The 2009 Statewide Portal Plan

WUG Presentation 3/9/09
by Dane Wilson

California
Office of eServices
Department of Technology Services

Recap of 2008

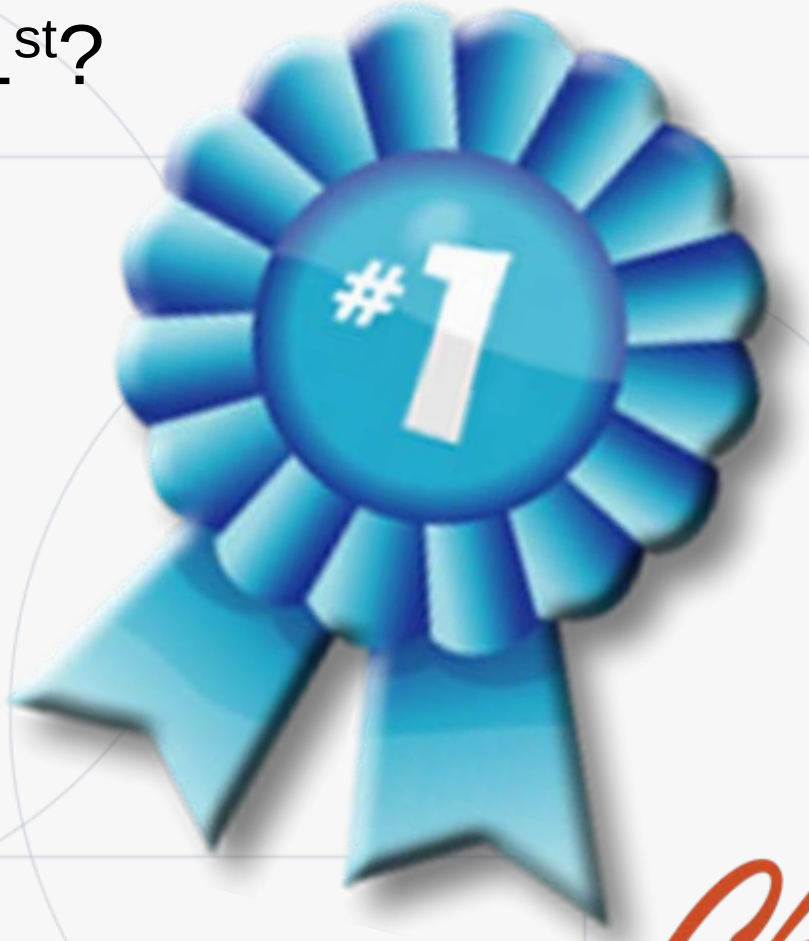
- Performed gap analysis on CA.gov
- Added visual scanning and social networking elements
- Increased mapping/multimedia
- Continued to work with community
- Entered and placed 3rd in Best of the Web
- Placed 4th in Brookings Institution

Where We Did Well (or not)

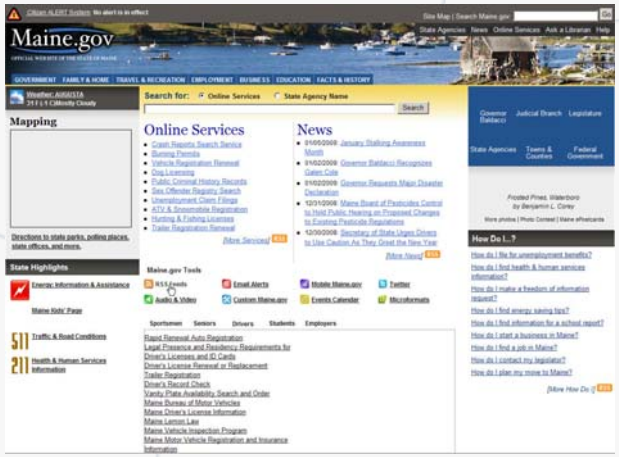
- Did well..
  - Features and functionality
  - Design and navigation
  - Accessibility, usability and privacy
- Could improve
  - Online services
  - Describe efficiency and economy gained

The Challenge

- How can we place 1st?



The States to Watch



- District of Columbia
- Maine
- Michigan
- Utah
- Virginia

How We'll Get to First

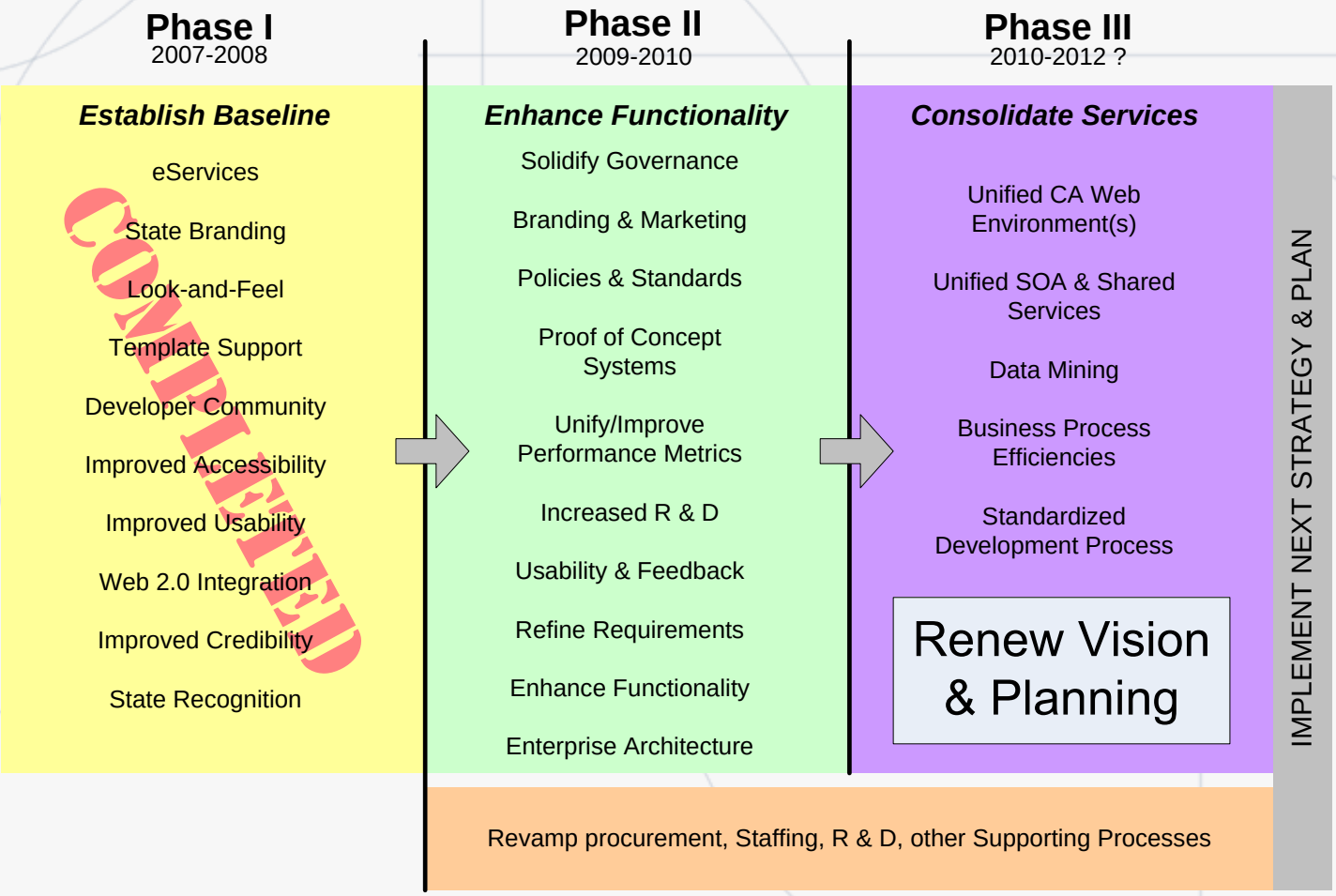
- Improve in all BOW criteria areas
  - Innovation
  - Functionality
  - Efficiency and Economy
  - Monthly Average of Unique Visitors
  - List of Private-Sector Partners
- Move from a text-oriented design to a more graphic design without losing accessibility
- Tell our story better

What You Can Do…

- In General
  - More Graphics, Pictures, Video, Audio, Web 2.0
  - More On-line Services
- Specific
  - Success Stories of Adoption
  - Case Studies of Cost-savings
  - Effectiveness Metrics

Where Next?

California State Portal Strategy

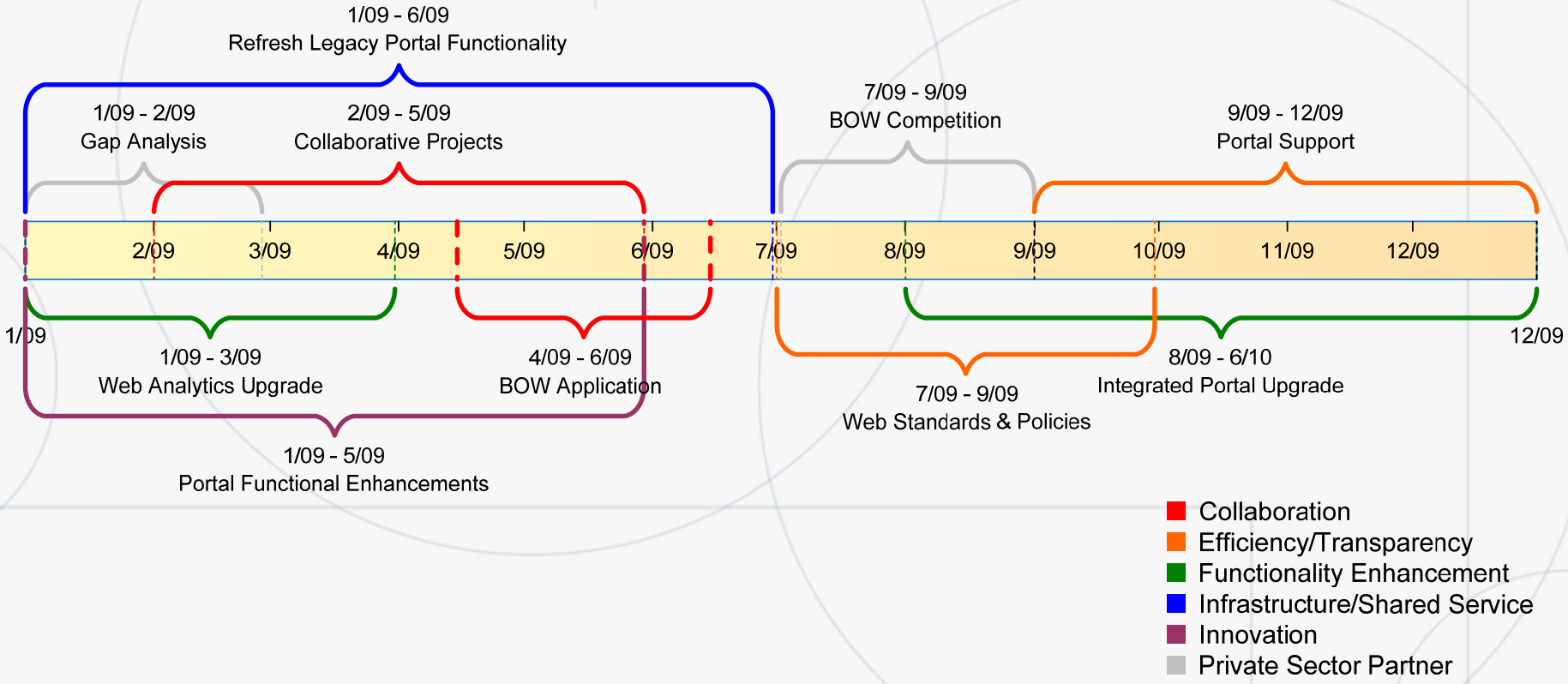


2009 Portal Plan Goals

- Update/enhance existing portal services
- Add additional functionality
- Incorporate innovative ideas
- Increase collaboration
- Stay within current fiscal resources

2009 Plan

- 10 Project Blocks
- Mostly in 2009 but into mid-2010



Plan Details

- 40 Projects/Efforts
- 27 Completed on or before 5/30/09
- 4 More in 6/09 including decommission legacy portal

Key Projects

- URSUS CMS
- Analytics
- Youth Portal
- News Portal
- CA Image Library
- Widgets/Gadgets
- Mobile Applications

Key Projects (cont')

- Additional Functionality
  - Survey Tool
  - Online Training
  - Updated Forum/Collaborative Tool
- Standards & Policies
- Integration of Portal Functions
- Marketing
- DTS Research and Development

Plan Assumptions/Issues

- Plan was created based upon a fully-staffed DTS Web Services
- OCIO will provide some external resources (i.e. private sector)
- Plan did not account for furlough days or furlough coverage (possibly one, but not both scenarios)

Issue Mitigation

- Prioritizing plan components
- Spreading management of projects to SSS III staff
- Request restoration of staff positions
- Migrate operational work to other areas
- Consider available contractor staff
- Locate other external resources/partners

Questions?

Contact Information

Dane Wilson

dane.wilson@dts.ca.gov