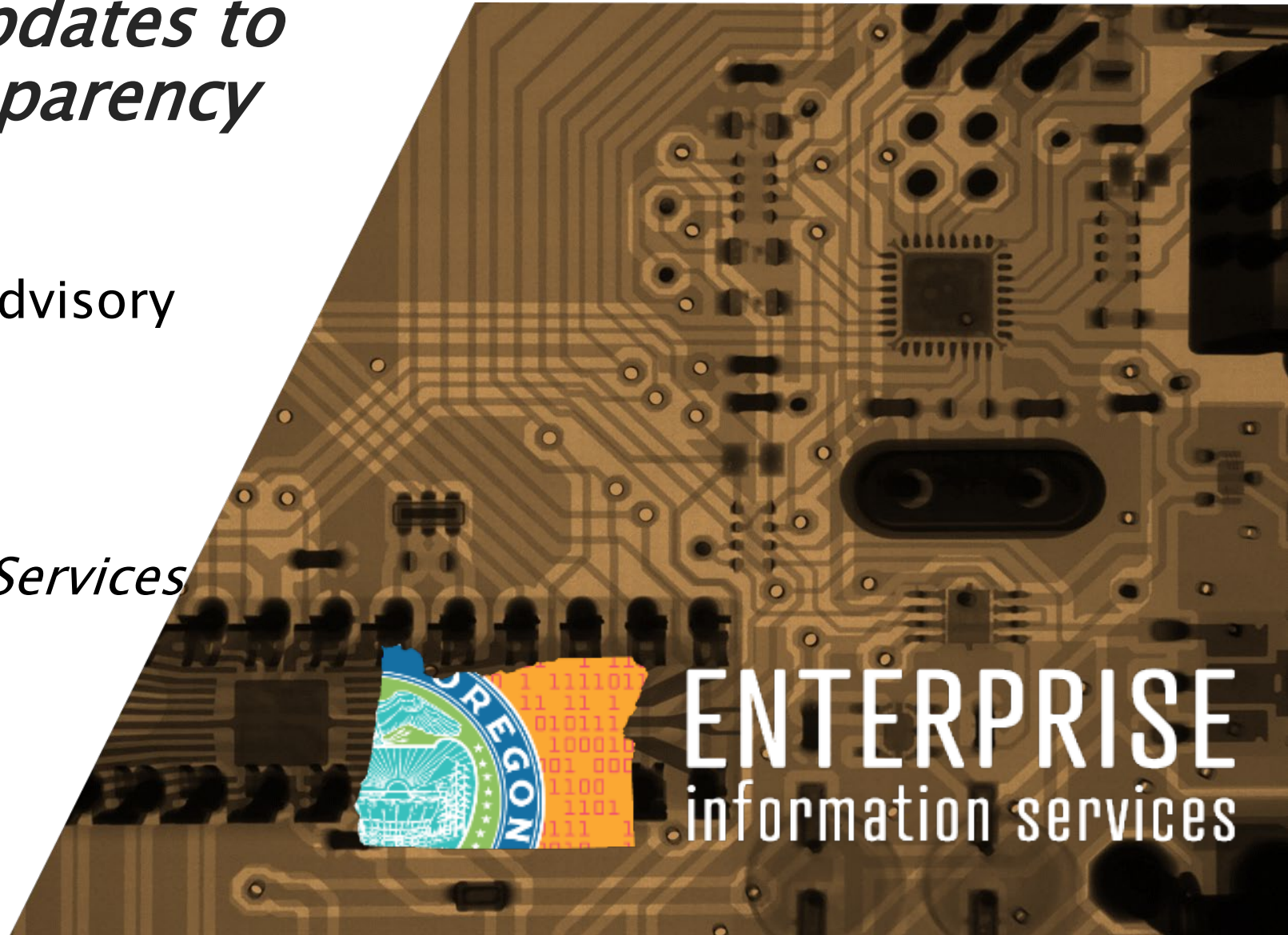


Recommended Updates to the Oregon Transparency Program

Transparency Oregon Advisory
Commission

*Kathryn Darnall Helms
Chief Data Officer
Enterprise Information Services*

May 31, 2022

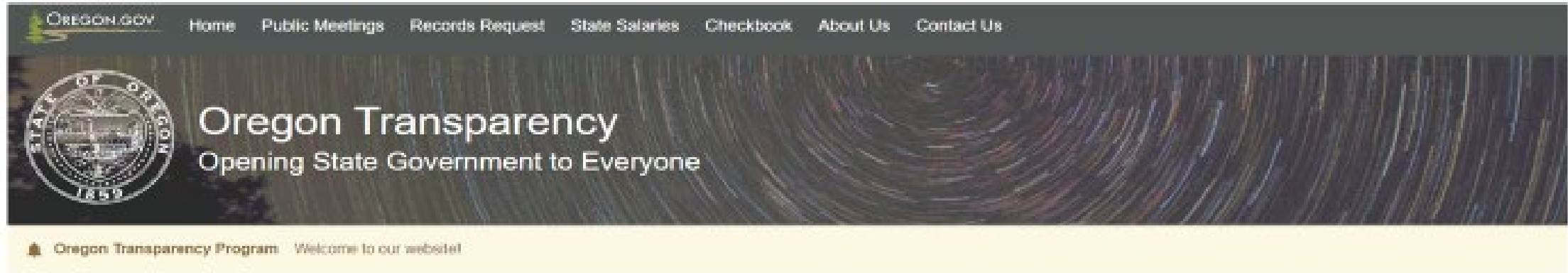


Agenda


- 1) Annual website refresh
- 2) Takeaways from September 2021 Transparency Oregon Advisory Commission (TOAC) meeting
- 3) Recommended legislative approach
- 4) Determining which datasets to include
- 5) Building the Chief Data Office
- 6) Program management approach
- 7) Transparency Program vision
- 8) Performance management approach and roadmap
- 9) Questions and feedback



Transparency Website – Annual Refresh



OREGON.GOV Home Public Meetings Records Request State Salaries Checkbook About Us Contact Us

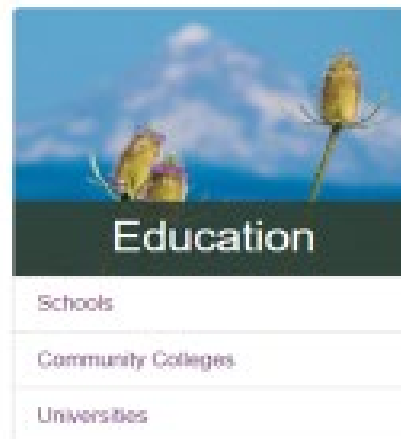
 Oregon Transparency
Opening State Government to Everyone

Oregon Transparency Program Welcome to our website!



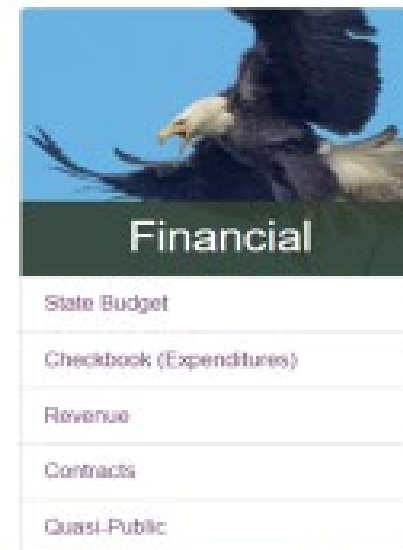
Resources

- Public Meetings
- Public Records Request
- State Salaries
- Administrative Rules
- Performance Measures



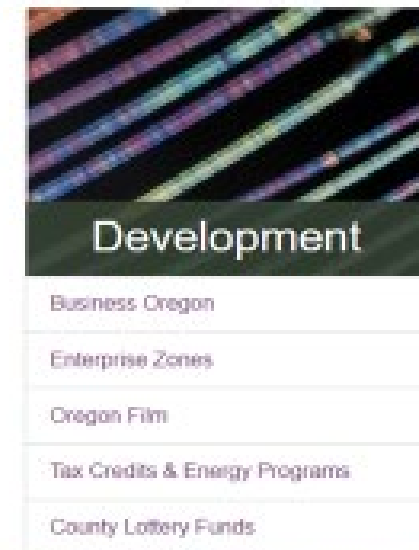
Education

- Schools
- Community Colleges
- Universities



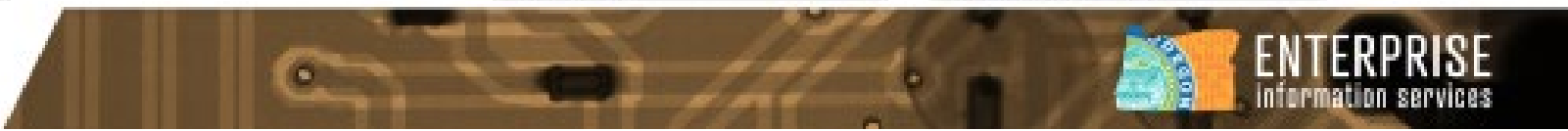
Financial

- State Budget
- Checkbook (Expenditures)
- Revenue
- Contracts
- Quasi-Public



Development

- Business Oregon
- Enterprise Zones
- Oregon Film
- Tax Credits & Energy Programs
- County Lottery Funds



Annual Website Refresh: Improving Data Stewardship

In 2021, Transparency Program staff collaborated directly with many Data Stewards (agencies and stakeholders who share data with the Transparency Program) to increase active data stewardship by training Data Stewards to directly publish their own datasets for inclusion on the transparency website.

Example Agencies

- Business Oregon
 - Program Data
 - Enterprise Zones
- Oregon Film and Video Office
 - Green Light Program
 - Oregon Production Investment Fund
 - Local and Regional Production Investment Fund



Takeaways from September TOAC Meeting

In the September 2021 meeting, Transparency Commission requested EIS/Chief Data Officer return with:

- Recommendations for a legislative concept to support transparency.
- A program vision and strategy for the Transparency Program and website.
- Recommended performance management and metrics approach.



Recommended legislative approach

Intended Outcomes

- Move away from current highly specific language and build a more cohesive vision for transparency within state agencies.
- Create direct connections between open data and transparency within the Chief Data Office, rather than as separately governed initiatives.
- Establish expectations for critical areas of transparency such as state budget and spending, while maintaining flexibility for future growth.
- Empower State Chief Information Officer to set standards and requirements for state agencies publishing data to support transparency.



Recommended legislative approach

- Recommendation to pursue updates to current transparency statute through legislative concept process.
- Recommended updates include:
 - Establish a larger vision for data transparency within state agencies.
 - Focus on datasets and establishing standards for datasets published.
 - Set direction for incorporating transparency by design into IT and data policies.
 - Require submitters work with EIS to develop processes for publishing data.
 - Include expectations for publishing data in support of transparency.
 - Direct references and connections to ORS 276a.350-364 and the established Open Data Program.
 - Remove references to links, PDF reports, and other websites.



Recommended legislative approach

Next Steps:

- Agency legislative concept was submitted April 2022.
- If concept is approved and moved forward, Legislative Council drafts legislative concept.
- With approval from Governor, DAS pre-session files agency legislative concept in December 2022.
- Concept is introduced as part of the 2023 Legislative Session.



Determining which datasets to include

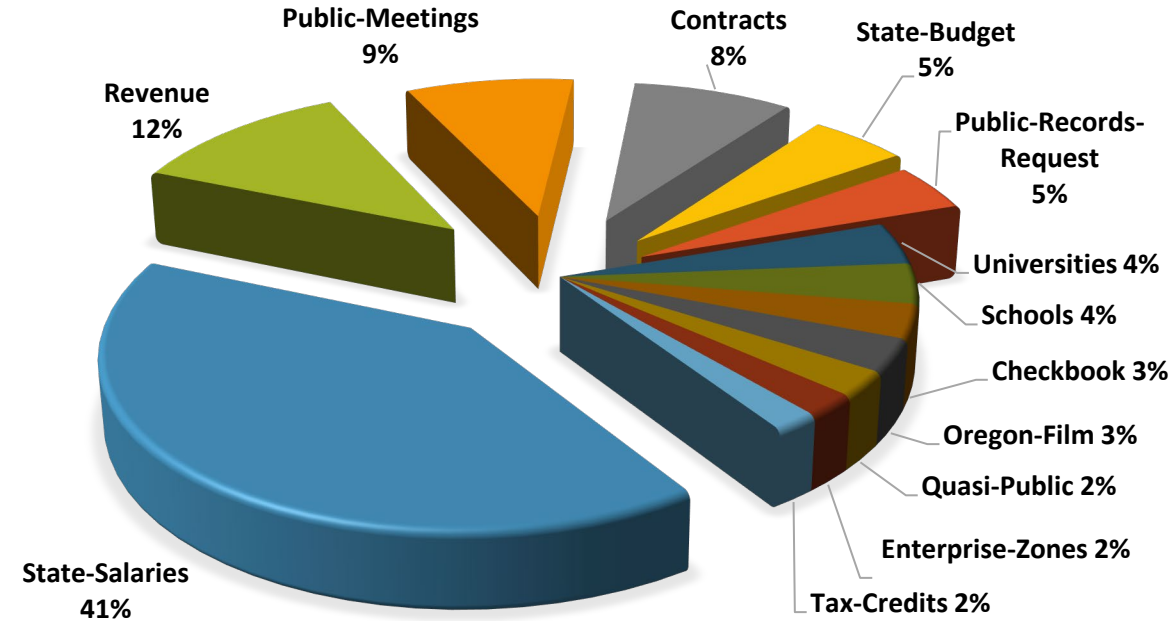
- Content Strategist joined March 1, 2022.
- Complete audit of all resources on website.
 - Recommend removals that are duplicate resources, PDFs or reports provided externally elsewhere, or lists of links to other websites.
 - Identify assets that have low engagement or low detail and recommend either removal or enhancement.
- Conduct deeper analysis of website engagement.
 - Which datasets are getting the greatest number of views on data.oregon.gov?
 - How do our total views compare against other state transparency websites?
 - Which assets are unique resources?



Current Findings: Transparency Website

80% of engagement is localized to 6 pages:

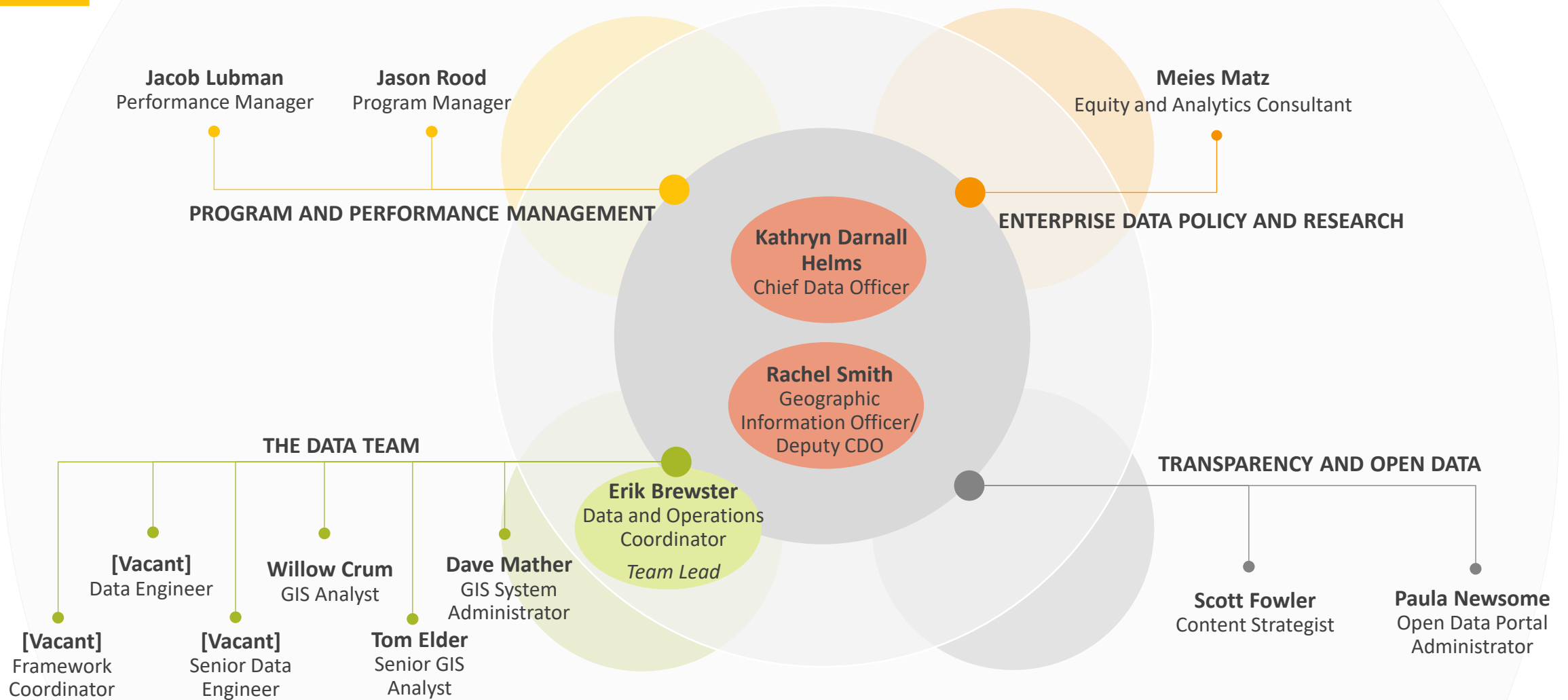
- Salaries: 41%
- Revenue 12%
- Public Meetings: 9 %
- Contracts: 8%
- State Budget: 5%
- Public Records Request 5%
- All other site pages represent < 4% engagement



TRANSPARENCY WEBSITE PAGEVIEWS APRIL 2020 TO APRIL 2022
*GOOGLE ANALYTICS



Building the Chief Data Office – Org Chart



Building the Chief Data Office – Oregon’s Data Principles



GOVERN: Manage data as a strategic asset for the public good



LEVERAGE: Use the State’s data to improve the lives of Oregonians through effective and efficient government



PROTECT: Preserve the privacy, quality, and integrity of the data we hold in trust



SHARE: Promote responsible data sharing across agencies and with external partners, including the public



PLAN: Be intentional in our collection and use of data and design with equity and the future in mind



ENGAGE: Embrace data justice in how we collect, use, and share data for the communities we serve



SHOW: Model transparency in our work to educate others about our data assets and how they are used and seek to build feedback loops between the State and our constituents



LEARN: Promote a statewide culture of learning and collaboration in the use and analysis of data



AUTONOMIZE: Educate data leaders within our organization and empower all individuals to use data appropriately, ethically, and effectively



LEAD: Establish structures for accountability and responsibility for the management of our data for all people we serve



Program Management Approach

Program Management Purpose: To enable Oregon's Data Strategy by delivering trusted leadership, infrastructure, and support to agencies through governance, robust program management and mature service offerings.

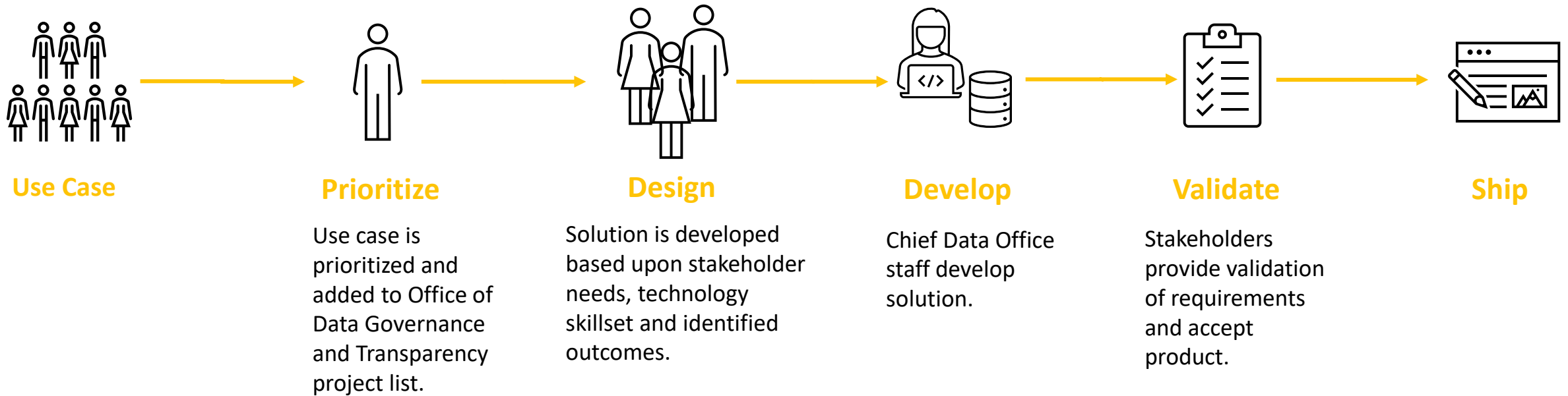
Key Objectives:

1. Build a service-oriented customer-centric team and service catalog
2. Establish and manage our portfolio and service catalog
3. Increase service management maturity
4. Develop and implement a performance practice



Program Management Approach

Building a Demand-Responsive Team



Transparency Program Vision – Strategic Framework

Draft Vision: The Oregon Transparency Program provides constituents the ability to meaningfully engage with and learn about how state government operates.

From Oregon's Data Strategy:

- **Govern:** Manage data as a strategic asset for the public good.
- **Leverage:** Use the state's data to improve the lives of Oregonians through effective and efficient government.
- **Show:** Model transparency in our work to educate others about our data assets and how they are used, and seek to build feedback loops between the state and our constituents.



Transparency Program Vision – Draft Outcomes

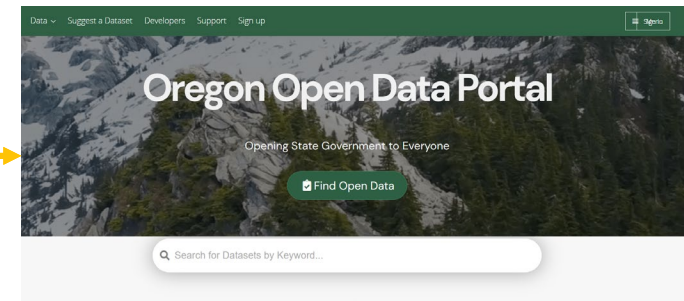
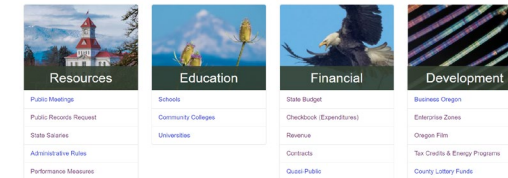
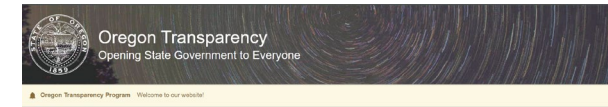
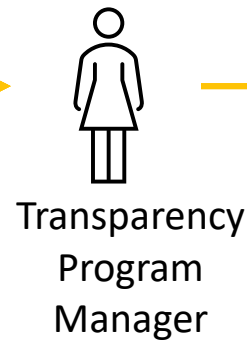
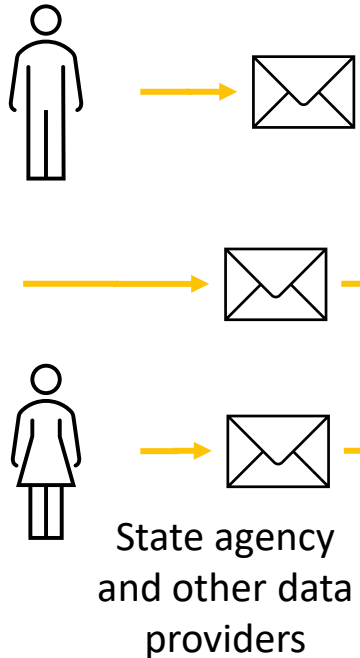
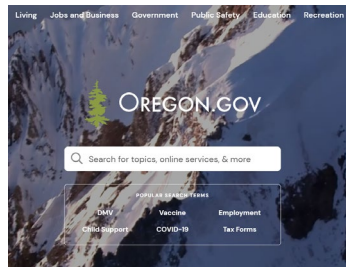
Draft Vision: The Oregon Transparency Program provides constituents the ability to meaningfully engage with and learn about how state government operates.

- **Govern:** Published data is timely, accurate and complete with appropriate context and metadata.
- **Leverage:** Published data is reflective of how state government operates and provides constituents the tools to learn about state government financial operations.
- **Show:** Proactive transparency is modeled through publication of datasets that reflect user needs.



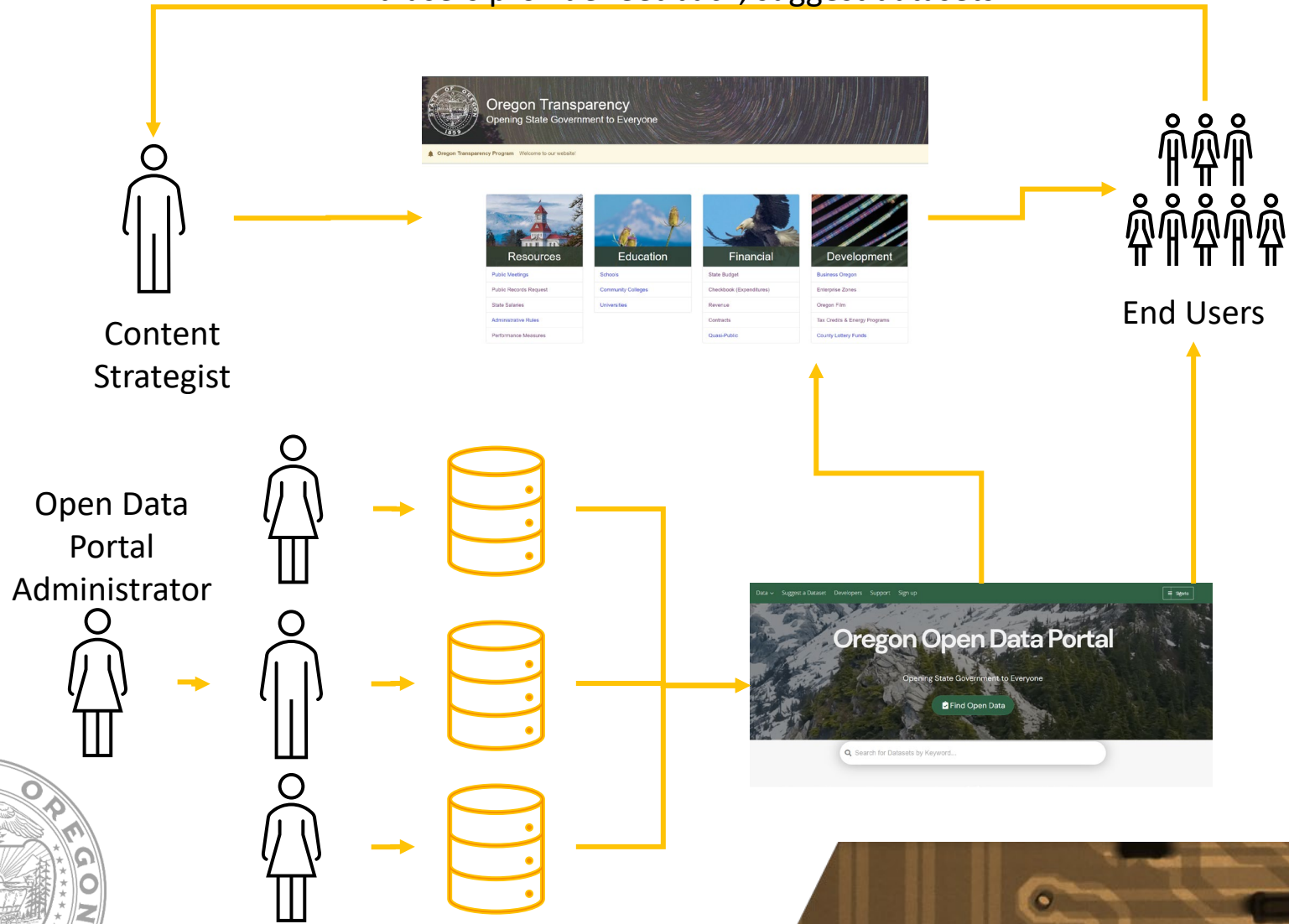
Transparency Program Vision – Current State

- Datasets and narrative content are emailed between agencies, data providers, and forwarded to the Transparency Program Manager for review and posting.
- Some agencies publish their own datasets from data systems.
- EIS manages 3rd party applications to post records and public meetings.
- Transparency Program Manager combs other state agency websites for links, PDFs, and other external resources.
- Website and data cleansing, munging and preparation are all managed by a single resource in EIS.



Transparency Program Vision – Future State

End users provide feedback, suggest datasets.



- EIS works with DAS to set enterprise dataset standards.
- Open Data Portal Administrator advises Data Stewards responsible for publishing and submitting datasets to the data.oregon.gov, Open Data Portal.
- Data Stewards work with EIS as needed to automate publication, set standards, and build metadata.
- Content Strategist manages curation of the website.
- Content Strategist develops strategies for outreach and user feedback collection, to determine website enhancements and new priority datasets.



Performance Management Approach

— Developing a Holistic Approach

Program Management Purpose: To enable Oregon's Data Strategy by delivering trusted leadership, infrastructure, and support to agencies through governance, robust portfolio management and mature service offerings."

Performance Focus Areas

1. Transparency Metrics Development
2. Performance Management
3. Program Evaluation
4. Stakeholder Research

Performance Objectives

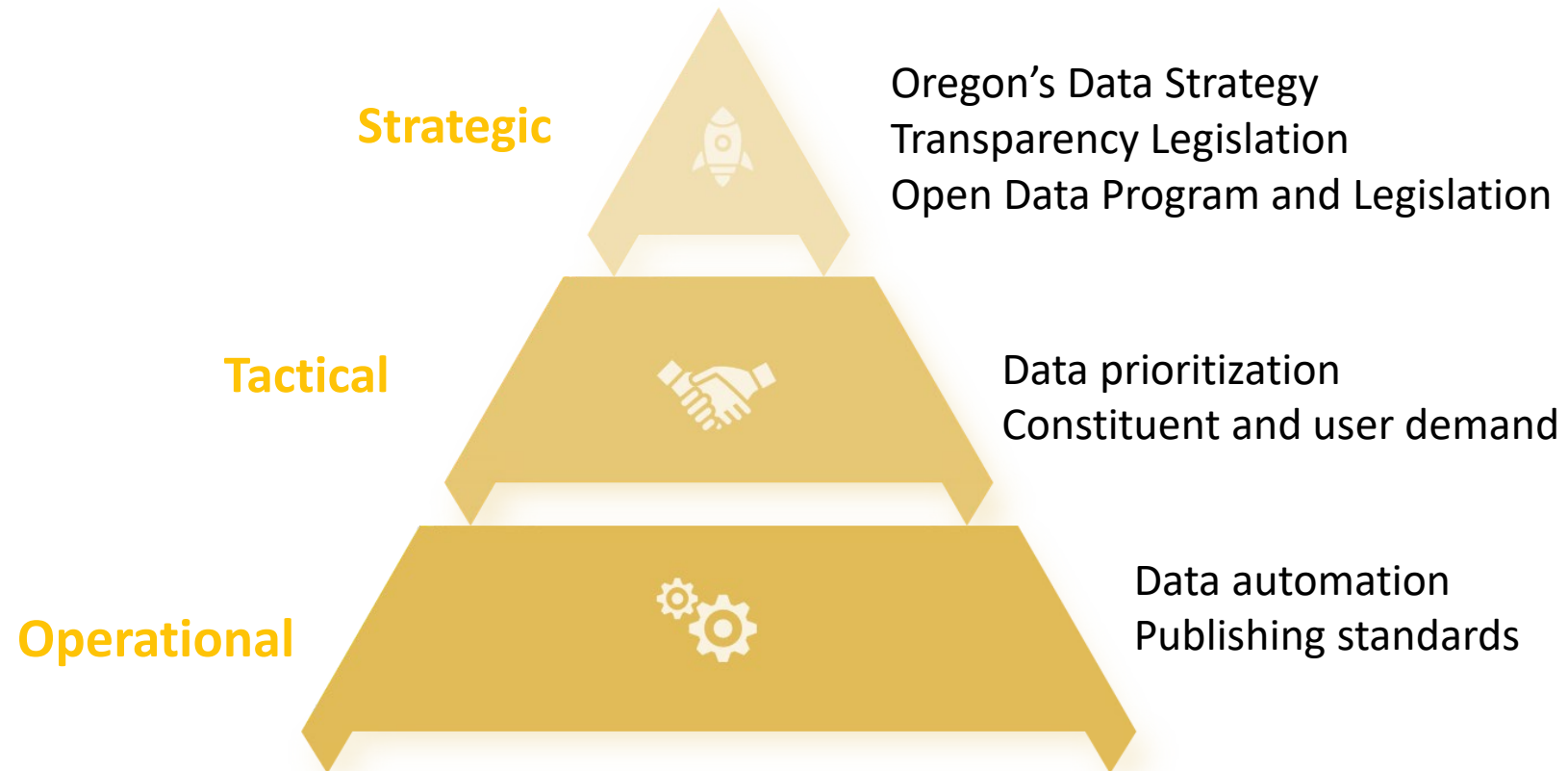
1. Document services and identify data sources and availability
2. Seek alignment between strategy and performance
3. Identify or develop customer-centered transparency metrics
4. Develop performance management programs and standards
5. Support transparency-related work across EIS



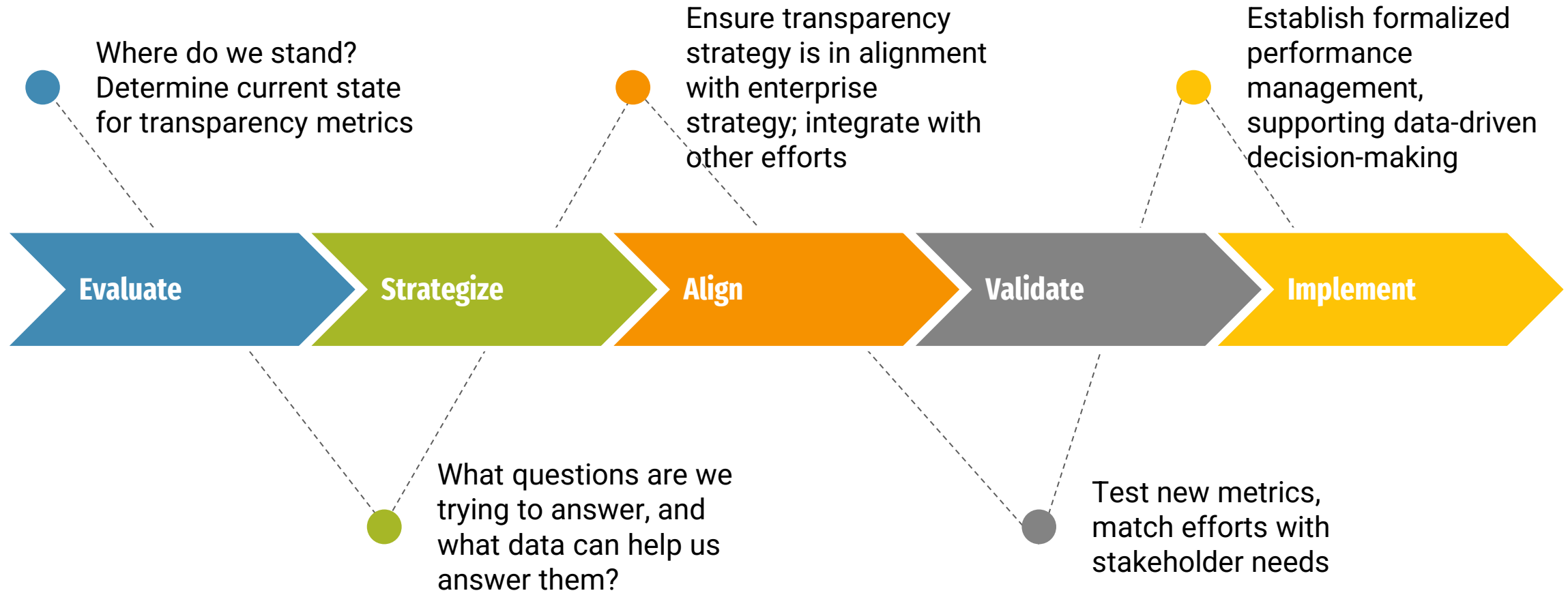
Performance Management Approach

— Developing a Holistic Approach

Office of Data Governance and Transparency Hierarchy of Performance



Performance Management Roadmap





ENTERPRISE
information services



**Thank you and
questions.**