

HOUSE COMMITTEE ON ADVANCING E-GOVERNMENT

February 20, 2001
3:30 PM

Hearing Room E
Tapes 14-15

MEMBERS PRESENT: Rep. Jim Hill, Chair
Rep. Rob Patridge, Vice-Chair
Rep. Kathy Lowe

MEMBER EXCUSED:

STAFF PRESENT: Mark Jolley, Committee Administrator
Alice Morton, Committee Assistant

MEASURE/ISSUES HEARD: RoundArch – e-government strategists
LC 3725, LC 3726, LC 3727, LC 3729, LC 3730 – Work Session

These minutes are in compliance with Senate and House Rules. Only text enclosed in quotation marks reports a speaker's exact words. For complete contents, please refer to the tapes.

<u>TAPE/#</u>	<u>Speaker</u>	<u>Comments</u>
TAPE 14, A		
003	Chair Hill	Convenes committee at 3:35 p.m. and opens work session on LC 3725, LC 3727, LC 3726, LC 3729, LC 3730 (EXHIBIT A).
LC 3725, LC 3726, LC 3727, LC 3729, LC 3730 - WORK SESSION		
006	Rep. Lowe	MOTION: Moves LC's: 3725, 3726, 3727, 3729, 3730 BE INTRODUCED as committee bills.
016	Chair Hill	VOTE: 3-0 Hearing no objection, declares the motion CARRIED.
<u>INFORMATIONAL MEETING</u>		
026	Debbie Bryant	IT Consultant, Advancing E-Government Committee. Introduces RoundArch staff that are presenting to the committee.
037	Paula Itagaki	RoundArch. Makes an introductory comment.
045	Michael Moon	Director of Integrated Marketing Strategy, RoundArch. Introduces their presentation and provides written materials (Exhibit B). Defers to Paula Itagaki.
075	Paula Itagaki	Begins presentation, referring to page 5 of Exhibit B.
176	Sen. Duncan	Ask how long the California site has been online.
180	Itagaki	Replies, one month, and elaborates.
193	Rep. Patridge	Says the California website is far beyond Oregon's.
200	Itagaki	Said one goal was to standardize the look of the California state site.
234	Rep. Lowe	Asks about demographics and access for non-computer people.
240	Itagaki	Responds they conducted market research and looked at how to make it accessible. Further explains.
295	Itagaki	Continues reflecting on market research.
350	Itagaki	Points out a new concept of using a web portal to increase interaction of citizens with government.
365	Chair Hill	Asks speaker to address pre-implementations issues.
370	Moon	Responds with an example.
440	Itagaki	Continues presentation and tells about the California state government web image, which was in contrast with the high-tech

image of California.

Tape 15, A

040	Itagaki	Continues presenting on market research and profiling and privacy issues.
098	Sen. Duncan	Asks if, and what kind of tracking of visitors is on the site.
102	Itagaki	Briefly explains the minimal tracking the web site does.
115	Chair Hill	Asks how big an issue privacy is.
120	Itagaki	Responds there are concerns and they built the solution to not track any details, but to track how many site hits there are. Says it is to help them understand what features are working on the site.
173	Chair Hill	Asks how big the privacy concern is.
181	Moon	Says it is bigger than they thought it would be.
240	Itagaki	Says the technology was chosen for the consumer needs rather than have technology control how the site is constructed.
277	Rep. Patridge	Asks Moon and Itagaki what they would recommend to Oregon policy makers as most important factors to consider.
292	Itagaki	Says the most important component was executive support. Explains a Director of E-Government was appointed and acted as a champion of the project.
400	Moon	Refers committee to Exhibit B, page 15, in another response to Rep. Patridge's request of five essential things for policy makers to consider when developing e-government.

Tape 14, B

040	Rep. Patridge	Asks for clarification.
055	Itagaki	Refers again to needing executive support to help support standards and conformities.
125	Sen. Duncan	Asks what the consultant fees were for the California project.
140	Itagaki	Refers committee to Exhibit B, page 37 and elaborates.
180	Itagaki	Refers to the project timeline.
258	Committee	Continues question exchange relating to implementing the process including email system with citizens design. Includes more on the background of the project, indicating that the governor's office directed the project.
335	Chair Hill	Asks for any other area they want to touch on in the remaining time.
340	Itagaki	Refers to Exhibit B, page 16 and to highlights of the new portal.

Tape 15, A

030	Chair Hill	Asks about how a citizen would find certain locations on the site and if a Natural Language search device is included.
045	Itagaki	Answers, and continues with the next steps for implementation after first release results of the California web site.
070	Chair Hill	Thanks the presenters and adjourns the committee at 5:00 p.m.

Submitted By,

Reviewed By,

Alice Morton,
Committee Assistant

Mark Jolley,
Committee Administrator

EXHIBIT SUMMARY

A – LC 3725, LC 3727, LC 3726, LC 3729, LC 3730, staff, 8pp.

B – written testimony, Paula Itagaki, 43pp.