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ELECTRONIC GOVERNMENT PORTAL  
ADVISORY BOARD

**ANNUAL REPORT**

2022

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## 1. INTRODUCTION



The Electronic Government Portal Advisory Board (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.

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

## MEET THE BOARD

### Governor's Agency Appointees

**Benjamin Kahn**

Department of Transportation

**Christopher Molin**

Secretary of State

Vacant, Agency Executive Appointee

### Governor's Public Appointees

**Richard Chaves**

Chaves Consulting

**Rebecca Gladstone**

Public Member

Vacant, Student

### Senate President Appointees

**Kim Thatcher**

Senator, District 13

Vacant

### Speaker of the House of Representatives Appointees

**Marty Wilde**

State Representative, District 11

Vacant

### State Treasurer Appointee

**Bryan Cruz González**

State Treasurer's Office

### State Chief Information Officer Appointees

**David Scheuch**

Enterprise Information Services

**Tony Black**

Enterprise Information Services

## Message from the Electronic Government Portal Advisory Board (EPAB)



We are pleased to present the 2021 Annual Report for the Oregon Electronic Government Portal Advisory Board. This report highlights key activities and successful implementations over the past year to improve online government services and access for 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 year a major focus has been expanding the strategic vision of the program. In March 2021, the Board adopted a strategic statement to align the vision between stakeholders. To support this strategic visioning exercise, an independent assessment of the E-Government Program was commissioned. Over a six-month period, the independent contractor interviewed stakeholders including EPAB members, assessed the Program against peer states, and provided recommendations on possible improvements.

The Oregon.gov homepage was redesigned and launched in May 2021. The primary focus of this redesign was to improve navigation, accessibility, and overall usability. As a result of this work, the State of Oregon was named a Finalist in the Government Experience Award by the Center for Digital Government.

The Board is looking forward to a successful 2022, with our continued effort to expand program services, outreach to state agencies, and a detailed survey of online services needs of Oregon residents and businesses alike.

Sincerely,

Dave Scheuch  
Electronic Government Portal Advisory Board

## Message from the E-Government Program



In addition to the accomplishments highlighted by Mr. Scheuch above, the Program has worked closely with NIC Oregon in 2021 in a range of initiatives. Especially noteworthy were:

- ongoing business planning, especially continued investments in program resources;
- improving accessibility of Oregon.gov websites and applications;
- completing annual security audit by an independent consultant;
- making available Program services to local government jurisdictions across the state.

Through this process, the Program continues to improve existing services, develop new services, and to make program level improvements. For services the Program already offers, we aim to do better. For services the Program is planning, we aim to maximize business impact statewide,

I look forward to a productive year of 2022.

Sincerely,

Ying Ki Kwong, PhD  
Program Manager, E-Government Program

### Message from NIC Oregon



Despite a second year marred by global pandemic and seasonal wildfires, NIC Oregon worked diligently with the E-Government Program, Oregon state agencies, and our supportive EPAB board members to address the unprecedented challenges of 2020. In 2021, Oregon.gov received national recognition for its redesign and was proud to receive a four year contract extension from the State of Oregon. In addition, NIC Oregon experienced a long needed financial improvement from the prior year and this, combined with an additional four year commitment, has served to stabilize the partnership and increase long term investment in State e-government priorities. This will undoubtedly improve e-government for Oregonians, including helping expand its focus on accessibility and research.

In April 2021, NIC, Inc., was acquired by Tyler Technologies. Tyler is known as a market leader in government tech, particularly in the local government technology, ranging from courts to open data and finance. NIC and Tyler are united now to service the state of Oregon and its local government jurisdictions. For Oregon, this merger adds significantly to NIC's services offering and will enable more solutions and capabilities for our government partners.

With added emphasis on expanding e-government access and driving improvement through research and metrics, NIC Oregon is better positioned than ever to serve the State's E-Government goals and objectives. New services for local government, improving access to information and services to Oregon's diverse communities and business, and investments in improving payments, infrastructures, and enterprise platforms are a part of this future vision.

We are excited for the future and proud to be the State's E-Government portal and services provider. We look forward to continuing to support the enterprise of expanding and improving e-government and earning the confidence of our government stakeholders and partners into the future.

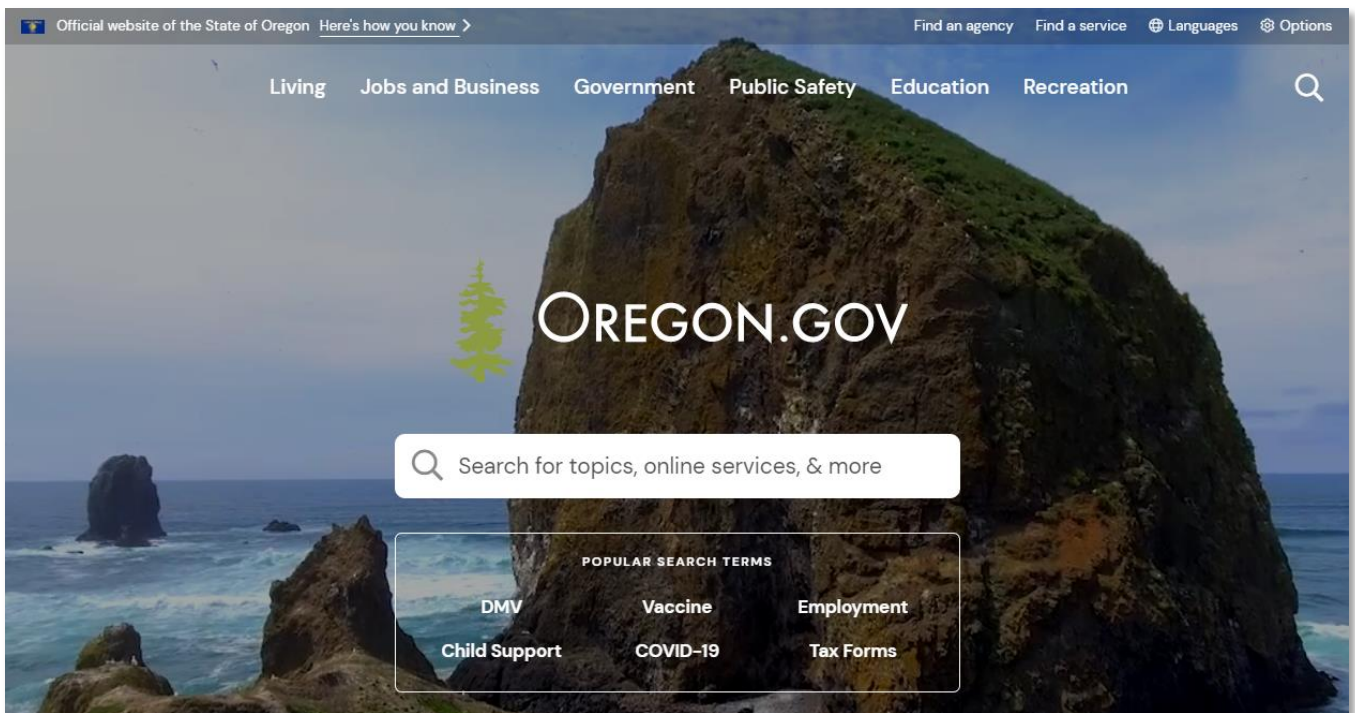
Sincerely,

Amy Stark,  
General Manager, NIC Oregon

## 2. Notable Accomplishments in 2021

### Oregon.gov Portal Redesign

The E-Government Program partnered with NIC Oregon to create a dynamic new homepage experience for Oregon.gov. The Oregon.gov home page received its first update since 2017 when the underlying infrastructure was updated to improve accessibility, load time, and availability. The 2021 redesign was its first significant design overhaul since 2015 when the portal was recognized by the Center for Digital Government as a Best of the Web state portal finalist. The redesign brings usability to the fore front while maximizing speed and improving accessibility leveraging the latest compression technologies.



Homepage screenshot from <https://oregon.gov/>

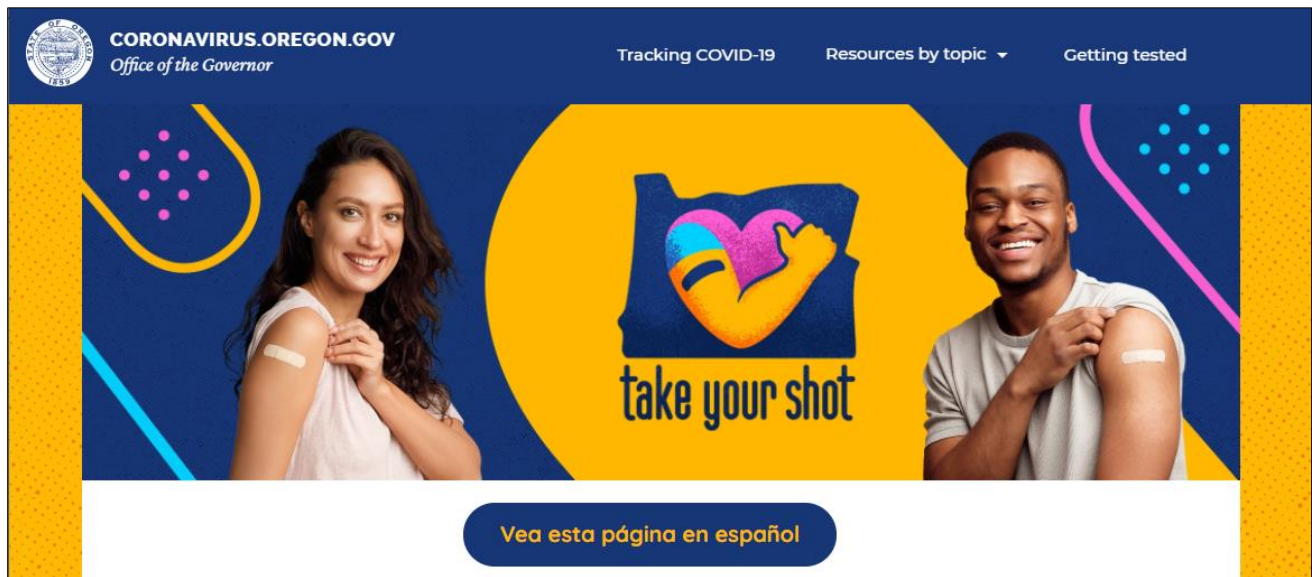
The redesigned Oregon.gov portal redesign was instrumental in Oregon being recognized as a finalist in the 2021 Digital Government Experience Awards. The awards recognize the achievements and best practices of states, cities and counties that are radically improving the experience of government and pushing the boundaries of how citizen services are delivered. For information on the criteria and list of other finalists, [please read the Government Technology press release](#).



## Emergency Response Support

2021 saw the continuation of responses to the COVID-19 pandemic and historic wildfire events throughout the state. With the continued support and encouragement of EPAB, the E-Government Program and NIC Oregon assisted state agencies on several emergency-related projects.

The program supported urgent work for the Governor’s COVID-19 Vaccine efforts by developing websites for the “Take Your Shot, Oregon” campaign in both English and Spanish. The campaign also included a secure form to capture entrants’ vaccine status information.



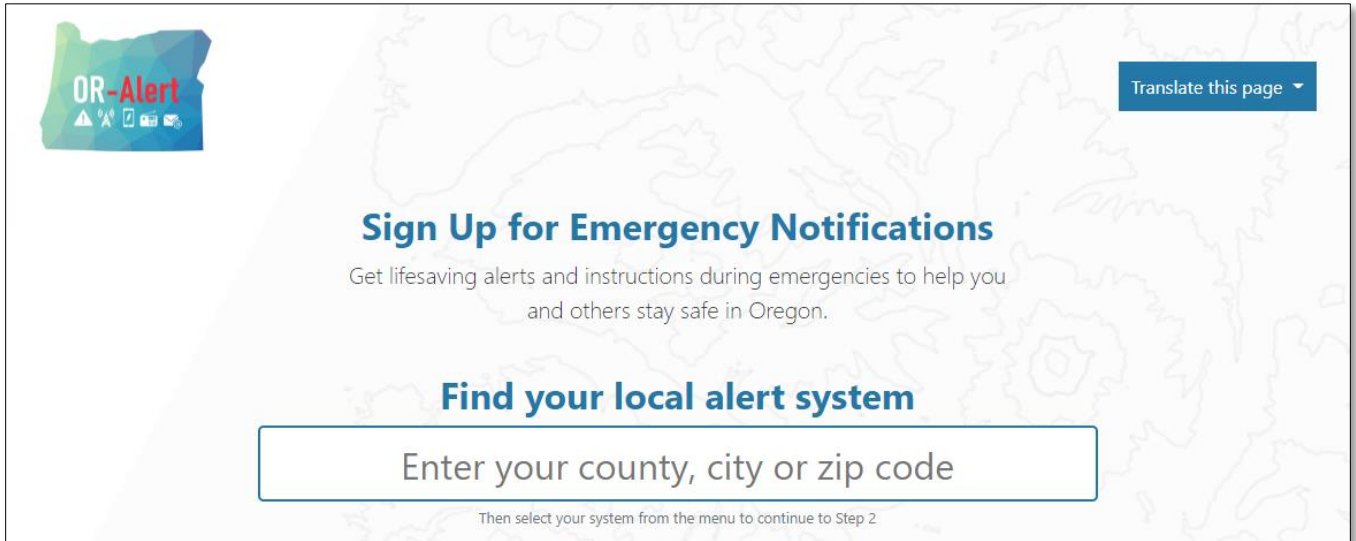
Homepage screenshot from the “Take Your Shot, Oregon” campaign, <https://coronavirus.oregon.gov/>

The wildfire response website created for the Office of Emergency Management was updated in 2021 as a full SharePoint website at <https://wildfire.oregon.gov/>. Since its redesign launch in Q1 2021, the Wildfire response website has received over 111,000 pageviews. The website is closely linked to the new OR Alerts service.



Homepage screenshot from <https://wildfire.oregon.gov/>

We redesigned the OR Alert emergency notification webpage using the flexible GovStatus platform that we developed in 2020. The website allows agencies to post and share current emergency alerts in Oregon. Website users can also opt-in to OR-Alert affiliated alerts based on zip code, county, and/or city. The webpage also allows authorized users to make alert updates via email as per the current alert update process, and host files such as FAQ PDF's and other program documentation on the website. The website can be translated into 11 languages. Since launch, the OR Alert website has been accessed by over 34,000 visitors.



Homepage screenshot from <https://oralert.gov/>

## Statewide Accessibility Improvement Initiative

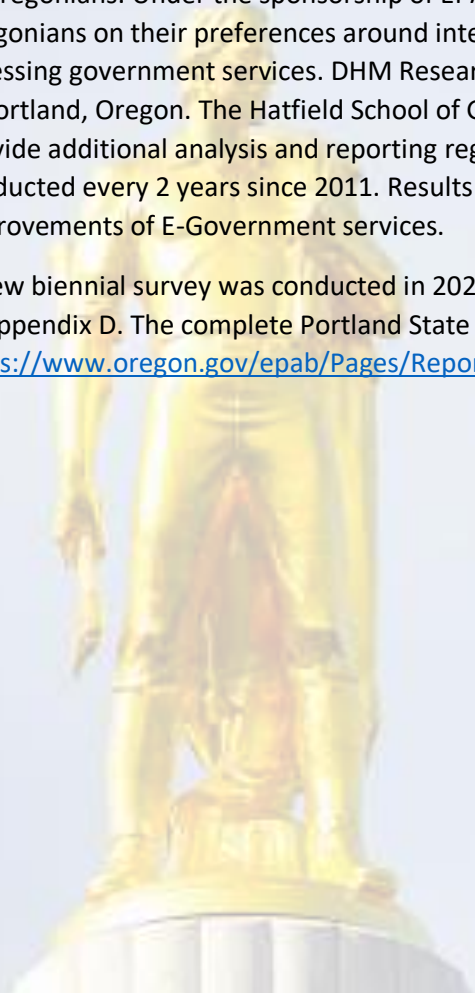
The E-Government Program began planning for increased guidance and tools to help state agencies create and sustain a more accessible online environment. Two major initiatives were begun in 2021 and officially launched in 2022. The first was the E-Government Program “[Guidance on Accessibility for E-Government Program Services](#).” This guidance aims to improve the accessibility and usability of information and communication technologies for all State of Oregon government end-users; striving to ensure that online services are accessible to intended audiences. To further support online accessibility the program the E-Government Program began the work of selecting an enterprise tool for accessibility and quality for state websites. After evaluating several solutions Siteimprove was selected and as of March 2022 is available for state website authors. Siteimprove scans agency website to detect and help remediate accessibility and quality issues.



### 3. Public Measures

Electronic Government Portal Advisory Board considers it important to understand the electronic portal needs of Oregonians. Under the sponsorship of EPAB, the E-Government Program selected DHM Research to survey Oregonians on their preferences around internet use when interacting with Oregon state government and accessing government services. DHM Research is an independent and nonpartisan opinion research firm based in Portland, Oregon. The Hatfield School of Government at Portland State University was also been selected to provide additional analysis and reporting regarding the survey results of Oregonians. This survey has been conducted every 2 years since 2011. Results from the survey have been a key input to plan ongoing improvements of E-Government services.

A new biennial survey was conducted in 2022. The summary of the Portland State University report is included in Appendix D. The complete Portland State University and DHM reports can be found online at <https://www.oregon.gov/epab/Pages/Reports.aspx>.



## 4. Operations Overview – 2021

Under the strategic guidance of EPAB, Oregon.gov has become the de facto first choice for information and online services for Oregonians, realizing the vision of the original architects of the E-Government Program. This report reviews 2021 in greater details and describe our vision for the future.

# 2021 Year In Review

**\$1.51 billion**  
SECURELY PROCESSED

**4.72 million**  
ONLINE PAYMENTS

**102** AGENCY PARTNERS  
**305** SERVICES PROVIDED



### Services Provided & Enhancements

27

APPS  
HOSTED

124

WEBSITES  
HOSTED

143

E-COMMERCE  
SERVICES

18

SELF-FUNDED  
SERVICES

29

PRODUCT  
LAUNCHES

121

PRODUCT  
ENHANCEMENTS



### Service Desk Activity & Training

3,004

TICKETS  
CREATED

2,935

TICKETS  
RESOLVED

99.8%

TICKETS MET  
RESPONSE SLA

76

USERS  
TRAINED

91%

TRAINING  
SATISFACTION



### Infrastructure & Security

211.8m

OREGON.GOV  
PAGEVIEWS

96.2m

OREGON.GOV  
VISITS

99.99%

WEBSITES  
AVG UPTIME

1

EXTERNAL  
AUDIT

112

APPLICATION  
SCANS

35

SECURITY TEAM  
MEMBERS



© Tyler Technologies 2022



Figure 1: High level statistics for E-Government Program in 2021

## Outreach in 2021

### Community Event and Tradeshow Activities

In partnership with the E-Government Program, NIC Oregon participated in several community and tradeshow activities in 2021. In September NIC Oregon was an Anchor Sponsor of the Oregon Virtual Digital Government Summit. NIC Oregon and E-Government Program team members also spoke at Pacific NW Software Quality Conference meetings.

### Local Government

Representatives of the E-Government Program and NIC Oregon attended the Oregon Association of Government Information Technology Management (OAGITM) Winter Conference in February 2022. The conference is heavily attended by local government jurisdiction members and provided opportunities to meet stakeholders for potential local government services.

## Existing Services

For 2021 the E-Government Program provided 305 services to state agencies. Services align with four major categories: Websites, E-Commerce, Custom Applications, and E-Commerce combined with a Custom Application. The E-Government Program also provided an open data portal (data.oregon.gov) and an enterprise collaboration platform (govspace.oregon.gov). Table 1, right, is a service count by type for active services through the end of 2021. For a full list of services by type, see Table 5 in Appendix A.

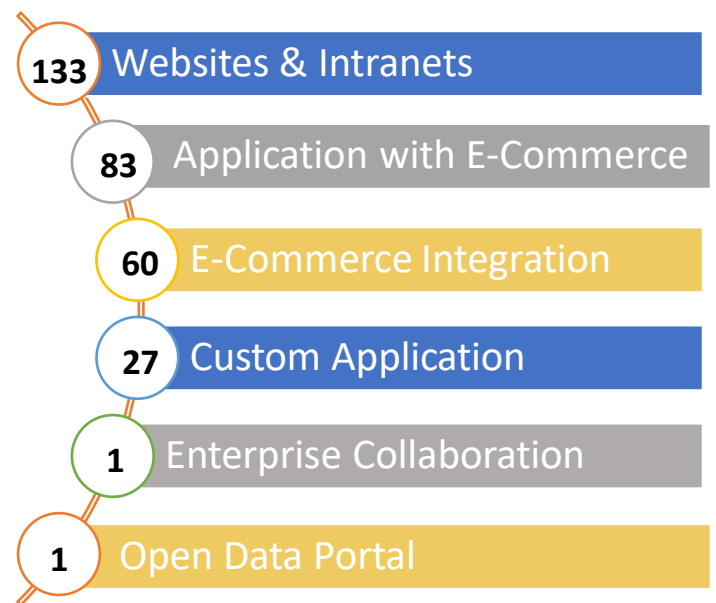


Table 1: Count of Services by Type

## Measures by Area

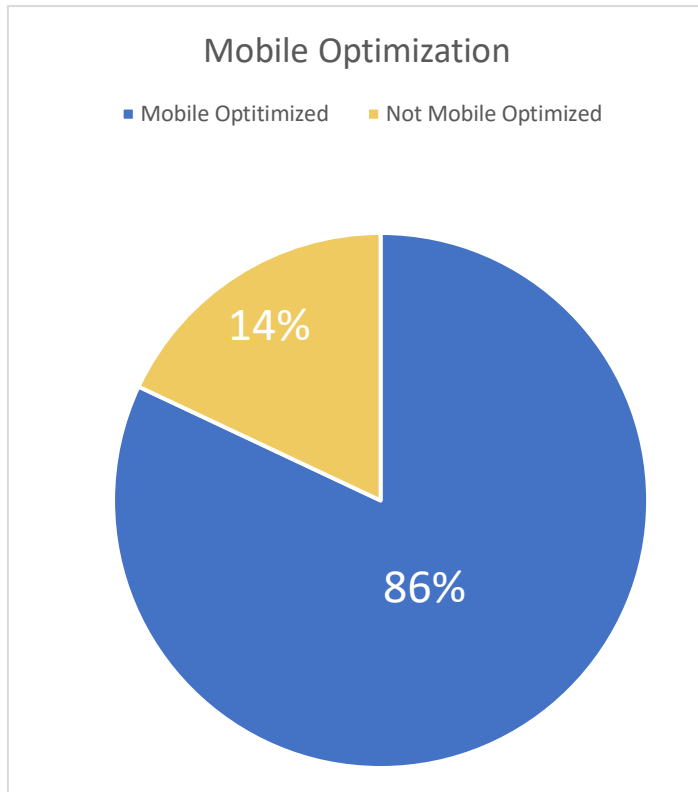


Figure 2: Percentage of mobile optimized services

### ***Mobile Services Strategy***

Providing mobile-optimized services continues to be an important goal for the E-Government Program. At the end of 2021, mobile-optimized services accounted for 86% of all services, which is a 4% increase over the prior year. As mobile optimization continues to be a priority for E-Government services, every new service launched is mobile-optimized and older services will become optimized as they are updated or retired.

### ***E-Commerce***

NIC Oregon is certified by the Payment Card Industry Data Security Standards (PIC-DSS) and a Level 1 Service Provider, which is the highest level of compliance for companies who store, transmit and process credit card data. Payment solutions can be configured to process both merchant card and Automated Clearing House (ACH, or eCheck) transactions.



In 2021 there were 143 services that used NIC Oregon payment processing services. Of these services, 60 were payment integrations with an existing agency third-party application while 83 were coupled with custom-built applications. Over 4.72 million transactions were securely processed totaling more than 1.51 billion dollars. (See Table 5 in Appendix A for a list of E-Commerce enabled services).

### ***Website Effectiveness***

The E-Government program supports a suite of full-featured website services. Oregon.gov websites are compatible with the [most popular web browsing software](#). In addition to managing the 2016 SharePoint environment, website services include standard page layouts, custom-developed webparts & widgets, accessibility testing & remediation tools, and integrations with popular web tools (e.g. Google and other third-party solutions). A full list of web templates and services can be found in Table 6 of Appendix A.

Public use of Oregon.gov websites remained high in 2021, once again driven by the ongoing Coronavirus pandemic and wildfire emergency situations. In 2021, 123 Oregon.gov websites received over 211 million pageviews and over 96 million visitors. That represents a slight increase of 3% in pageviews and roughly the same number of visits compared to the 2020 reporting period. See Figures 4 and in Appendix A for more information on Oregon.gov websites and monthly pageviews and visits.

### ***Website Content Management Survey***

Once a year the E-Government Program reaches out to agency Single Points of Contact (SPOC) for feedback about the Oregon.gov Content Management System. This year the E-Government Program expanded the audience to include not only SPOCs, but also to those who manage online content for their respective agencies. The respondents are asked to evaluate the authoring capability, the improvements and weigh in on what still needs to be addressed. The results are analyzed to see what is working well and where the CMS platform could be improved. Please note that due to the change in survey methodology, this year's survey will not be compared to previous ones. For the full survey results, see Appendix B.

### ***Enterprise Collaboration***

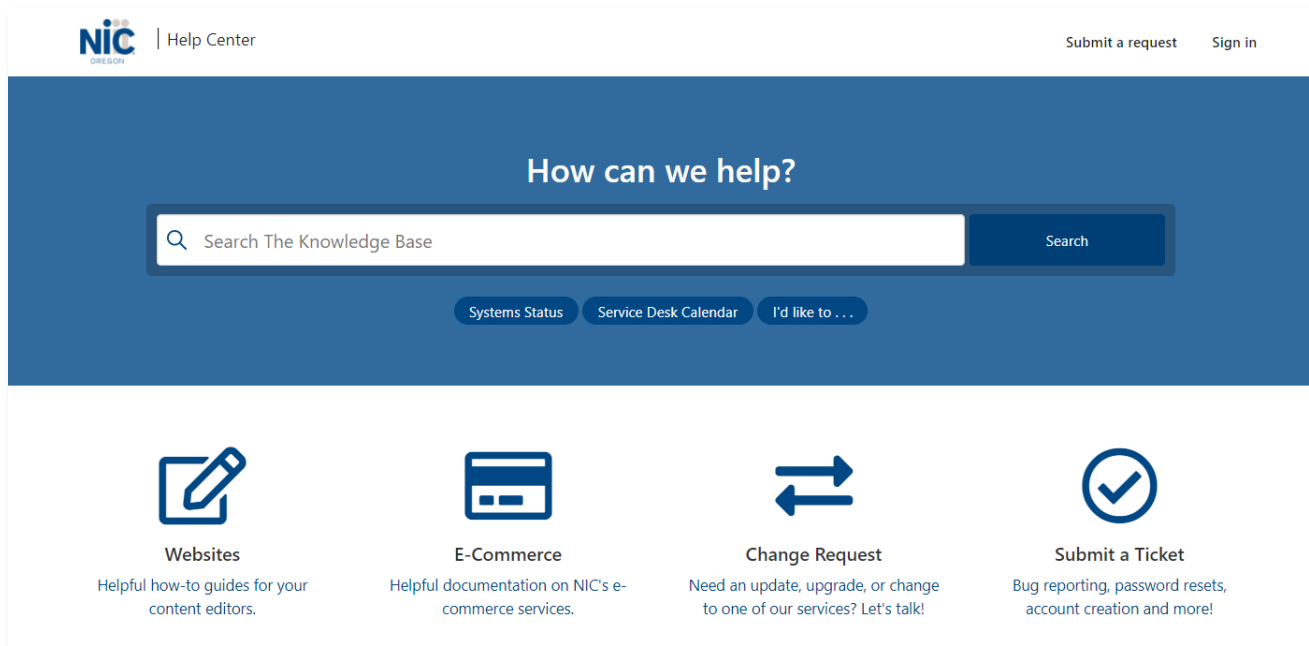
In September 2021, the GovSpace/Jive collaboration platform was retired, because the state has adopted the Microsoft 365 suite of office productivity solutions (including enterprise collaboration). The E-Government Program has been providing a temporary solution for agencies with a need to collaborate with external third parties. This has resulted in significant cost savings around the GovSpace/Jive enterprise license and contributed to NIC Oregon in stabilizing overall costs of its operations.

### Open Data

Oregon state and local government organizations within Oregon use the Tyler Data and Insights, powered by Socrata, platform to drive the Data.oregon.gov open data platform to make data available to the public in consumable ways. This enables complex data sets to be presented in on-screen calendars, maps, charts, and graphs; with support of data exports on the state’s websites. This enables government data to be curated and made available to Oregon residents, in addition to third party organizations, for the purposes of government transparency, independent analysis, and third party software applications development.

### Service Desk & Training Activity

The E-Government Program Service Desk at <https://servicedesk.oregon.gov> continues to be the primary channel for partners to seek assistance or report issues to the E-Government Program and NIC Oregon. Ticket requests cover a variety of subjects, ranging from simple questions or requests (i.e. password resets), product enhancement requests, and outage reports. In calendar year 2021 the Service Desk had 3,004 tickets created and 2,935 tickets resolved, with 99.8% of ticket submissions being responded to within communication time service levels.



Homepage screenshot from the Oregon E-Government Service Desk webpage at <https://egovservicedesk.zendesk.com/hc/en-us>

An important aspect of support is providing useful training to equip agencies with the knowledge to use our services. In 2021 our program trained over 76 agency staff through 37 offered online webinars. Due to restrictions from COVID, the E-Government Program did not conduct any in-person E-Government User Group meetings in 2021. The Service Desk Team also maintains an extensive library of training documents and how-to videos for applications, e-commerce and SharePoint as well as enterprise services such as Google Analytics.

### **Customer Satisfaction**

Several months after each new project is completed, the E-Government Program Manager and NIC Oregon General Manager meet with the Project Sponsor to conduct a customer satisfaction survey. Project satisfaction is measured on a scale of 1 to 5, 1 being Poor, 5 being Excellent. The Average score of all projects through 2021 is 4.6. A score of 4.0 is Exceeds Expectations.

#### 2021 Project Satisfaction Scores:

<b>Project</b>	<b>Satisfaction Score</b>
Oregon Employment Department – Lost Wage Assistance Payment Application	5/5
Oregon Board of Psychology – Licensing Payment Processing Services	5/5
Oregon Board of Licensed Social Workers – License Payment Processing Services	4/5

*Table 2: E-Government Program project satisfaction scores for 2021*

#### 2021 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 2021 is 4.3. A score of 4.0 is Exceeds Expectations.

<b>Project</b>	<b>Satisfaction Score</b>
Oregon Employment Department – Lost Wage Assistance Payment Application	5/5
Oregon Board of Psychology – Licensing Payment Processing Services	4/5
Oregon Board of Licensed Social Workers – License Payment Processing Services	4/5

*Table 3: E-Government Program pre-project engagement scores for 2021*

### **New Services**

The E-Government Program released 29 new or significantly updated services in 2021. Of these services, 11 were new or redesigned websites, 13 were E-Commerce, and 5 were custom applications. As part of the enterprise collaboration and sunset of Jive/GovSpace, the E-Government Program also continued to provide an instance of the online collaboration tool Basecamp on a pilot basis. See Table 7 in Appendix C for a complete list of new services released in 2021.

Eighteen of these new services were results of projects initiated through the work order contract process. Table 8 in Appendix C provides a list of these projects, completion dates, and agency benefit information.

## Performance Measures

Online service performance measures include average response time, uptime percentages, and amount of scheduled and unscheduled downtime. Table 4 below shows uptime percentage and average response times. Figure 3 below illustrates scheduled and unscheduled downtime for online services in 2021.

Service	Uptime Percentage	Average Response Time
Oregon.gov	99.99%	0.15 seconds (page load)
Applications	99.99%	0.433 seconds (transaction time)
E-Commerce	100%	0.63 seconds (transaction time)

Table 4: Uptime percentage and average response time for online services in 2021

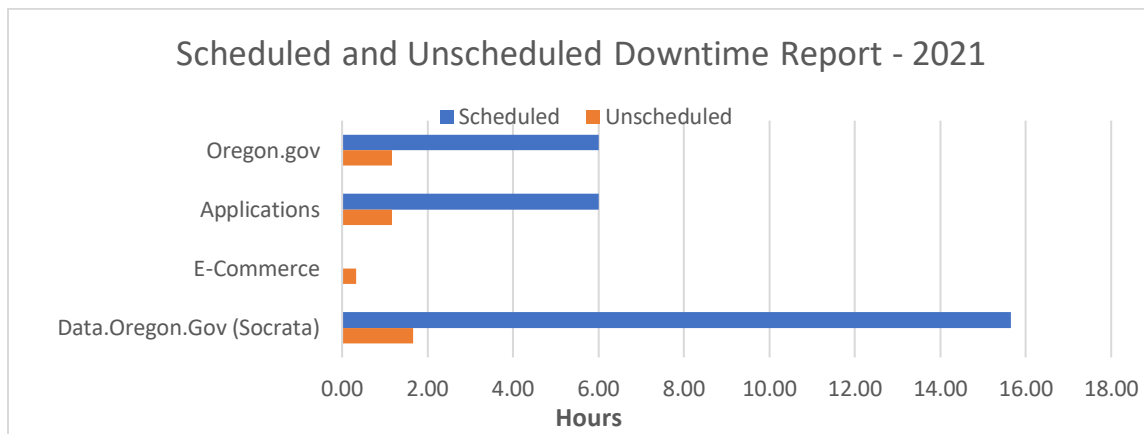


Figure 3: Amount of scheduled and unscheduled downtime for online services in 2021

## New Solutions

### Local Government Services

Development of local government program services is ongoing. NIC Oregon and Department of Administrative Services plan to complete a Master Agreement amendment and contract schedule in 2022 that enables NIC Oregon to deliver services to OrCPP organizations. NIC Oregon will seek to provide a portfolio of its current service offerings to these organizations.

OrCPP (the Oregon cooperative procurement program) allow qualifying organizations to purchase goods and services using state contracting vehicles. These qualifying organizations include participating cities, counties, school districts, regional government entities, and non-governmental organizations, such as non-profits, in Oregon.



## *New Solutions Available to State Agencies*

### **Tyler Data & Insights**

The E-Government Program currently provides the Open Data Portal solution to support data.oregon.gov and the state's Transparency Program at no cost to the state. The Program is working with agencies on the use of private portals for decision support and data-driven approaches in government programs.

### **Tyler Regulatory**

The E-Government Program currently provides licensing solutions to the Oregon State Marine Board and other state agencies. The Program is working with agencies on the use of Commercial Off The Shelf (COTS) solutions that support licensing, enforcement and related workflows.

## **5. Portal Revenue**

As the state's E-Government portal provider, NIC Oregon receives payments authorized by work order contracts. In these work order contracts, there are four types of payments to NIC Oregon:

1. Portal Fee – Agency pays the fee on a per use basis
2. Portal Provider Fee – End-users (consumers) pays the fee on a per use basis
3. Maximum-Not-to-Exceed Fee – Agency pays the fee on a deliverable basis
4. Subscription Fee – Agency pays this fee periodically (monthly, quarterly, annually, etc.) for ongoing hosting, support, and maintenance

The portal's revenues support and maintain baseline E-Government Program services, as well as the development and implementation of new services. In 2021, the portal's gross revenue totaled \$7,316,881 for the types of payments identified above.

A list of services and their fees can be found in Appendix A: Table 5. Services that require no ongoing payment by state agencies to NIC Oregon are identified as "Portal Funded." Services that require payment are funded by the four types of fees as identified above.



## Appendix A Operations Overview, Existing Services

Table 5: List of active E-Government services by type, including fees if applicable.

<b>Websites and Intranets</b>			
<b>Service Name</b>	<b>Agency</b>	<b>Funding Type</b>	<b>Fee, If Applicable</b>
<b>Accountancy, Board of</b>	Accountancy State Board	Portal Funded	\$0.00
<b>Administrative Hearings Office</b>	Administrative Hearings, Office of	Portal Funded	\$0.00
<b>Administrative Services Department</b>	Administrative Services Department	Portal Funded	\$0.00
<b>Administrative Services Intranet</b>	Administrative Services Department	Portal Funded	\$0.00
<b>Oregon Job Opportunities</b>	Administrative Services Department	Portal Funded	\$0.00
<b>Oregon Softphone Download Page</b>	Administrative Services Department	Portal Funded	\$0.00
<b>Advocacy Commissions Office</b>	Advocacy Commissions Office, Oregon	Portal Funded	\$0.00
<b>Agriculture Department</b>	Agriculture Department	Portal Funded	\$0.00
<b>Alcohol and Drug Policy Commission</b>	Alcohol and Drug Policy, Commission	Portal Funded	\$0.00
<b>Oregon Commission on Asian and Pacific Islander Affairs</b>	Asian and Pacific Islander Affairs, Commission on	Portal Funded	\$0.00
<b>Aviation Department</b>	Aviation Department	Portal Funded	\$0.00
<b>Oregon's Commission on Black Affairs</b>	Black Affairs, Commission on	Portal Funded	\$0.00
<b>Oregon Commission for the Blind</b>	Blind Commission, Oregon	Portal Funded	\$0.00

<b>Business Oregon Website</b>	Business Oregon	Portal Funded	\$0.00
<b>Chiropractic Examiners Board</b>	Chiropractic Examiners Board	Portal Funded	\$0.00
<b>Community Colleges and Workforce Development</b>	Community Colleges Department	Portal Funded	\$0.00
<b>Construction Contractors Board</b>	Construction Contractors Board	Portal Funded	\$0.00
<b>Building Codes</b>	Consumer & Business Services Department	Portal Funded	\$0.00
<b>Consumer and Business Services</b>	Consumer & Business Services Department	Portal Funded	\$0.00
<b>Finance and Corporate Services</b>	Consumer & Business Services Department	Portal Funded	\$0.00
<b>Occupational Safety and Health Administration</b>	Consumer & Business Services Department	Portal Funded	\$0.00
<b>Oregon Healthcare</b>	Consumer & Business Services Department	Portal Funded	\$0.00
<b>Workers' Compensation Board</b>	Consumer & Business Services Department	Portal Funded	\$0.00
<b>Workers' Compensation Division</b>	Consumer & Business Services Department	Portal Funded	\$0.00
<b>Corrections Department</b>	Corrections Department	Portal Funded	\$0.00
<b>Corrections Enterprises Website</b>	Corrections Enterprises, Oregon	Portal Funded	\$0.00
<b>Board of Licensed Professional Counselors and Therapists</b>	Counselors and Therapists, Board of Licensed Professional	Portal Funded	\$0.00
<b>Criminal Justice Commission</b>	Criminal Justice Commission, Oregon	Portal Funded	\$0.00
<b>Dentistry</b>	Dentistry, Oregon Board of	Portal Funded	\$0.00
<b>Education Department</b>	Education Department	Portal Funded	\$0.00
<b>Educator Advancement Council</b>	Educator Advancement Council	Portal Funded	\$0.00
<b>Electronic Government Portal Advisory Board Website</b>	Electronic Government Portal Advisory Board	Portal Funded	\$0.00
<b>Employment Department COVID-19 FAQs</b>	Employment Department	Portal Funded	\$0.00
<b>Employment Website</b>	Employment Department	Portal Funded	\$0.00

<b>Workforce Investment Board Website</b>	Employment Department	Portal Funded	\$0.00
<b>Employment Relations Board</b>	Employment Relations Board	Portal Funded	\$0.00
<b>Energy Department</b>	Energy, Department of	Portal Funded	\$0.00
<b>Engineering and Land Surveying Examiners Website</b>	Engineering and Land Surveying, Board of Examiners for	Portal Funded	\$0.00
<b>Environmental Quality Department</b>	Environmental Quality Dept.	Portal Funded	\$0.00
<b>Government Ethics Commission</b>	Ethics Commission, Oregon Government	Portal Funded	\$0.00
<b>Forestry Department</b>	Forestry Department	Portal Funded	\$0.00
<b>Geologist Examiners Board</b>	Geologist Examiners, State Board of	Portal Funded	\$0.00
<b>Tsunami Safe Learning Module</b>	Geology and Mineral Industries Department	Portal Funded	\$0.00
<b>Geology and Mineral Industries Department</b>	Geology and Mineral Industries, Oregon Department of	Portal Funded	\$0.00
<b>ARPA Website</b>	Governor's Office	Maximum Not to Exceed	\$13,900.00
<b>COVID-19 Vaccine Information</b>	Governor's Office	Portal Funded	\$0.00
<b>COVID-19 Vaccine Information, Spanish</b>	Governor's Office	Portal Funded	\$0.00
<b>Employees' Charitable Fund Drive</b>	Governor's Office	Portal Funded	\$0.00
<b>Governor's COVID-19 Updates</b>	Governor's Office	Portal Funded	\$0.00
<b>Governor's State Employees Food Drive</b>	Governor's Office	Portal Funded	\$0.00
<b>Governor's Website</b>	Governor's Office	Portal Funded	\$0.00
<b>Oregon Stay Home Save Lives</b>	Governor's Office	Portal Funded	\$0.00
<b>Take Your Shot Oregon Website, English</b>	Governor's Office	Portal Funded	\$0.00
<b>Take Your Shot Oregon Website, Spanish</b>	Governor's Office	Portal Funded	\$0.00
<b>Health Licensing Office</b>	Health Licensing Agency, Oregon	Portal Funded	\$0.00

<b>Higher Education Coordinating Commission</b>	Higher Education Coordinating Commission	Portal Funded	\$0.00
<b>Workforce Talent Development Board Website</b>	Higher Education Coordinating Commission	Maximum Not to Exceed	\$35,444.00
<b>Hispanic Affairs Commission</b>	Hispanic Affairs Commission	Portal Funded	\$0.00
<b>Housing and Community Services</b>	Housing/Community Services Department	Portal Funded	\$0.00
<b>DHS SNAP COVID-19 Updates</b>	Human Services Department	Portal Funded	\$0.00
<b>Human Services</b>	Human Services Department	Portal Funded	\$0.00
<b>Independent Contractors Website</b>	Interagency Compliance Network	Portal Funded	\$0.00
<b>State Interoperability Executive Council</b>	Interoperability Executive Council, State	Portal Funded	\$0.00
<b>Invasive Species Council</b>	Invasive Species Council, Oregon	Portal Funded	\$0.00
<b>Courts in Oregon</b>	Judicial Department	Portal Funded	\$0.00
<b>Department of Justice Website</b>	Justice Department	Portal Funded	\$0.00
<b>Bureau of Labor &amp; Industries Intranet</b>	Labor and Industries Bureau	Portal Funded	\$0.00
<b>Bureau of Labor and Industries</b>	Labor and Industries Bureau	Portal Funded	\$0.00
<b>Land Conservation and Development</b>	Land Conservation & Development Department	Portal Funded	\$0.00
<b>Land Use Board of Appeals</b>	Land Use Board of Appeals	Portal Funded	\$0.00
<b>Landscape Architect Board</b>	Landscape Architect Board	Portal Funded	\$0.00
<b>Landscape Contractors Board</b>	Landscape Contractors Board	Portal Funded	\$0.00
<b>Oregon State Law Library Digital Collection</b>	Law Library, State of Oregon	Portal Funded	\$0.00
<b>State Law Library</b>	Law Library, State of Oregon	Portal Funded	\$0.00
<b>State Library</b>	Library, Oregon State	Portal Funded	\$0.00
<b>Liquor Control Commission</b>	Liquor Control Commission, Oregon	Portal Funded	\$0.00

<b>Liquor Control Commission Intranet</b>	Liquor Control Commission, Oregon	Portal Funded	\$0.00
<b>Long-Term Care Ombudsman</b>	Long Term Care Ombudsman	Portal Funded	\$0.00
<b>Marine Board</b>	Marine Board, State	Portal Funded	\$0.00
<b>Massage Therapists Board</b>	Massage Therapists, Board of	Portal Funded	\$0.00
<b>Medical Board</b>	Medical Board, Oregon	Portal Funded	\$0.00
<b>Medical Imaging</b>	Medical Imaging, Board of	Portal Funded	\$0.00
<b>Military Department</b>	Military Department	Portal Funded	\$0.00
<b>Mortuary and Cemetery Board</b>	Mortuary and Cemetery Board	Portal Funded	\$0.00
<b>Naturopathic Medicine Board</b>	Naturopathic Medicine, Board of	Portal Funded	\$0.00
<b>Nursing Board Website</b>	Nursing Board	Portal Funded	\$0.00
<b>Occupational Therapy Licensing Board</b>	Occupational Therapy Licensing Board	Portal Funded	\$0.00
<b>Emergency Management</b>	Office of Emergency Management	Portal Funded	\$0.00
<b>ORALERT Emergency Management Notifications</b>	Office of Emergency Management	Maximum Not to Exceed	\$10,400.00
<b>Wildfire Information Resources</b>	Office of Emergency Management	Maximum Not to Exceed	\$21,569.00
<b>Broadband</b>	Office of the State CIO	Portal Funded	\$0.00
<b>Geospatial Enterprise Office</b>	Office of the State CIO	Portal Funded	\$0.00
<b>Oregon.gov</b>	Office of the State CIO	Portal Funded	\$0.00
<b>Transparency Commission</b>	Office of the State CIO	Portal Funded	\$0.00
<b>Board of Optometry</b>	Optometry, Board of	Portal Funded	\$0.00
<b>Health Authority COVID-19 Updates</b>	Oregon Health Authority	Portal Funded	\$0.00

<b>Office of Outdoor Recreation</b>	Oregon Office of Outdoor Recreation	Portal Funded	\$0.00
<b>Office of Small Business Development</b>	Oregon Office of Small Business Development	Portal Funded	\$0.00
<b>Public Records Advocate</b>	Oregon Public Records Advocate	Portal Funded	\$0.00
<b>School for the Deaf</b>	Oregon School for the Deaf	Portal Funded	\$0.00
<b>Parks and Recreation Department</b>	Parks and Recreation, Oregon	Portal Funded	\$0.00
<b>Parole and Post-Prison Supervision</b>	Parole & Post Prison Supervision, State Board of	Portal Funded	\$0.00
<b>Performance Reporting Information System (PRISM)</b>	Performance Reporting Information System	Portal Funded	\$0.00
<b>Pharmacy Board</b>	Pharmacy, State Board	Portal Funded	\$0.00
<b>Physical Therapist Licensing Board</b>	Physical Therapist Licensing Board	Portal Funded	\$0.00
<b>State Police</b>	Police, Oregon State	Portal Funded	\$0.00
<b>Psychiatric Security Review Board</b>	Psychiatric Security Review Board	Portal Funded	\$0.00
<b>Psychologist Examiners Board</b>	Psychologists Examiners Board	Portal Funded	\$0.00
<b>Public Defense Services</b>	Public Defense Services Commission	Portal Funded	\$0.00
<b>Public Employees Retirement System</b>	Public Employees Retirement System	Portal Funded	\$0.00
<b>Public Safety Standards and Training</b>	Public Safety Standards and Training Department	Portal Funded	\$0.00
<b>Public Utility Commission</b>	Public Utility Commission	Portal Funded	\$0.00
<b>Racing Commission</b>	Racing Commission	Portal Funded	\$0.00
<b>Real Estate Agency</b>	Real Estate Agency	Portal Funded	\$0.00
<b>Revenue Department</b>	Revenue Department	Portal Funded	\$0.00
<b>Oregon Plan for Salmon and Watersheds</b>	Salmon and Watersheds, Oregon Plan for	Portal Funded	\$0.00
<b>Business Xpress</b>	Secretary of State	Portal Funded	\$0.00

<b>Secretary of State</b>	Secretary of State	Portal Funded	\$0.00
<b>Licensed Social Workers</b>	Social Workers, Board of Licensed	Portal Funded	\$0.00
<b>Examiners for Speech-Language Pathology and Audiology</b>	Speech-Language Pathology and Audiology, Oregon Board of Examiners for	Portal Funded	\$0.00
<b>State Lands Department</b>	State Lands, Department of	Portal Funded	\$0.00
<b>Board of Tax Practitioners</b>	Tax Practitioners Board	Portal Funded	\$0.00
<b>Teacher Standards and Practices Commission</b>	Teacher Standards/Practices	Portal Funded	\$0.00
<b>Transportation Department</b>	Transportation Department	Portal Funded	\$0.00
<b>Retirement Savings Plan website</b>	Treasurer, Oregon State	Portal Funded	\$0.00
<b>State Treasury</b>	Treasurer, Oregon State	Portal Funded	\$0.00
<b>Veterans' Affairs Website</b>	Veterans Affairs Department	Portal Funded	\$0.00
<b>Veterinary Medical Examining Board</b>	Veterinary Medical Examining Board, Oregon State	Portal Funded	\$0.00
<b>Water Resources Department</b>	Water Resources Department	Portal Funded	\$0.00
<b>Watershed Enhancement Board</b>	Watershed Enhancement Board	Portal Funded	\$0.00
<b>Commission for Women</b>	Women, Commission for	Portal Funded	\$0.00
<b>Youth Authority</b>	Youth Authority, Oregon	Portal Funded	\$0.00
<b>Youth Development Division</b>	Youth Development Division	Portal Funded	\$0.00
<b>E-Commerce + Application</b>			
<b>Service Name</b>	<b>Agency</b>	<b>Funding Type</b>	<b>Fee, If Applicable</b>
<b>License Renewal E-Commerce Service</b>	Accountancy State Board	Portal Provider Fee	\$1.00
<b>Cooperative Procurement Program Payment Application</b>	Administrative Services Department	Portal Funded	\$0.00



<b>Fleet &amp; Parking E-Commerce Storefront</b>	Administrative Services Department	Portal Fee	\$5.00
<b>Asian and Pacific Islander Affairs Donation Application</b>	Advocacy Commissions Office, Oregon	Portal Fee	\$1.00
<b>Black Affairs Donation Application</b>	Advocacy Commissions Office, Oregon	Portal Fee	\$1.00
<b>Hispanic Affairs Donation Application</b>	Advocacy Commissions Office, Oregon	Portal Fee	\$1.00
<b>Womens Commission Donations</b>	Advocacy Commissions Office, Oregon	Portal Fee	\$1.00
<b>Aircraft Duplicate Certificate</b>	Aviation Department	Portal Fee	\$1.00
<b>Aircraft Registration Renewal</b>	Aviation Department	Portal Fee	\$1.00
<b>Airport License Fees</b>	Aviation Department	Portal Fee	\$1.00
<b>Aviation Land or Hangar Lease Payments</b>	Aviation Department	Portal Fee	\$1.00
<b>Aviation Land Property Tax Payment</b>	Aviation Department	Portal Fee	\$1.00
<b>Aviation Storm Water Payments</b>	Aviation Department	Portal Fee	\$1.00
<b>Public Records Request Payments</b>	Aviation Department	Portal Fee	\$1.00
<b>Oregon Commission for the Blind Online Donations</b>	Blind Commission, Oregon	Portal Fee	\$2.00
<b>Chiropractic Examiners License Renewal</b>	Chiropractic Examiners Board	Portal Fee	\$1.00
<b>Fiscal and Business Services Payments</b>	Consumer & Business Services Department	Portal Funded	\$0.00
<b>Minor Label Program</b>	Consumer & Business Services Department	Portal Funded	\$0.00
<b>Learning Entrepreneurship Online Store</b>	Corrections Department	Portal Provider Fee	\$5.00
<b>Case Management System Payment Filing</b>	Employment Relations Board	Subscription Service Fee	\$15,000.00
<b>Energy Department Payment Application</b>	Energy, Department of	Portal Fee	\$1.00
<b>Geologist Examiner Exam Registration</b>	Geologist Examiners, State Board of	Portal Fee	\$1.00
<b>Geologist Examiners Electronic Payment System</b>	Geologist Examiners, State Board of	Portal Fee	\$1.00

<b>Geologist Examiners New Registrations</b>	Geologist Examiners, State Board of	Portal Fee	\$1.00
<b>Event Registration Service</b>	Governor's Office	Portal Fee	4.75% of monthly fee totals
<b>Health Authority Accounts Receivable</b>	Health Authority, Oregon	Portal Fee	\$1.00
<b>Health Authority Overpayment Recovery</b>	Health Authority, Oregon	Portal Fee	\$1.00
<b>Medical Marijuana Grower Fee</b>	Health Authority, Oregon	Portal Fee	\$1.00
<b>Public Health Grower Registration</b>	Health Authority, Oregon	Portal Fee	\$1.00
<b>Aging and People with Disabilities: In-Home Services Pay-In</b>	Human Services Department	Portal Fee	\$1.00
<b>All-Inclusive Care for the Elderly</b>	Human Services Department	Portal Fee	\$1.00
<b>Drinking Water Cross Connection Annual Fee</b>	Human Services Department	Portal Fee	\$1.00
<b>Drinking Water Cross Connection Specialist &amp; Backflow Tester Certification</b>	Human Services Department	Portal Fee	\$1.00
<b>Drinking Water Operator Certification Application</b>	Human Services Department	Portal Fee	\$1.00
<b>Drinking Water Plan Review</b>	Human Services Department	Portal Fee	\$1.00
<b>Drinking Water Tester Certification</b>	Human Services Department	Portal Fee	\$1.00
<b>Employed Persons with Disabilities Fee Payments</b>	Human Services Department	Portal Fee	\$1.00
<b>Equity and Inclusion Online Store</b>	Human Services Department	Portal Funded	\$0.00
<b>Health Authority/Human Services Accounts Receivable</b>	Human Services Department	Portal Fee	\$1.00
<b>Human Services Adult Foster Home Registrations</b>	Human Services Department	Portal Fee	\$1.00
<b>Human Services Health Authority Electronic Payments System</b>	Human Services Department	Portal Fee	\$1.00
<b>Human Services Public Records Request</b>	Human Services Department	Portal Fee	\$1.00

<b>ODDS 24 Hour Residential and Host Home Payment Application</b>	Human Services Department	Portal Fee	\$1.00
<b>ODDS Adult Foster Care Payment Application</b>	Human Services Department	Portal Fee	\$1.00
<b>OHA-DWS Water System Survey Fee</b>	Human Services Department	Portal Fee	\$1.00
<b>ORKids Overpayments</b>	Human Services Department	Portal Fee	\$1.00
<b>Overpayments - Human Services - Health Authority</b>	Human Services Department	Portal Fee	\$1.00
<b>Public Health Online Store</b>	Human Services Department	Portal Funded	\$0.00
<b>Toxic-Free Kids Exemption Request</b>	Human Services Department	Portal Fee	\$1.00
<b>Sexual Assault Victim's Emergency Medical Response Fund</b>	Justice Department	Portal Funded	\$0.00
<b>Event Registration System</b>	Labor and Industries Bureau	Portal Fee	4.75% of monthly fee totals
<b>Landscape Architect Exam Application</b>	Landscape Architect Board	Portal Fee	\$1.00
<b>Landscape Architect New Registrations</b>	Landscape Architect Board	Portal Fee	\$1.00
<b>Landscape Architect Other Payments</b>	Landscape Architect Board	Portal Fee	\$1.00
<b>Purchase Legislative Publications Online</b>	Legislative Counsel Committee	Portal Provider Fee	\$2.00
<b>Talking Book and Braille Services</b>	Library, Oregon State	Portal Funded	\$1.00
<b>Recreational Marijuana Dispensary System</b>	Liquor Control Commission, Oregon	Portal Provider Fee	\$2.00
<b>Aquatic Invasive Species Permits</b>	Marine Board, State	Portal Funded	\$0.00
<b>Boat Title and/or Registration Application</b>	Marine Board, State	Portal Provider Fee	\$1.50
<b>Boating Registration, License and Permit System</b>	Marine Board, State	Subscription Service Fee	\$64,030.00
<b>Armory Rental Payments</b>	Military Department	Portal Fee	\$1.00
<b>Employee Payments</b>	Military Department	Portal Fee	\$1.00

<b>Occupational Therapy License Renewal</b>	Occupational Therapy Licensing Board	Portal Provider Fee	\$1.00
<b>University Kiosk</b>	Oregon State University	Portal Fee	\$1.00
<b>Electronic Tax Payment System</b>	Revenue Department	Portal Fee	\$0.40
<b>Event Registration Service</b>	State Interoperability Executive Council	Portal Funded	\$0.00
<b>Mitigation Payment Application</b>	State Lands, Department of	Portal Fee	\$1.00
<b>Removal Fill Permits</b>	State Lands, Department of	Portal Fee	\$1.00
<b>State Lands Other Payments</b>	State Lands, Department of	Portal Fee	\$1.00
<b>State Lands Registrations</b>	State Lands, Department of	Portal Fee	\$1.00
<b>Wetland Delineations</b>	State Lands, Department of	Portal Fee	\$1.00
<b>Licensing Application</b>	Teacher Standards/Practices	Portal Provider Fee	\$10.00
<b>Driving Records System</b>	Transportation Department	Portal Provider Fee	\$4.50
<b>Fallen Officer Fund Payments</b>	Treasurer, Oregon State	Portal Fee	\$1.00
<b>Public Record Request Payments</b>	Treasurer, Oregon State	Portal Fee	\$1.00
<b>Treasury Agency Invoice Payments</b>	Treasurer, Oregon State	Portal Fee	\$1.00
<b>Treasury Agency IRE Payments</b>	Treasurer, Oregon State	Portal Fee	\$1.00
<b>Unclaimed Property Holder Payments</b>	Treasurer, Oregon State	Portal Fee	\$1.00
<b>Veterans Homes Support Fund</b>	Veterans Affairs Department	Portal Funded	\$0.00
<b>Veterans Payment Application</b>	Veterans Affairs Department	Portal Funded	\$0.00
<b>Veterans' Suicide Awareness Support Fund</b>	Veterans Affairs Department	Portal Funded	\$0.00
<b>Veterans Support Fund</b>	Veterans Affairs Department	Portal Funded	\$0.00
<b>Veterans Women Support Fund</b>	Veterans Affairs Department	Portal Funded	\$0.00

## E-Commerce

<b>Service Name</b>	<b>Agency</b>	<b>Funding Type</b>	<b>Fee, If Applicable</b>
<b>State Surplus Payments for Liquidity Services</b>	Administrative Services Department	Portal Fee	\$1.00
<b>Online Payment Services</b>	Consumer & Business Services Department	Portal Funded	\$0.00
<b>Counselors and Therapists Online Renewal</b>	Counselors and Therapists, Board of Licensed Professional	Portal Provider Fee	\$1.00
<b>Oregon Cultural Trust Donation</b>	Cultural Trust, Oregon (OBDD)	Portal Funded	\$0.00
<b>Board of Dentistry Online Renewal Payment Processing</b>	Dentistry, Oregon Board of	Portal Provider Fee	\$1.00
<b>Child Care Division's Central Background Registry</b>	Education Department	Portal Funded	\$0.00
<b>Early Learning Division Payment Processing</b>	Education Department	Portal Fee	\$1.00
<b>Employment Department Benefits Overpayment Store</b>	Employment Department	Portal Fee	\$0.40
<b>Employment Department Tax Unit Payment Store</b>	Employment Department	Portal Fee	\$0.40
<b>Employment Lost Wage Assistance</b>	Employment Department	Portal Fee	\$1.00
<b>Vehicle Inspection Payment Application Clackamas Location</b>	Environmental Quality Dept.	Portal Fee	\$0.20
<b>Vehicle Inspection Payment Application Gresham Location</b>	Environmental Quality Dept.	Portal Fee	\$0.20
<b>Vehicle Inspection Payment Application Medford Location</b>	Environmental Quality Dept.	Portal Fee	\$0.20
<b>Vehicle Inspection Payment Application NE Portland Location</b>	Environmental Quality Dept.	Portal Fee	\$0.20
<b>Vehicle Inspection Payment Application Scappoose Location</b>	Environmental Quality Dept.	Portal Fee	\$0.20
<b>Vehicle Inspection Payment Application Sherwood Location</b>	Environmental Quality Dept.	Portal Fee	\$0.20
<b>Vehicle Inspection Payment Application Sunset Location</b>	Environmental Quality Dept.	Portal Fee	\$0.20

<b>Bass Walleye Tournament Fees</b>	Fish and Wildlife Department	Portal Fee	\$1.00
<b>Online Licensing Sales</b>	Fish and Wildlife Department	Portal Fee	\$0.15
<b>Geologist Examiner Payments</b>	Geologist Examiners, State Board of	Portal Fee	\$1.00
<b>Medical Marijuana Dispensary Application</b>	Health Authority, Oregon	Portal Fee	\$1.00
<b>Medical Marijuana Dispensary Registration Payments</b>	Health Authority, Oregon	Portal Fee	\$1.00
<b>Medical Marijuana Processor Payments</b>	Health Authority, Oregon	Portal Fee	\$1.00
<b>Health License Online Payment</b>	Health Licensing Agency, Oregon	Portal Provider Fee	\$2.00
<b>Scholarship Donation Payment Processing</b>	Higher Education Coordinating Commission	Portal Fee	\$1.00
<b>In Home Services Payment</b>	Human Services Department	Portal Funded	\$0.00
<b>Appellate E-filing Ecommerce</b>	Judicial Department	Portal Funded	\$0.00
<b>Boat Registration Renewal</b>	Marine Board, State	Portal Funded	\$1.50
<b>Boating Online Store</b>	Marine Board, State	Portal Funded	\$1.50
<b>Outfitter Guide Online Store</b>	Marine Board, State	Portal Funded	\$0.00
<b>Medical Imaging Online License Renewal</b>	Medical Imaging, Board of	Portal Provider Fee	\$1.00
<b>Mortuary and Cemetery License Renewal</b>	Mortuary and Cemetery Board	Portal Provider Fee	\$1.00
<b>Naturopathic Medicine Online License Renewal</b>	Naturopathic Medicine, Board of	Portal Provider Fee	\$1.00
<b>Nursing License Online Renewal</b>	Nursing Board	Portal Fee	\$1.00
<b>ATV Permits</b>	Parks and Recreation, Oregon	Portal Fee	\$1.00
<b>Parks Day-Use Parking Permit</b>	Parks and Recreation, Oregon	Portal Fee	\$1.00
<b>Board of Psychology Payment Processing</b>	Psychologists Examiners Board	Portal Fee	\$1.00
<b>Tax Payment Portal</b>	Revenue Department	Portal Funded	\$0.00

<b>Archives Store</b>	Secretary of State	Portal Fee	\$1.00
<b>Audits e-Commerce Integration</b>	Secretary of State	Portal Fee	\$1.00
<b>Business Filings</b>	Secretary of State	Portal Funded	\$0.30
<b>Central Business Registry Payment</b>	Secretary of State	Portal Funded	\$0.00
<b>Elections Store</b>	Secretary of State	Portal Funded	\$0.00
<b>ORESTAR Payments</b>	Secretary of State	Portal Funded	\$0.00
<b>Uniform Commercial Code Services</b>	Secretary of State	Portal Fee	\$0.75
<b>Board of Licensed Social Workers Payment Processing</b>	Social Workers, Board of Licensed	Portal Fee	\$1.00
<b>Speech Pathology and Audiology License Renewal</b>	Speech-Language Pathology and Audiology, Oregon Board of Examiners for	Portal Provider Fee	\$1.00
<b>OBTP Applications</b>	Tax Practitioners Board	Portal Fee	\$2.00
<b>Tax Practitioners Online Renewals</b>	Tax Practitioners Board	Portal Fee	\$1.00
<b>Motor Carrier Trucking Online</b>	Transportation Department	Portal Funded	\$0.00
<b>Payment Processing</b>	Transportation Department	Portal Fee	\$0.20
<b>Vehicle Registration Renewal</b>	Transportation Department	Portal Funded	\$0.00
<b>Unclaimed Property Finders List Payments</b>	Treasurer, Oregon State	Portal Fee	\$1.00
<b>Veterinary Medication Examining Board License Renewal</b>	Veterinary Medical Examining Board, Oregon State	Portal Fee	\$1.00
<b>Dam Safety Fee</b>	Water Resources Department	Portal Fee	\$0.40
<b>Exempt Use Fee</b>	Water Resources Department	Portal Fee	\$0.40
<b>Geotechnical Fee</b>	Water Resources Department	Portal Fee	\$0.40
<b>Groundwater Use Recording Fee</b>	Water Resources Department	Portal Fee	\$0.40

<b>Well Drilling Start Card Permits</b>	Water Resources Department	Portal Provider Fee	\$1.00
<b>Well License Online Renewal</b>	Water Resources Department	Portal Provider Fee	\$1.00
<b>Custom Applications</b>			
<b>Service Name</b>	<b>Agency</b>	<b>Funding Type</b>	<b>Fee, If Applicable</b>
<b>Oregon.gov Form Builder Application</b>	Administrative Services Department	Portal Funded	\$0.00
<b>PDF Content Delivery Service Application</b>	Administrative Services Department	Portal Funded	\$0.00
<b>Public Meeting Manager</b>	Administrative Services Department	Portal Funded	\$0.00
<b>Case Management System</b>	Employment Relations Board	Subscription Service Fee	\$45,000.00
<b>Government Ethics Commission Case Management System</b>	Ethics Commission, Oregon Government	Subscription Service Fee	\$88,200.00
<b>Government Ethics Commission Electronic Filing System</b>	Ethics Commission, Oregon Government	Subscription Service Fee	\$72,500.00
<b>Take Your Shot Oregon Secure Form, English</b>	Governor's Office	Portal Funded	\$0.00
<b>Take Your Shot Oregon Secure Form, Spanish</b>	Governor's Office	Portal Funded	\$0.00
<b>Client Request System</b>	Human Services Department	Subscription Service Fee	\$33,600.00
<b>Human Services Third Party Insurance Reporting Form</b>	Human Services Department	Subscription Service Fee	\$33,000.00
<b>Appellate Court</b>	Judicial Department	Portal Funded	\$0.00
<b>Appellate eFile Application</b>	Judicial Department	Portal Funded	\$0.00
<b>Oregon eCourts Portal</b>	Judicial Department	Portal Funded	\$0.00
<b>State of Oregon Bar feed for Appellate eFiling</b>	Judicial Department	Portal Funded	\$0.00
<b>State Law Library Portal</b>	Law Library, State of Oregon	Portal Funded	\$0.00



<b>Alcohol Service Permits Licensing Application</b>	Liquor Control Commission, Oregon	Portal Provider Fee	5.35-5.65
<b>Boater Education Card Application</b>	Marine Board, State	Portal Funded	\$0.00
<b>Daily Batch XML file for E-Commerce Stores</b>	Office of the State CIO	Portal Funded	\$0.00
<b>Oregon Newsroom</b>	Office of the State CIO	Portal Funded	\$0.00
<b>State Financial Management Services Interface</b>	Office of the State CIO	Portal Funded	\$0.00
<b>Bureau Online Submission Form</b>	Public Safety Standards and Training Department	Portal Funded	\$0.00
<b>Expense Detail Claim form</b>	Revenue Department	Portal Funded	\$0.00
<b>Secretary of State License Directory</b>	Secretary of State	Subscription Service Fee	\$57,600.00
<b>State Lands Electronic Payment System</b>	State Lands, Department of	Portal Fee	\$1.00
<b>Tax Practitioners Search</b>	Tax Practitioners Board	Portal Funded	\$0.00
<b>Motor Vehicles Call Center - Office Location Interface</b>	Transportation Department	Portal Funded	\$0.00
<b>Trucking Online Settlement System</b>	Transportation Department	Portal Funded	\$0.00
<b>Open Data Portal</b>			
<b>Service Name</b>	<b>Agency</b>	<b>Funding Type</b>	<b>Fee, If Applicable</b>
Open Data portal	Office of the State CIO	Portal Funded	\$0.00
<b>Enterprise Collaboration</b>			
<b>Service Name</b>	<b>Agency</b>	<b>Funding Type</b>	<b>Fee, If Applicable</b>
Govspace.Oregon.gov	Office of the State CIO	Portal Funded	\$0.00

Table 6: List of the state's full-featured website templates and service offerings.

Oregon.gov Full-Featured Website Templates and Services			
1.	22 standard page layouts	13.	Data.Oregon.gov (Socrata) integration
2.	30+ custom-developed web parts/widgets	14.	DISQUS comment integration
3.	10 additional supported web parts/widgets	15.	Font Awesome 5 integration (access to over 7,800 icons)
4.	70+ website features	16.	Google Analytics integration (including multiple tracker support & custom events)
5.	18 custom template settings	17.	Google Analytics Campaign Tracking & Custom Reports
6.	13 website usage reports/inventories	18.	Google Data Studio Reports
7.	7 website migration tools	19.	Google Custom Search integration
8.	5 web accessibility testing/remediation tools	20.	Google Maps integration
9.	CloudFront website caching	21.	Google Translate integration (109 supported languages)
10.	Content Delivery Network (CDN) custom storage & support	22.	GovDelivery integration
11.	Custom URL redirect support (301 & 302)	23.	Social Media Meta Tag & Open Graph support
12.	Custom 404 page	24.	Tableau support

Figure 4: A chart showing Oregon.gov content management agency usage over time.

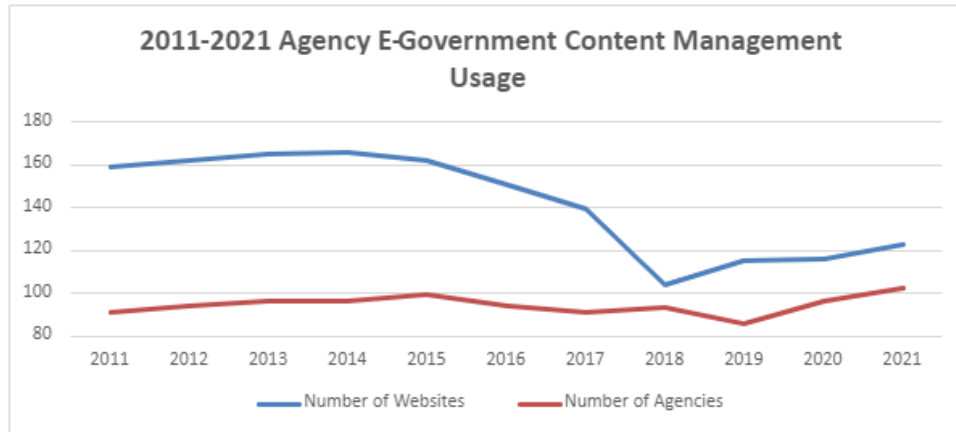


Figure 5: A chart displaying monthly public usage of Oregon.gov websites, by number of pageviews and visitors.

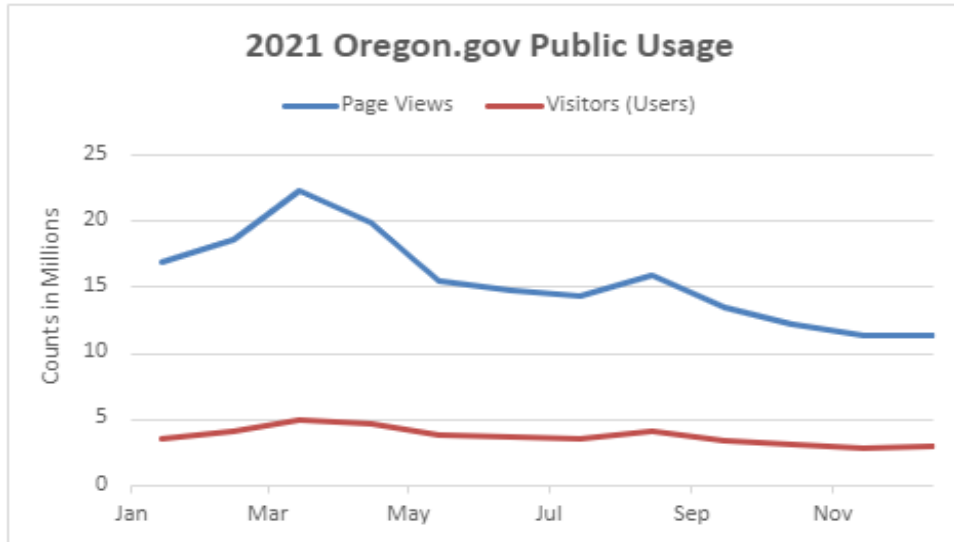
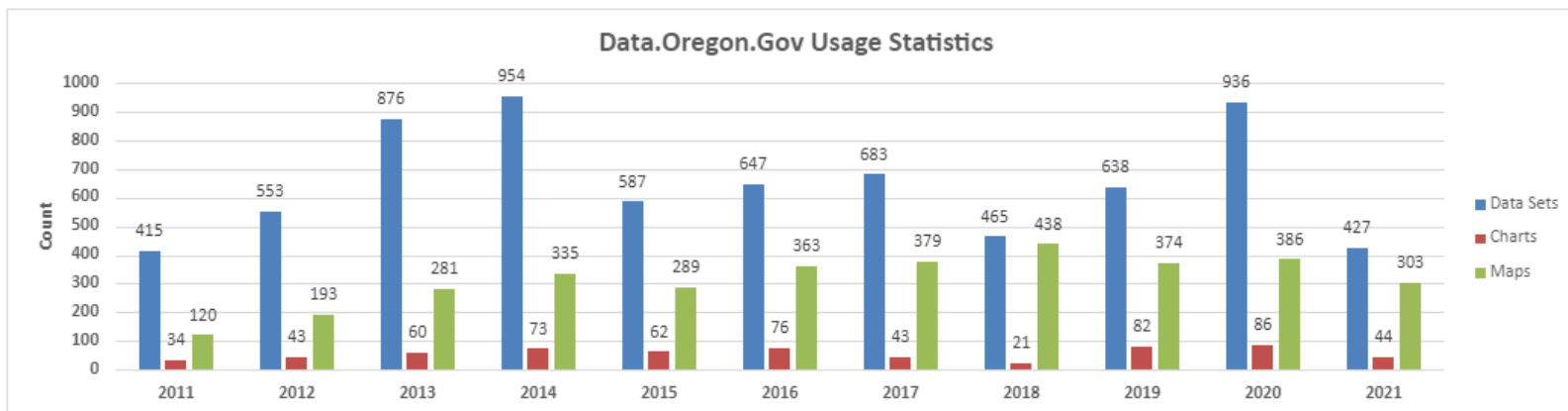


Figure 6: Usage counts on data.oregon.gov for data sets, charts, and maps from 2011 to 2021.



## Appendix B

### Results of Content Management System (CMS) Satisfaction Survey

Results of Content Management System (CMS) Satisfaction Survey, 2021

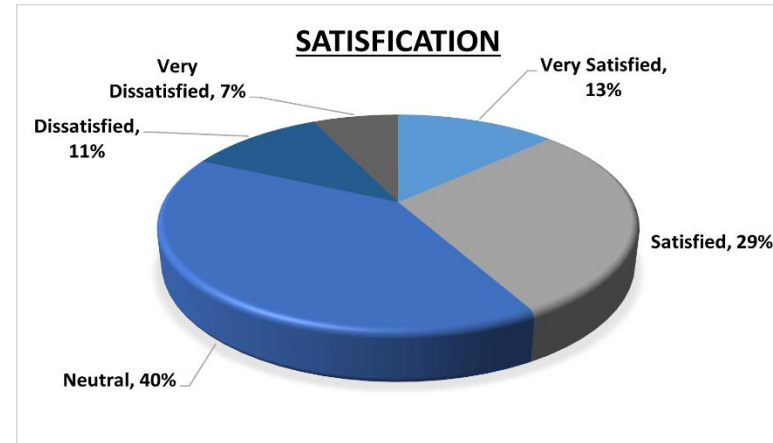
#### Overall, How Satisfied are you with SharePoint?

Satisfied or very satisfied: 42%

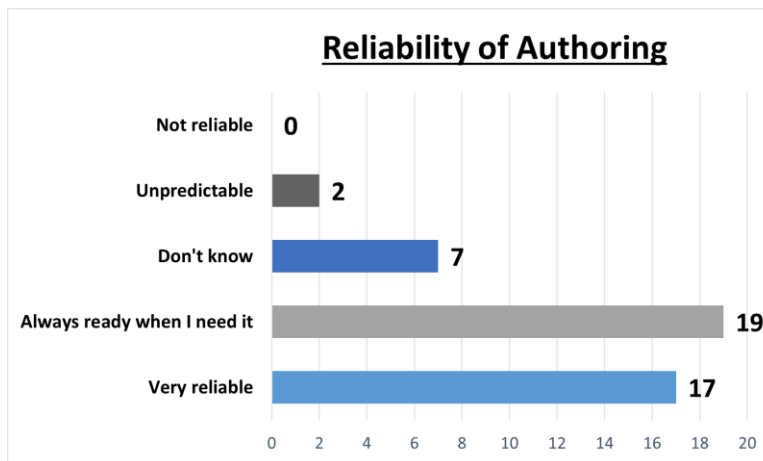
Neutral: 40%

Dissatisfied or very dissatisfied: 18%

There were 45 responses



#### How Reliable is Authoring Content in SharePoint?



Reliable: 80%

Don't Know: 16%

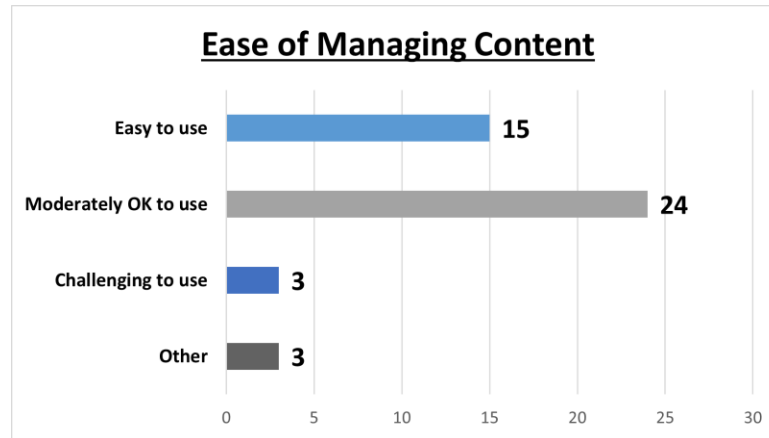
Unpredictable: 4%

There was 45 responses

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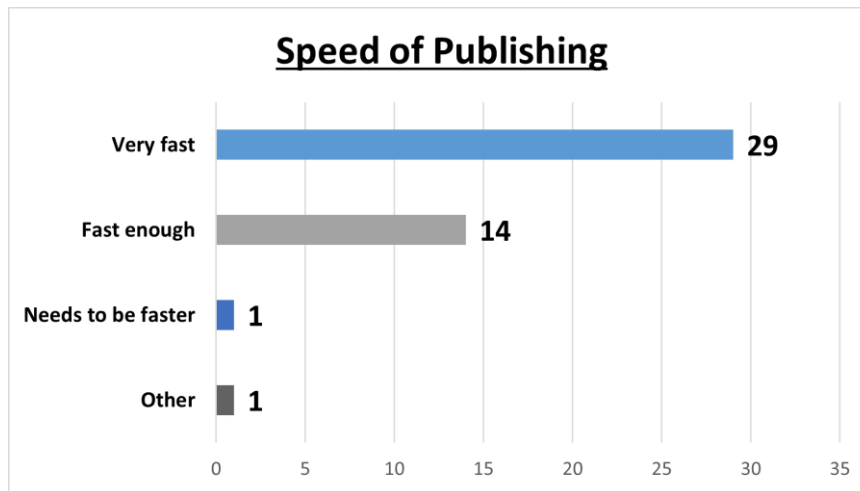
### When Managing Content, How Easy Is It?

Easy or Moderately Ok: 89%  
Challenging or Difficult: 7%  
Other: 7%  
There was 45 responses



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### Is Publishing Content Fast Enough?

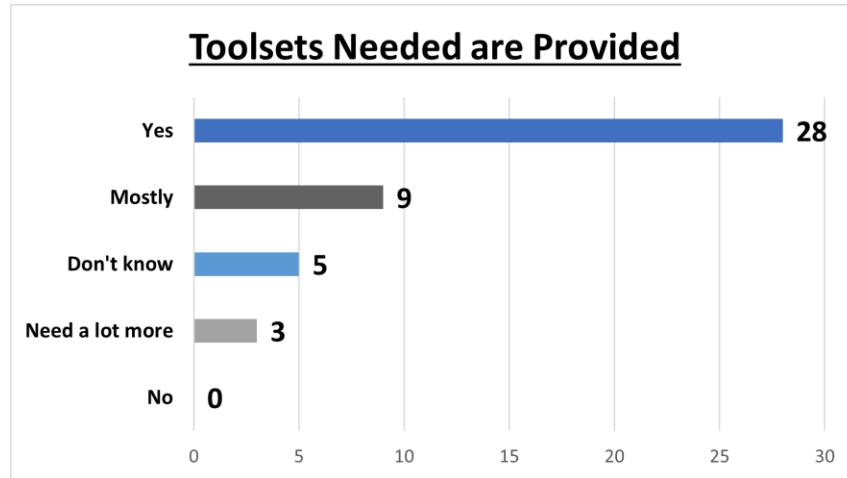


Very fast or fast enough 98%  
Needs to be Faster: 2%  
There was 45 responses

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**Does SharePoint Provide the Toolsets You Need?**

Toolsets are Mostly Provided 82%  
Need More Toolsets: 7%  
Don't know: 11%  
There was 45 responses



## Appendix C

### Operations Overview, New Services

Table 7: List of E-Government Program services released in 2021

2021 E-Government Service Releases			
1.	Accountancy License Renewal Payment Service	16.	Oregon.gov Portal Redesign
2.	ARPA Website	17.	Take Your Shot Oregon Secure Form, English
3.	Board of Dentistry Payment Integration	18.	Take Your Shot Oregon Secure Form, Spanish
4.	Board of Psychology Payment Integration	19.	Take Your Shot Oregon Website, English
5.	BOSS Online AE Form	20.	Take Your Shot Oregon Website, Spanish
6.	Business Oregon Website	21.	Treasury Agency Invoice Payments
7.	Coronavirus Website Chatbot and Blog	22.	Treasury Fallen Officer Fund Payments
8.	DSL Mitigation Payment Application	23.	Treasury Public Record Request Payments
9.	Energy Department Payment Application	24.	Treasury Unclaimed Property Finders List Payments
10.	Government Ethics Filing System HB3377 Update	25.	Treasury Unclaimed Property Holder Payments
11.	ODDS 24 Hour Residential and Host Home Payment Application	26.	Treasury Unclaimed Property IRE Payments
12.	ODDS Adult Foster Care Payment Application	27.	Wildfire Resource Website Redesign
13.	OLCC Marijuana Licensing Application Phase 8	28.	Workforce Talent Development Board Website Redesign
14.	Open Data Homepage Redesign	29.	Youth Development Division Website
15.	ORALERT Emergency Management Notifications Website		

Table 8: New services initiated by work order contract, with completion dates and agency benefit description

Agency	Project Name	Completion Date	Agency Benefit (as of March 2022)
Office of the Governor	Coronavirus Vaccine Chatbot and Blog Platform	1/26/2021	New website chatbot functionality allowing users to locate coronavirus vaccine appointments. Platform processed over 15,500 daily chats during use.
Board of Psychology	Payment Integration	2/1/2021	New payment processing integration with over \$857,000 in payments processed since launch.

<b>Department of Energy</b>	Payment Processing Services	2/16/2021	New payment processing service with over \$38,000 in payments processed since launch.
<b>Board of Dentistry</b>	Payment Integration	2/19/2021	New payment processing integration with over \$1,930,000 in payments processed since launch.
<b>Office of Emergency Management</b>	Wildfire Resource Webpage Redesign	2/23/2021	Redesigned website, with over 111,000 pageviews since launch.
<b>Office of the State CIO</b>	Open Data Homepage Redesign	4/21/2021	Redesigned homepage for data.oregon.gov, with 381,000 pageviews since launch.
<b>Board of Accountancy</b>	License Renewal Payment Services	5/18/2021	New payment processing service with over \$890,000 in payments processed since launch.
<b>Enterprise Information Services</b>	Take Your Shot Oregon, Websites and Forms (4 services)	7/10/2021	New website, with over 96,000 pageviews since launch.
<b>Enterprise Information Services</b>	OR Alert Website Redesign	7/19/2021	Redesigned website, with over 46,000 pageviews since launch.
<b>Oregon State Treasury</b>	Payment Processing Services (6 services)	8/2/2021	New payment processing service with over \$22,000,000 in payments processed since launch.
<b>Office of the Governor</b>	ARPA Website	8/5/2021	New website, with over 5,000 pageviews since launch.
<b>Oregon Liquor and Cannabis Commission</b>	Marijuana Licensing Application Phase 8	8/21/2021	Significant new application upgrades including worker permit functionality and agency name changes.
<b>Workforce Talent Development Board</b>	Website Redesign	9/28/2021	New website, with over 10,000 pageviews since launch.
<b>Government Ethics Commission</b>	Electronic Filing System Update	10/5/2021	Functionality update to accommodate HB3377, lobbyist reporting.

Table 9: List of Notable Service Upgrades Deployed in 2021

2021 Service Upgrades	
1.	Newsroom update to version 1.6.0 (3 total updates in 2021)
2.	Website redesigns including: Oregon.gov portal, Open Data Homepage, and Business Xpress website
3.	SharePoint Starter Template updated to version 4.12.11 (12 total updates in 2021)
4.	Coronavirus.oregon.gov chatbot enhancements (7 total updates in 2021)
5.	Authenticity banner added to all Oregon.gov websites
6.	Emergency update to Teacher Licensing system to accommodate substitute teacher license changes
7.	Maintenance updates to custom applications (73 total updates in 2021)



Oregon E-Government Program & NICUSA 2022  
Benchmark Survey  
Executive Summary

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# Executive Summary

## Purpose:

The purpose of this research is to better serve Oregonians by providing information about end-user experience with State of Oregon online resources to the E-Government Program. The findings are intended to support decision making and planning of the Program by highlighting findings in the areas of access and interaction behavior, user experience and satisfaction, communication preferences, as well as perceptions of trust and security.

## Background:

A survey of 1,200 Oregonians was completed in February – March 2022. The survey asked about the respondents' experiences using online resources, specifically resources of the State of Oregon. The survey also included demographic questions so that more a detailed understanding of differences in access or experience could be explored. However, there were also some under-represented groups, including those who identify as an immigrant, refugee or asylee as well as those who speak a language other than English. While much was learned through this process, the research also highlighted areas where further information is required.

## Key Findings:

- 1. Online government services and resources are crucial to Oregonians, and mobile resources are becoming more important.** A large proportion of Oregonians have access to the internet (98.2% of respondents) and many (77.7% of respondents) report interacting with online State resources in the past year. In particular, smartphone resources such as apps are becoming increasingly important for online service delivery.

Ensuring that state resources are accessible using a smartphone is not only broadly beneficial, but may also aid some of the groups where differences in experience were noted, such as those reporting an annual income of less than \$25,000 and those with youth in the household.

Based on the high rate of smartphone adoption and the reported high use of this technology to complete tasks online, continued investment in mobile accessibility is recommended.

2. **There exists a “digital divide” in Oregon that requires further characterization and mitigation.** Not all Oregonians report having access to the internet to the same degree. Lower income respondents (92.3% report access) and those with a member of their household currently experiencing any barrier to accessing State of Oregon information online (94.9%) reported lower levels of internet access. Further information is needed to better understand how to ensure more uniform accessibility.

3. **Although many respondents reported positive experiences with State of Oregon online resources, some groups reported proportionally more difficulty.** People with disabilities as well as people with a member of the household experiencing a barrier to access reported proportionally more difficulty in a number of the survey areas, including:

- People with disabilities experienced more difficulty in finding information, making an online payment, and applying for assistance or benefits.
- People with a member of the household experiencing a barrier to access experienced more difficulty in finding information and applying for assistance or benefits.

Consider gathering additional feedback about what would make online resources more navigable for those expressing difficulty, particularly the process of applying for assistance or benefits. Feedback from people with disabilities and people with a member of their household experiencing a barrier to accessing resources online would be particularly beneficial.

4. **The business community reported more difficulty fulfilling a State of Oregon requirement.** Among people fulfilling a requirement, 44% of those who reported that the requirement was for business- or work-related purposes found this task difficult. This survey did not intentionally seek to understand the unique needs and experiences of those in the business community, but additional research specific to this community may help improve the experience.

Additional data collection with the business community may also be beneficial due to the unique needs of this population and the multiple ways in which they interact with state resources.

5. **There were under-represented groups identified among survey respondents, requiring specific outreach efforts.** Immigrants, refugees, and asylees as well as people who speak a language other than English were under-represented among survey respondents compared to their state populations.

Additional information from immigrants, refugees, and asylees as well as those who speak a language other than English would provide much needed insight into the experience of these groups. Modes of collecting this information in languages other than English would be particularly beneficial.