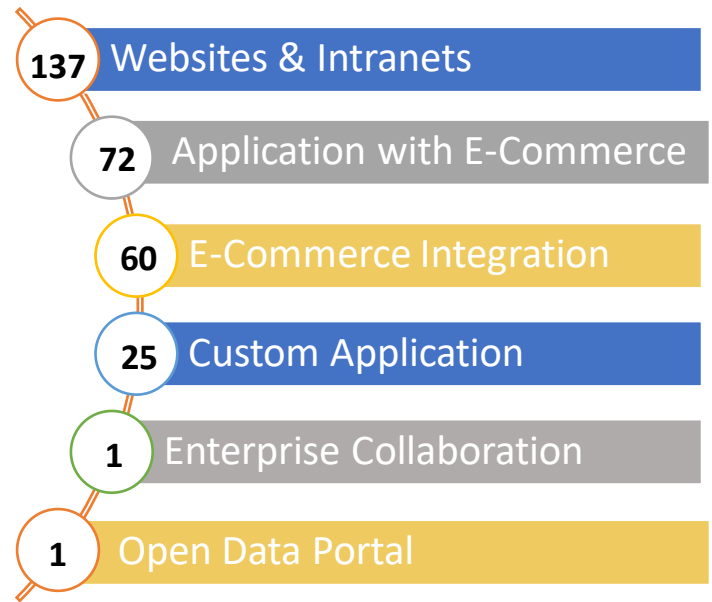
Mobile Services Strategy

Providing mobile-optimized services continues to be an important goal for the E-Government Program. At the end of 2020, mobile-optimized services accounted for 82% of 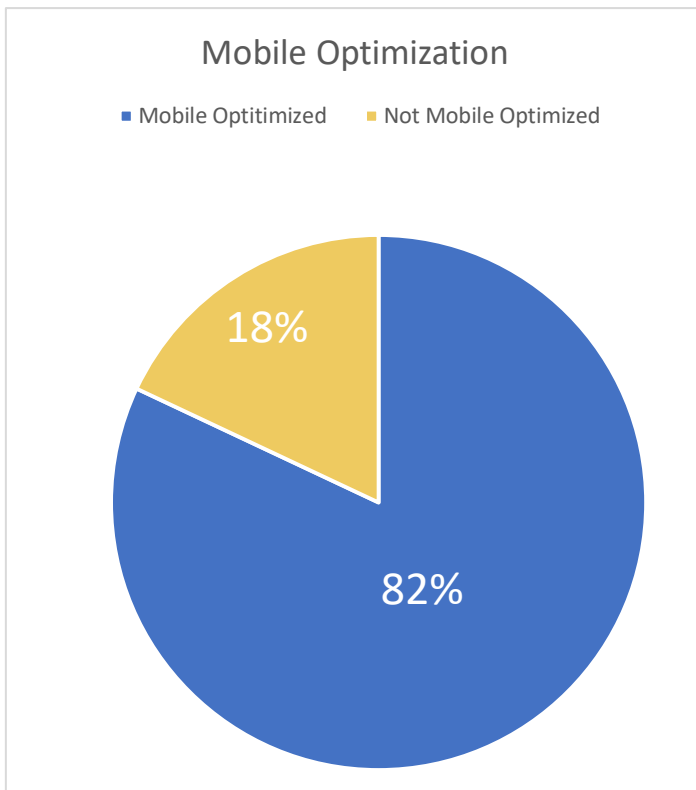all services, which is a 21% increase over the prior year. The completion of the SharePoint migration project was a primary contributor to the increase in mobile-optimized services. As mobile optimization continues to be a priority for E-Government services, every new service launched is mobile-optimized and older services will become optimized as they are updated over the next two years.

E-Commerce

NIC Oregon is certified by the Payment Card Industry Data Security Standards (PIC-DSS) and a Level 1 Service Provider, which is the highest level of compliance for companies who store, transmit and process credit card data. Payment solutions can be configured to process both merchant card and Automated Clearing House (ACH, or eCheck) transactions.

In 2020 there were 132 services that used NIC Oregon payment processing services. Of these services, 60 were payment integrations with an existing agency third-party application while 72 were coupled with custom-built applications. Over 4.01 million transactions were securely processed totaling more than 1.43 billion dollars. (See Table 5 in Appendix A for a list of E-Commerce enabled services).

Website Effectiveness

The E-Government program supports a suite of full-featured website services. Oregon.gov websites are compatible with the most popular web browsing software. In addition to managing the 2016 SharePoint environment, website services include standard page layouts, custom-developed webparts & widgets, accessibility testing & remediation tools, and integrations with popular web tools (e.g. Google and other third-party solutions). A full list of web templates and services can be found in Table 6 of Appendix A.

Public use of Oregon.gov websites increased dramatically in 2020, partially driven by the pandemic and wildfire emergency situations. In 2020, 116 Oregon.gov websites received over 205 million pageviews and over 96 million visitors. That represents an increase of 70% in pageviews and 106% in visits over 2019. See Figures 3 and 4 in Appendix A for more information on Oregon.gov websites and monthly pageviews and visits.

The E-Government Program also sought feedback from Oregon residents 1,842 times through usability tests conducted on five different website projects.

Website Content Management Survey

Once a year the E-Government Program reaches out to agency Single Points of Contact (SPOC) for feedback about the Oregon.gov Content Management System. Agency SPOCs are asked to evaluate the authoring capability, the improvements and weigh in on what still needs to be addressed. The results are analyzed to see what is working well and where the CMS platform could be improved. Key findings from this year's survey include an 8% increase in overall satisfaction of the content management tool and a 24% decrease in agency SPOCs indicating the CMS does not have enough toolsets. For the full survey results, see Appendix B.

Enterprise Collaboration

Jive collaboration software hosted at GovSpace.Oregon.gov continued to be the enterprise collaboration solution for the E-Government Program through 2020. Due to decreasing use and satisfaction with the current

solution, the E-Government Program is actively working to identify active users, understand their use cases, and assist with moving to another collaboration platform.

The current Jive instance of GovSpace is scheduled to be retired on September 1, 2021. The E-Government Program is encouraging use cases to migrate to other state-approved and available solutions, such as Microsoft 365. The E-Government Program also conducted a pilot program for the online collaboration application Basecamp with a representative group of use cases.

Open Data

Oregon state and local government organizations within Oregon use the Socrata driven Data.oregon.gov open data platform to make data available to the public in consumable ways. The often complicated, raw data table may be presented in the form of on-screen calendars, maps, charts and graphs as well as other exportable formats. In this way, organizational data is useful and understandable to an audience of Oregon residents with vastly differing needs where government related data is concerned. Refer to Figure 5 in Appendix A for statistics on Open Data use since 2011.

Service Desk & Training Activity

The E-Government Program Service Desk at https://servicedesk.oregon.gov continues to be the primary channel for partners to seek assistance or report issues to the E-Government Program and NIC Oregon. Ticket requests cover a variety of subjects, ranging from simple questions or requests (i.e. password resets), product enhancement requests, and outage reports. In calendar year 2020 the Service Desk had 4,536 tickets created and 4,403 tickets resolved, with 99.8% of ticket submissions being responded to within communication time service levels.
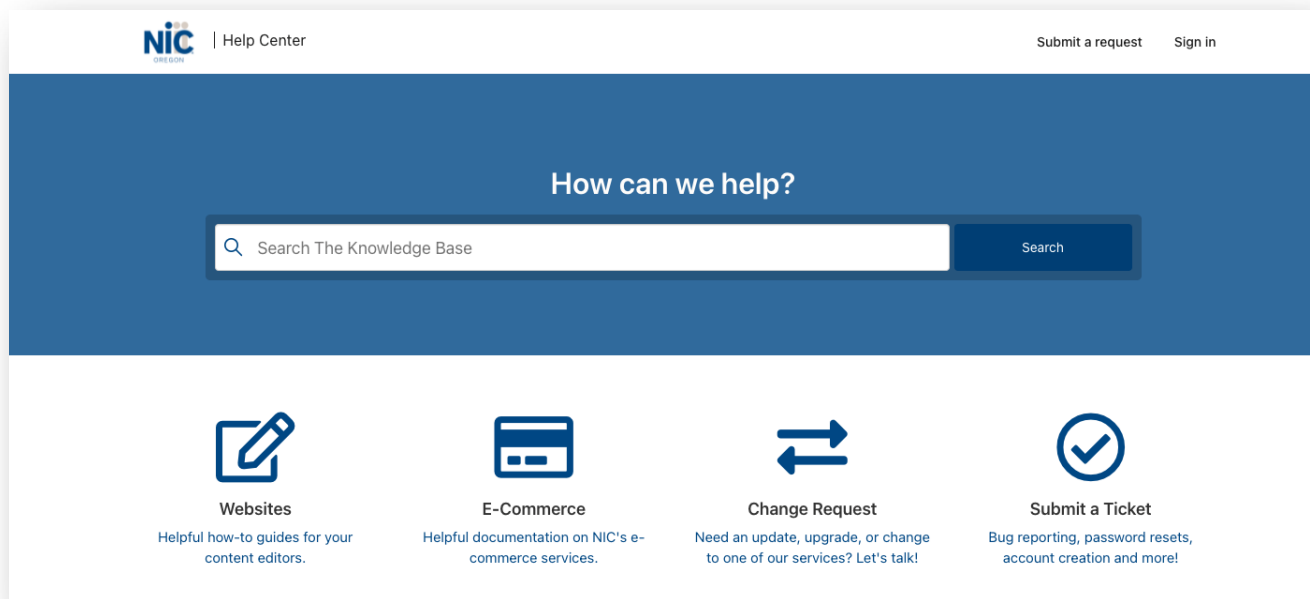
An important aspect of support is providing useful training to equip agencies with the knowledge to use our

services. In 2020 our program trained over 186 agency staff through 26 webinars and 6 classroom sessions. Due to restrictions from COVID, the E-Government Program did not conduct any in-person E-Government User Group meetings in 2020, but plans to start again the second half of 2021. The Service Desk Team also maintains an extensive library of training documents and how-to videos for applications, e-commerce and SharePoint as well as enterprise services such as Google Analytics and GovSpace.

Customer Satisfaction

Several months after each new project is completed, the E-Government Program Manager and NIC Oregon General Manager meet with the Project Sponsor to conduct a customer satisfaction survey. Project satisfaction is measured on a scale of 1 to 5, 1 being Poor, 5 being Excellent. The Average score of all projects through 2020 is 4.5. A score of 4.0 is Exceeds Expectations.

2020 Project Satisfaction Scores:

Project	Satisfaction Score
State Lands – Unclaimed Property Payment Processing Services	5/5
Oregon Commission for the Blind – Donation Payment Processing	4/5

Table 1: E-Government Program project satisfaction scores for 2020

2020 Pre Project Engagement Scores:

After every service is delivered, we ask the Project Sponsor to score their satisfaction with the engagement process that leads up to a signed Work Order. The average score of all projects through 2020 is 3.5. A score of 3.0 is Meets Expectations.

Project	Satisfaction Score
State Lands – Unclaimed Property Payment Processing Services	4/5
Oregon Commission for the Blind – Donation Payment Processing	3/5

Table 2: E-Government Program pre-project engagement scores for 2020

New Services

The E-Government Program released 23 new services in 2020. Of these services, 11 were new websites, 10 were E-Commerce, and 2 were new versions of custom applications. As part of the enterprise collaboration and sunset of Jive/GovSpace, the E-Government Program also provided an instance of the online collaboration tool Basecamp on a pilot basis. See Table 6 in Appendix C for a complete list of new services released in 2020.

Thirteen of these new services were results of projects initiated through the work order contract process. Table 7 in Appendix C provides a list of these projects, completion dates, and agency benefit information.

Performance Measures

Online service performance measures include average response time, uptime percentages, and amount of scheduled and unscheduled downtime. Table 4 below shows uptime percentage and average response times. Figure 2 below illustrates scheduled and unscheduled downtime for online services in 2020.

Service	Uptime Percentage	Average Response Time
Oregon.gov	99.97%	0.366 seconds (page load)
Applications	99.99%	0.439 seconds (transaction time)
E-Commerce	99.97%	1.0 seconds (transaction time)

Table 3: Uptime percentage and average response time for online services in 2020
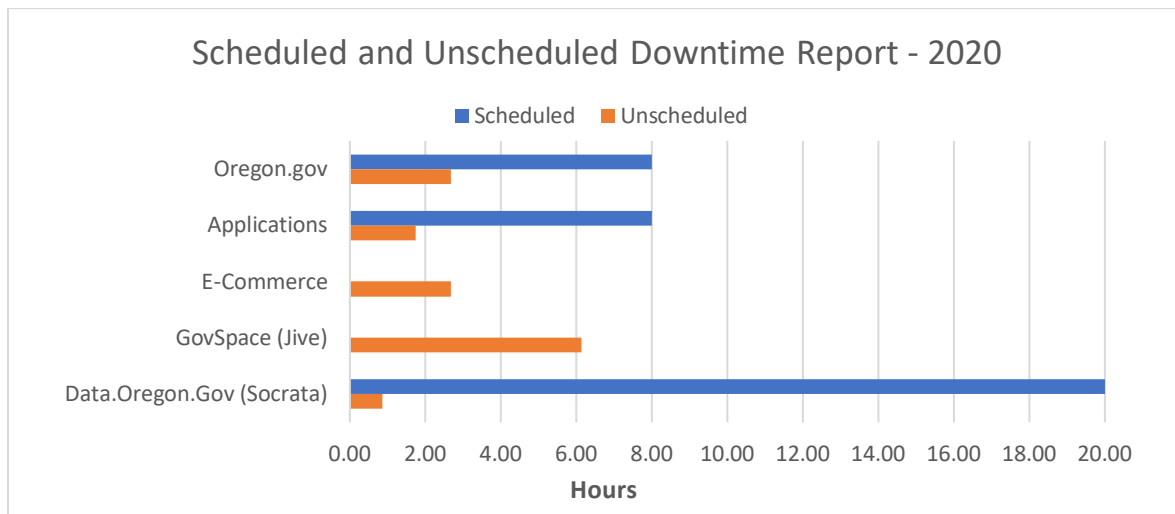
Figure 2: Amount of scheduled and unscheduled downtime for online services in 2020

New Solutions

Local Government Services

NIC Oregon will develop a local government program in 2021 to help expand market opportunities. NIC Oregon will seek to provide a portfolio of its current service offerings to counties and municipalities in accordance with the more detailed local government plan provided to E-Government Program Management.

New Solutions Available to State Agencies

App Engine is a rapid form building solution to quickly and seamlessly automate paper processes to deliver forms and documents digitally.

Rapid Form Builder eliminates user frustration and creates efficiency by reducing data entry errors and validating data. Through the response viewer, agencies can view presented data in real-time, download the data in various file formats, or integrate data with in-house data storage. App Engine forms can integrate with the current E-Government E-Commerce solution to collect debit, credit, and eCheck transactions online and in person.

Nearly 8.4 million households in the United States are "unbanked," meaning they don't have a credit card, debit card, or checking account, and therefore no ability to pay bills online. CheckFreePay, a subsidiary of Fiserv, offers a way for citizens to makes payments to government through authorized retail locations.

PromptPay's secure web application rapidly initiates text-to-pay and/or email-to-pay transactions from citizens and businesses. Through the administrative platform, agency users can schedule individual messages or import a list for bulk messages. Real time reports allow for the management of outstanding payments or sending additional collection notifications.

The TeleGov scheduling platform allows the public to schedule appointments and governments to control the flow of traffic at government offices. Additional functionality allows citizens to upload documents, the configuration of digital forms to gather pre-appointment information, secure payments online or at the counter, and virtual video conferencing to replace in-person office visits.

5. Portal Revenue

As the state's E-Government portal provider, NIC Oregon receives payments authorized by work order contracts. In these work order contracts, there are four types of payments to NIC Oregon:

1. Agency Portal Fee – Agency pays the fee on a per use basis

2. Portal Provider Fee – End-users (consumers) pays the fee on a per use basis

3. Maximum-Not-to-Exceed Fee – Agency pays the fee on a deliverable basis

4. Subscription Fee – Agency pays this fee periodically (monthly, quarterly, annually, etc.) for ongoing hosting, support, and maintenance

The portal's revenues support and maintain baseline E-Government Program services, as well as the development and implementation of new services. In 2020, the portal's gross revenue totaled $5,660,816 for the types of payments identified above.

A list of services and their fees can be found in Appendix A: Table 5. Services that require no payment by state agencies to NIC Oregon are identified as "Portal Funded".

Appendix A
Operations Overview, Existing Services

Table 4: List of active E-Government services by type, including fees if applicable.

Websites and Intranets			
Service Name	**Agency**	**Funding Type**	**Fee, If Applicable**
Accountancy, Board of	Accountancy State Board	Portal Funded	$0.00
Administrative Hearings Office	Administrative Hearings, Office of	Portal Funded	$0.00
Administrative Services Department	Administrative Services Department	Portal Funded	$0.00
Administrative Services Intranet	Administrative Services Department	Portal Funded	$0.00
Oregon Job Opportunities	Administrative Services Department	Portal Funded	$0.00
Oregon Softphone Download Page	Administrative Services Department	Portal Funded	$0.00
Advocacy Commission Intranet	Advocacy Commissions Office, Oregon	Portal Funded	$0.00
Advocacy Commissions Office	Advocacy Commissions Office, Oregon	Portal Funded	$0.00
Agriculture Department	Agriculture Department	Portal Funded	$0.00
Alcohol and Drug Policy Commission	Alcohol and Drug Policy, Commission	Portal Funded	$0.00
Oregon Commission on Asian and Pacific Islander Affairs	Asian and Pacific Islander Affairs, Commission on	Portal Funded	$0.00
Aviation Department	Aviation Department	Portal Funded	$0.00
Oregon's Commission on Black Affairs	Black Affairs, Commission on	Portal Funded	$0.00
Oregon Commission for the Blind	Blind Commission, Oregon	Portal Funded	$0.00
Chiropractic Examiners Board	Chiropractic Examiners Board	Portal Funded	$0.00
Community Colleges and Workforce Development	Community Colleges Department	Portal Funded	$0.00

Construction Contractors Board	Construction Contractors Board	Portal Funded	$0.00
Building Codes	Consumer & Business Services Department	Portal Funded	$0.00
Consumer and Business Services	Consumer & Business Services Department	Portal Funded	$0.00
Finance and Corporate Services	Consumer & Business Services Department	Portal Funded	$0.00
Occupational Safety and Health Administration	Consumer & Business Services Department	Portal Funded	$0.00
Oregon Healthcare	Consumer & Business Services Department	Portal Funded	$0.00
Workers' Compensation Board	Consumer & Business Services Department	Portal Funded	$0.00
Workers' Compensation Division	Consumer & Business Services Department	Portal Funded	$0.00
Corrections Department	Corrections Department	Portal Funded	$0.00
Corrections Enterprises Website	Corrections Enterprises, Oregon	Portal Funded	$0.00
Board of Licensed Professional Counselors and Therapists	Counselors and Therapists, Board of Licensed Professional	Portal Funded	$0.00
Criminal Justice Commission	Criminal Justice Commission, Oregon	Portal Funded	$0.00
Dentistry	Dentistry, Oregon Board of	Portal Funded	$0.00
Education Department	Education Department	Portal Funded	$0.00
Educator Advancement Council	Educator Advancement Council	Portal Funded	$0.00
Electronic Government Portal Advisory Board Website	Electronic Government Portal Advisory Board	Portal Funded	$0.00
Employment Department COVID-19 FAQs	Employment Department	Portal Funded	$0.00
Employment Website	Employment Department	Portal Funded	$0.00
Workforce Investment Board Website	Employment Department	Portal Funded	$0.00
Employment Relations Board	Employment Relations Board	Portal Funded	$0.00
Energy Department	Energy, Department of	Portal Funded	$0.00
Engineering and Land Surveying Examiners Website	Engineering and Land Surveying, Board of Examiners for	Portal Funded	$0.00
Environmental Quality Department	Environmental Quality Dept.	Portal Funded	$0.00
Government Ethics Commission	Ethics Commission, Oregon Government	Portal Funded	$0.00

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Forestry Department	Forestry Department	Portal Funded	$0.00
Geologist Examiners Board	Geologist Examiners, State Board of	Portal Funded	$0.00
Tsunami Safe Learning Module	Geology and Mineral Industries Department	Maximum Not to Exceed	$0.00
Geology and Mineral Industries Department	Geology and Mineral Industries, Oregon Department of	Portal Funded	$0.00
COVID-19 Vaccine Information	Governor's Office	Maximum Not to Exceed	$0.00
COVID-19 Vaccine Information, Spanish	Governor's Office	Maximum Not to Exceed	$0.00
Employees' Charitable Fund Drive	Governor's Office	Portal Funded	$0.00
Governor's COVID-19 Updates	Governor's Office	Portal Funded	$0.00
Governor's State Employees Food Drive	Governor's Office	Portal Funded	$0.00
Governor's Website	Governor's Office	Portal Funded	$0.00
Oregon Stay Home Save Lives	Governor's Office	Portal Funded	$0.00
Health Licensing Office	Health Licensing Agency, Oregon	Portal Funded	$0.00
Higher Education Coordinating Commission	Higher Education Coordinating Commission	Portal Funded	$0.00
Hispanic Affairs Commission	Hispanic Affairs Commission	Portal Funded	$0.00
Housing and Community Services	Housing/Community Services Department	Portal Funded	$0.00
Housing and Community Services Intranet	Housing/Community Services Department	Portal Funded	$0.00
DHS SNAP COVID-19 Updates	Human Services Department	Portal Funded	$0.00
Human Services	Human Services Department	Portal Funded	$0.00
Independent Contractors Website	Interagency Compliance Network	Portal Funded	$0.00
State Interoperability Executive Council	Interoperability Executive Council, State	Portal Funded	$0.00
Invasive Species Council	Invasive Species Council, Oregon	Portal Funded	$0.00
Courts in Oregon	Judicial Department	Portal Funded	$0.00
Judicial Department Intranet	Judicial Department	Portal Funded	$0.00
Judicial Department Intranet (OJDINTRA)	Judicial Department	Portal Funded	$0.00

Judicial Search Intranet	Judicial Department	Portal Funded	$0.00
Department of Justice Website	Justice Department	Portal Funded	$0.00
Bureau of Labor & Industries Intranet	Labor and Industries Bureau	Portal Funded	$0.00
Bureau of Labor and Industries	Labor and Industries Bureau	Portal Funded	$0.00
Land Conservation and Development	Land Conservation & Development Department	Portal Funded	$0.00
Land Use Board of Appeals	Land Use Board of Appeals	Portal Funded	$0.00
Landscape Architect Board	Landscape Architect Board	Portal Funded	$0.00
Landscape Contractors Board	Landscape Contractors Board	Portal Funded	$0.00
Oregon State Law Library Digital Collection	Law Library, State of Oregon	Portal Funded	$0.00
State Law Library	Law Library, State of Oregon	Portal Funded	$0.00
State Library	Library, Oregon State	Portal Funded	$0.00
State Library Intranet	Library, Oregon State	Portal Funded	$0.00
Liquor Control Commission	Liquor Control Commission, Oregon	Portal Funded	$0.00
Liquor Control Commission Intranet	Liquor Control Commission, Oregon	Portal Funded	$0.00
Long-Term Care Ombudsman	Long Term Care Ombudsman	Portal Funded	$0.00
Marine Board	Marine Board, State	Portal Funded	$0.00
Massage Therapists Board	Massage Therapists, Board of	Portal Funded	$0.00
Medical Board	Medical Board, Oregon	Portal Funded	$0.00
Medical Imaging	Medical Imaging, Board of	Portal Funded	$0.00
Military Department	Military Department	Portal Funded	$0.00
Mortuary and Cemetery Board	Mortuary and Cemetery Board	Portal Funded	$0.00
Naturopathic Medicine Board	Naturopathic Medicine, Board of	Portal Funded	$0.00
Nursing Board Website	Nursing Board	Portal Funded	$0.00
Occupational Therapy Licensing Board	Occupational Therapy Licensing Board	Portal Funded	$0.00

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Emergency Management	Office of Emergency Management	Portal Funded	$0.00
ORALERT Emergency Management Notifications	Office of Emergency Management	Portal Funded	$0.00
Wildfire Information Resources	Office of Emergency Management	Portal Funded	$0.00
Broadband	Office of the State CIO	Portal Funded	$0.00
Geospatial Enterprise Office	Office of the State CIO	Portal Funded	$0.00
Oregon.gov	Office of the State CIO	Portal Funded	$0.00
Transparency Commission	Office of the State CIO	Portal Funded	$0.00
Board of Optometry	Optometry, Board of	Portal Funded	$0.00
Health Authority COVID-19 Updates	Oregon Health Authority	Portal Funded	$0.00
Office of Outdoor Recreation	Oregon Office of Outdoor Recreation	Portal Funded	$0.00
Office of Small Business Development	Oregon Office of Small Business Development	Portal Funded	$0.00
Public Records Advocate	Oregon Public Records Advocate	Portal Funded	$0.00
School for the Deaf	Oregon School for the Deaf	Portal Funded	$0.00
Parks and Recreation Department	Parks and Recreation, Oregon	Portal Funded	$0.00
Parole and Post Prison Supervision Intranet	Parole & Post Prison Supervision, State Board of	Portal Funded	$0.00
Parole and Post-Prison Supervision	Parole & Post Prison Supervision, State Board of	Portal Funded	$0.00
Performance Reporting Information System (PRISM)	Performance Reporting Information System	Portal Funded	$0.00
Pharmacy Board	Pharmacy, State Board	Portal Funded	$0.00
Physical Therapist Licensing Board	Physical Therapist Licensing Board	Portal Funded	$0.00
State Police	Police, Oregon State	Portal Funded	$0.00
State Police Intranet	Police, Oregon State	Portal Funded	$0.00
Psychiatric Security Review Board	Psychiatric Security Review Board	Portal Funded	$0.00
Psychologist Examiners Board	Psychologists Examiners Board	Portal Funded	$0.00
Public Defense Services	Public Defense Services Commission	Portal Funded	$0.00

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Public Employees Retirement System	Public Employees Retirement System	Portal Funded	$0.00
Public Safety Standards and Training	Public Safety Standards and Training Department	Portal Funded	$0.00
Public Utility Commission	Public Utility Commission	Portal Funded	$0.00
Racing Commission	Racing Commission	Portal Funded	$0.00
Real Estate Agency	Real Estate Agency	Portal Funded	$0.00
Revenue Department	Revenue Department	Portal Funded	$0.00
Oregon Plan for Salmon and Watersheds	Salmon and Watersheds, Oregon Plan for	Portal Funded	$0.00
Business Xpress	Secretary of State	Time and Materials	$0.00
Secretary of State	Secretary of State	Portal Funded	$0.00
Licensed Social Workers	Social Workers, Board of Licensed	Portal Funded	$0.00
Examiners for Speech-Language Pathology and Audiology	Speech-Language Pathology and Audiology, Oregon Board of Examiners for	Portal Funded	$0.00
State Lands Department	State Lands, Department of	Portal Funded	$0.00
Board of Tax Practitioners	Tax Practitioners Board	Portal Funded	$0.00
Teacher Standards and Practices Commission	Teacher Standards/Practices	Portal Funded	$0.00
Transportation Department	Transportation Department	Portal Funded	$0.00
Transportation Department Intranet	Transportation Department	Portal Funded	$0.00
Retirement Savings Plan website	Treasurer, Oregon State	Portal Funded	$0.00
State Treasury	Treasurer, Oregon State	Portal Funded	$0.00
Veterans Affairs Intranet	Veterans Affairs Department	Portal Funded	$0.00
Veterans' Affairs Website	Veterans Affairs Department	Portal Funded	$0.00
Veterinary Medical Examining Board	Veterinary Medical Examining Board, Oregon State	Portal Funded	$0.00
Water Resources Department	Water Resources Department	Portal Funded	$0.00
Watershed Enhancement Board	Watershed Enhancement Board	Portal Funded	$0.00
Commission for Women	Women, Commission for	Portal Funded	$0.00

Service Name	Agency	Funding Type	Fee, If Applicable
Youth Authority	Youth Authority, Oregon	Portal Funded	$0.00

E-Commerce + Application			
Service Name	**Agency**	**Funding Type**	**Fee, If Applicable**
Cooperative Procurement Program Payment Application	Administrative Services Department	Portal Funded	$0.00
Fleet & Parking E-Commerce Storefront	Administrative Services Department	Portal Fee	$5.00
Asian and Pacific Islander Affairs Donation Application	Advocacy Commissions Office, Oregon	Portal Fee	$1.00
Black Affairs Donation Application	Advocacy Commissions Office, Oregon	Portal Fee	$1.00
Hispanic Affairs Donation Application	Advocacy Commissions Office, Oregon	Portal Fee	$1.00
Womens Commission Donations	Advocacy Commissions Office, Oregon	Portal Fee	$1.00
Aircraft Duplicate Certificate	Aviation Department	Portal Fee	$1.00
Aircraft Registration Renewal	Aviation Department	Portal Fee	$1.00
Airport License Fees	Aviation Department	Portal Fee	$1.00
Aviation Land or Hangar Lease Payments	Aviation Department	Portal Fee	$1.00
Aviation Land Property Tax Payment	Aviation Department	Portal Fee	$1.00
Aviation Storm Water Payments	Aviation Department	Portal Fee	$1.00
Public Records Request Payments	Aviation Department	Portal Fee	$1.00
Oregon Commission for the Blind Online Donations	Blind Commission, Oregon	Portal Fee	$2.00
Chiropractic Examiners License Renewal	Chiropractic Examiners Board	Portal Provider Fee	$1.00
Fiscal and Business Services Payments	Consumer & Business Services Department	Portal Funded	$0.00
Minor Label Program	Consumer & Business Services Department	Portal Funded	$0.00
Learning Entrepreneurship Online Store	Corrections Department	Portal Provider Fee	$5.00
Case Management System	Employment Relations Board	Subscription Service Fee	$45,000.00
Geologist Examiner Exam Registration	Geologist Examiners, State Board of	Portal Fee	$1.00

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Geologist Examiners Electronic Payment System	Geologist Examiners, State Board of	Portal Fee	$1.00
Geologist Examiners New Registrations	Geologist Examiners, State Board of	Portal Fee	$1.00
Event Registration Service	Governor's Office	Portal Fee	4.75% of monthly fee totals
Health Authority Accounts Receivable	Health Authority, Oregon	Portal Fee	$1.00
Health Authority Overpayment Recovery	Health Authority, Oregon	Portal Fee	$1.00
Medical Marijuana Grower Fee	Health Authority, Oregon	Portal Fee	$1.00
Public Health Grower Registration	Health Authority, Oregon	Portal Fee	$1.00
Aging and People with Disabilities: In-Home Services Pay-In	Human Services Department	Portal Fee	$1.00
All-Inclusive Care for the Elderly	Human Services Department	Portal Fee	$1.00
Drinking Water Cross Connection Annual Fee	Human Services Department	Portal Fee	$1.00
Drinking Water Cross Connection Specialist & Backflow Tester Certification	Human Services Department	Portal Fee	$1.00
Drinking Water Operator Certification Application	Human Services Department	Portal Fee	$1.00
Drinking Water Plan Review	Human Services Department	Portal Fee	$1.00
Drinking Water Tester Certification	Human Services Department	Portal Fee	$1.00
Employed Persons with Disabilities Fee Payments	Human Services Department	Portal Fee	$1.00
Health Authority/Human Services Accounts Receivable	Human Services Department	Portal Fee	$1.00
Human Services Adult Foster Home Registrations	Human Services Department	Portal Fee	$1.00
Human Services Health Authority Electronic Payments System	Human Services Department	Portal Fee	$1.00
Human Services Public Records Request	Human Services Department	Portal Fee	$1.00
OHA-DWS Water System Survey Fee	Human Services Department	Portal Fee	$1.00
ORKids Overpayments	Human Services Department	Portal Fee	$1.00
Overpayments - Human Services - Health Authority	Human Services Department	Portal Fee	$1.00
Public Health Online Store	Human Services Department	Portal Funded	$0.00
Toxic-Free Kids Exemption Request	Human Services Department	Portal Fee	$1.00

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Sexual Assault Victim's Emergency Medical Response Fund	Justice Department	Portal Funded	$0.00
Event Registration System	Labor and Industries Bureau	Portal Fee	4.75% of monthly fee totals
Landscape Architect Exam Application	Landscape Architect Board	Portal Fee	$1.00
Landscape Architect New Registrations	Landscape Architect Board	Portal Fee	$1.00
Landscape Architect Other Payments	Landscape Architect Board	Portal Fee	$1.00
Purchase Legislative Publications Online	Legislative Counsel Committee	Portal Provider Fee	$2.00
Talking Book and Braille Services	Library, Oregon State	Portal Fee	$1.00
Recreational Marijuana Dispensary System	Liquor Control Commission, Oregon	Portal Provider Fee	$2.00
Aquatic Invasive Species Permits	Marine Board, State	Portal Funded	$0.00
Boat Title and/or Registration Application	Marine Board, State	Portal Fee	$0.00
Boating Registration, License and Permit System	Marine Board, State	Maintenance Support Fee	$78,844.00
Armory Rental Payments	Military Department	Portal Fee	$1.00
Employee Payments	Military Department	Portal Fee	$1.00
Occupational Therapy License Renewal	Occupational Therapy Licensing Board	Portal Provider Fee	$1.00
University Kiosk	Oregon State University	Portal Fee	$1.00
Electronic Tax Payment System	Revenue Department	Portal Fee	$0.40
Event Registration Service	State Interoperability Executive Council	Portal Funded	$0.00
Removal Fill Permits	State Lands, Department of	Portal Fee	$1.00
State Lands Other Payments	State Lands, Department of	Portal Fee	$1.00
State Lands Registrations	State Lands, Department of	Portal Fee	$1.00
Wetland Delineations	State Lands, Department of	Portal Fee	$1.00
Licensing Application	Teacher Standards/Practices	Portal Provider Fee	$10.00
Driving Records System	Transportation Department	Portal Provider Fee	$3.00
Veterans Homes Support Fund	Veterans Affairs Department	Portal Funded	$0.00

Service Name	Agency	Funding Type	Fee, If Applicable
Veterans Payment Application	Veterans Affairs Department	Portal Funded	$0.00
Veterans' Suicide Awareness Support Fund	Veterans Affairs Department	Portal Funded	$0.00
Veterans Support Fund	Veterans Affairs Department	Portal Funded	$0.00
Veterans Women Support Fund	Veterans Affairs Department	Portal Funded	$0.00

E-Commerce			
Service Name	**Agency**	**Funding Type**	**Fee, If Applicable**
State Surplus Payments for Liquidity Services	Administrative Services Department	Portal Funded	$1.00
Online Payment Services	Consumer & Business Services Department	Portal Funded	$0.00
Counselors and Therapists Online Renewal	Counselors and Therapists, Board of Licensed Professional	Portal Provider Fee	$1.00
Oregon Cultural Trust Donation	Cultural Trust, Oregon (OBDD)	Portal Funded	$0.00
Board of Dentistry Online Renewal Payment Processing	Dentistry, Oregon Board of	Portal Provider Fee	$1.00
Child Care Division's Central Background Registry	Education Department	Portal Funded	$0.00
Early Learning Division Payment Processing	Education Department	Portal Fee	$1.00
Employment Department Benefits Overpayment Store	Employment Department	Portal Fee	$0.40
Employment Department Tax Unit Payment Store	Employment Department	Portal Fee	$0.40
Employment Lost Wage Assistance	Employment Department	Portal Fee	$1.00
`Vehicle Inspection Payment Application Clackamas Location	Environmental Quality Dept.	Portal Fee	$0.20
Vehicle Inspection Payment Application Gresham Location	Environmental Quality Dept.	Portal Fee	$0.20
Vehicle Inspection Payment Application Medford Location	Environmental Quality Dept.	Portal Fee	$0.20
Vehicle Inspection Payment Application NE Portland Location	Environmental Quality Dept.	Portal Fee	$0.20
Vehicle Inspection Payment Application Scappoose Location	Environmental Quality Dept.	Portal Fee	$0.20
Vehicle Inspection Payment Application Sherwood Location	Environmental Quality Dept.	Portal Fee	$0.20
Vehicle Inspection Payment Application Sunset Location	Environmental Quality Dept.	Portal Fee	$0.20

Bass Walleye Tournament Fees	Fish and Wildlife Department	Portal Fee	$1.00
Online Licensing Sales	Fish and Wildlife Department	Portal Fee	$0.15
Geologist Examiner Payments	Geologist Examiners, State Board of	Portal Fee	$3.00
Medical Marijuana Dispensary Application	Health Authority, Oregon	Portal Fee	$1.00
Medical Marijuana Dispensary Registration Payments	Health Authority, Oregon	Portal Fee	$1.00
Medical Marijuana Processor Payments	Health Authority, Oregon	Portal Fee	$1.00
Health License Online Payment	Health Licensing Agency, Oregon	Portal Provider Fee	$2.00
Scholarship Donation Payment Processing	Higher Education Coordinating Commission	Portal Fee	$1.00
In Home Services Payment	Human Services Department	Portal Funded	$0.00
Appellate E-filing Ecommerce	Judicial Department	Portal Funded	$0.00
Boat Registration Renewal	Marine Board, State	Portal Funded	$0.00
Boating Online Store	Marine Board, State	Portal Funded	$0.00
Outfitter Guide Online Store	Marine Board, State	Portal Funded	$0.00
Medical License Renewal	Medical Board, Oregon	Portal Funded	$0.00
Medical Imaging Online License Renewal	Medical Imaging, Board of	Portal Provider Fee	$1.00
Mortuary and Cemetery License Renewal	Mortuary and Cemetery Board	Portal Provider Fee	$1.00
Naturopathic Medicine Online License Renewal	Naturopathic Medicine, Board of	Portal Provider Fee	$1.00
Nursing License Online Renewal	Nursing Board	Portal Fee	$1.00
ATV Permits	Parks and Recreation, Oregon	Portal Fee	$1.00
Parks Day-Use Parking Permit	Parks and Recreation, Oregon	Portal Fee	$1.00
Tax Payment Portal	Revenue Department	Portal Funded	$0.00
Archives Store	Secretary of State	Portal Funded	$0.00
Audits e-Commerce Integration	Secretary of State	Portal Fee	$1.00
Business Filings	Secretary of State	Portal Funded	$0.00

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Central Business Registry Payment	Secretary of State	Portal Funded	$0.00
Elections Store	Secretary of State	Portal Funded	$0.00
ORESTAR Payments	Secretary of State	Portal Funded	$0.00
Uniform Commercial Code Services	Secretary of State	Portal Funded	$0.00
Board of Licensed Social Workers Payment Processing	Social Workers, Board of Licensed	Portal Fee	$1.00
Speech Pathology and Audiology License Renewal	Speech-Language Pathology and Audiology, Oregon Board of Examiners for	Portal Provider Fee	$1.00
Unclaimed Property Payment Processing	State Lands, Department of	Portal Fee	$1.00
OBTP Applications	Tax Practitioners Board	Portal Fee	$2.00
Tax Practitioners Online Renewals	Tax Practitioners Board	Portal Fee	$1.00
Motor Carrier Trucking Online	Transportation Department	Portal Funded	$0.00
Payment Processing	Transportation Department	Portal Fee	$0.20
Vehicle Registration Renewal	Transportation Department	Portal Funded	$0.00
Veterinary Medication Examining Board License Renewal	Veterinary Medical Examining Board, Oregon State	Portal Fee	$1.00
Dam Safety Fee	Water Resources Department	Portal Fee	$0.40
Exempt Use Fee	Water Resources Department	Portal Fee	$0.40
Geotechnical Fee	Water Resources Department	Portal Fee	$0.40
Groundwater Use Recording Fee	Water Resources Department	Portal Fee	$0.40
Well Drilling Start Card Permits	Water Resources Department	Portal Provider Fee	$1.00
Well License Online Renewal	Water Resources Department	Portal Provider Fee	$1.00
Custom Applications			
Service Name	**Agency**	**Funding Type**	**Fee, If Applicable**
Oregon.gov Form Builder Application	Administrative Services Department	Portal Funded	$0.00
PDF Content Delivery Service Application	Administrative Services Department	Portal Funded	$0.00
Public Meeting Manager	Administrative Services Department	Portal Funded	$0.00

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Service Name	Agency	Funding Type	Fee
Case Management System	Employment Relations Board	Subscription Service Fee	$45,000
Government Ethics Commission Case Management System	Ethics Commission, Oregon Government	Subscription Service Fee	$88,200.00
Government Ethics Commission Electronic Filing System	Ethics Commission, Oregon Government	Subscription Service Fee	$63,500.00
Client Request System	Human Services Department	Subscription Service Fee	$33,600
Human Services Third Party Insurance Reporting Form	Human Services Department	Subscription Service Fee	$33,000.00
Appellate Court	Judicial Department	Portal Funded	$0.00
Appellate eFile Application	Judicial Department	Portal Funded	$0.00
Oregon eCourts Portal	Judicial Department	Portal Funded	$0.00
State of Oregon Bar feed for Appellate eFiling	Judicial Department	Portal Funded	$0.00
State Law Library Portal	Law Library, State of Oregon	Portal Funded	$0.00
Alcohol Service Permits Licensing Application	Liquor Control Commission, Oregon	Portal Provider Fee	5.35-5.65
Boater Education Card Application	Marine Board, State	Portal Funded	$0.00
Daily Batch XML file for E-Commerce Stores	Office of the State CIO	Portal Funded	$0.00
Oregon Newsroom	Office of the State CIO	Portal Funded	$0.00
State Financial Management Services Interface	Office of the State CIO	Portal Funded	$0.00
Bureau Online Submission System	Public Safety Standards and Training Department	Portal Funded	$0.00
Expense Detail Claim form	Revenue Department	Portal Funded	$0.00
Secretary of State License Directory	Secretary of State	Subscription Service Fee	$57,600.00
State Lands Electronic Payment System	State Lands, Department of	Portal Fee	$1.00
Tax Practitioners Search	Tax Practitioners Board	Portal Funded	$0.00
Motor Vehicles Call Center - Office Location Interface	Transportation Department	Portal Funded	$0.00
Trucking Online Settlement System	Transportation Department	Portal Funded	$0.00
Enterprise Collaboration			
Service Name	**Agency**	**Funding Type**	**Fee, If Applicable**

Govspace.Oregon.gov	Office of the State CIO	Portal Funded	$0.00
Open Data portal			
Service Name	**Agency**	**Funding Type**	**Fee, If Applicable**
Open Data portal	Office of the State CIO	Portal Funded	$0.00

Table 6: List of the state's full-featured website templates and service offerings.

Oregon.gov Full-Featured Website Templates and Services			
1.	22 standard page layouts (5 feature multiple layout configurations)	13.	Data.oregon.gov API integration
2.	30+ custom-developed web parts/widgets	14.	DISQUS comment integration
3.	10 additional supported web parts/widgets	15.	Font Awesome integration (access to over 7,800 icons)
4.	60+ website features	16.	Google Analytics integration (including multiple tracker support & custom events)
5.	14 template settings	17.	Google Analytics Campaign Tracking & Custom Reports support
6.	10 website usage reports/inventories	18.	Google Maps integration
7.	7 website migration tools	19.	Google Translation integration (109 supported languages)
8.	5 web accessibility testing/remediation tools	20.	Google Custom search integration
9.	CloudFront website caching	21.	GovDelivery integration
10.	Custom URL redirect support (301 & 302)	22.	Social Media Meta Tag & Open Graph support
11.	Custom 404 page	23.	Tableau support
12.	Content Delivery Network (CDN) custom storage & support		

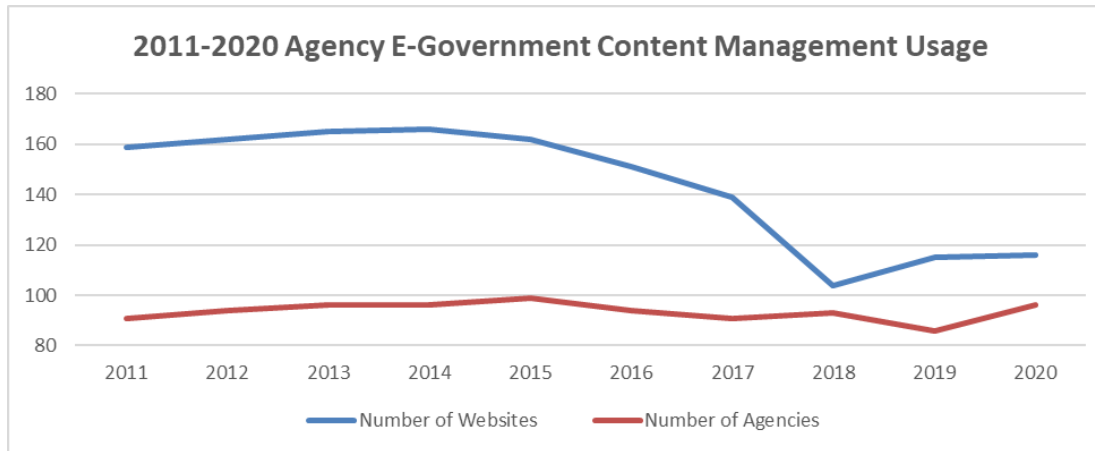*Figure 3: A chart showing Oregon.gov content management agency usage over time.*

2011-2020 Agency E-Government Content Management Usage

Legend: Number of Websites, Number of Agencies

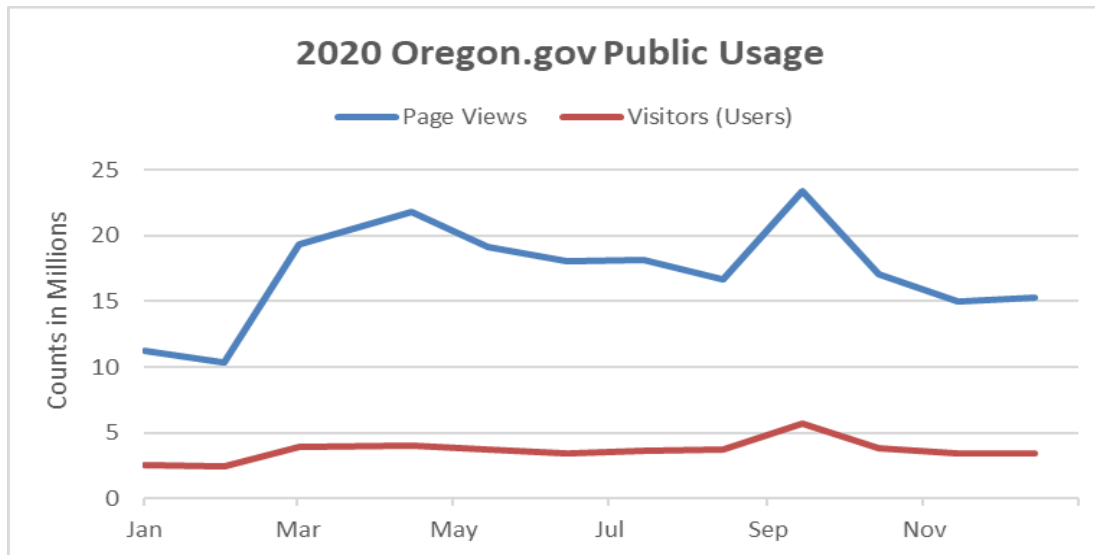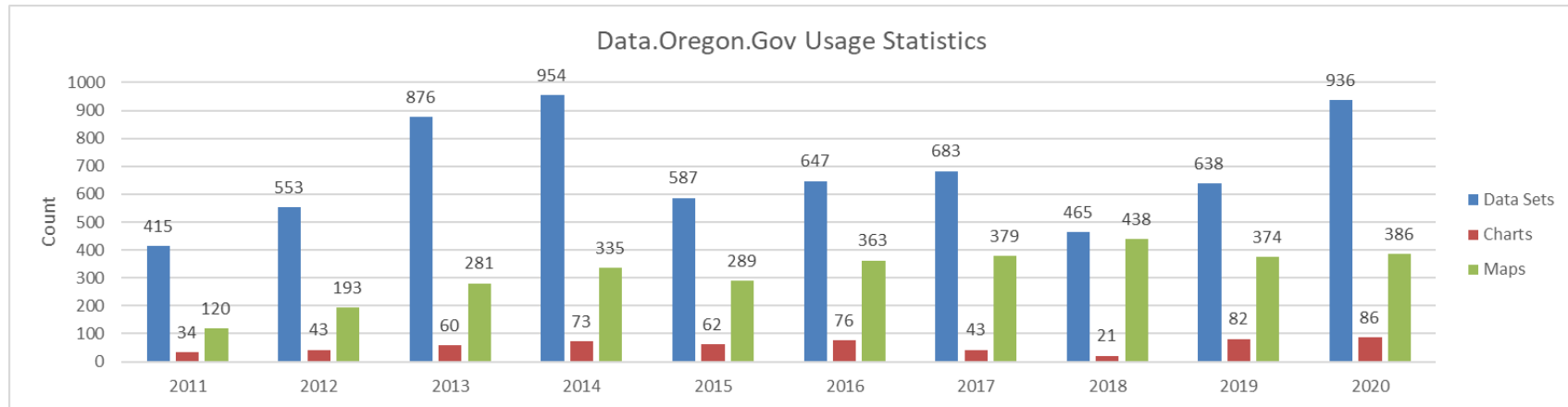*Figure 4: A chart displaying monthly public usage of Oregon.gov websites, by number of pageviews and visitors.*

2020 Oregon.gov Public Usage

Legend: Page Views, Visitors (Users)

Figure 5: Usage counts on data.oregon.gov for data sets, charts, and maps from 2011 to 2020.

Data.Oregon.Gov Usage Statistics

Results of Content Management System (CMS) Satisfaction Survey, 2020
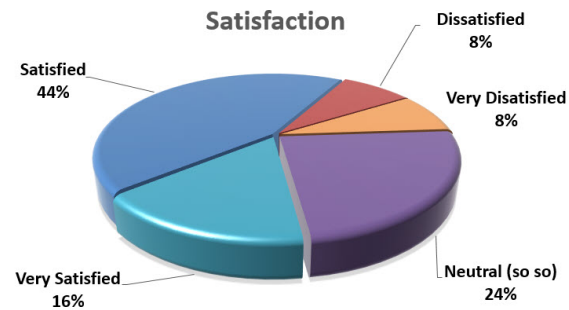
Overall, How Satisfied are you with SharePoint?

Satisfied or very satisfied: 60% (up 8%)
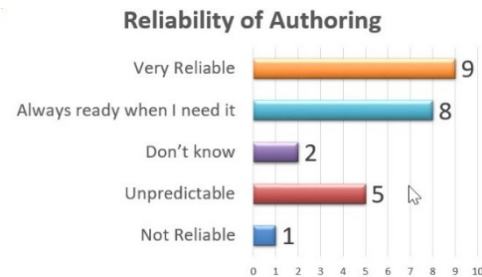
Neutral: 24% (down 12%)

Dissatisfied or very dissatisfied: 16% (down 4%)

There were 27 responses

How Reliable is Authoring Content in SharePoint?
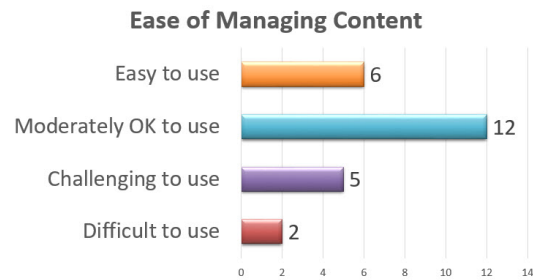

Reliable: 68% (down 16%)

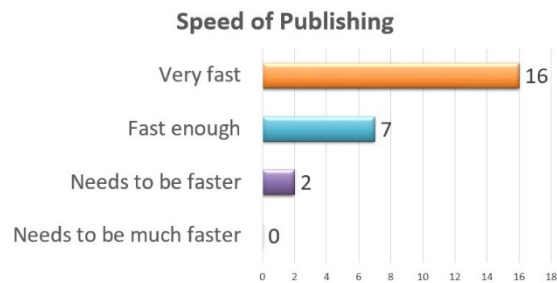Don't Know: 8% (up 8%)

Unpredictable: 20% (down 9%)

There were 27 responses

When Managing Content, How Easy Is It?

Ease of Managing Content

Easy or Moderately Ok: 72% (down 12%)
Challenging or Difficult: 12% (up 12%)
There were 27 responses

Easy to use — 6
Moderately OK to use — 12
Challenging to use — 5
Difficult to use — 2

Is Publishing Content Fast Enough?

Speed of Publishing

Very fast — 16
Fast enough — 7
Needs to be faster — 2
Needs to be much faster — 0
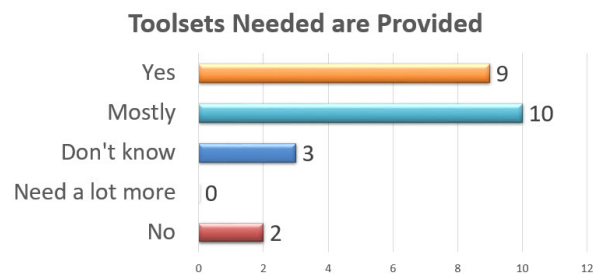
Fast Enough 92% (up 8%)
Needs to be Faster: 8% (down 8%)
There were 27 responses

Does SharePoint Provide the Toolsets You Need?

Toolsets are Mostly Provided 79% (up 11%)
Need More Toolsets: 0% (down 24%)
Don't know: 13% (up 5%)
There were 27 responses

Toolsets Needed are Provided

Category	Value
Yes	9
Mostly	10
Don't know	3
Need a lot more	0
No	2

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Appendix C
Operations Overview, New Services

Table 5: List of 23 new E-Government Program services released in 2020

2020 E-Government Service Releases	
1. Employment Department Lost Wage Assistance E-Commerce Integration	13. Higher Education Coordinating Commission Scholarship Donation Payments
2. COVID-19 Vaccine Webpage, English	14. Parks and Recreation Department Website
3. COVID-19 Vaccine Webpage, Spanish	15. Health Authority COVID-19 GovStatus Webpage
4. Office of the Governor, COVID-19 Webpage	16. Employment Department COVID-19 FAQs GovStatus Webpage
5. Military Department Armory Payments Store	17. Oregon Stay Home Save Lives GovStatus WebPage
6. Military Department Employee Payments Store	18. Oregon Softphone Download Page
7. Liquor Control Commission Liquor Licensing Application, Phase 4	19. Human Services Public Records Request Store
8. Employment Relations Board Case Management System Phase 3	20. Human Services Drinking Water Plan Review Store
9. Board of Licensed Social Workers E-Commerce Integration	21. Human Services Adult Foster Home Registrations Store
10. Secretary of State Audits Division E-Commerce Integration	22. Liquor Control Commission Intranet
11. Blind Commission Online Donations Store	23. Wildfire Information Resources Website
12. Bureau of Labor and Industries Website Redesign	

Table 6:New services initiated by work order contract, with completion dates and agency benefit description

Agency	Project Name	Completion Date	Agency Benefit (as of April 2021)
Employment Department	Lost Wage Assistance E-Commerce Integration	12/28/2020	New payment processing integration with over $158,000 in payments processed since launch.
Governor's Office	COVID-19 Vaccine Webpage, English	12/15/2020	New website, with over 5.2 million pageviews since launch.
Governor's Office	COVID-19 Vaccine Webpage, Spanish	12/15/2020	New website, with over 44,900 pageviews since launch.
Governor's Office	Office of the Governor, COVID-19 Webpage	12/3/2020	New website, with over 1.93 million pageviews since launch.

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Military Department	Military Department Armory Payments Store	11/17/2020	New E-Commerce store with over $22,400 in payments processed since launch.
Military Department	Military Department Employee Payments Store	11/17/2020	New E-Commerce store with over $5,600 in payments processed since launch.
Liquor Control Commission	Liquor Control Commission Liquor Licensing Application, Phase 4	10/13/2020	Application update with features refined for better admin experience, new permit filtering tools, and customer UI improvements.
Employment Relations Board	Employment Relations Board Case Management System Phase 3	8/25/2020	Application update with new board order search function and an array of new administration reports.
Board of Licensed Social Workers	Board of Licensed Social Workers E-Commerce Integration	7/20/2020	New payment processing integration with over $765,000 in payments processed since launch.
Secretary of State	Secretary of State Audits Division E-Commerce Integration	7/15/2020	New payment processing integration with over $74,600 in payments processed since launch.
Bureau of Labor and Industries	BOLI Website Redesign	6/12/2020	Redesigned website focused on user experience, with over 2.28 million pageviews since launch.
Commission for the Blind	Blind Commission Online Donations Store	4/21/2020	New E-Commerce store with over $650 in payments processed since launch.
Higher Education Coordinating Commission	Higher Education Coordinating Commission Scholarship Donation Payments	3/10/2020	New E-Commerce store with over $28,000 in payments processed since launch.

Table 7: List of Service Upgrades Deployed in 2020

2020 Service Upgrades
1. Newsroom update to version 1.3.0 (5 total updates in 2020)
2. 63 websites migrated to SP 2016
3. 23 websites redesigned, updated to the latest SharePoint template, and launched into SharePoint 2016
4. SharePoint Starter Template updated to version 4.11.17 (11 total updates in 2020)
5. DMV DRA Technology Update to FAST Connection

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