E-Government

Oscar Parsons
Shared Services Administrator

Joint Committee on
Information Management
and Technology

May 16, 2025

Agenda

▶ E-Government Portal Advisory Board (EPAB)

▶ E-Government

▶ Portal Provider Contract

E-Government Portal Advisory Board (EPAB)

▶ ORS 276A.273

▶ 13-member board

▶ Advise the State Chief Information Officer (CIO) and Department of Administrative Services (DAS)

▶ Meet regularly/quarterly

▶ https://www.oregon.gov/eis/epab/Pages/default.aspx

EPAB Membership

▶ Governor's Agency Appointments

  o Adam McBride-Smith, Oregon Health Authority

  o Benjamin Kahn, Oregon Department of Transportation

  o Chistopher Molin, Oregon Secretary of State

▶ Governor's Public Appointments

  o Ava Trujillo, Public Member – Student

  o Rebecca Gladstone, Public Member

  o Richard Chaves, Public Member

▶ State Treasurer's Appointment

  o Bryan Cruz Gonzalez, Oregon State Treasury

EPAB Membership

▶ Senate President's Appointments

- o Kim Thatcher, State Senator, District 11
- o Vacant

▶ Speaker of the House of Representative's Appointments

- o Kevin Mannix, State Representative, District 21
- o Ben Bowman, State Representative, District 25

▶ State Chief Information Officer's Appointments

- o JoLene Swint, Enterprise Information Services (EIS)
- o Lisa Catto, DAS

EPAB Statutory Authority

▶ Advise the State CIO and (DAS) concerning:

- o Development of electronic government portals for state agencies
- o Amount, collection methods or other aspects of a portal provider fee
- o Priority of new governmental service applications that may be provided by means of an electronic government portal
- o Terms and conditions of contracts between state agencies and electronic government portal providers
- o Rules necessary to implement electronic government portals

EPAB Statutory Authority

▶ Monitor the layout, content and usability of electronic government portals and advise the State CIO and DAS on ways to improve:

- o Delivery of government services by means of electronic government portals

- o Accountability of state agencies' use of electronic government portals to provide government services

- o User satisfaction with electronic government portals

EPAB Statutory Authority

▶ Study, propose, develop or coordinate activities that:

- Consider the needs of Oregonians

- Evaluate the performance and transparency of state agency delivery of government services

- Further the effectiveness of and user satisfaction with:

  - Electronic government portals

  - State agencies' performance and accountability in using electronic government portal to provide services

E-Government

▶ EIS E-Government, with the advice of the EPAB, provides the ability for state agencies to offer governmental services by means of a secure and usable electronic government portal

▶ Portal provider vendor management

▶ Accessibility support

▶ Usability support

E-Government: Portal Provider

▶ EIS contracts with an electronic government portal provider, Tyler Oregon

▶ EIS originally entered into an agreement with NICUSA Inc. on July 18, 2011

▶ On April 21, 2021, Tyler Technologies, Inc. announced the acquisition of NICUSA Inc., and its Oregon operations has been doing business as Tyler Oregon

▶ EIS amended this agreement to extend contract terms for an additional four years through November 21, 2025

▶ Recently, EIS leadership initiated the process to extend this agreement further

E-Government: Portal Provider

▶ Tyler Oregon offers a solution that is secure and complies with information security rules, policies, and standards, as well as usability standards develop 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

▶ Fees reflect the costs incurred in hosting, operating, maintaining, or implementing the electronic government portal

E-Government as of December 2024

▶ Over 310 state agency services enabled

▶ During January 2023 – December 2024

    ○ 19 new services were enabled

    ○ One new portal fee was approved

    ○ 84 services were updated or redesigned

▶ At the end of 2024, mobile-optimized services accounted for 97% of all services, which is an 11% increase over the prior reporting period

E-Government: Services as of December 31, 2024

Service Type	Count	Percent of Total
Website: Secure websites including the oregon.gov homepage and all state websites that use the oregon.gov domain	134	43%
E-commerce and application: Solutions that combine the online payment processing together with a software solution built specifically to address business and e-commerce needs	86	28%
E-commerce: E-commerce services include an online shopping cart service and payment transaction system that allows users to make payments with credit cards or e-checks online	60	19%
Custom application: Software solutions custom built to address an agency, board or commission business process	26	8%
Intranet: Secure intranet websites for use by internal state personnel	3	1%
Open data portal: The Oregon Open Data Portal located at data.oregon.gov	1	0%

E-Government

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Center for Digital Government
Government Experience Awards

Government Experience Awards showcase the latest trends, best practices and ideas around the evolving experience of government and recognizes the states, cities and counties as the forefront of the government experience movement.

E-Government: Accessibility

Resources Toward Complying with the Americans with Disabilities Act Title II Web and Mobile Application Accessibility Rule

In April of 2024, the federal Department of Justice published its final rule updating regulations for Title II of the American with Disabilities Act (ADA). Title II of the ADA applies to all state and local governments (including agencies of state governments), and contractors that provide public services for those governments that require their services, programs and activities are accessible to people with disabilities.

Title II of the ADA — AMERICANS WITH

Resources — DISABILITIES

Topics — ACT

E-Government Program Accessibility Guidance

Version History

Version 1.1 of this document was prepared by the E-Government Program in collaboration with the E-Governance Board and was published on March 22, 2022. Current version has version number and date indicated on the cover page.

Table of Contents

Guidance Statement

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.

In order to provide an equitable experience, Oregon.gov websites should strive to comply with the following:

- Web Content Accessibility Guidelines (WCAG) 2.1 level AA
- Federal Law, as required for specific agencies or programs
- Translation into relevant languages, as appropriate

Oregon.gov websites must also follow the Oregon Plain Language Law (ORS 183.750)[1]

https://www.oregon.gov/eis/Pages/accessibility.aspx
https://www.oregon.gov/eis/shared-services/Documents/eis-ss-guidance-egov-accessibility.pdf

E-Government: Usability and Accessibility

▶ Enterprise tool for accessibility testing and quality assurance of websites

- Scans agency websites to detect and help remediate accessibility and quality issues

- Search engine optimization added in 2024

- Content analytics functionality added in 2024

▶ 16 languages are available for on page translation

▶ Website content may be dynamically translated into up to 249 languages

E-Government: Usability

Portland State University Center for Public Service

Research the usability and accessibility of Oregon's online resources, aiming to better understand and address user needs

JULY 2023

The experiences among communities of color with the State of Oregon's online services: A qualitative analysis

PREPARED BY

CENTER FOR PUBLIC SERVICE
MARK O. HATFIELD SCHOOL OF GOVERNMENT
PORTLAND STATE UNIVERSITY

Center for Public Service

E-Government Program

Phase III Report:

Experiences of the business community with the State of Oregon's online resources

Submitted by:

Center for Public Service/Nonprofit Institute
Mark O. Hatfield School of Government
Portland State University

Oregon E-Government Program & NICUSA

2022 Benchmark Survey Report

Thank you

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Legislative Director

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