State of Oregon — Kate Brown, Governor

Membership

Governors Public Appointments
Richard Chaves
 Chaves Consulting, Owner
Rebecca Gladstone
 Public Member
Vacant - Student

Senate President Appointments
Chuck Riley
 Senator, District 15
Kim Thatcher
 Senator, District 13

Speaker of the House of Representative's Appointments
Marty Wilde
 State Representative, District 11
 Central Lane and Linn Counties
Mike Nearman
 State Representative, District 23

State CIO Appointments
David Scheuch
 Shared Services, Director,
 Enterprise Information Services
Brian DeForest
 Chief Administrative Officer
 Dept. of Administrative Services

State Treasurer Appointment
Mike Aumen
 Deputy Director, Treasury

Governor's Agency Appointments
Vacant – Agency Executive
Vacant – Agency Executive
Tom Fuller
 Public Information Officer
 Department of Transportation

For More Information Contact:
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 Enterprise Information Services
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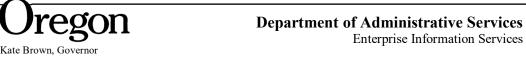 ying.k.kwong@oregon.gov

Legislative Report
Summary of activities under ORS 276A.276 - Ability to offer government services through portal; portal provider fee from January 2019 through December 2020

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

Activities of the Electronic Government Portal Advisory Board:

- Published the board's 2019 and 2020 Annual Reports.
- Presented with survey results (2019) of Oregon residents use of state of Oregon services online.
- Prioritized a total of 19 new services: 4 website redesigns; 6 E-commerce only payment services; 6 Custom Applications with E-commerce payment services; 3 Custom Applications.
- Voted unanimously to recommend the following portal provider fees:
  - DMV Driver Record portal provider fee adjustment
  - Board of Chiropractic Examiners
  - Board of Dentistry
- Reviewed Portal Provider revenues.

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Activities of the Enterprise Information Services (EIS):

- **Website Development and Operations**
  - o Migrated all Oregon.gov websites to SharePoint 2016, to improve usability, accessibility and maintainability for both website visitors and editors.
  - o Created websites for Covid-19 response and Wildfire response for the Governor's Office, Oregon Health Authority, and Office of Emergency Management.
  - o A distributed Content Delivery Network (CDN) was deployed to manage unprecedented traffic due to Covid-19 on Oregon.gov websites.
  - o Launched GovStatus, a new high availability service to handle large volume of web traffic.
  - o Redesigned the E-Government Program and Electronic Portal Advisory Board websites.

- **Application & E-Commerce Development and Operations**
  - o Oversaw the successful completion and delivery of 67 applications, websites and e-commerce services in 2019-2020.
  - o Performed reviews for 31 different Work Order requests.
  - o Assured quality of E-Commerce operations in partnership with Oregon State Treasury.

- **Quality Assurance**
  - o Weekly review of all services provided, customer engagement, and service levels.
  - o Conducted a user group and monthly E-Governance Board meetings for agencies to share knowledge on using E-Government Services and seek advice on services.
  - o Published or reviewed monthly reports on current accomplishments and performance metrics distributed to all those who use E-Government Services.
  - o Completed the annual third party security audit of the E-Government Program.

- **Process Improvements**
  - o Escalation point for agencies on all issues related to E-Government Services
  - o Worked with Cyber Security Services to improve State's online identity by adopting statewide use of Oregon.gov and requiring security certificates for vanity domain names.
  - o Implemented a new service desk ticket feedback tool.