ELECTRONIC GOVERNMENT PORTAL JANUARY 2023

Enterprise Information Services' Biennial Report on Electronic Government Portal Activities for January 2021 – December 2022

ENTERPRISE
information services

Contents

Enterprise Information Services, with the advice of the Electronic Government Portal Advisory Board (EPAB), provides the ability for state agencies to offer government services by means of a secure and usable electronic government portal and has contracted these services to an electronic government portal provider. EIS contracts with Tyler Oregon, to offer a solution that is secure and complies with information security rules, policies, and standards, as well as meets the usability standards developed in cooperation with the EPAB.

Compliance with statewide cyber security policies and industry standards is assured through annual independent security audits.

As recommended by the EPAB, EIS may authorize an electronic government portal provider to charge a fee for an electronic government service. Such fees reflect the costs incurred in hosting, operating, maintaining, or implementing the electronic government portal.

As of December 2022, the EIS E-Government Program enabled over 300 state agency services. During the reporting period (January 2021 – December 2022), 30 new services were enabled, and 14 new portal fees were approved.

Center for Digital Government recognized Oregon as a top 10 finalist in the Government Experience Award for two consecutive years (2021[1] and 2022[2]). The awards recognize the achievements and best practices of states, cities and counties that are radically improving the experience of government and pushing the boundaries of how citizen services are delivered.

EIS E-Government Program published "Guidance on Accessibility for E-Government Program Services"[3] and selected Siteimprove[4] as an enterprise tool for accessibility and quality for state websites. Siteimprove scans agency websites to detect and help remediate accessibility and quality issues. Usability has been further expanded to include website support for 15 languages beyond English.

As mobile optimization continues to be a priority for EIS E-Government services, every new service launched is mobile-optimized and older services will become optimized as they are updated or retired.

EIS E-Government Program conducted an annual website content management survey of agency points of contact and commissioned a public preference survey through DHM Research to survey Oregonians on their preferences around internet use when interacting with Oregon state government and accessing government services. The Hatfield School of Government at Portland State University provided additional

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[1] "Government Experience Awards 2021 Winners Announced." GovTech, 15 Sept. 2021, www.govtech.com/cdg/government-experience/government-experience-awards-2021-winners-announced.
[2] "Government Experience Awards 2022 Winners Announced." GovTech, 19 Sept. 2022, www.govtech.com/cdg/government-experience/government-experience-awards-2022-winners-announced.
[3] Guidance on (oregon.gov).
https://www.oregon.gov/das/OSCIO/Documents/Guidance_on_State_of_Oregon_Accessibility_v1.0.pdf
[4] https://www.siteimprove.com/

analysis and reporting regarding the survey results of Oregonians. Results from the survey have been a key input to plan ongoing improvements of E-government services.

While the EIS E-Government Program has been operationalized for some time, work with EPAB strives for continuous improvement and effectiveness for the customer base. Moving into 2023, the program will continue to monitor operational measures looking for improvement and repeat surveys to identify opportunities for growth. Additionally, the program will continue partnership with agencies, especially those relating to the Governor's priorities.

A copy of this report in entirety may be requested by emailing
CIO_Info_Dist@das.oregon.gov.

Background

Enterprise Information Services (EIS), with the advice of the Electronic Government Portal Advisory Board (EPAB), provides the ability for state agencies to offer government services by means of an electronic government portal.

EIS contracts with an electronic government portal provider to offer a solution that is secure and complies with information security rules, policies, and standards, as well as meets the usability standards developed in cooperation with the EPAB. EIS may charge members of the public a portal provider fee or may authorize an electronic government portal provider to charge a portal provider fee, for an electronic government service based on recommendation of the EPAB.

Not later than the beginning of each odd-numbered year regular legislative session, the State CIO shall prepare and submit to the Legislative Assembly a report in the manner provided in ORS 192.245 that summarizes the State CIO's activities under the provisions of ORS 276A.276.

Electronic Government Portal Advisory Board (EPAB)

The EPAB, consisting of 13 members, is established by ORS 276A.273. EPAB membership as of December 2022 is provided in Appendix A.

EIS staffs the EPAB to fulfill their roles of advising the State CIO and the Department of Administrative Services concerning[5]:

a) The development of electronic government portals for the State Chief Information Officer, the department and other state agencies;
b) The amount, collection methods or other aspects of a portal provider fee that the State Chief Information Officer or an electronic government portal provider collects;
c) The priority of new governmental service applications that may be provided by means of an electronic government portal;
d) Terms and conditions of contracts between state agencies and electronic government portal providers;
e) Rules necessary to implement electronic governmental portals.

Electronic Government Portal Provider

EIS contracts with an electronic government portal provider, Tyler Oregon, to offer a solution that is secure and complies with information security rules, policies, and standards, as well as meets the usability standards develop in cooperation with the EPAB.

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[5] ORS 276A.273 https://www.oregonlegislature.gov/bills_laws/ors/ors276A.html

EIS entered into an agreement with an electronic governmental portal provider, NIC Inc., July 18, 2011. On April 21, 2021, Tyler Technologies, Inc. announced the acquisition of NIC Inc.[6] Most recently, EIS amended the agreement to extend the terms for an additional four years beyond the agreement expiration date of November 21, 2021.

New Portal Services

As of December 2022, the EIS E-Government Program enabled over 300 state agency services.[7] The four largest categories of services are:

- Websites: Secure websites provided by the E-Government Program include the Oregon.gov homepage and all agency, board, and commission websites that use the Oregon.gov domain.
- E-Commerce: E-Commerce services include an online shopping cart service and payment transaction system that allows users to make payments to government agencies, boards, or commission with credit cards online.
- Custom Applications: Custom applications are software solutions built specifically to address an agency, board, or commission business need. Some examples include appointment scheduling applications, file upload applications, or online forms to collect specific customer information.
- E-Commerce combined with a Custom Application: Application with E-Commerce solutions combine the online shopping cart and payment transaction system together with a software solution built specifically to address an agency, board or commission business and e-commerce need. One example is a custom online storefront where customers may purchase and pay for physical products directly from an agency.

A list of services enabled in 2021 and 2022 is detailed in Appendix B – New Portal Services.

New Portal Provider Fees

The EPAB recommended additional portal provider fees as detailed in Appendix C. Agency executives were engaged and provided acknowledgement of agreement with the respective portal provider fee.

Electronic Government Notable Accomplishments

Awards

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[6] Tyler Technologies Completes Acquisition of NIC | Business Wire.
https://www.businesswire.com/news/home/20210421005658/en/Tyler-Technologies-Completes-Acquisition-of-NIC
[7] Number of OSCIO E-Government Services by Type | data.oregon.gov | Oregon's Open Data Portal | Oregon.gov. https://data.oregon.gov/Administrative/Number-of-OSCIO-E-Government-Services-by-Type/3ciz-ub4n

Center for Digital Government recognized Oregon as a top 10 finalist in the Government Experience Award for two consecutive years (2021[8] and 2022[9]). The awards recognize the achievements and best practices of states, cities and counties that are radically improving the experience of government and pushing the boundaries of how citizen services are delivered.

Accessibility and Usability Improvements

The EIS E-Government Program began planning for increased guidance and tools to help state agencies create and sustain a more accessible online environment. Two major initiatives were begun in 2021 and officially launched in 2022.

The first was the EIS E-Government Program "Guidance on Accessibility for E-Government Program Services".[10] This guidance aims to improve the accessibility and usability of information and communication technologies for all state of Oregon government end-users; striving to ensure that online services are accessible to intended audiences.

Secondly, to further support online accessibility, the E-Government Program began the work of selecting an enterprise tool for accessibility and quality for state websites. After evaluating several solutions, Siteimprove was selected and as of March 2022 is available for state website authors. Siteimprove[11] scans agency websites to detect and help remediate accessibility and quality issues.

Usability has been further expanded to include website support for 15 languages beyond English. A list of languages is presented in Appendix D.

Emergency Response Support

This reporting period saw the continuation of responses to the COVID-19 pandemic and historic wildfire events throughout the state. The EIS E-Government Program assisted state agencies on several emergency-related projects.

EIS E-Government supported urgent work for the Governor's COVID-19 Vaccine efforts by developing websites for the "Take Your Shot, Oregon" campaign. The campaign also included a secure form to capture entrants' vaccine status information.

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[8] "Government Experience Awards 2021 Winners Announced." GovTech, 15 Sept. 2021, www.govtech.com/cdg/government-experience/government-experience-awards-2021-winners-announced.
[9] "Government Experience Awards 2022 Winners Announced." GovTech, 19 Sept. 2022, www.govtech.com/cdg/government-experience/government-experience-awards-2022-winners-announced.
[10] Guidance on (oregon.gov).
https://www.oregon.gov/das/OSCIO/Documents/Guidance_on_State_of_Oregon_Accessibility_v1.0.pdf
[11] https://www.siteimprove.com/

The OR Alert emergency notification webpage allows agencies to post and share current emergency alerts in Oregon. Website users can also opt-in to OR Alert affiliated alerts based on zip code, county, and/or city. The webpage also allows authorized users to make alert updates via email as per the current alert update process, and host files such as FAQ PDF's and other program documentation on the website. Since launch, the OR Alert website has been accessed by over 34,000 visitors.

The Wildfire Response and Recovery website created for the Office of Emergency Management was updated as a full SharePoint website at https://wildfire.oregon.gov/. Since its redesign and launch through end of 2021, the Wildfire Response and Recover website has received over 111,000 pageviews. This website is closely linked to the OR Alerts service.

Operational Review

Mobile Service Strategy

Providing mobile-optimized services continues to be an important goal for the EIS E-Government Program. At the end of 2021[12], mobile-optimized services accounted for 86% of all services, which is a 4% increase over the prior year. As mobile optimization continues to be a priority for EIS E-Government services, every new service launched is mobile-optimized and older services will become optimized as they are updated or retired.

E-Commerce

There are currently over 140 services that use Tyler Oregon payment processing services. Of these services, roughly 43% were payment integrations with an existing agency third-party application while roughly 57% were coupled with custom-built applications. In 2021, over 4.72 million transactions were securely processed totaling more than 1.51 billion dollars.

Website Content Management Survey

Once a year the EIS E-Government Program reaches out to agency Single Points of Contact (SPOC) for feedback about the Oregon.gov Content Management System. This year the E-Government Program expanded the audience to include not only SPOCs, but also to those who manage online content for their respective agencies. The respondents 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. The results were generally positive with identified areas for improvement.

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[12] 2022 data not yet available.

Public Preferences Survey

Under the sponsorship of EPAB, the EIS 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. The Hatfield School of Government at Portland State University has also been selected to provide additional analysis and reporting regarding the survey results of Oregonians. 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.

A new biennial survey was conducted in 2022. The summary of the Portland State University report is available at https://www.oregon.gov/epab/Documents/2022-Oregon-Resident-E-Government-Survey%20Presentation-6-28-2022.pdf.

Information Security

Compliance with statewide cyber security policies and industry standards is assured through annual independent security audits.

Conclusion

While the EIS E-Government Program has been operationalized for some time, work with EPAB strives for continuous improvement and effectiveness for the customer base. Moving into 2023, the program will continue to monitor operational measures looking for improvement and repeat surveys to identify opportunities for growth. Additionally, the program will continue partnership with agencies, especially those relating to the Governor's priorities.

Appendix A – Electronic Government Portal Advisory Board Membership

Appointer	Appointee
Governor's Agency Appointments:	Benjamin Kahn
	Manager, Oregon Department of Transportation
	Christopher Molin
	Chief Information Officer, Oregon Secretary of State
	Vacant (1)
Governor's Public Appointments:	Richard Chaves
	President, Chaves Consulting Inc.
	Rebecca Gladstone
	President, League of Women Voters of Oregon
	Vacant (1 Student)
Senate President Appointments:	Senator Rachel Armitage
	Senator Kim Thatcher
Speaker of the House of Representatives' Appointments:	Vacant (2)
State CIO Appointments:	Jennifer de Jong
	Shared Services Director, Enterprise Information Services
	Raelynn Henson
	Communications Coordinator, Dept of Administrative Services
State Treasurer Appointment:	Bryan Cruz González
	Deputy Director of Finance, Oregon State Treasury

Deployed	Service Name	Service Type
12/15/2020	COVID-19 Vaccine Information	Website
12/15/2020	COVID-19 Vaccine Information, Spanish	Website
12/28/2020	Employment Lost Wage Assistance	E-Commerce
2/1/2021	Board of Psychology Payment Processing	E-Commerce
2/26/2021	Energy Department Payment Application	E-Commerce & Application
3/9/2021	Youth Development Division	Website
5/18/2021	License Renewal E-Commerce Service	E-Commerce & Application
6/15/2021	ODDS 24 Hour Residential and Host Home Payment Application	E-Commerce & Application
6/15/2021	ODDS Adult Foster Care Payment Application	E-Commerce & Application
6/21/2021	Bureau Online Submission Form	Custom Application
7/19/2021	ORALERT Emergency Management Notifications	Website
8/2/2021	Unclaimed Property Finders List Payments	E-Commerce
8/2/2021	Public Record Request Payments	E-Commerce & Application
8/2/2021	Fallen Officer Fund Payments	E-Commerce & Application
8/2/2021	Treasury Agency Invoice Payments	E-Commerce & Application
8/2/2021	Unclaimed Property Holder Payments	E-Commerce & Application
8/2/2021	Treasury Agency IRE Payments	E-Commerce & Application
8/5/2021	ARPA Website	Website
9/28/2021	Workforce Talent Development Board Website	Website
10/21/2021	Business Oregon Website	Website
11/2/2021	Mitigation Payment Application	E-Commerce & Application
1/18/2022	Building Codes Division License Payments	E-Commerce
1/25/2022	Food and Beverage Makers Roadmap	Website
4/29/2022	Translation Advisory Council	Website
6/1/2022	Health Authority Lead-Based Paint Program	E-Commerce & Application
6/1/2022	OHA Public Health Laboratory - Communicable Disease Testing Services	E-Commerce & Application
6/1/2022	OHA Public Records Request Payments	E-Commerce & Application
6/7/2022	Oregon Knowledge Bank	Website
7/12/2022	Paid Leave Oregon	Website
11/1/2022	OHA Newborn Bloodspot Screening Program	E-Commerce & Application

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[13] Number of OSCIO E-Government Services by Type | data.oregon.gov | Oregon's Open Data Portal | Oregon.gov

Appendix C – New Portal Fees

Date Approved[14]	Agency	Fee Amount
8/30/2021	Board of Accountancy	$1.00
2/3/2021	Board of Chiropractic Examiners	$1.00
2/3/2021	Board of Licensed Professional Counselors & Therapists	$1.00
3/10/2021	Mortuary Cemetery Board	$1.00
8/30/2021	Marine Board	$1.50
2/3/2021	Board of Medical Imaging	$1.00
2/3/2021	Board of Naturopathic Medicine	$1.00
2/3/2021	Occupational Therapy Licensing Board	$1.00
2/3/2021	Water Resources Department	$1.00
2/3/2021	Health Licensing Office	$2.00
2/3/2021	Office of Legislative Counsel	$2.00
2/3/2021	Board of Psychology	$1.00
2/3/2021	Board of Speech-Language Pathology and Audiology	$1.00
8/30/2021	ODOT DMV Driver Record portal provider fee adjustment	$1.50

[14] No fees were approved in 2022.

Appendix D – Website Support Languages

1. English
2. Spanish
3. French
4. German
5. Hindi
6. Hmong
7. Japanese
8. Korean
9. Mien
10. Russian
11. Somali
12. Thai
13. Tagalog
14. Vietnamese
15. Chinese (Simplified)
16. Chinese (Traditional)