ANNUAL
REPORT – 2020

Oregon State Capitol by Bill Badzo

2020

Oregon Electronic Government Portal Advisory Board (EPAB)

EPAB is comprised of members from the public, the legislature and government executives, providing advice and guidance to state government concerning the delivery of services to the public online. Though it is mostly focused on the services provided by the Department of Administrative Services (DAS) E-Government Program offered by Shared Services, its scope is not limited to that. Members of the legislature are non-voting and provide important feedback to the board on the needs they collect from residents to help our government advance. Public members keep our efforts connected to what matters to the residents of Oregon. The agency members understand the work and needs of government across the enterprise. The student member adds innovative diversity in our approach to delivering services online.

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Annual Report – 2020

OREGON ELECTRONIC GOVERNMENT PORTAL ADVISORY BOARD (EPAB)

MESSAGE FROM THE BOARD CHAIR

The Annual Report provides the reader with an overview of the key activities and successful implementations of online services that where completed last year to benefit the residents of Oregon.

The Electronic Government Portal Advisory Board provides advice on the E-Government Program's delivery of internet services and advances the effectiveness and satisfaction with Oregon's online internet services by advising the State Chief Information Officer.

This is the second year of focusing on upgrading older agency, board, and commission websites to the new, mobile enabled, more useable and accessible designs. That effort will be completed by the end of this summer. In addition, all Oregon.gov websites have been moving to a new modern version of the underlying Content Management System which will increase responsiveness, increase security and be easier for state of Oregon content authors to publish content. At the time of this writing, half of all websites have already migrated to the new environment.

As part of the ongoing priority we place on continuous improvement, beginning in 2020 new larger projects will implement quarterly quality reviews. A Senior Statewide Quality Assurance Analyst will visit the larger projects to facilitate and document quarterly a project assessment which helps the project team understand and manage risks inherent in large software projects.

The board approved launching a new look and feel for the Oregon.gov main portal to be released at the end of March 2020. By following the boards direction, the new look was usability tested with residents of Oregon. It will have a modern design, follows our "mobile first" design principle, includes the latest accessibility improvements and will load faster than before.

The Board and I are looking forward to a successful 2020, with the continued improvements that focus on making government services easier, secure and more usable for Oregon residents and businesses alike.

Peter Threlkel

Chair, Electronic Government Portal Advisory Board

2019 brought new services and enhancements to Oregon agencies

Examples of new value provided include:

- 21 new, upgraded, or redesigned mobile enabled websites
- Event Registration Service capabilities for agencies
- Logic Builder webpart that allows for custom multi-page logic flows which can be used for training modules and tests
- ORalert.gov webpage for Office of Emergency Management is designed to support an overwhelming surge of visitors to view urgent public safety alerts.

Examples of existing capabilities that were enhanced and continued:

- Two updates to the Content Management System (SharePoint) website version 4.X templates
- Enterprise payment processing certified as level 1 compliant with the Data Security Standard Requirements set by the Payment Card Industry
- 24 hours a day, 7 days a week website, web application and e-commerce monitoring and response
- E-Government services subject matter experts with over 26 years of experience
- State-of-the-art private cloud hosting technology
- Capacity for redundant disaster recovery and fail over services retested across two AT&T tier 4 data centers
- Content Management System infrastructure upgraded from SharePoint 2010 to SharePoint 2016, first website launched into the new environment including the Oregon.gov portal
- Public Meeting Manger – added date & time field confirmation of posting
- Website templates custom designed to meet accessibility requirements, passing WCAG 2.0 AA and the ISO 40500 Standards
- Upgrade to the classification compensation website to make updating the content more efficient and streamlined

2019 Highlighted Usage Statistics

Website Visits	Over 46.5 million visits
Web Pages Loaded	Over 120 million pages viewed
Payments Collected	Over $1.75 billion dollars
Payment Transactions	Over 3.7 million transactions

Meet the Board

Governor's Agency Appointees

Tom Fuller
Department of Transportation

Peter Threlkel
Secretary of State

Vacant
Agency Executive Appointee

Governor's Public Appointees

Richard Chaves
Chaves Consulting

Rebecca Gladstone
Public Member

Vacant
Student

Senate President Appointees

Chuck Riley
Senator, District 15

Kim Thatcher
Senator, District 13

Speaker of the House of Representatives Appointees

Marty Wilde
State Representative, District 11

Mike Nearman
State Representative, District 23

State Treasurer Appointee

Mike Auman
State Treasurer's Office

State Chief Information Officer Appointee

David Scheuch
Enterprise Information Services

Brian DeForest
Department of Administrative Services

AWARDS

In 2019 the following E-Government Program provided services were recognized:

Oregon CIO Bronze Award: Case Management System, Government Ethics Commission

LOOKING AHEAD TO 2020

2019 closed with 6 new projects underway and 24 potential opportunities that can become projects to be scheduled. The flexible funding options and broad range of services offered by the Oregon E-Government Program continues to provide significant value to the state agencies and the Oregon residents they serve. In the coming year, we look forward to working on many new projects, including:

- State Police Payment Processing System
- Oregon Buys E-Commerce Integration
- Transportation Driver Records Connection Upgrade
- Liquor Control Commission Service Permits Phase 4
- Energy Payment Processing System
- Forestry Payment Processing System
- Youth Authority Payment Processing System
- Psychology Board E-Commerce Integration
- Secretary of State Audits E-Commerce Integration
- Completed SharePoint 2016 migration for all hosted websites
- Data.Oregon.gov Data Portal Redesign
- Website Redesigns for
    - Oregon.gov state portal
    - Office of the Governor
    - Transparency
    - Bureau of Labor & Industries
    - Government Ethics Commission
    - Department of Revenue
    - Teacher Standards & Practices Commission
    - Oregon Advocacy Commissions
    - Board of Pharmacy
    - Psychiatric Security Review Board
    - Oregon Racing Commission
    - Oregon Housing and Community Services
    - Public Safety Standards and Training Dept.
    - Oregon Medical Board
    - Geology and Mineral Industries Dept.
    - Department of Forestry
    - Oregon Physical Therapist Licensing Board
    - Parks and Recreation Department
    - E-Government Portal Advisory Board
    - Oregon Youth Authority
    - Oregon Land Use Board of Appeals
    - Veterinary Medical Examining Board
    - Board of Accountancy

NEWLY FEATURED SERVICES

Department of Geology and Mineral Industries Tsunami Safe Learning Module

The Oregon Department of Geology and Mineral Industries launched their Tsunami Safe Learning Module on the Oregon.gov platform in January. The training teaches visitors about tsunami safety, and tests them on the newly earned knowledge. After successfully completing the training, participants receive a certificate, which coastal hospitality employees are required to obtain. The training module is accessible by those with disabilities and was created as a SharePoint Web Part. This "Logic Builder" web part was built in a reusable way so that any agency on the SharePoint platform may subscribe to as a premium web part.

Governor's Office Event Registration Service

The Governor's Office launched a new event registration service ahead of their March Governor's Marketplace Conference. This project was completed in less than two months to quickly get the Governor's Office up and running on an event registration platform that leverages the secure payment processing offered by the Oregon E-Government Program.

Employment Relations Board Case Payments

The Employment Relations Board added additional functionality to the Case Management System. Participants can now pay fees associated with case processes within the system. This functionality provides added visibility for Employment Relations Board staff on outstanding fees due and payments made. It also provides participants the ability to pay fees and fines 24 hours a day, 7 days a week.

More 2019 Accomplishments

- Department of Transportation E-Commerce Integration
- Department of Education Early Learning E-Commerce Integration
- Teacher Standards & Practices Comm. eLicensing upgrade
- Health Authority Public Records Request Store
- ORalert.gov emergency management notification webpage
- Board of Chiropractic Examiners Electronic Payments
  - Renewal Penalties
  - Citation and Civil Penalties
  - Background Report Fees
  - Duplicate license/Certificate Fees
  - Public Record Request Fee
- New Websites Launched:
  - School for the Deaf
  - Office of Outdoor Recreation
  - Educator Advancement Council Website
  - Public Records Advocate
  - Office of Small Business Development
- Websites Redesigned:
  - Alcohol and Drug Policy Commission (OHA)
  - Oregon State Police
  - Oregon State Treasurer
  - Board of Dentistry
  - Chief Education Office
  - Board of Nursing
  - Department of Corrections
  - Board of Massage Therapists
  - Criminal Justice Commission
  - Department of Aviation
  - Public Utilities Commission
  - Landscape Contractors Board
  - Military Department
  - Board of Medical Imaging
  - Board of Chiropractic Examiners
  - Board of Parole and Post-Prison Supervisions

LEADING WITH A "MOBILE FIRST" STRATEGY

Access to E-Government services via mobile devices continues to be very important to Oregonians. In the 2019 E-Government Survey of Oregonians, 79% of Oregon residents responded that it was important for the State of Oregon websites to be optimized for smart phones and tablets. This number has grown in each consecutive survey conducted since 2013.

In 2012, The Oregon E-Government Program announced Oregon's intent to follow a "mobile first" strategy. The board-prioritized projects and supported efforts have resulted in 176 Mobile Services for Oregonians. In 2019, 30 new mobile optimized services were delivered.

Mobile Over 1/3 of Visits to Oregon.gov

DOJ website analytics not included in 2019

4.6 Million 2011 | 7.8 Million 2012 | 10.5 Million 2013 | 12.8 Million 2014 | 14.4 Million 2015 | 15.7 Million 2016 | 20.2 Million 2017 | 23.9 Million 2018 | 19.5 Million 2019
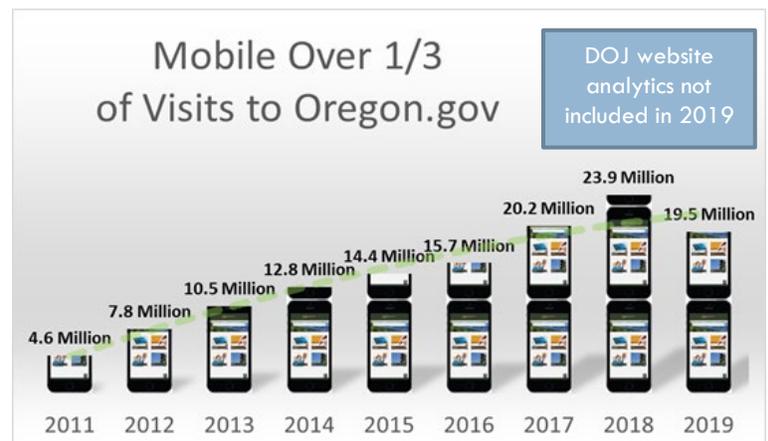
MOBILE ENABLED SERVICES

Mobile Websites	Mobile E-Commerce	Mobile Applications
Administrative Services Department	Advocacy Commission Office	Analytics Mobile Application
Agriculture Department	Asian Pacific Islanders Store	Bureau of Labor and Industries Event Registration
Appraiser Certification & Licensure Board	Aviation Airport License Fee	Chiropractic Examiners Board License Renewal
Aviation Department	Aviation Duplicate Certificate	E-Government Service Availability and Impairment Notification
Basecamp	Aviation Lease Payments	Employment Relations Board Case Management System
Blind Commission	Aviation Property Tax	Geology and Mineral Industries Tsunami Safe Training Module
Building Codes Division	Aviation Public Records Request	Geologist Examiners License Renewal
Business Xpress	Aviation Registration renewal	Government Ethics Commission Case Management System
Chief Education Office	Aviation Storm Water Payments	Government Ethics Commission Lobbyist/Client Reporting Application
Chiropractic Examiners Board	Board of Chiropractic Examiners Payments	Governor's Office Event Registration
Construction Contractors Board	Bureau of Labor & Industries E-Commerce Storefront	Human Services Personal Injury Lien Reporting

Mobile Websites	Mobile E-Commerce	Mobile Applications
Consumer & Business Services Department	Commission for Black Affairs	Human Services Secure 3rd Party Insurance Reporting
Consumer & Business Services Building Codes Division	Commission for Women	Human Services/Health Authority Client Maintenance Unit
Consumer & Business Services Division of Finance and Corporate Services	Consumer & Business Services E-Commerce Store	Human Services/ Health Authority Electronic Payment System
Consumer & Business Services Occupational Safety and Health Administration	Corrections LEAP Storefront	Landscape Architects License Renewal
Consumer & Business Services Oregon Healthcare	Cultural Trust Donation Store	Liquor Control Commission Liquor Service Permits
Consumer & Business Services Workers Compensation Board	DMV Payment Processing	Liquor Control Commission Recreational Marijuana Licensing System
Consumer & Business Services Workers Compensation Division	Education Early Learning Payments	Oregon Newsroom
Consumer & Business Services Building Codes Division	Employment Department Payment Processing	Public Meeting Manager Application
Corrections Department	Employment Relations Board Online Payments	Secretary of State License Directory
Criminal Justice Commission	Fish & Wildlife Bass Walleye	Secretary of State Mobile Business Registry
DAS Geo	Fish & Wildlife Gamefish Tournament	Secretary of State, Mobile My Vote
DAS Jobs	Fish & Wildlife License and Permit Payments	Service Desk Mobile Application
Dentistry Board	Fleet and Parking E-Commerce Storefront	SharePoint Form Builder
Education Department	Health Authority Communicable Disease Testing Services	State Interoperability Executive Council Event Registration
Educator Advancement Council	Health Authority CTS Dispensary Processors	State Library Talking Book and Braille Services Store
Emergency Management	Health Authority CTS Growsite	Teachers Standards and Practice Commission eLicensing
Employees Charitable Fund	Health Authority Dispensary	Veterans Donations
Employment Department	Health Authority Drinking Water Certificate Application	

| Mobile Websites	Mobile E-Commerce	Mobile Applications
Employment Relations Board	Health Authority Drinking Water Operator Certification	
Energy Department	Health Authority Growers	
Engineering and Land Surveying	Health Authority Lead-Based Paint	
Environmental Quality Department	Health Authority Medical Marijuana Payment Processing	
Financial Regulation Department	Health Authority ORKids Overpayments	
Forestry Department	Health Authority PACE Stores	
Governor State Employees Food Drive	Health Authority Patient Fees	
Governor's Office	Health Authority Processors	
Health Authority	Health Authority Toxic Free Kids Nonrefundable Exemption Request Fee	
Higher Education Coordinating Commission	Hispanic Affairs Donations	
Human Services Department	Human Services Homecare Choice	
Independent Contractors	Human Services Public Health EPS	
Judicial Public Defense Services	Human Services/ Health Authority Electronic Payment System	
Land Conservation / Development Department	Licensed Professional Counselors And Therapists Store	
Landscape Contractors Board	Marijuana Licensing Application	
Licensed Counselors and Therapists Board	Marine Board Aquatic Invasive Species Permit E-Commerce Store	
Licensed Social Workers Board	Marine Board Licensing System	
Marine Board	Mortuary And Cemetery Board Store	
Massage Therapists Board	Oregon Cooperative Procurement Program Payment Application	
Medical Board	OSBGE Payment Processing	
Medical Imaging Board	OSLAB Payment Processing	
Mental Health Regulatory Agency	OSU marine Science Center Donation Kiosk	
Military Department	Revenue Tax Portal Payment Processing	

Mobile Websites	Mobile E-Commerce	Mobile Applications
Mortuary and Cemetery Board	State Lands Payment Processing	
Nursing Board	State Lands Unclaimed Property	
Occupational Therapy	Tax Practitioners Applications Payment Processing	
Office of Small Business Development	Tax Practitioners Payment Processing	
Optometry Board	Teachers Standards and Practice Commission E-License	
Oregon Judicial Department	Water Resources Dam Safety Fee	
Oregon.gov	Water Resources E-File Start Cards Payments	
ORalert.gov	Water Resources Exempt Use Fee	
OSHA	Water Resources Geotechnical Fee	
Outdoor Recreation Office	Water Resources Well Constructor License Renewal	
Parks and Recreation	Water Resources Groundwater Use Recording Fee	
Parole and Post-Prison Supervision		
Psychology Board		
Public Defense Services Commission		
Public Employees Retirement System		
Public Records Advocate		
Public Utility Commission		
Real Estate Agency		
Retirement Savings Plan		
Revenue Department		
School for the Deaf		
Secretary of State		
Speech-Language Pathology and Audiology		
State Interoperability Executive Council		

Mobile Websites	Mobile E-Commerce	Mobile Applications
State Lands Department		
State Library		
State Police		
Tax Practitioners Board		
Transportation Department		
Treasury		
Veterans' Affairs Department		
Water Resources Department		
Watershed Enhancement Board		

CONTINUALLY IMPROVING

SERVICE TO AGENCIES

The E-Government Service Desk Team provides technical support and training for program websites, applications and E-Commerce stores, and other services. The Service Desk averaged 89 new and 83 resolved tickets per week, carrying an average of 196 open tickets on any given day. These metrics are openly shared weekly with agencies through the Oregon GovSpace collaboration portal.
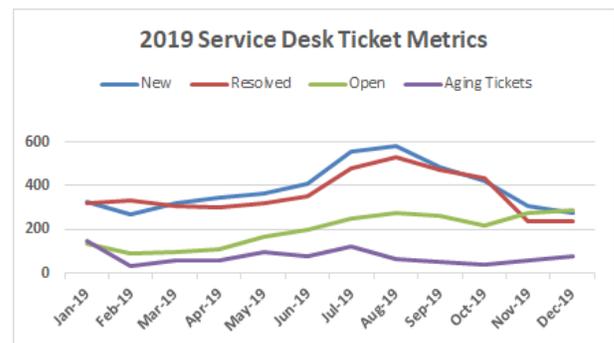
TRAINING PROGRAMS

An important aspect of support is providing useful training to equip agencies with the knowledge to use our services. In 2019 our program trained over 111 agency staff through 22 webinars, three E-Government User Group meetings, and 13 classroom sessions. The Service Desk team expanded the library of 170 how-to documents and added 15 video tutorials providing on-demand training and support for agencies. Self-help training information and resources can be found in the E-Government Training Space available to agencies on Oregon GovSpace. Data.oregon.gov learning resources are available for all agency staff and designated partners.

IMPROVING COMMUNICATIONS

As a priority, improving communications is always at or near the top of the list. Those who use E-Government Program services receive the monthly E-Government Update; timely and consistent maintenance notices, immediate incident notifications with real-time updates for a widespread incident during working hours. Monthly updates, feedback, and guidance are sought from the multi-agency E-Governance Board. Quarterly E-Government User Group meetings are held to encourage participation across organizations. These sessions are popular and any one of the hundreds of agency staff can attend to share information, learn more about services provided, network with each other and give feedback to the program. Modern email marketing communication tools allow detailed reports to evaluate the effectiveness of the email communications. The E-Government Program Manager, Analysts and NICUSA managers meet in person with agencies on any topic of interest upon request.

This year, a Business Compliance Manager was added to the team to improve communications and follow-through during weekly operations meetings to verify compliance of program, project and service level expectations.

CONTINUAL SERVICE IMPROVEMENT

Early in 2019 the need for more assistance was predicted in the face of updating the Oregon.gov Content Management System effort lifting all agency websites to the modern SharePoint environment. To prepare, a third person was added to the Service Desk team and they were trained to ensure a focused lane of assistance for that effort. This addition was made to ensure the Service Desk's ability to continue providing timely responses and resolutions on all submitted requests for assistance. As a result, Oregon.gov website migrations have gone smoothly. A dedicated developer position is now assigned to the service desk to assist with resolving tickets. ITIL service management training was also provided to all technical staff and managers to emphasize the quality of services and their alignment to the needs of state business.

In 2019 the Service Desk also consolidated the Oregon.gov Portal chat tool into the primary request and issue tracking tool to have greater ability to assist the public in a more meaningful and thorough manner. The Service Desk is now able to field questions not only as live chats from Oregon.gov during business hours, but as messages in the form of Service Desk tickets during off hours, weekends and state holidays are answered the next available business day. The Service Desk can also convert a chat into a ticket if need be to accommodate larger requests from Oregon residents that might fall into their area of expertise.

PORTAL REVENUES

Services to agencies and the public provided by NICUSA through the Enterprise Information Services E-Government Program are funded in one of five methods.
1. Funded by net Portal Revenue (no cost to agency or their customer)
2. Agency Portal Fee – Agency pays agreed upon fixed cost fee on a per use basis
3. Fixed Time and Materials – Agency pays Fixed cost based on agreed upon time and materials
4. Portal Provider Fee - Consumer pays the, EPAB reviewed and DAS approved, fee on a per use basis
5. Subscription Fee – Agency pays Fixed cost per period (monthly, quarterly, annually, etc.) based on agreed upon tasks and deliverables

SOURCES OF 2019 PORTAL REVENUES

The Portal Revenues support and maintain all of the existing E-Government Program services as well as the development and implementation of new services. The following reflects gross revenue only and does not account for any expenses incurred in providing the E-Government Program services.

Organization	Name of Service	Funding Type	Fee	Quantity	Total
Bureau of Labor and Industries	E-Commerce Store	Agency Portal Fee	$5.00	5,326	$26,632.00
Enterprise Information Services	Open Data Expansion and Training	Subscription Fee	n/a	n/a	$65,581.00
Chiropractic Examiners	License Renewal	Agency Portal Fee	$2.00	2,803	$5,484.00
Department of Administrative Services	Fleet and Parking Services E-Commerce Store	Agency Portal Fee	$5.00	627	$3,135.00

Organization	Name of Service	Funding Type	Fee	Quantity	Total
Department of Administrative Services	Fleet and Parking Services Payment Processing Services	Agency Portal Fee	$3.00	897	$2,691.00
Department of Aviation	Payment Services	Agency Portal Fee	$1.00	999	$999.00
Department of Corrections	Online Store	Portal Provider Fee	$5.00	222	$1,110.00
Department of Environmental Quality	Vehicle Inspection Program Payment Services	Agency Portal Fee	$0.20	458,864	$91,772.80
Department of Human Services	Client Maintenance Unit Request System	Subscription Fee	n/a	n/a	$33,600.00
Department of Human Services	OPAR Third Party Insurance Reporting	Subscription Fee	n/a	n/a	$33,000.00
Department of Human Services / Oregon Health Authority	WebPay System – Web	Agency Portal Fee	$1.00	46,598	$46,598.00
Department of Revenue	GenTax and Revenue Online Payment Processing Services	Agency Portal Fee	$0.40	187,539	$75,015.60
Department of Revenue	WebPay System – IVR	Agency Portal Fee	$0.17	40,970	$6,964.90
Department of Revenue	WebPay System – Web	Agency Portal fee	$0.40	303,713	$121,485.20
Department of State Lands	Payment Services	Agency Portal Fee	$1.00	1,362	$1,362.00
Department of Human Services	Personal Injury Lien Reporting	Subscription Fee	n/a	n/a	$15,000.00
Driver & Motor Vehicle Services	Driver Record System	Portal Provider Fee	$3.00	1,249,127	$3,707,004.00
Driver & Motor Vehicle Services	DMV 2U	Agency Portal Fee	$.20	16,361	$3,272.20
Employment Department	Payment Services	Agency Portal Fee	$0.40	12,020	$4,808.40
Employment Relations Board	Case Management System	Subscription Fee	n/a	n/a	$45,000.00
Employment Relations Board	Payment System	Subscription Fee	n/a	n/a	$15,000.00
Fish & Wildlife	Electronic Licensing Fee Services	Agency Portal Fee	$0.15	2,185,554	$327,833.10
Fish & Wildlife	Payment Services	Agency Portal Fee	$.50	368	$185.25
Geologist and Examiners Board	Online License Renewal	Agency Portal Fee	$3.00	825	$2,475.00
Geologist and Examiners Board	Payment Services	Agency Portal Fee	$1.00	73	$73.00
Government Ethics Commission	Case Management System	Subscription Fee	n/a	n/a	$88,200.00
Government Ethics Commission	Electronic Filing System	Subscription Fee	n/a	n/a	$63,500.00

Organization	Name of Service	Funding Type	Fee	Quantity	Total
Landscape Architect Board	Online License Renewal	Agency Portal Fee	$3.00	430	$1,290.00
Landscape Architect Board	Payment Services	Agency Portal Fee	$1.00	66	$66.00
Liquor Control Commission	Liquor Service Permits	Portal Provider Fee	$5.35-5.65	35,245	$281,929.35
Liquor Control Commission	Recreational Marijuana Licensing System	Subscription Fee	n/a	n/a	$261,000.00
Marine Board	Licensing System Address Data Services	Subscription Fee	n/a	n/a	$15,315.02
Oregon State University	Kiosk Donation Services	Agency Portal Fee	$0.60	2,583	$1,549.80
Secretary of State	Business Express Portal	Subscription Fee	n/a	n/a	$37,500.00
Secretary of State	License Directory	Subscription Fee	n/a	n/a	$57,600.00
Tax Practitioner Board	Payment Services	Agency Portal Fee	$1.00	1,578	$1,578.00
Teacher Standards & Practices Commission	eLicensing System	Portal Provider Fee	$10.00	20,823	$208,230.00
Water Resources Department	Payment Processing Services	Agency Portal Fee	$0.40	1,069	$453.20
				Total Portal Revenues	$5,654,292.82

MEASURING SUCCESS

With the establishment of Enterprise Information Services E-Government Program's new delivery model, success measures were established on the advice of the multi-agency Transition Team and were reviewed by their Directors or Deputy Directors.

PUBLIC MEASURES

The E-Government Program selected DHM Research to assist in determining how to receive feedback from Oregonians how they use the internet to interact with government and their awareness of the services provided. This survey is conducted every 2 years. It is a key first step in learning how we can implement better ways to listen to the residents of Oregon. The internet gives us new opportunities to have dynamic conversations. This is the first step and the EPAB will guide the evolution and improvement of these measures. The latest 2019 survey results are attached to the end of this report.
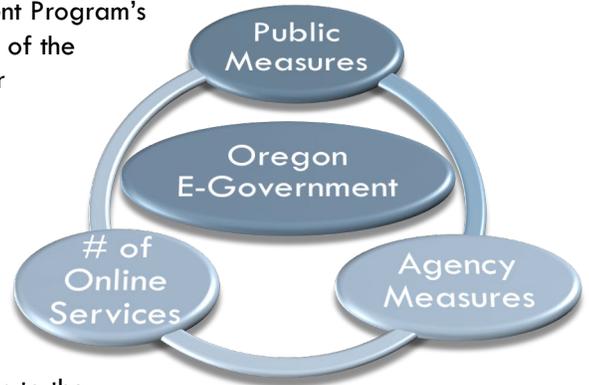
NUMBER OF ONLINE SERVICES: 1,864

An online service is one where a resident can interact with and complete the service online. Examples would be submitting an application, verifying a professional certification, or renewing a license. Using this criteria, provided by the Center for Digital Government, a single application could offer all three services. A process that requires downloading a PDF form and completing offline would not meet this criteria.

Oregon's measures of online services are significant and are continually being enhanced. There is not currently a requirement for an agency to report the services they deploy, though many do. The Secretary of State supported License Permits and Registrations system has nearly 900 applications identified using the criteria above.

License, Permits and Registrations Online Services (LicenseInfo.oregon.gov)	898
Non-Licensing Online Services provided by the E-Government Program (https://data.oregon.gov/Administrative/Non-Licensing-Online-E-Government-Services/3at3-duxk)	266
Other Non-Licensing Online Services https://www.oregon.gov/Pages/OL_services.aspx	62
Data services provided through Data.Oregon.gov (for example: looking up Active Trademark Registrations, Consumer Complaints, Agency Expenditures, etc. are all available through the enterprise open data platform)	638

AGENCY MEASURES

The multi-agency Transition Advisory Team worked together with the E-Government Program to establish an initial list of ongoing operational measures they agreed would be important to measure the success of the E-Government Program. The measures are as follows:

E-COMMERCE

1. **Number of transactions over time:**
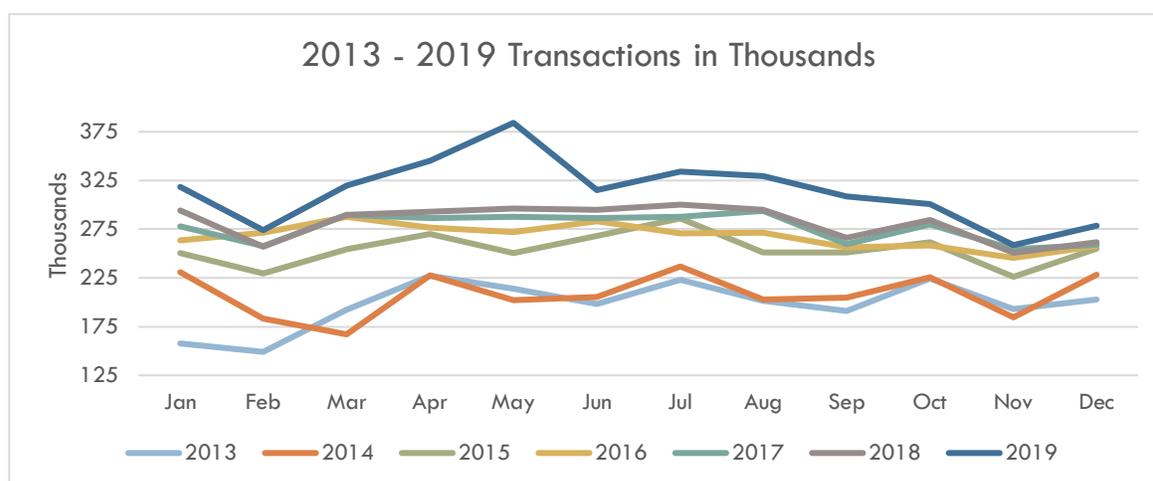
2. **Total NICUSA E-Commerce Cost to Agencies:**

There is no ($0.00) transaction cost charged to agencies.

3. **E-Commerce Charges per Transaction:**

NICUSA does not charge any transaction fees; however, NICUSA does negotiate with agencies either a portal provider fee or portal fee for the development and support of new E-Commerce Services. The following is a listing of new E-Commerce Services where a negotiated portal fee was agreed upon:

Organization	Name of Service	Type of Service	Revenue Type	Portal Fee per Transaction	Transaction Quantity	Total
Bureau of Labor and Industries	E-Commerce Store	E-Commerce + Application	Agency Portal Fee	$5.00	5,446	$27,230.00
Bureau of Labor and Industries	Online Event Registration System	E-Commerce + Application	Agency Portal Fee	4.75% of total monthly registration fee totals	2,206	$25,180.42
Chiropractic Examiners	License Renewal	E-Commerce + Application	Agency Portal Fee	$2.00	1,580	$3,160.00
Chiropractic Examiners	Payment Services	E-Commerce	Portal Provider Fee	$1.00	1,164	$1,164.00

Organization	Name of Service	Type of Service	Revenue Type	Portal Fee per Transaction	Transaction Quantity	Total
Department of Administrative Services	Fleet and Parking Services E-Commerce Store	E-Commerce + Application	Agency Portal Fee	$5.00	627	$3,135.00
Department of Administrative Services	Fleet and Parking Payment Services	E-Commerce + Application	Agency Portal Fee	$3.00	897	$2,691.00
Department of Aviation	Payment Services	E-Commerce + Application	Agency Portal Fee	$1.00	983	$983.00
Department of Corrections	Learning Entrepreneurship Arts and Production Online Store	E-Commerce + Application	Portal Provider Fee	$5.00	222	$1,110.00
Department of Revenue	GenTax Payment Processing Services	E-Commerce	Agency Portal Fee	$0.40	217,895	$87,158.00
Department of Revenue	WebPay System - IVR	E-Commerce + Application	Agency Portal Fee	$0.17	40,970	$6,964.90
Department of Revenue	WebPay System - Web	E-Commerce + Application	Agency Portal Fee	$0.40	304,315	$121,726
Department of State Lands	Payment Services	E-Commerce + Application	Agency Portal Fee	$1.00	1,362	$1,362.00
Driver & Motor Vehicle Services	Driver Record System	E-Commerce + Application	Portal Provider Fee	$3.00	1,249,128	$3,747,384.00
Driver & Motor Vehicle Services	Payment Services	E-Commerce	Agency Portal Fee	$0.20	368,120	$73,624.00
Employment Department	Payment Services	E-Commerce	Agency Portal Fee	$0.40	15,724	$6,289.60
Environmental Quality	Vehicle Inspection Program Payment Services	E-Commerce	Agency Portal Fee	$0.20	381,262	$76,252.40
Fish & Wildlife	Electronic Licensing Fee Services	E-Commerce + Application	Agency Portal Fee	$0.15	419,898	$62,984.70
Fish & Wildlife	Payment Services	E-Commerce	Agency Portal Fee	$1.00	368	$368.00
Geologist and Examiners Board	Online License Renewal	E-Commerce + Application	Agency Portal Fee	$3.00	825	$2,475.00
Geologist and Examiners Board	Payment Services	E-Commerce + Application	Agency Portal Fee	$1.00	73	$73.00

Organization	Name of Service	Type of Service	Revenue Type	Portal Fee per Transaction	Transaction Quantity	Total
Human Services/Oregon Health Authority	Webpay System (23 Stores)	E-Commerce + Application	Agency Portal Fee	$1.00	46,545	$46,545.00
Landscape Architect Board	Online License Renewal	E-Commerce + Application	Agency Portal Fee	$3.00	430	$1,290.00
Landscape Architect Board	Payment Services	E-Commerce + Application	Agency Portal Fee	$1.00	66	$66.00
Liquor Control Commission	Liquor Service Permits	E-Commerce + Application	Portal Provider Fee	$5.35 - $5.65	49,899	$281,929.35
Oregon State University	Kiosk Donation Services	E-Commerce + Application	Agency Portal Fee	$0.60	2,583	$1,549.80
Revenue Department	GenTax Payment Processing Services	E-Commerce	Agency Portal Fee	$0.40	187,539	$75,015.60
Tax Practitioners Board	Payment Services	E-Commerce	Agency Portal Fee	$1.00	2,905	$2,905.00
Teacher Standards and Practice Commission	eLicensing System	E-Commerce + Application	Portal Provider Fee	$10.00	20,823	$208,230.00
Water Resources Department	Payment Processing Services	E-Commerce + Application	Agency Portal Fee	$0.40	1,126	$450.40

4. **Unmet needs for new E-Government Program provided online payment solutions used in the industry (feedback from agencies):**

Online payment options requested by agencies	Need met in Oregon?
Visa	✓
MasterCard	✓
Discover	✓
American Express	✓
ACH E-Check	✓
ACH Batch File	✓
Interactive Voice Response (VR)	✓
Mobile enabled payment processing	✓
Convenience and Service Fee Programs	✓
PayPal	Not authorized in Oregon
Recurring Payments*	✓
Customer Billing*	✓
Payment Account Storage (E-Wallet)	✓

*Only available if NICUSA builds the application

Offline payment options requested by agencies	Need met in Oregon?
PIN Debit	✓
Self-help Kiosk payments	✓
Smartphone Near Field Communication (NFC) (Apple Pay, Samsung Pay, Android Pay)	No
Over-the-Count payments	✓
Integrated point of sale with inventory management	No
Support for EMV Car transactions (point of sale ship and pin)	No

5. **Estimated dollar savings of online transaction cost vs. estimated industry average manual transaction costs for different payment types:**

An independent study analyzing the State of Utah Online Services conducted in 2012 by the Center for Public Policy & Administration of the University of Utah Government Program found that "in general, the cost for providing the services in an online format is less for the agency than providing the services in an offline format." The study found there was an average cost of $17 for offline services, compared to an average cost of $4 for online services. Read the Government Technology report here: https://tinyurl.com/gov-savings.

> **Offline: $17.00 estimated cost per transaction**
>
> **Online: $4.00 estimated cost per transaction**

WEBSITE EFFECTIVENESS

1. **Webpages are effective, making information easy to find for Oregon residents:**

Total Websites	115
Usability Tested Websites*	91
Percentage Tested	82%
Percent change from Previous Year	21%

In 2019, usability testing was conducted during each website redesign and application project to ensure that webpages are effective, making information easy to find for residents of Oregon. These usability studies ensure that the navigation of the site is intuitive for the targeted users of the website, the functionality is easy to use, and the design enhances their experience.

*Usability tests are conducted on every new website redesign through the E-Government Program.

2. **Search results are effective:**

72% of Oregonians surveyed thought it was fairly or very easy to find agency contact information by searching on Oregon.gov websites as described in the bi-annual survey conducted in 2019 by the E-Government Program using DHM Research services. Oregonians were asked if they were generally able to find what they are searching for when visiting state websites.

3. **Number of usability tests performed with residents:**

In 2019, the E-Government Program sought feedback from Oregon residents 3,482 times through usability tests conducted on 20 different projects. Some usability testing is conducted in-person with a prototype to help refine the functionality and design, other usability testing is conducted online with Oregon residents to sort navigation categories and specific tasks to help refine the information architecture of the website content.

3,482
usability tests conducted with Oregon residents

WEBSITE CONTENT MANAGEMENT

1. **Number of agencies using the E-Government Content Management platform over time:**

2011-2019 Agency E-Government Content Management Usage

Judicial Branch consolidated 38 websites into one in 2018.

Legend: Number of Websites — Number of Agencies
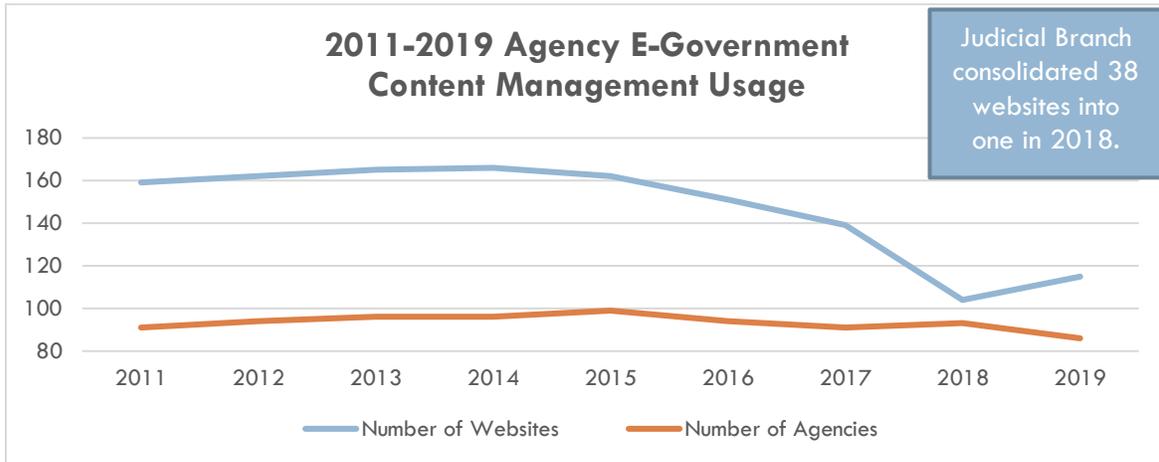
2. **Amount of use over time (pages hosted, visitors, page views):**

Pages & Documents Hosted Per Year

Legend: Pages

2019 Oregon.gov Public Usage

Legend: Page Views — Visitors
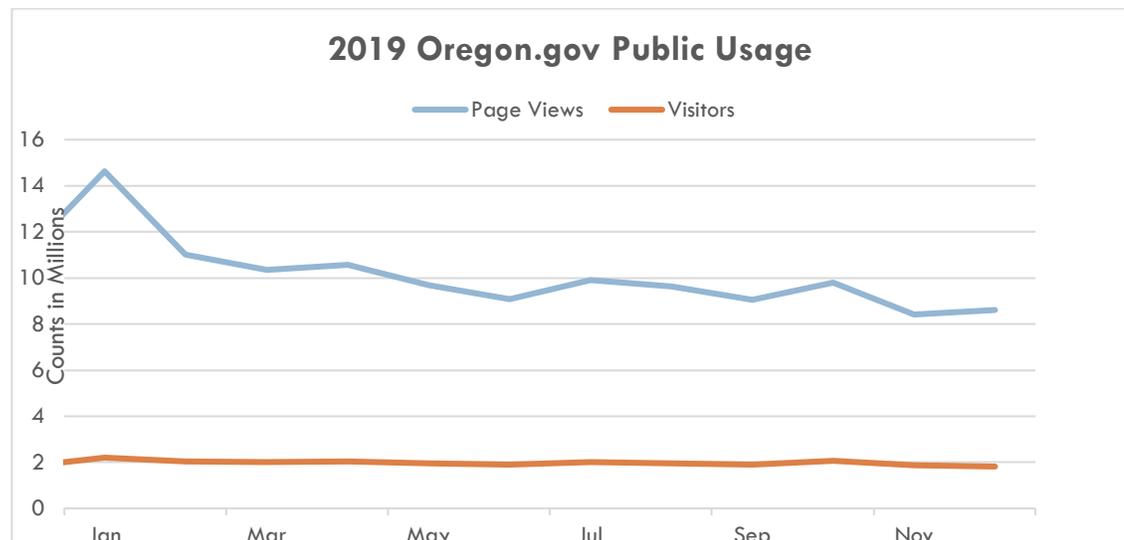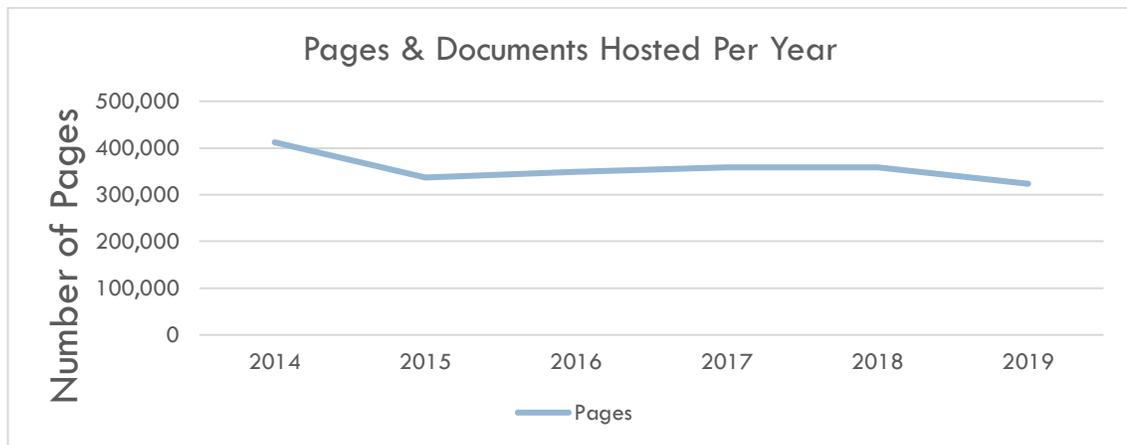
3. **Survey of satisfaction with the Content Management Tool:**

Overall, How Satisfied are you with SharePoint?

Satisfied or very satisfied: 52% (down 10%)
Neutral: 36% (up 5%)
Dissatisfied or very dissatisfied: 12% (up 5%)
There were 25 responses
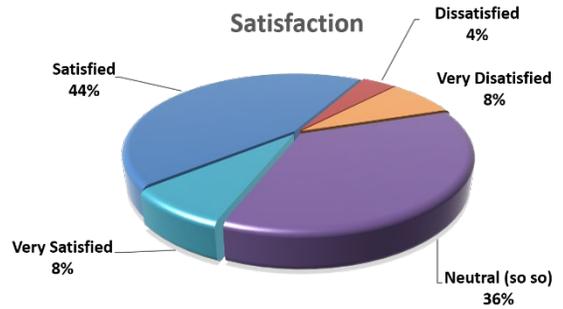
How Reliable is Authoring Content in SharePoint?
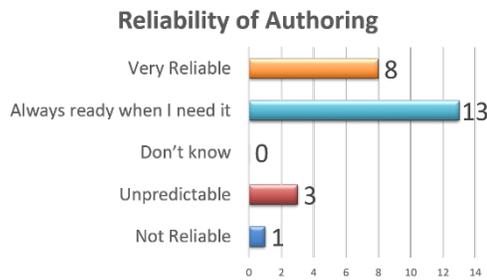
Reliable: 84% (down 2%)
Don't Know: 0%
Unpredictable: 16% (up 6%)
There were 25 responses

When Managing Content, How Easy Is It?

Easy or Moderately Ok: 84% (down 6%)
Challenging or Difficult: 16% (up 6%)
There were 25 responses

Is Publishing Content Fast Enough?
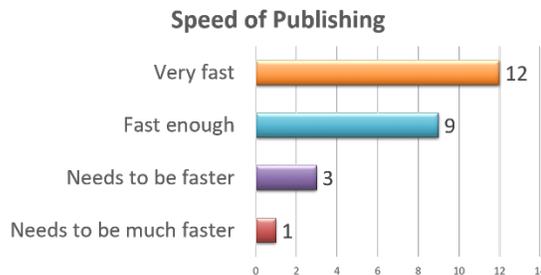
Fast Enough 84% (down 6%)
Needs to be Faster: 16% (up 6%)
There were 25 responses

Does SharePoint Provide the Toolsets You Need?

Toolsets Needed are Provided

Toolsets are Mostly Provided 68% (down 1%)
Need More Toolsets: 24% (up 7%)
Don't know: 8% (down 6%)
There were 25 responses

Category	Count
Yes	11
Mostly	6
Don't know	2
Need a lot more	3
No	3
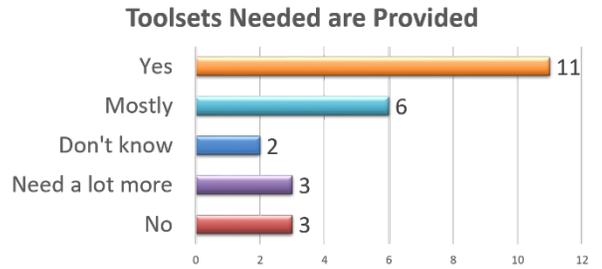
4.   Number of pages posted/updated per month:

2019 Pages & Documents Published By Month

Created   Updated
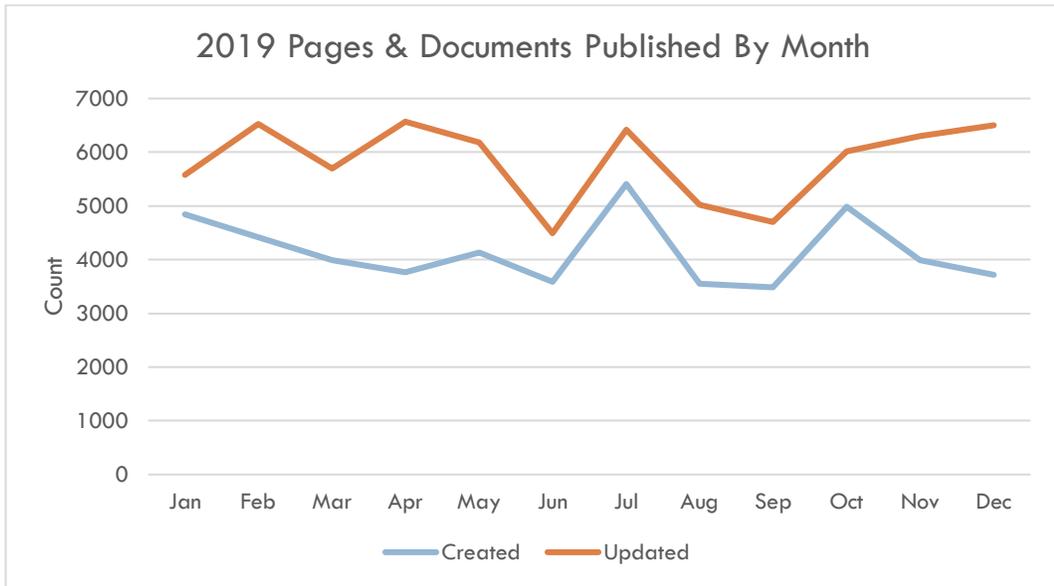
5.   Number of successful searches:

2019 Searches on Oregon.gov
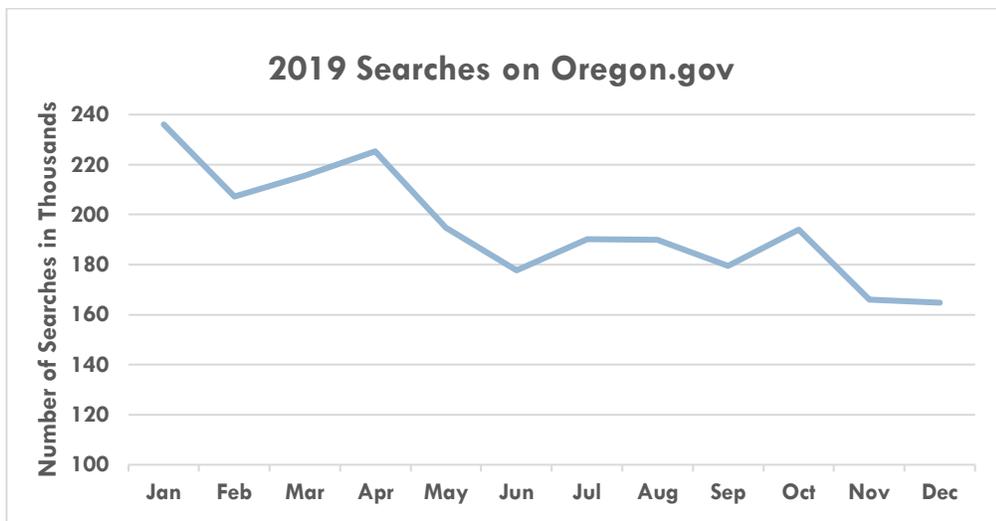
6. **How well does the Content Management System improve the functionality of the site?**

By continually working to improve the features and functionality available to agencies, we ensure the Content Management System continues to improve the functionality of the website.

- **Dynamic Content** – SharePoint Lists provide agencies with the ability to manage and display data on webpages without editing the web pages individually. Dynamic data can also be reused without having to enter the same data in multiple locations.
- **Account Management** – Agency level account management allows key agency staff to quickly add content authors and adjust their permissions.
- **Page Level Design Flexibility** – Agencies have more flexibility to adjust the presentation of content.
- **Microsoft Office Like Editing** – Content editing using a familiar Microsoft Office interface.
- **Custom Publishing Workflows** – Agencies have the capability to create and edit their own publishing workflows.
- **Dynamic Link Management** – When content editors move content, links are automatically updated which prevents broken links to other content.
- **Content Updates over the internet** – Agency staff are not limited to the state network when they need to securely update content on their websites.
- **Accessibility Template** – The template is custom designed to meet accessibility requirements, passing WCAG 2.0 AA.
- **Page Helpful Poll** – Oregon residents can share if a webpage is helpful or not and submit a comment, question, or idea for a page
- **Advanced Tools** – All sites have access to advanced Web Parts and tools, e.g. Maps, dynamic tables, Public Collaboration, press newsroom, form builder, online web forms.

In 2019, the following features were added and made available to all agencies:

- **Improved Form Builder –** Added ability to mark additional inputs required when necessary.
- **Improved Content Inventory -** Extended Content Inventory Report to display number of historical versions of each document hosted on an agency's website
- **Built Web Part Inventory Report -** to displays all web parts (widgets) used on all pages of an agency's website
- **Improved Webpage Customizability -** Added ability to override two additional page landmarks to improve agency website branding

7. **How Current is the Software Upgrades?**

Websites are currently using Microsoft SharePoint 2010 Version 14 or Microsoft SharePoint 2016 Version 16. In 2019 Q2, Websites began transitioning to SharePoint 2016. In 2019 Q3, Website on SharePoint 2010 began migrating to SharePoint 2016.

Version	Website Count
SharePoint 2010	80
SharePoint 2016	31
TOTAL	111

8. **Number of websites/content management services provided:**

V4 = Version 4 templates; our initial move into new mobile responsive templates benefitting from usability testing with Oregon residents. V4.X = Version 4.X templates; our latest version of templates that feature improved performance, responsiveness, accessibility and new web parts.

Page Layouts	Web Parts Features	Other Website Services
Replicant Page Layout	Agency Search Web Part	Form Builder
Standard Single Column	Contact Form Web Part	Logic Builder
Standard	Featured Content Web Part	Auto YouTube Video Embedding
Agency Standard Home	Free Form Web Part	Social Media Widget
Agency Free-Form Home	News List Web Part	Google Analytics
Free-Form	Quick Links Web Part	301/302 Redirect Support
Newsletter	Right Navigation Web Part	Font Awesome 3/4/5 Support
Redirect	Content Query Web Part	Optimized Imagery
Summary Links	Form Viewer Web Part	GovDelivery Page Watch Support
Body-Only	Content Editor Web Part	V4.X Logic Builder
V4 Home Page	Reusable Content Functionality	V4.X Data.Oregon.gov Integration
V4 2 Column Home Page	Google Translate Feature	V4.X Tableau Support
V4 3 Column Home Page	Text-Only Feature	V4.X Public Collaboration Tool with DISQUS
V4 Home Page 2 Feature Box	Flickr Thumbnails Web Part	V4.X Asset Manager
V4 Home Page 3 Feature Box	Site Map Web Part	V4.X FileSafe File Storage
V4 Sub-Home Page 2 Feature Box	E-Newsletter Web Part	Broken Link Reports
V4 Sub-Home Page 3 Feature Box	Agency Directory Web Part	Content Inventory Reports
V4 Content Page 1 Column	V4 Board Display Feature	Orphan File Reports
V4 Content Page 2 Columns	V4 Site-Wide Alert Feature	Accessibility / Code Reports
V4 Content Page 3 Columns	V4 Home Page Carousel Feature	Search Engine Usage Reports
V4 Special Feature 2 Columns	V4 Filtering Form List Feature	Vanity URL Usage Tracking
V4 Special Feature 3 Columns	V4 Accordion Web Part	Document Download Tracking
V4 Special Feature 2 Box Home	V4 Accordion List Template	Google Custom Search
V4 Special Feature 3 Box Home	V4 Carousel List Template	Google Language Translation
V4 Google Maps Page	V4 Filterable List Category Web Part	
V4 Custom 404 Page	V4 Filterable List Template	
V4.X Homepage	V4 Filterable Document Library	
V4.X Standard page	V4 Footer Content List Template	
V4.X Standard Page w/Aside	V4 Task Box Items List Template	

V4.X Standard Page w/Left Navigation	V4 Task Box Items Web Part	
V4.X Standard Page w/Left Navigation & Aside	V4 Custom Content Query Web Part	
V4.X Custom 404 Page	V4 Site-Wide Alert List Template	
	V4 Enhanced Filtered Lists	
	V4 Search Filtered Lists	
	V4.X Accordion Web Part	
	V4.X Site/State-Wide Alert	
	V4.X Task Box Web Part	
	V4.X Site Map Web Part	
	V4.X JS/CSS Asset Manager	
	V4.X Off-Canvas Navigation	
	V4.X Web Page Feedback Poll	
	V4.X Accessibility Quick Check	
	V4.X Table with Search/Sort/Filter	
	V4.X SVG Logo Support	

9. **Website Security (annual independent review)**

An annual independent security audit conducted by Fishtech, evaluates 166 National Institute of Standards and Technology controls. The 2019 security audit was received on August 7, 2019 and is under review at the time of this report's publication. The 2020 security audit scheduled to be submitted for review by April 2020. The annual Payment Card Industry Level 1 Data Security Standard compliance was completed and certification was received on November 11, 2019.

10. **Independent ranking for the State Portal (e.g. Best of the Web)**

Benchmarking State Government Websites, Information Technology & Innovation Foundation (August 27, 2018)

https://itif.org/publications/2018/08/27/benchmarking-state-government-websites

Independent Source	Ranking
Information Technology & Innovation Foundation	Oregon.gov was ranked #43 in 2018

Average Desktop and Mobile Page-Load Speed Scores and Rank: 49 of 50

Rank consists of an evaluation of the following Oregon websites ranked on a 100 point scale:

Agency	Desktop	Mobile	Website Address (url)
Primary State Website	23	31	https://www.oregon.gov/pages/index.aspx
Business Registration	62	52	https://sos.oregon.gov/business/Pages/register.aspx
Driver's Licenses	38	44	https://www.oregon.gov/odot/dmv/pages/driverid/licenseget.aspx
Elections	56	46	https://sos.oregon.gov/voting-elections/Pages/default.aspx
Fishing/Hunting Licenses	69	56	https://www.dfw.state.or.us/resources/licenses_regs/licenses_fees.asp
Taxes	50	33	https://www.oregon.gov/dor/Pages/index.aspx
Traffic Citations	29	26	https://www.oregon.gov/osp/Pages/index.aspx

Average Accessibility Scores and Rank: 19 of 50

Rank consists of an evaluation of the following Oregon websites ranks on a 100 point scale:

Agency	Points	Website Address (url)
Primary State Website	85	https://www.oregon.gov/pages/index.aspx
Driver's Licenses	91	https://www.oregon.gov/odot/dmv/pages/driverid/licenseget.aspx
Elections	87	https://sos.oregon.gov/voting-elections/Pages/default.aspx
Fishing/Hunting Licenses	86	https://www.dfw.state.or.us/resources/licenses_regs/licenses_fees.asp
Taxes	91	https://www.oregon.gov/dor/Pages/index.aspx
Traffic Citations	65	https://www.oregon.gov/osp/Pages/index.aspx
Vital Records	88	https://www.oregon.gov/oha/ph/birthdeathcertificates/getvitalrecords

Average Mobile Friendliness Scores and Rank: 34 of 50

Rank consists of an evaluation of the following Oregon websites ranks on a 100 point scale:

Agency	Points	Website Address (url)
Primary State Website	99	https://www.oregon.gov/pages/index.aspx
Driver's Licenses	97	https://www.oregon.gov/odot/dmv/pages/driverid/licenseget.aspx
Elections	98	https://sos.oregon.gov/voting-elections/Pages/default.aspx
Fishing/Hunting Licenses	57	https://www.dfw.state.or.us/resources/licenses_regs/licenses_fees.asp
Taxes	93	https://www.oregon.gov/dor/Pages/index.aspx
Traffic Citations	60	https://www.oregon.gov/osp/Pages/index.aspx
Vital Records	86	https://www.oregon.gov/oha/ph/birthdeathcertificates/getvitalrecords

11. Does platform keep pace with criteria defined by the Center for Digital Government, Brookings Institute evaluation, or similar 3rd party evaluation of State Government Portals?

Center for Digital Government Best of the Web Criteria		Brookings Institute 2008 Study Criteria	
Criteria	Oregon.gov provides	Criteria	Oregon.gov provides
Innovation	✓	Publications	✓
Functionality		Databases	✓
- Security	✓	Audio clips	✓
- Privacy	✓	Video clips	✓
- Usability	✓	Foreign language access	✓
- Accessibility	✓	Not having ads	✓
Efficiency and Economy	✓	Not having user fees	✓
		Not having premium fees	✓
		W3C disability access	✓
		Having Privacy Policies	✓
		Security Policies	✓
		Allowing digital signatures on transactions	✓
		An option to pay via credit cards	✓
		Email contract information	✓
		Areas to post comments	✓
		Option for email updates	✓
		Allowing for personalization of the website	✓
		PDA or handheld device accessibility	✓

Center for Digital Government Best of Web Website Capabilities Criteria – How Oregon Compares

Criteria provided by the Center for Digital Government, February 2017

	Yes	No
SEARCH		
Prominently Featured Search	✓	
Intelligent Search	✓	
Search Contents of all Websites	✓	
SITE DESIGN & USABLITY		
Highlights the Most Requested Topics with Fewest Clicks	✓	
Mobile First Design	✓	
Simple and Clean Experience for Public	✓	
Consistent Design & Branding Across Multiple Websites	✓*	
Device Responsive Design	✓	
Categorization By Visitor Type	✓	
Online Live Help	✓	
Self Help, FAQs	✓	
ACCESSIBLE		
Section 508, WCAG 2.0 Compliant	✓	
Supports Multiple Languages	✓	
Support Browser Adjustable Text	✓	
Regularly Analyzed & Optimized Based on Viewing Audience	✓	
PREDICTIVE GOVERNMENT		
Analytics On Each Specific Visitor		✓
At Portal, Prompt Visitor with Specific Payments Needed		✓

	Yes	No
SECURITY & PRIVACY		
Secure Online Transactions and Personal Information	✓	
Frequently Test Security Practices	✓	
Online Privacy, Security, & Intended Use Policy Statements	✓	
DATA		
Connects Disparate Data Sources	✓	
Real-time Data Interpretation		✓
Easy Data Interpretation		✓
ENGAGEMENT		
Social Media on Home Page and Portal of All Departments	✓	
Request a Service		✓
Crowdsourcing Co-Creation		✓
Collaborative Citizen Engagement	✓	
Geo-Location Based Services	✓	
"My Portal" Personalization		✓
Access N11 Services		✓
ONE-STOP SHOP		
Portal Access to Departments	✓	
Portal Access to Multiple Levels of Government	✓	
Make Payments to Multiple Departments in a Single Experience		✓
A-Z Online Services Directory		✓

	Yes	No
FUNDING		
Funding for Redesigns	✓	
Staffing funding to Keep Knowledge Up-To-Date	✓	
Solutions Relieve Financial Pressures While Expanding Service	✓	
PROJECT		
Project Level Governance, Oversight, and Ownership	✓	
Stakeholder Engagement, Iterative Development, Pre-Launch Testing	✓	
INNOVATION		
Internet of Everything (IoE)	✓	
Cross Jurisdictional Innovations	✓	
Annually Bring Multiple Offline Services Online	✓	
OPEN GOVERNMENT		
Transparency Site (Spending)	✓	
Open Data Site with Analytics/ Infographics (downloadable)	✓	
Open Meetings (downloadable)	✓	
File Records Requests Online	✓	
Social Media Records Requests		✓
EMERGENCY		
Emergency Information	✓	
Emergency Alert Notifications	✓	
Volunteer Registration Portal		✓

* Branding change from V3 to V4 underway

ENTERPRISE COLLABORATION

1. **Is it offering in-line with industry standards?**

Oregon's enterprise collaboration platform, Oregon GovSpace, is built on the Jive platform by Aurea. In 2018, InfoTech's "Vendor Landscape: Collaboration Platforms" publication identified Jive as one of the top five collaboration platforms.

The Info-Tech Collaboration Platforms Vendor Landscape:
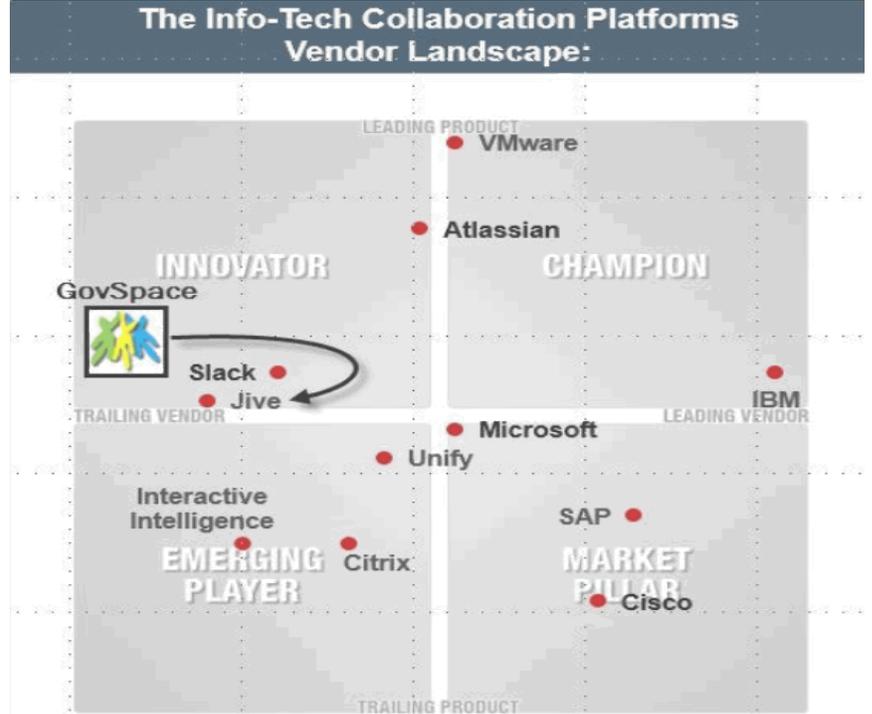
2. **Number of organizations using collaboration, number of discussions, and number of documents:**

Collaboration Use

<div style="background-color:#8fa8c8; color:white; padding:10px;">
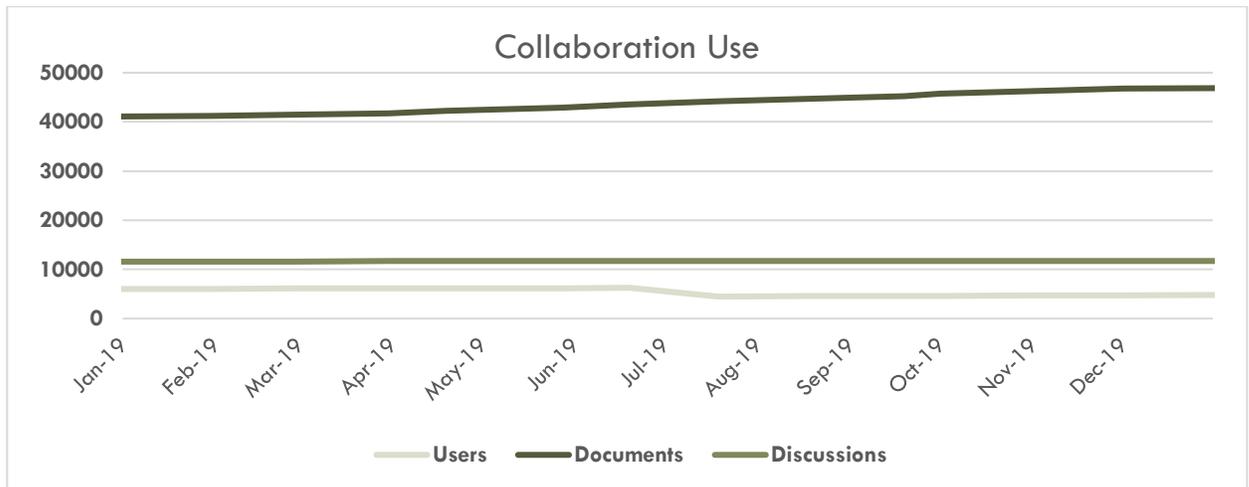
As of 2019, the public viewed data sets in Data.Oregon.gov 34,606,313 times

</div>

Oregon state and local government organizations within Oregon use the Socrata driven Data.oregon.gov open data platform to make data available to the public in consumable ways. The often complicated, raw data table may be presented in the form of on-screen calendars, maps, charts and graphs as well as other exportable formats. In this way, organizational data is useful and understandable to an audience of Oregon residents with vastly differing needs where government related data is concerned.

Data.Oregon.Gov Usage Statistics

Year	Data Sets	Charts	Maps
2011	415	34	120
2012	553	43	193
2013	876	60	281
2014	954	73	335
2015	587	62	289
2016	647	76	363
2017	683	43	379
2018	465	21	438
2019	638	82	374

Data.Oregon.Gov Average Annual Growth 2011 - 2019

Category	Growth
Data Sets	~26%
Rows	~87%
Embeds	~117%
Charts	~39%
Maps	~29%
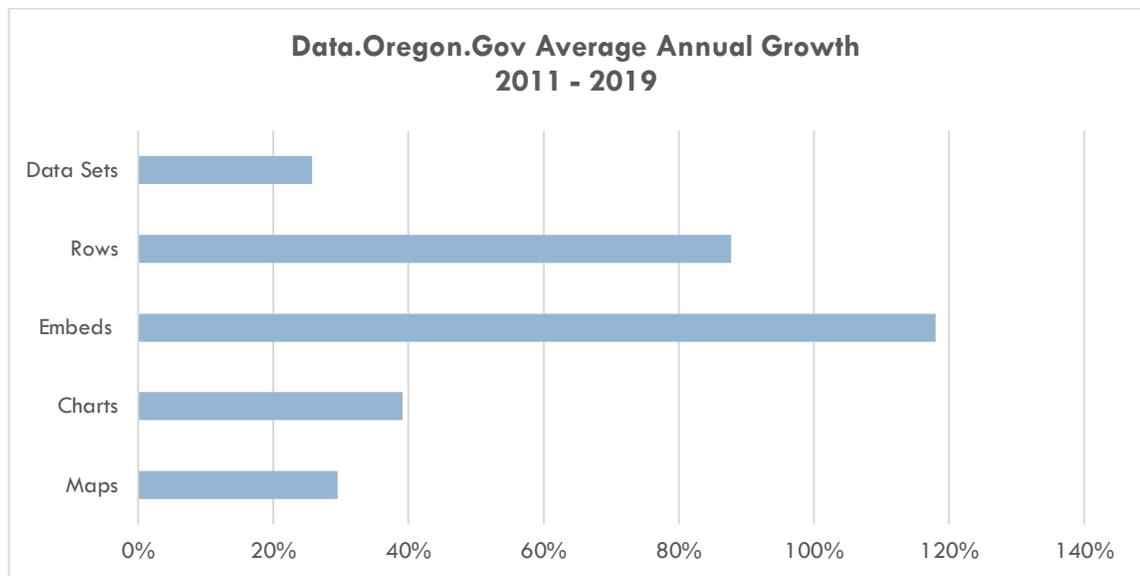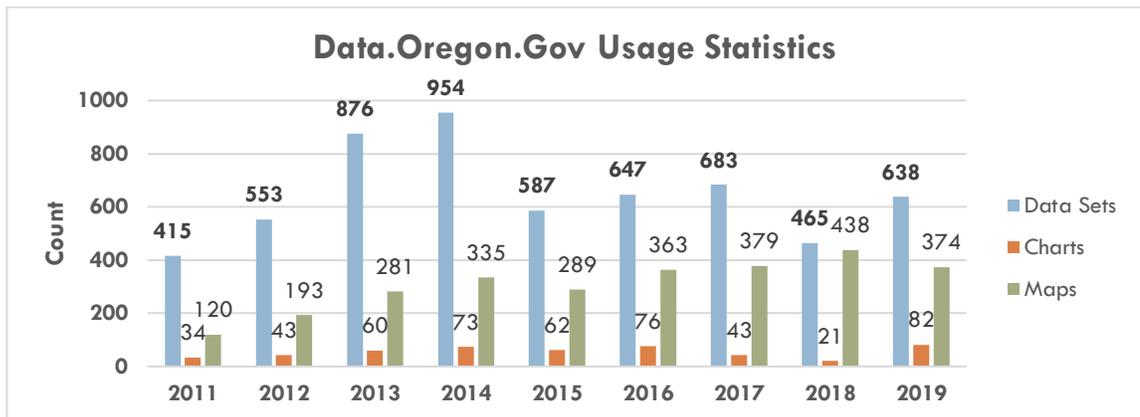
TRAINING

1. **Number of users trained by type:**

Web Content	
People Trained	101
Training Documents Created	27
Video Tutorials Created	15
E-Commerce	
People Trained	9
Video Tutorials Available	8
Documents Created	1
Custom Applications	
People Trained	27
Collaboration	
People Trained	110
Open Data	
People Trained	9

2. **Availability and frequency of training by type:**

   a. Web content live webinar training is available at least once per month, more when possible
   b. Web content live classroom training is available as requested
   c. Web content self-help training materials are available on demand
   d. TPE training is conducted based on demand and as new services are released
   e. Collaboration live classroom training is available as requested
   f. Open data training is available based on direct agency interaction and on demand
   g. Website accessibility training

3. **Post training survey results (questionnaire):**

Data collected between January 2019 and December 2019.

Helpful Information

50%   50%

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

Knowledgable Trainer

17%

83%

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

Time of Training

100%

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

Overall Training Experience

50%   50%

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

FOR EACH PROJECT

1. **Measure time from start to finish on each project and amount of time delays to the agreed upon schedule; due to vendor, due to agency:**

Project Name	Estimated Start Date	Actual Start Date	Estimated Completion Date	Actual Completion Date	Reason for Delay
Transportation Driver & Motor Vehicles Payment Processing	12/17/2018	01/03/2019	01/22/2019	01/21/2019	n/a
Education Early Learning Payment Processing	08/01/2018	09/11/2018	02/15/2019	02/15/2019	n/a
Board of Chiropractic Examiners Payment Processing	02/25/2019	04/22/2019	02/25/2019	07/30/2019	n/a
State Interoperability Executive Council Event Registration Services	06/11/2019	06/28/2019	06/11/2019	07/11/2019	Agency staff availability delayed completion of acceptance testing.
Geology and Mineral Industries Tsunami Safe Learning Module	08/20/2018	09/11/2018	12/18/2018	01/13/2019	n/a
Governor's Office Event Registration Service	01/28/2019	01/28/2019	02/19/2019	02/14/2019	n/a
Employment Relations Board Online Payment and Case Filing	05/01/2018	09/04/2018	11/20/2018	04/16/2019	Case Management System updates ongoing through summer, new project work had to wait for completion.
Teachers Standards and Practice Commission E-License	3/10/2015	12/01/2016	10/01/2016	04/16/2019	System has been in production use since 2016. The contract is being amended to incorporate remaining scope.
State Lands Unclaimed Property Payment Processing	07/23/2019	07/23/2019	09/17/2019	10/22/2019	Additional time required for third party integration and ACH approval.

2. **Budget Overruns – 100% Delivered on Budget**

    This metric represents the agreed upon cost of providing a service to a given agency compared to the actual amount charged. In 2019 all services were delivered to the original budget.

3. **Were agreed upon requirements met? Exceeded?**

Project	Project Deliverables – Assessment Against Requirements	Quality – Was what was expected to be delivered actually delivered?
Advocacy Commission – Online Donations Payment	Requirements were met	Yes
Chiropractic Examiners – E-Commerce Systems	Requirements were met	Yes
Education Early Learning Division – Payment Services	Requirements were met	Yes
Employment Relations Board – Case Management System	Requirements were met	Yes
Fish & Wildlife – Electronic Licensing Fee Services	Requirements were mostly met	No
Geology and Mineral Industries – Tsunami Safe Learning	Requirements were met	Yes
Governor's Office – Event Registration	Requirements were mostly met	Yes
State Interoperability Executive Council – Event Registration	Requirements were met	Yes
State Lands – Payment Processing	Requirements were met	Yes

4. **Measure of Key Stakeholders satisfaction with the project:**

After each new project is completed, the E-Government Program Manager and NICUSA Account Manager meet with the Project Sponsor to conduct a customer satisfaction survey. In 2019, the following projects completed and scored their projects. Project satisfaction is measured on a scale of 1 to 5, 1 being Poor, 5 being Excellent. The Average score of all projects through 2019 is 4.3. A score of 4.0 is Exceeds Expectations.

2019 Project Satisfaction Scores:

Project	Satisfaction Score
Administrative Services – Data.Oregon.gov Dataset Increase	5
Human Services – Personal Injury Leins Request System	5
Fish & Wildlife – Electronic Licensing Payments	5
Geology and Mineral Industries – Tsunami Safety Training Module	3
Advocacy Commissions – Donations Payment Processing	5
Governor's Office – Event Registration Services	2
Government Ethics Commission – Case Management System Phase 3	4
State Library – Website Redesign	3

2019 Pre-Project Engagement Scores:

After every service is delivered, we ask the Project Sponsor to score their satisfaction with the engagement process that leads up to a signed Work Order. The average score of all projects through 2019 is 3.9. A score of 3.0 is Meets Expectations.

Project	Satisfaction Score
Administrative Services – Data.Oregon.gov Dataset Increase	5
Human Services – Personal Injury Leins Request System	3
Fish & Wildlife – Electronic Licensing Payments	4
Geology and Mineral Industries – Tsunami Safety Training Module	5
Advocacy Commissions – Donation Payment Processing	5
Governor's Office – Event Registration Services	5
Government Ethics Commission – Case Management System Phase 3	4
State Library – Website Redesign	2

OVERALL PROGRAM

1. **Number of <u>new</u> solutions provided per year:**

   2019 new solutions provided: 30

   1) Aviation Department Website
   2) Board of Chiropractic Examiners Payment Processing
   3) Board of Chiropractic Examiners Website
   4) Board of Dentistry Website
   5) Board of Massage Therapists Website
   6) Board of Medical Imaging Website
   7) Board of Nursing Website
   8) Chief Education Officer Website
   9) Corrections Department Website
   10) Criminal Justice Commission Website
   11) Motor Vehicles Payment Processing
   12) Education Early Learning Payment Processing
   13) Educator Advancement Council Website
   14) Employee Relations Board Online Payments
   15) Geology and Mineral Industries Tsunami Safe Website
   16) Governor's Office Event Registration
   17) Landscape Contractor's Board Website
   18) Military Department Website
   19) Office of Small Business Development Website
   20) Oregon School for the Deaf Website
   21) Oregon State Police Website
   22) Parks and Recreation Website
   23) Parole and Post-Prison Supervision Website
   24) Public Records Advocate Website
   25) Public Utility Commission Website
   26) State Interoperability Executive Council Event Registration
   27) State Lands Unclaimed Property Payment Processing
   28) Teachers Standards and Practice Commission E-License Upgrade
   29) Treasury Website
   30) ORalert.gov Emergency Management Notification Webpage

   2018 new solutions provided: 37
   2017 new solutions provided: 36
   2016 new solutions provided: 33
   2015 new solutions provided: 22
   2014 new solutions provided: 7
   2013 new solutions provided: 3

2. **Number of <u>upgraded</u> solutions provided per year:**

   2019 upgraded solutions provided: 9

   1) Two version updates to the Website template, 4.11.7 was the last version deployed in 2019
   2) Teacher Standards and Practices Commission eLicensing data sharing
   3) Teacher Standards and Practices Commission – added functionality required by Senate Bill 155
   4) OJD Appellate system login upgrade

5) SharePoint infrastructure upgraded to SharePoint 2016, first website launched into the new environment including the Oregon.gov portal
6) Public Meeting Manger – added date & time field confirmation of posting
7) Upgraded Marine Board's eLicensing IIS server roles to support remote administration
8) Upgrade to the classification compensation website to make updating more efficient and streamlined
9) Website templates custom designed to meet accessibility requirements, passing WCAG 2.0 AA standard

2018 Upgraded solutions provided: 14
2017 Upgraded solutions provided: 9
2016 upgraded solutions provided: 15
2015 upgraded solutions provided: 15
2014 upgraded solutions provided: 9
2013 upgraded solutions provided: 7

3. **Number of <u>innovations</u> provided per year**

2019 innovations provided: 4

1) Logic builder webpart that allows for custom multi-page logic flows which can be used for training modules and tests
2) Extended Content Inventory Report to display number of historical versions of each document hosted on an agency's website
3) Built Web Part Inventory Report to display all web parts (widgets) used on all pages of an agency's website
4) Built 11 feature repair tool to automate individual, manual repairs to websites migrated to SharePoint 2016

2018 innovations provided: 7
2017 innovations provided: 7
2016 innovations provided: 5
2015 innovations provided: 2
2014 innovations provided: 5
2013 innovations provided: 5

PERFORMANCE

1. Response Times for All Online Services:

Service	Average Response Time
Oregon.gov	1.26 seconds (page load)
Applications	0.65 seconds (transaction time)
E-Commerce	0.99 seconds (transaction time)

Uptime for All Online Services:

Service	Uptime Percentage
Oregon.gov	99.92%
Applications	99.98%
E-Commerce	99.98%

2. **Amount of Scheduled and Unscheduled Down Time**

Hours of Scheduled and Unscheduled Downtime Report - 2019

■ Scheduled   ■ Downtime
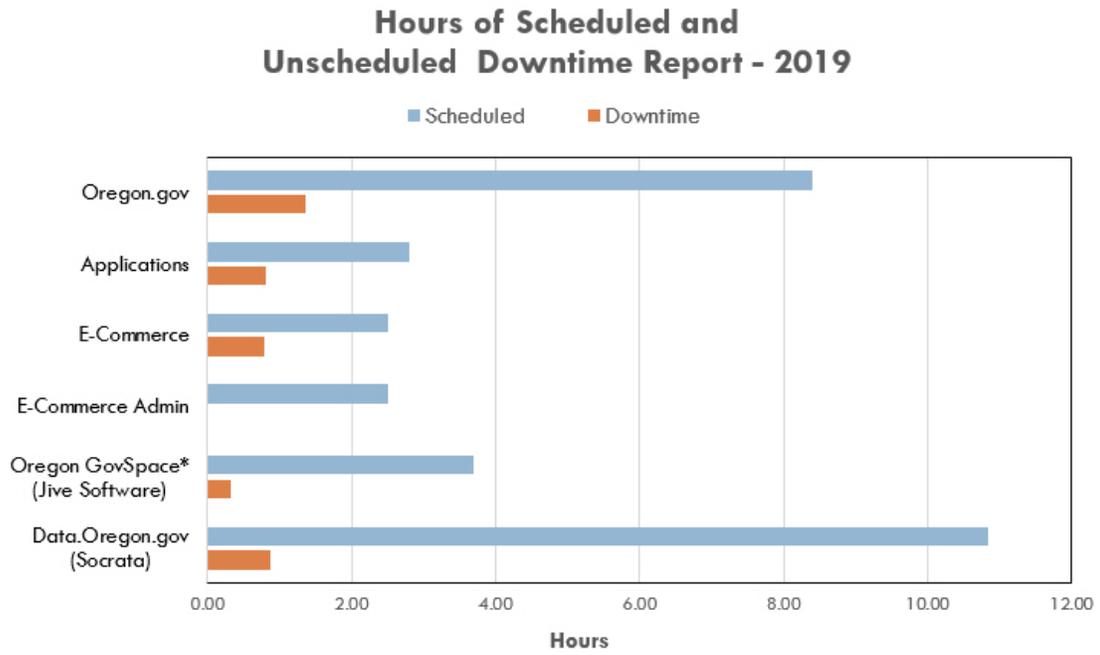
From October 10 to 16, 2019, DHM Research conducted a hybrid phone and online survey of Oregon residents for the Oregon E-Government Program. The purpose of the survey was to gauge residents' use of and attitude toward the online delivery of government services. The survey assessed residents' internet access, experience using the State of Oregon websites, and preferences relating to the online delivery of services. Results are benchmarked against similar surveys conducted by DHM Research in 2013, 2015 and 2017.

Research Methodology: The phone survey consisted of 1,202 Oregon residents and took approximately

13 minutes to complete. Of those interviews, 402 were conducted in the tri-county area (Clackamas,

Multnomah, and Washington counties), 400 came from the Willamette Valley (Benton, Lane, Linn, Marion, Polk, and Yamhill counties), and 400 from the rest of the state. The sample size is sufficient to assess opinions generally, and allows a review by multiple subgroups including age, gender, and other demographics.

For a representative sample, quotas were set by age, gender, and geographic area. In the annotated questionnaire, results may add up to 99% or 101% due to rounding. Although the sample was designed to be evenly divided among the three regions of the state, the total results reported in this survey have been weighted to account for the relative difference in size between these regions.

Respondents were contacted randomly using multiple methods. 627 respondents were contacted by telephone and completed the survey with a live interviewer. 575 respondents were contacted with text message that included a link to take the survey online. The text-to-online approach is better able to reach younger people with cellphones who are less likely to answer a telephone call. In gathering responses, a variety of quality control measures were employed, including questionnaire pre-testing and validation.

In gathering responses, a variety of quality control measures were employed, including questionnaire pretesting and validation. Quotas set by age, gender, and geographic area and weighting by area of state to ensure a representative sample of the community at large. In the annotated questionnaire, results may add up to 99% or 101% due to rounding.

Statement of Limitations: Any sampling of opinions or attitudes is subject to a margin of error. The margin of error is a standard statistical calculation that represents differences between the sample and total population at a confidence interval, or probability, calculated to be 95%. This means that there is a 95% probability that the sample taken for this study would fall within the stated margin of error if compared with the results achieved from surveying the entire population. For a sample of 1,202, the margin of error is ±2.8% and ±4.9% for a sample of 400.

DHM Research: DHM Research has been providing opinion research and consultation throughout the Pacific Northwest and other regions of the United States for more than 40 years. The firm is nonpartisan and independent and specializes in research projects to support public policy making.

Oregon E-Government Program Benchmark Survey
October 10–16, 2019
N=1,202 Oregon residents
(N=400 each Tri-County, Willamette Valley, Rest of State)
13 Minutes; margin of error ±2.8%
DHM Research
#00901

LISTED SAMPLE: May I please speak with [listed respondent?]

RANDOM SAMPLE: May I please speak with the youngest person in the household age 18 or older.

INTRODUCTION

Hello, my name is_____ from DHM Research, an independent, nonpartisan opinion research firm. We are not calling to sell you anything. We are doing an important, scientific survey of Oregonians about some important state issues. May I please speak with **[listed respondent]**?

The survey will take about 10 minutes and I think you will find it interesting. You may be assured of complete confidentiality.

1. Overall, when you have a question or something you need to do that requires contact with an Oregon State government agency, which method of contact do you find most convenient? **[Read list below. Randomize]**

Response category	2019 n=1202	2017 n=1200	2015 n=1200	2013 N=1200
Telephone call	29%	31%	34%	36%
Visit an office	6%	7%	7%	6%
Write a letter	3%	3%	4%	4%
Visit a website	39%	26%	35%	29%
Send an email	16%	22%	14%	15%
Other	3%	5%	1%	4%
[Don't read] Don't know	4%	7%	4%	7%

2. Do you have access to the internet through a computer, smartphone, or tablet device at your home?

Response category	2019 n=536	2017 n=1200	2015 n=1200	2013 N=1200

Yes	88%	93%	91%	88%
No	12%	7%	9%	12%
[Don't read] Don't know	<1%	0%	0%	0%

3. **[Ask if Q3=2]** If you do not have access to the internet at your home from a computer, smartphone, or tablet, do you have access at a library, friend's house, the office, or somewhere else?

Response category	2019 n=64	2017 n=80	2015 n=103	2013 N=149
Yes	38%	62%	57%	50%
No	62%	37%	43%	48%
[Don't read] Don't know	--	1%	0%	2%

Q2 & Q3 combined

Response category	2019 n=536
Yes	93%
No	7%

4. Have you heard of the website oregon.gov?

Response category	2019 n=1135	2017 n=1170	2015 n=1155	2013 N=1126
Yes	92%	91%	87%	89%
No	8%	8%	12%	11%
[Don't read] Don't know	<1%	1%	1%	0%

5. Have you ever visited oregon.gov?

Response category	2019 n=1039	2017 n=1067	2015 n=1010	2013 N=997
Yes	78%	79%	70%	66%
No	18%	19%	28%	32%
[Don't read] Don't know	4%	2%	2%	2%

6. **[Ask if Q5 =1]** Overall, how useful is oregon.gov: very useful, somewhat useful, not too useful, or not at all useful?

Response category	2019 n=814	2017 n=839
Very useful	27%	29%
Somewhat useful	61%	59%
Not too useful	6%	5%

| Not at all useful | 2% | 2% |
| **[Don't read]** Don't know | 3% | 4% |

7. **[Ask if 56=1]** Overall, how easy is Oregon.gov to use: very easy, fairly easy, fairly difficult, very difficult?

Response category	2019 n=814	2017 n=839
Very easy	17%	18%
Fairly easy	63%	62%
Fairly difficult	12%	13%
Very difficult	4%	2%
[Don't read] Don't know	3%	5%

8. **[Ask if Q5=1]** Have you visited <u>oregon.gov</u> in the last year?

Response category	2019 n=814	2017 n=839	2015 n=705	2013 N=656
Yes	78%	79%	77%	73%
No	17%	19%	17%	22%
[Don't read] Don't know	5%	2%	5%	5%

9. **[Ask if Q8=1]** Do you believe that <u>oregon.gov</u> has become more useful since your earlier visits?

Response category	2019 n=632	2017 n=667	2015 n=546	2013 N=482
Yes	47%	36%	47%	42%
No	27%	31%	24%	21%
[Don't read] Don't know/only visited once	26%	34%	29%	37%

10. **[Ask of Q8=1]** Do you believe that the website oregon.gov has become easier to use since your earlier visits?

Response category	2019 n=632	2017 n=667
Yes	53%	36%
No	25%	33%
[Don't read] Don't know/only visited once	23%	31%

I'm going to ask you about visiting State of Oregon government agency websites. If you don't have access to the internet or use a device to connect to the internet, these next questions will go fast.

[If needed: *If you aren't sure a website is a State of Oregon site, answer to the best of your knowledge.*

State of Oregon websites are not the same as Metro, City, or County websites.]

Have you ever visited a State of Oregon government agency website: **[Randomize Q11-Q18]**

Response category		Yes	No	Don't know
11. To look for information, data or services?				
	2019	67%	31%	3%
	2017	65%	34%	1%
	2015	60%	39%	1%
	2013	59%	40%	1%
Response category		**Yes**	**No**	**Don't know**
12. To complete a transaction online such as reserving a campsite, or renewing your car registration?				
	2019	53%	46%	1%
	2017	49%	50%	1%
	2015	43%	57%	0%
	2013	40%	59%	0%
13. To apply for a job with the State of Oregon?				
	2019	20%	79%	2%
	2017	19%	81%	0%
	2015	17%	82%	0%
	2013	20%	79%	1%
14. To access unemployment or welfare services?				
	2019	28%	71%	1%
	2017	21%	78%	0%
	2015	22%	78%	0%
	2013	23%	77%	1%
15. To access health insurance information?				
	2019	29%	68%	3%
	2017	26%	73%	0%
	2015	26%	73%	1%
	2013	20%	79%	1%
16. To pay fees or taxes?				
	2019	37%	60%	3%
	2017	33%	67%	1%
	2015	26%	73%	1%
	2013	24%	75%	2%
17. To receive small business assistance?				
	2019	14%	84%	2%
	2017	9%	91%	0%
	2015	7%	93%	0%
	2013	9%	90%	1%

18. To participate in a virtual public meeting or town hall?				
	2019	10%	89%	1%
	2017	8%	92%	0%
	2015	5%	95%	1%
	2013	8%	91%	1%

19. For what other reasons have you visited a State of Oregon government agency website? **[Open. Probe for specifics.]**

Response Category	2019 n=1202	2017 n=994	2015 n=923	2013 n=912
Research, information, resources	29%	14%	23%	13%
Has not visited website	8%	2%	--	5%
Outdoor recreation information/licensing	7%	6%	6%	4%
DMV, vehicle registration, driver license	7%	6%	7%	6%
Information on Oregon laws/proposed laws	6%	7%	8%	2%
Response Category	**2019 n=1202**	**2017 n=994**	**2015 n=923**	**2013 n=912**
Tax information	6%	4%	4%	3%
Health insurance, health information	5%	4%	7%	3%
As part of my work	4%	2%	--	--
Jobs, unemployment	3%	4%	5%	6%
All other responses	1% or less	1% or less	3% or less	2% or less
None, nothing	27%	30%	31%	24%
Don't know	7%	5%	2%	11%

20. Have you ever searched for a particular State of Oregon government service or information online but were unable to find it?

Response category	2019 n=1202	2017 n=1200	2015 n=1200	2013 n=1200
Yes, I searched and was unable to find it	21%	15%	13%	12%
No, my search was successful	43%	44%	49%	42%
No, I never tried to search	27%	38%	36%	42%
[Don't read] Don't know	10%	3%	2%	4%

21. **[Ask if Q20 =1]** Do you recall what you were searching for? **[Open. Probe for specifics.]**

Response Category	2019 n=253	2017 n=183	2015 n=157	2013 n=139
Research, information resources	21%	<1%	--	5%
Laws, codes, zoning	8%	5%	10%	2%
DMV information	7%	2%	2%	4%

Health insurance, health information	6%	4%	4%	6%
Hunting/fishing licenses/regulations	4%	3%	3%	1%
Taxes	3%	6%	6%	2%
Unemployment	3%	3%	5%	2%
Contact information, phone numbers	3%	--	18%	--
Public assistance, SNAP, child services	3%	--	5%	4%
All other responses	<1%	1% or less	5% or less	1% or less
Nothing, don't recall	40%	38%	36%	5%
Don't know	1%	--	1%	30%

22. **[Ask if Q20 = 1 or 2]** Would you say searching for Oregon state government agency contact information is very easy, fairly easy, fairly difficult, or very difficult?

Response category	2019 n=767	2017 n=712	2015 n=742	2013 N=644
Very easy	16%	15%	22%	13%
Fairly easy	56%	58%	57%	69%
Fairly difficult	17%	16%	12%	11%
Very difficult	5%	4%	3%	2%
[Don't read] Don't know	6%	6%	6%	5%

Next, I will ask about ways that the State of Oregon can engage residents through online services. For each, please tell me if you personally feel that service is very important, somewhat important, not too important, or not at all important **[Randomize Q23-Q26]**

Response category	Very important	Somewhat important	Not too important	Not at all important	Don't know
23. The ability to visit a State of Oregon government agency website to provide your opinion or review other citizen opinions about a public policy or planning issue.					
2019	39%	37%	11%	9%	4%
2017	42%	35%	9%	10%	4%
2015	34%	38%	14%	14%	1%
2013	37%	37%	10%	12%	3%
24. The ability to provide virtual meetings or town halls so Oregon residents can attend and interact remotely.					
2019	32%	37%	14%	12%	5%
2017	35%	41%	10%	11%	3%
2015	25%	38%	19%	18%	1%
2013	28%	40%	14%	14%	3%
25. The ability to find public information and data about state finances, payroll, and services.					
2019	43%	33%	11%	10%	4%

	2017	47%	32%	7%	11%	3%
	2015	35%	34%	15%	15%	2%
	2013	40%	34%	10%	13%	4%

26. The ability to get information and interact with government agencies through social media, such as Twitter and Facebook.

	2019	14%	26%	22%	33%	5%
	2017	18%	27%	21%	30%	4%
	2015	11%	27%	24%	37%	1%
	2013	13%	29%	23%	32%	4%

27. I'm now going to ask you about receiving State of Oregon government services online compared to the traditional mail, face-to-face, or telephone experience with State of Oregon government. If you have not received a State of Oregon government service online, just let me know now.

Response category	2019 n=1202	2017 n=1200	2015 n=1200	2013 n=1200
Received services online	37%	29%	39%	23%
Did not receive services online	53%	71%	57%	77%
[Don't read] Don't know	10%	--	4%	--

28. **[Ask if Q27 =1]** Compared to traditional experiences, is the speed of online delivery faster, slower, or about the same for you?

Response category	2019 n=441	2017 n=347	2015 n=469	2013 n=270
Faster	67%	64%	54%	55%
Slower	7%	7%	6%	4%
About the same	21%	26%	36%	35%
[Don't read] Don't know	5%	3%	4%	6%

29. **[Ask if Q27 =1]** Compared to traditional experiences, is online delivery more convenient, less convenient, or about the same for you?

Response category	2019 n=441	2017 n=347	2015 n=469	2013 n=270
More convenient	78%	72%	62%	69%
Less convenient	6%	7%	9%	4%
About the same	14%	19%	26%	26%
[Don't read] Don't know	2%	1%	3%	1%

30. **[Ask if Q27 =1]** Compared to traditional experiences, is online delivery more costly, less costly, or about the same for you?

Response category	2019 n=441	2017 n=347	2015 n=469	2013 n=270

More costly	8%	6%	3%	2%
Less costly	49%	48%	48%	49%
About the same	34%	43%	45%	46%
[Don't read] Don't know	9%	3%	4%	4%

31. **[Ask if Q27 =1]** Compared to traditional experiences, is online delivery more useful, less useful, or about the same for you?

Response category	2019 n=441	2017 n=347
More useful	67%	57%
Less useful	7%	7%
About the same	23%	34%
[Don't read] Don't know	4%	1%

I will now read you a statement about the State of Oregon's websites.

The State of Oregon is in the process of redesigning its website and the websites of State departments. The overall aim is to have consistent elements across State agency websites, so visitors know they are doing business with the State of Oregon. This includes using the Oregon.gov logo, search location of contact information, and navigation. For each department website, the design will vary based on feedback from actual Oregon residents who regularly use the site. This is done to provide the best user experience to accomplish the tasks performed by most Oregonians. Ease of use is of primary importance, within the standard framework of the State's websites.

32. Based on this description, do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the way the State of Oregon is redesigning its website?

Response category	2019 n=1202	2017 n=1200	2015 n=1200	2013 n=1200
Strongly agree	41%	40%	42%	34%
Somewhat agree	37%	40%	39%	45%
Somewhat disagree	4%	3%	3%	3%
Strongly disagree	3%	4%	3%	4%
[Don't read] Don't know	15%	13%	13%	14%

33. **[Ask if Q32 = 3 or 4]** Why do you **[answer from Q32]?** **[Open]**

Response Category	2019 n=87	2017 n=88	2015 n=76	2013 n=87
Dislike the government	17%	10%	--	5%
State does not spend money wisely	14%	26%	35%	22%
Difficult to navigate/find what you need	12%	6%	18%	--
My opinion, prefer not to say	12%	--	--	--

Website should be more user-friendly	12%	2%	--	14%
Don't like computers/internet	10%	9%	19%	--
Satisfied already, needs no changes	7%	8%	--	4%
Voice of the people not being heard	4%	3%	--	--
Rather have face-to-face communication	4%	2%	--	5%
Unimportant, should not be a priority	2%	11%	--	--
None, nothing	2%	2%	0%	9%
Make it simple	1%	9%	12%	--
All other responses	<1%	1% or less	2% or less	3% or less
Don't know	15%	1%	4%	1%

34. How important to you is it that State of Oregon websites be optimized to work on mobile devices, such as smartphones and tablets: very important, somewhat important, not too important, or not at all important?

Response category	2019 n=1202	2017 n=100	2015 n=1200	2013 n=1200
Very important	54%	49%	44%	35%
Somewhat important	25%	26%	27%	30%
Not too important	8%	8%	11%	14%
Not at all important	11%	14%	16%	17%
[Don't read] Don't know	2%	4%	2%	4%

35. How good of a job has the State of Oregon done in communicating with Oregonians about what services are available online: very good, good, poor, or very poor?

Response category	2019 n=1202	2017 n=1200	2015 n=1200	2013 n=1200
Very good	8%	10%	6%	8%
Good	43%	46%	46%	23%
Poor	21%	21%	23%	46%
Very poor	11%	8%	9%	8%
[Don't read] Don't know	16%	15%	17%	16%

36. Have you seen any advertising or promotion about State of Oregon government services that are available online?

Response category	2019 n=1202	2017 n=1200	2015 n=1200	2013 n=1200
Yes	19%	21%	24%	34%
No	74%	74%	73%	62%
[Don't read] Don't know	7%	5%	3%	4%

37. **[If Q36=1]** Where have you seen advertising or promotions? **[Open]**

Response Category	2019 n=255	2017 n=254	2015 n=292	2013 n=413
Television, radio	36%	33%	45%	62%
Internet	11%	21%	21%	16%
Social media	10%	7%	--	--
Government agencies/websites (general)	9%	3%	--	--
Mail, emails	7%	10%	6%	3%
Billboards	5%	9%	10%	12%
Newspapers	5%	6%	10%	11%
Medical offices, health care resources	4%	4%	10%	4%
DMV	4%	3%	2%	--
Brochures, pamphlets	4%	2%	--	--
Buses, public transportation	2%	4%	3%	2%
Commercials, ads (general)	2%	4%	--	--
All other responses	1% or less	1% or less	1% or less	1% or less
Don't know	6%	6%	1%	5%

We are just about finished, and before we go, I'd like to ask you about security.

38. The State of Oregon collects and stores a great deal of personal information, including tax records, Social Security numbers, applications for benefits, and more. How confident are you that your personal information with the State of Oregon is stored securely and not vulnerable to hackers: very confident, somewhat confident, not too confident, or not at all confident?

Response category	2019 n=1202	2017 n=1200	2015 n=1200
Very confident	15%	9%	15%
Somewhat confident	41%	40%	40%
Not too confident	25%	25%	24%
Not at all confident	17%	20%	18%
[Don't read] Don't know	3%	5%	4%

39. The State of Oregon prioritizes its budget and staff resources for online services. Please tell me which of the following is closest to your opinion about how the State should prioritize securing residents' personal information so it is not vulnerable to hackers compared to improving the services provided to residents.

Response category	2019 n=1202	2017 n=1200
Security more important (total)	**61%**	**54%**
Securing personal information is **most** important	48%	41%

Securing personal information is very important, improving services is less important	13%	13%
Securing personal information and improving program services are equally important	30%	33%
Improving services more important (total)	**4%**	**7%**
Improving services is very important, securing personal information is less important	2%	2%
Improving services is **most** important	3%	5%
[Don't read] Don't know	4%	6%

DEMOGRAPHICS

40. County **[Don't ask. Record from sample]**

Response category	n=1202
Tri-county	43%
Willamette Valley	26%
Rest of state	31%

[County list]

Tri-county	Willamette Valley	Rest of state	
Clackamas	Benton	Baker	Jefferson
Washington	Lane	Clatsop	Josephine
Multnomah	Linn	Columbia	Klamath
	Marion	Coos	Lake
	Polk	Crook	Lincoln
	Yamhill	Curry	Malheur
		Deschutes	Sherman
		Douglas	Tillamook
		Gilliam	Umatilla
		Grant	Union
		Harney	Wallowa
		Hood River	Wasco
		Jackson	Wheeler

41. Zip code **[Record from sample]**

42. Gender **[Do not ask—record from observation]**

Response category	Tri-county N=400	Willamette Valley N=400	Rest of state N=400
Male	50%	50%	50%
Female	50%	50%	50%

43. Age **[Listed sample: record from sample. Random sample: Ask question]**

Response category	Tri-county N=400	WV N=400	Rest of state N=400
18–24	12%	15%	10%
25–34	21%	18%	14%
35–54	37%	33%	33%
55–64	7%	12%	13%
65+	23%	22%	30%
Refused	n=1	--	n=1

44. What is your ethnicity?

Response category	n=1202
White/Caucasian	80%
African American/Black	2%
Hispanic/Latino	6%
Asian/Pacific Islander	3%
Native American/American Indian	2%
Other	3%
[Don't read] Refused	5%

45. What is the highest level of education you have achieved?

Response category	n=1202
Less than high school	2%
High school diploma	30%
Some college	35%
College degree	20%
Graduate/professional school	11%
[Don't read] Refused	2%

46. Which category best describes your gross household income before taxes? Remember to include everyone living in your household. Your best estimate will do.

Response category	n=1202
Less than $ $25,000	15%
$25,000 to less than $50,000	20%
$50,000 to less than $75,000	17%
$75,000 to less than $100,000	14%
$100,000 to less than $150,000	11%
$150,000 or more	7%
[Don't read] Refused	15%

47. Cell phone **[From sample]**

Response category	n=1202
Yes	59%
No	41%