



Electronic Government Portal January 2025

ENTERPRISE INFORMATION SERVICES' BIENNIAL REPORT
ON ELECTRONIC GOVERNMENT PORTAL ACTIVITIES FOR
JANUARY 2023 – DECEMBER 2024

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Executive Summary

Enterprise Information Services (EIS), with the advice of the Electronic Government Portal Advisory Board (EPAB), provides the ability for state agencies to offer government services by means of a secure and usable electronic government portal and has contracted these services to an electronic government portal provider. EIS contracts with Tyler Oregon, to offer a solution that is secure and complies with information security rules, policies, and standards, as well as usability standards developed in cooperation with the EPAB.

Compliance with statewide cyber security policies and industry standards is assured through annual independent security audits.

As recommended by the EPAB, EIS may authorize an electronic government portal provider to charge a fee for an electronic government service. Such fees reflect the costs incurred in hosting, operating, maintaining, or implementing the electronic government portal.

As of December 2024, EIS E-Government enabled over 310 state agency services. During the reporting period (January 2023 – December 2024), 19 new services were enabled, and one new portal fee was approved. In the same reporting period, 84 services were updated or redesigned.

The Center for Digital Government recognized Oregon as a top 10 finalist in the Government Experience Award in 2023.¹ The award recognized 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. The 2023 Award marked the third consecutive year (after 2021 and 2022) for which Oregon was recognized as a finalist in this award category.

EIS E-Government updated “[Guidance on Accessibility for E-Government Program Services](#)”² and continued implementation and use of Siteimprove.³ Siteimprove is an

¹ “Government Experience Awards 2023 Winners Announced.” GovTech, September 18, 2023. <https://www.govtech.com/cdg/government-experience/government-experience-awards-2023-winners-announced>.

² “Guidance on Accessibility of E-Government Program Services, v1.2,” updated by EIS E-Government on August 6, 2024. <https://www.oregon.gov/eis/shared-services/Documents/eis-ss-guidance-egov-accessibility.pdf>

³ Siteimprove is a commercially available tool. For details, see <https://www.siteimprove.com/>

enterprise tool for accessibility testing and quality assurance of websites. It scans agency websites to detect and help remediate accessibility and quality issues. In 2024, search engine optimization (SEO) and content analytics functionality was added to the Siteimprove platform. Usability website support for 15 languages beyond English is enabled for native applications, and the use of Google Translate allows for up to 108 total languages to be used to dynamically translate website content.

During this reporting period, EIS E-Government partnered with the Center for Public Service at Portland State University to research the usability and accessibility of Oregon's online resources, aiming to better understand and address user needs. The 2023 work focused on the experiences of Oregon residents, particularly underrepresented racial and ethnic groups, using focus groups and interviews to identify barriers such as language accessibility and limited awareness of available resources.⁴ The 2024 work shifted focus to the business community; employing surveys, interviews, and focus groups to explore how businesses navigate Oregon.gov services. Both phases prioritized outreach to historically marginalized groups, including rural residents, women- and minority-owned businesses, and small enterprises. This research informs on possible improvements in E-Government services to support inclusivity, accessibility, and ease of use for diverse communities across Oregon.

EIS E-Government has been operationalized for some time and has a history that traces to the 1999 session of the Oregon Legislature.⁵ EIS E-Government strives for continuous improvement and effectiveness for the customer base that span Oregonians, visitors, and businesses. Moving into 2025, EIS E-Government will continue to monitor operational measures looking for opportunities of services and process improvements. Additionally, EIS E-Government will continue partnership with agencies, especially those working on the Governor's priorities.

⁴ "2023 Oregon Resident Survey Phase II - The experiences among communities of color with the State of Oregon's online services: A qualitative analysis," July 2023.

https://www.oregon.gov/eis/epab/Documents/Oregon%20Resident%20E-Government%20Survey%20Phase%20%20Report_20230809.pdf.

⁵ Executive Order No. 01-25.

<https://cdm17027.contentdm.oclc.org/digital/collection/p17027coll11/id/611/rec/187>.

Background

Enterprise Information Services (EIS), with the advice of the Electronic Government Portal Advisory Board (EPAB), provides the ability for state agencies to offer government services by means of an electronic government portal.

EIS contracts with an electronic government portal provider to offer a solution that is secure and complies with information security rules, policies, and standards, as well as meets the usability standards developed in cooperation with the EPAB. EIS may charge members of the public a portal provider fee or may authorize an electronic government portal provider to charge a portal provider fee, for an electronic government service based on recommendation of the EPAB.

No later than the beginning of each odd-numbered year regular legislative session, the State Chief Information Officer (CIO) shall prepare and submit to the Legislative Assembly a report in the manner provided in ORS 192.245 that summarizes the State CIO's activities under the provisions of ORS 276A.276.

Electronic Government Portal Advisory Board (EPAB)

The EPAB, consisting of 13 members, is established by ORS 276A.273. EPAB membership as of December 2024 is provided in Appendix A.

EIS staffs the EPAB to fulfill their roles of advising the State CIO and the Department of Administrative Services concerning⁶:

- a) The development of electronic government portals for the State Chief Information Officer, the department and other state agencies;
- b) The amount, collection methods or other aspects of a portal provider fee that the State Chief Information Officer or an electronic government portal provider collects;
- c) The priority of new governmental service applications that may be provided by means of an electronic government portal;
- d) Terms and conditions of contracts between state agencies and electronic government portal providers;
- e) Rules necessary to implement electronic governmental portals.

⁶ ORS 276A.273. https://www.oregonlegislature.gov/bills_laws/ors/ors276A.html.

Electronic Government Portal Provider

EIS contracts with an electronic government portal provider, Tyler Oregon, to offer a solution that is secure and complies with information security rules, policies, and standards. (EIS originally entered into an agreement with NIC Inc. on July 18, 2011. On April 21, 2021, Tyler Technologies, Inc. announced the acquisition of NIC Inc⁷, and its Oregon operations has been doing business as Tyler Oregon.) EIS amended this agreement to extend contract terms for an additional four years through November 21, 2025. Recently, EIS leadership initiated the process to extend this agreement further.

New Portal Services

As of December 2024, EIS E-Government enabled over 310 state agency services.⁸

The four largest categories of services are:

- **Websites:** Secure websites provided by EIS E-Government include the Oregon.gov homepage and all agency, board, and commission websites that use the Oregon.gov domain.
- **E-commerce:** E-commerce services include an online shopping cart service and payment transaction system that allows users to make payments to government agencies, boards, or commission with credit cards online.
- **Custom Applications:** Custom applications are software solutions built specifically to address an agency, board, or commission business need. Some examples include appointment scheduling applications, file upload applications, or online forms to collect specific customer information.
- **E-commerce combined with a Custom Application:** Application with e-commerce solutions combine the online shopping cart and payment transaction system together with a software solution built specifically to address an agency, board or commission business and e-commerce need. One example is a custom online storefront where customers may purchase and pay for physical products directly from an agency.

A list of services enabled in 2023 and 2024 is detailed in Appendix B – New Portal

⁷ Tyler Technologies Completes Acquisition of NIC, Business Wire.

<https://www.businesswire.com/news/home/20210421005658/en/Tyler-Technologies-Completes-Acquisition-of-NIC>

⁸ Number of E-Government Services by Type, Oregon's Open Data Portal on data.oregon.gov.

<https://data.oregon.gov/Administrative/Number-of-E-Government-Program-Services-by-Type/3ciz-ub4n>

Services.

New Portal Provider Fees

The EPAB recommended one additional portal provider fee as detailed in Appendix C. Agency executives were engaged and provided acknowledgement of agreement with the respective portal provider fee.

Electronic Government Notable Accomplishments

Awards

The Center for Digital Government recognized Oregon as a top 10 finalist in the Government Experience Award in 2023.⁹ The award recognized 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. This 2023 Award marked the third consecutive year (after 2021 and 2022) Oregon was recognized as a finalist in this award category.

Accessibility and Usability Improvements

EIS E-Government has been providing guidance and tools to help state agencies create and sustain a more accessible online environment.

In this reporting period, EIS E-Government updated “[Guidance on Accessibility for E-Government Program Services](#)”¹⁰ and continued the implementation, adoption, and outreach of Siteimprove.¹¹ Siteimprove is an enterprise tool for accessibility testing and quality assurance of state websites. It scans agency websites to detect and help remediate accessibility and quality issues. In 2024, search engine optimization (SEO) and content analytics functionality was added to the Siteimprove platform.

Also in this reporting period, 46 accessibility improvements have been made to the SharePoint web content management system’s template. Usability includes website support for 15 languages beyond English. (A list of languages is presented in Appendix D.) Additionally, the use of Google Translate allows for up to 108 languages

⁹ “Government Experience Awards 2023 Winners Announced.” GovTech, September 18, 2023. <https://www.govtech.com/cdg/government-experience/government-experience-awards-2023-winners-announced>.

¹⁰ “Guidance on Accessibility of E-Government Program Services, v1.2,” updated by EIS E-Government on August 6, 2024. <https://www.oregon.gov/eis/shared-services/Documents/eis-ss-guidance-egov-accessibility.pdf>

¹¹ Siteimprove is a commercially available tool. For details, see <https://www.siteimprove.com/>

to be used to dynamically translate website content to support end-users of an increasingly diverse Oregon.

Emergency Response Support

EIS E-Government has been providing guidance and tools to help state agencies create and sustain a more accessible online environment.

In this reporting period, EIS E-Government updated “[Guidance on Accessibility for E-Government Program Services](#)”¹² and continued the implementation, adoption, and outreach of Siteimprove.¹³ Siteimprove is an enterprise tool for accessibility testing and quality assurance of state websites. It scans agency websites to detect and help remediate accessibility and quality issues. In 2024, search engine optimization (SEO) and content analytics functionality was added to the Siteimprove platform.

Also in this reporting period, 46 accessibility improvements have been made to the SharePoint web content management system’s template. Usability includes website support for 15 languages beyond English. (A list of languages is presented in Appendix D.) Additionally, the use of Google Translate allows for up to 108 languages to be used to dynamically translate website content to support end-users of an increasingly diverse Oregon.

Operational Review

Mobile Service Strategy

Providing mobile-optimized services continues to be an important goal for EIS E-Government. At the end of 2024, mobile-optimized services accounted for 97% of all services, which is an 11% increase over the prior reporting period. As mobile optimization continues to be a priority for EIS E-Government services, every new service launched is mobile-optimized and older services will become optimized as they are updated or retired.

E-commerce

There are currently over 147 services that use Tyler Oregon payment processing services. Of these services, roughly 41% were payment integrations with an existing agency third-party application while roughly 59% were coupled with custom-built

¹² “Guidance on Accessibility of E-Government Program Services, v1.2,” updated by EIS E-Government on August 6, 2024. <https://www.oregon.gov/eis/shared-services/Documents/eis-ss-guidance-egov-accessibility.pdf>

¹³ Siteimprove is a commercially available tool. For details, see <https://www.siteimprove.com/>

applications. Between January 2023 and November 2024, over 9.23 million transactions were securely processed totaling more than \$1.33 billion dollars.

Public Preferences Survey

During this reporting period, EIS E-Government partnered with the Center for Public Service at Portland State University to research the usability and accessibility of Oregon's online resources, aiming to better understand and address user needs.

The 2023 work focused on the experiences of Oregonians, particularly underrepresented racial and ethnic groups, using focus groups and interviews to identify barriers such as language accessibility and limited awareness of available resources.¹⁴ The 2024 work shifted focus to the business community; employing surveys, interviews, and focus groups to explore how businesses navigate Oregon.gov services. Results of the 2024 work are planned for release in March 2025.

Both phases prioritized outreach to historically marginalized groups, including rural Oregonians. The 2024 phase was also mindful of women- and minority-owned businesses and small enterprises, including those in rural Oregon. These efforts inform on opportunities to improve E-Government services to support greater inclusivity, accessibility, and ease of use for diverse communities across Oregon.

Information Security

Compliance with statewide cyber security policies and industry standards is assured through annual independent security audits.

Conclusion

EIS E-Government has been operationalized for some time and has a history that traces to the 1999 session of the Oregon Legislature.¹⁵ EIS E-Government strives for continuous improvement and effectiveness for the customer base that span Oregonians, visitors, and businesses. Moving into 2025, EIS E-Government will continue to monitor operational measures looking for opportunities of service and process improvements. Additionally, EIS E-Government will continue partnership

¹⁴ "2023 Oregon Resident Survey Phase II - The experiences among communities of color with the State of Oregon's online services: A qualitative analysis," July 2023.

https://www.oregon.gov/eis/epab/Documents/Oregon%20Resident%20E-Government%20Survey%20Phase%202%20Report_20230809.pdf.

¹⁵ Executive Order No. 01-25.

<https://cdm17027.contentdm.oclc.org/digital/collection/p17027coll11/id/611/rec/187>.

with agencies, especially those working on the Governor's priorities.

Appendix A: Electronic Government Portland Advisory Board Membership

Appointer	Appointee
Governor's Agency Appointments:	Benjamin Kahn Manager, Oregon Department of Transportation
	Chris Molin Chief Information Officer, Oregon Secretary of State
	Adam McBride-Smith Digital Accessibility Specialist, Oregon Health Authority
Governor's Public Appointments:	Richard Chaves President, Chaves Consulting Inc.
	Rebecca Gladstone President, League of Women Voters of Oregon
	Sam Schwartz University of Oregon (Student Appointee)
Senate President Appointments:	Senator Aaron Woods Senator Kim Thatcher
Speaker of the House of Representatives' Appointments:	Representative Kevin Mannix Representative Ben Bowman
State CIO Appointments:	Jennifer de Jong Shared Services Director, Enterprise Information Services
	Raelynn Henson Communications Coordinator, Dept of Administrative Services
State Treasurer Appointment:	Bryan Cruz González Deputy Director of Finance, Oregon State Treasury

Appendix B: New Portal Services¹⁶

Deployed	Service Name	Service Type
12/13/2022	Governor-Elect Website	Website
3/28/2023	DEQ Prequalification for Electric Vehicle Rebate	Application
6/29/2023	Fire Marshal Website Design	Website
6/29/2023	Department of Early Learning & Care Website Design	Website
7/17/2023	Governor's Office Map Custom Component	Website
10/4/2023	ODOT Online Testing Payment Processing	E-commerce
10/12/2023	DAS OregonBuys ACH Payment Processing	E-commerce
10/19/2023	Construction Contractors Board ACH Payment Processing	E-commerce
10/24/2023	Board of Towing Website	Website
11/15/2023	DOJ Restitution Payments Application	E-commerce & Application
11/16/2023	Construction Contractors Board Application	Application
12/12/2023	Transportation Public Records Request E-commerce	E-commerce
1/4/2024	DHS/OHA Psilocybin Store	E-commerce & Application
3/8/2024	Board of Chiropractic Examiners E-commerce	E-commerce
3/26/2024	Newsroom 2.0 Platform	Application
4/23/2024	Governor Regional Solutions Webpage	Website
9/3/2024	Treasury Estates Administration Secure Forms	Application
9/10/2024	ODOT State of the System Custom Template	Website
10/16/2024	State Library PromptPay E-commerce	E-commerce & Application

Appendix C: New Portal Fees¹⁷

Date Approved	Agency	Fee Amount
5/16/2023	Oregon Department of Transportation	\$1.00

¹⁶ Number of E-Government Services by Type, Oregon's Open Data Portal on [data.oregon.gov](https://data.oregon.gov/Administrative/Number-of-E-Government-Program-Services-by-Type/3ciz-ub4n).
<https://data.oregon.gov/Administrative/Number-of-E-Government-Program-Services-by-Type/3ciz-ub4n>

¹⁷ No new portal fee was approved in 2024.

Appendix D: Website Support Languages

1. English
2. Spanish
3. French
4. German
5. Hindi
6. Hmong
7. Japanese
8. Korean
9. Mien
10. Russian
11. Somali
12. Thai
13. Tagalog
14. Vietnamese
15. Chinese (Simplified)
16. Chinese (Traditional)