Portal Steering Committee & Review Board Meeting

October 13, 2006, 1 p.m. – 2:30 p.m. at
CAL EPA Building: Coastal Hearing Room, 1001 I Street, Sacramento

- AGENDA –

Time:			
10	I.	**Welcome Steering Committee, Review Board & Guests**	**Clark Kelso**
15	II.	**A Review of the Portal Initiative Today**	**Clark Kelso**
15	III.	**Portal Status**	**Andrew Armani**
15	IV.	**2006 IT Strategic Plan Portal Goal & Objectives**	**Andrew Armani & PK**
15	V.	**Portal Governance Transition**	**Clark Kelso & Will Bush**
10	VI	**Additional Accessibility Training**	**Richard Devylder**
5	VII.	**Next Steps**	**Clark Kelso**
		Adjourn	**Clark Kelso**

Portal Steering Committee & Review Board Meeting

A Review of the Portal Initiative

1. First Steering Committee meeting: February, 2005
2. Review Board chartered: September 2005
3. Steering Committee and Review Board adopted the attached eight recommendations in October 2005 and January 2006
4. IOUCA chartered in January 2006
5. DTS initiates the Portal Redesign Project: February (?) 2006
6. The IT Council (ITC) adopts the conceptual *Service Oriented Architecture* dated April 21, 2006
7. Framework document published by the State Library: May, 2006
8. Ca In-Touch Vision announced May, 2006
9. IOUCA recommendations developed, vetted and published: July 2006
10. e-Services Director selected July, 2006
11. Portal Executive Sponsors meet: August May, 2006
12. Accessibility Training completed in September, 2006

State Portal Steering Committee Adopted Recommendations

October 14, 2005:

Recommendation 1 (Governance & Architecture): The State should adopt a "federated" management and governance approach to the development and maintenance of the State's Internet presence.

Recommendation 2 (Service Centers): With leadership provided by cross-agency working groups organized around a few high-level governmental functions, the State should develop and maintain one or more "Service Centers" (including a State-level "California Service Center") that assist users in navigating quickly to desired government information and services.

Recommendation 3 (Shared Services): The State CIO should begin conversations with the State Portal Review Board and appropriate agencies to identify specific shared services that should be developed for the State's web presence. The list of specific shared services should be brought back to the State Portal Steering Committee for its consideration and action**.**

Recommendation 4 (State Banner): The State CIO, with advice from the Portal Steering Committee, should adopt a new banner for State web pages that uses less space and facilitates co-branding with State agencies and departments.

Recommendation 5 (Transition Planning): Planning to transition away from the existing State Portal hardware and applications should begin immediately in anticipation of the federated, shared-services architecture recommended above. Current clients and agencies which rely upon that existing hardware and applications infrastructure should begin appropriate transition planning with the assistance of the Department of Technology Services**.**

January 13, 2006:

Recommendation 6 (SOA): The Portal Review Board hereby approves in concept the development of a "Service Oriented Architecture (SOA)" to govern the shared services components of the State's Internet presence.

Recommendation 7 (EA Governance): The Portal Review Board hereby refers the Draft Service Oriented Architecture (November 30, 2005) developed by the State CIO's Enterprise Architecture staff to the Enterprise Architecture Committee of the Information Technology Council for its review, comment and approval.

Recommendation 8 (SOA Process): The Portal Review Board hereby declares its intention to begin the process of identifying departments which are prepared to take on the development of shared services pursuant to a Service Oriented Architecture.

2005 IT Strategic Plan Goal 1

Goal 1: Make Government Services More Accessible to Citizens and State Clients

The State will complete a customer-focused, technology-enabled transformation in service delivery to improve the accessibility, value and cost-effectiveness of services, benefits and information provided to the public, businesses, other government agencies and state employees.

Objective 1- Develop A Foundation For Transforming Government

The State will implement an enabling management and technical foundation for the transformation of government, making the technical solution implementation process more customer-focused, strategic, efficient, and economical.

The essential ingredients of this foundation include:

- Leadership focused on the redesign of business processes and the exploration and application of technologies across organizational boundaries to improve efficiency, interoperability, and cross-organizational program integration.
- A governance process for evaluating government needs and challenges across organizational boundaries and prioritizing those initiatives with a high return on investment and public acceptance.
- Common business processes that facilitate interoperability and data sharing.
- Shared applications, architectures and code.
- Streamlined project development, management and implementation to capture early benefits and encourage transformation.
- State workforce skilled in implementing industry best practices.

A key driving force for this transformation will be a federated ownership and development architecture for the State's presence on the Internet. Other objectives and action items throughout this plan will also contribute to the essential ingredients listed above.

Action 2. By March 2006, the State CIO will identify at least five projects that will serve as models or case studies for e-Services investment including:

a. A project focused on the delivery of services to citizens (such as licensing, or call center services, or recreation and visitor information, or consumer protection).
b. A project focused on delivery of services to businesses (such as licensing, or workers compensation, or electronic payment and filing).
c. A project focused on services that integrate intergovernmental programs (such as self service eligibility determination, or online grants processing, or social services benefits delivery).
d. A project focused on delivery of services internal to state operations (such as online travel and human resources transactions, or data sharing between state agencies).
e. A project focused on reorganization of information on departmental web pages around major customer groups or users (e.g., public user, business user, government user) consistent with new look-and-feel standards to be adopted by the State CIO.

Action 4. The California Portal Steering Committee will guide development of a new infrastructure to support the State's presence on the Internet including: (a) identification and design of shared services; (b) definition of the technical architecture and governance process; (c) identification of additional projects to leverage shared resources; and (d) by July 2006, approval of the first architecture for the State's Internet infrastructure.

Objective 2- Leverage Services between State Agencies, Federal and Local Government And Promote Interagency and Intergovernmental Data Sharing

DRAFTED 2006 IT Strategic Plan Goal 1

Make Government Services More Accessible to Citizens and State Clients

The State will continue to focus on a technology-enabled transformation in the delivery of services, that improves the accessibility, value, and cost-effectiveness of services, benefits and information provided to the public, businesses, other government agencies and state employees.

Government services must be made widely available through multiple delivery channels. We must move beyond the traditional face-to-face, paper-based interactions and demonstrate California technology prowess by making information and services available inexpensively and on a 24x7 basis. Modern telecommunication and information technologies are the foundation of this transformation of service delivery.

However, it is not enough to take these services as-is and make them electronic. There is a need to rethink the entire service delivery model. Integration of like services into a "service center" is a must. For example, an entrepreneur starting a new business should not have to visit ten or more different agencies (or their web sites) when this could be done in a single transaction. This type of a transformation can only happen when there is a deeper collaboration between related government agencies and willingness to share data.

Finally, the widespread deployment of network technologies and broadband is creating brand new opportunities that never existed before. Health IT and GIS technologies are a harbinger of a new world in which California state government could dramatically enhance the value of its services.

Objective 1
Develop a Foundation for Transforming Government

The State will implement an enabling management and technical foundation for the transformation of government, enabling business solutions and processes that are more customer-focused, strategic, efficient, and economical.

The essential ingredients of this foundation include:

- *Recognition and ownership of the e-Government channel as being one of the primary customer-focused service delivery channels of the State of California*
- *Leadership focused on the redesign of business processes and the exploration and application of technologies across organizational boundaries to improve efficiency, interoperability, and cross-organizational program integration*
- *A governance process for evaluating government needs and challenges across organizational boundaries and prioritizing those initiatives with a high return on investment and public acceptance*
- *Common business processes that facilitate interoperability and data sharing*
- *Shared applications, architectures and code*

- *Streamlined project development, management and implementation to capture early benefits and encourage transformation*

- *State workforce skilled in implementing industry best practices*

A key driving force for this transformation will be a federated ownership and development architecture for the State's presence on the Internet. Other objectives and action items throughout this plan will also contribute to the essential ingredients listed above.

Actions: ***In review***

Objective 2
Leverage Services between State Agencies, Federal and Local Government and Promote Interagency and Intergovernmental Data Sharing

Objective 2- Leverage Services between State Agencies, Federal and Local Government And Promote Interagency and Intergovernmental Data Sharing

The State will pursue opportunities to collaborate with federal and local agencies and within state government to leverage e-government services. The State will coordinate interagency and intergovernmental data collection and management, to improve data sharing capabilities and reduce costs of acquiring and managing data.

Many federal, state and local government programs are interrelated or interdependent. Working together, governmental agencies can deliver better services to citizens and reduce the overall cost of implementing and maintaining service delivery systems.

System and database designs often prescribe unique definitions and program-focused restrictions, inhibiting the use of data for other purposes, and resulting in duplication and incompatibility of data. The State can do a much better job of sharing data through collaborative planning efforts.

Actions: ***In review***