



Membership

Governors Public Appointments

Richard Chaves

Chaves Consulting, Owner

Rebecca Gladstone

Member

Vacant - Student

Senate President Appointments

Chuck Riley

Senator, District 15

Kim Thatcher

Senator, District 13

Speaker of the House of Representative's Appointments

Phil Barnhart

State Representative, District 11
Central Lane and Linn Counties

Mike Nearman

State Representative, District 23

State CIO Appointments

David Scheuch

Enterprise Shared Services,
Director, Chief Information Office

Brian DeForest

Chief Administrative Officer
Dept. of Administrative Services

State Treasurer Appointment

Cora Park

Director, Treasury

Governor's Agency Appointments

Peter Threlkel, Board Chairperson

Director, Secretary of State

Kurtis Danka, Vice Chairperson

Chief Information Officer
Department of Transportation

Tom Fuller

Public Information Officer
Department of Transportation

For More Information Contact:

Peter Threlkel, Chairperson

Director, Secretary of State
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Wally Rogers

E-Government Manager
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Legislative Report

Summary of activities under ORS 276A.276 - Ability to offer government services through portal; portal provider fee from January 2017 through December 2018

The State Chief Information Officer, with the advice of the Electronic Government Portal Advisory Board, provides the ability for state agencies to offer government services by means of a secure and usable electronic government portal and has contracted these services to an electronic government portal provider. As recommended by the advisory board the office may authorize an electronic government portal provider to charge a convenience fee for an electronic government service. Such fees reflect the costs incurred in hosting, operating, maintaining or implementing the electronic government portal.

Activities of the Electronic Government Portal Advisory Board:

- Announced and published the board's [2017](#) and [2018](#) Annual Reports that are an extension of this report.
- Requested and received analysis on why PayPal is not a viable alternative payment method unless an exemption is approved by the State Treasurer.
- Briefed on two annual Security Certifications of E-Government services: 2017 Verizon Cyber Trust audit and 2018 Fishtech Group audit
- Presented with survey results (2017) of Oregon residents use of state of Oregon services online.
- Voted to recommend E-Government Program complete its review and approval of the 2017 & 2018 E-Government Program portal provider's projected budgets.
- Reviewed Portal Provider revenues.
- Executive Session to review E-Government Program vendor 2017 & 2018 budget materials.
- Received a briefing on the successful Oregon.gov Disaster Recovery test.
- Received a briefing that EPAB statues had been renumbered from ORS 182.126-132 to ORS 276A.270-276.



- Received update on two housekeeping changes presented in the Senate Bill 88: 1) Quorum to be defined as a majority of the voting members (ORS 182.128); 2) Change the term “Convenience Fee” to “Portal Provider Fee” (ORS 182.132). “Convenience Fee” was already in use for VISA and it causing confusion for US Bank and VISA.
- Received a briefing on the new American Sign Language Video Workshops providing ASL Videos for the deaf and hard of hearing at no cost to the agency, board or commission.
- Received initial and ongoing updates of the board requested “Was this page helpful” Oregon resident feedback deployed to every Oregon.gov webpage.
- Voted unanimously to recommend \$8.00 per record convenience fee adjustment related to DMVDRA, an increase of 45 cents. The fee includes a fair value component of \$5.00 per record, paid to the Highway Fund, and \$3.00 per record paid to the E-Government Portal Provider.
- Voted unanimously to recommend four Liquor Control Commission per transaction convenience fees: Service Permit, \$5.65; Stand Alone Special License, \$10.00; Out of State License, \$15.00; Annual Oregon License, \$15.00.
- Voted unanimously to recommend a \$1.00 Portal Provider Fee for donations.
- Briefed on Oregon’s ranking in the *Benchmarking State Government Websites*, August 2018 report, prepared by the Information Technology & Innovation Foundation
- Prioritized a total of 18 new services: 2 mobile usability website redesigns; 5 E-commerce only payment services; 8 Custom Applications with E-commerce payment services; 3 Custom Applications.

Activities of the Office of the State CIO (OSCIO):

- Oversaw the successful completion and delivery of 74 applications, websites and e-commerce services in 2017 - 2018.
- Oversaw development and deployment of Website feedback tool to all Oregon.gov.
- Conducted user groups and monthly E-Governance Board meeting for agencies to share knowledge on using E-Government Services and seek advice on services.
- Published or reviewed monthly reports on current accomplishments and performance metrics distributed to all those who use E-Government Services.
- Maintained portfolio of all E-Government services on [the open data portal](#).
- Improved Work Order templates based on DOJ feedback.
- Implemented HB 2375 process, providing agency directors with written work order advice.
- Performed all reviews for 15 different Work Order requests.
- Escalation point for agencies on all issues related to E-Government Services.
- Establish 24x7 communications with agency leadership in multi-agency service outages.
- Provide staff and logistic support for all E-Government Electronic Advisory Board and E-Governance Board meetings, including public internet video and chat participation.
- Detailed validation reviews of 2017 and 2018 Verizon Cybertrust and Fishtech Group Security Audit results.
- Participate in Quarterly Quality Commerce Information Sharing Meeting with Treasury.
- Weekly review of all services provided, customer engagement, and service levels.