

JANUARY 8, 2015 1:00-3:00 P.M.  
MEETING MINUTES

**Committee Members In Attendance:**

Mark Raymond, DAS-BEST Chief Information Officer (Commission Chair)  
Catherine Smith, Commissioner, Department of Economic and Community Development  
James Spallone, Deputy Secretary of the State on behalf of Secretary of State Denise Merrill  
Kevin Sullivan, Commissioner, Department of Revenue Services

**Others in Attendance:**

William Gardner, Melissa Person and Robert Swartz of Connecticut Interactive  
Angela Taetz, DAS-BEST, IT Manager

*A meeting of the eGovernment Steering Committee was held on Thursday, January 8, 2015 from 1:00-3:00 p.m. at Department of Administrative Services – Bureau of Enterprise Systems and Technology, 55 Farmington Avenue, Hartford, Connecticut. Chair Raymond began the meeting by informally reviewing background data regarding staffing, location and resource planning topics.*

**OLD BUSINESS:**

1. **eGovernment Resource Planning:** William Gardner introduced Melissa Person as a new addition to their team. The Resource Planning matrix that was disseminated and reviewed. After some discussion regarding maximizing the use of resources, it was recommended that more inclusive information be provided in future planning reports.

*Upon Commissioner Sullivan's arrival, a quorum was reached; and the meeting was formally called to order by Committee Chair Mark Raymond at 1:35 p.m. The following agenda items were discussed:*

2. **Meeting Minutes – November 6, 2014:** Chair Raymond made a motion that the minutes from the last meeting be approved as written. Commissioner Sullivan moved, Commissioner Smith seconded, and the motion was unanimously approved.
3. **Department of Motor Vehicle - Statement of Work.** Robert Swartz reviewed the Department of Motor Vehicle Statement of Work (DMV-SOW) and discussed a Spanish translation component for the application. Chair Raymond recommended that the automated translation be manually reviewed to ensure the accuracy of the translation. Chair Raymond made a motion to approve the DMV-SOW as written, Commissioner Sullivan moved, Commissioner Smith seconded, the motion was unanimously approved.
4. **CT.gov search engine options:** Robert Swartz reviewed the CT.gov Search document and discussed the two search engines being used. There was discussion regarding optimization of information to cause a google search to produce this site within the top ten search results. Commissioner Smith recommended including an option to both search the web and search the state sites. Angela Taetz provided input on the differences being seen between the Google Search Appliance that is currently being used and the [www.google.com](http://www.google.com) website. Commissioner Smith initiated a discussion regarding the need for two separate search engines. In response, Robert Swartz detailed the Publication search. Commissioner Sullivan explained that the definition of "publication" differs between the website and State agencies. Commissioner Smith expressed concerns about agencies properly tagging future documents to ensure that they are categorized appropriately. After a detailed discussion, the Committee collectively agreed that the Publication section be eliminated to simplify the search process. Melissa Person recommended that they create a presentation for the group that would

demonstrate how this search would work; Angela Taetz agreed and will work on preparing a presentation for the next meeting.

## NEW BUSINESS

1. **CT.gov and Business Portal Project Timelines:** The attached timeline was disseminated and explained by Robert Swartz. Protocol for launching the site has been discussed. Procedures to maintain ongoing updates have not yet been developed.
2. **Testing:** UserTesting.com used individuals from New England to facilitate their testing. Ten users tested "A", ten users tested "B", ten testers used "A and B". Their screen movement was captured to analyze their navigation. A more readable font was selected and the design was updated to *clean it up* and include a search box and more help options. The Committee recommended the following improvements:
  - A. Include just one help and one support option rather than two.
  - B. Modify the headline colors and emphasize them and make the site easier to read.
  - C. Standardize response received when the "contact us" option is selected because the responses vary greatly from one State agency to another. Commissioner Smith believes that it will be the role of this committee to make a recommendation about this.
3. **Monthly Report:** The Monthly Report had been provided in advance of the meeting. Users accessing CT.gov reported that 24% of the people who went to the site utilized the search box. No further discussion was required.
4. **New Web Content Management System:** Angela Taetz shared concerns about usability of the product since there were changes since it was selected. Her group is in the process of evaluating it. She will be meeting with their representatives to discuss enhancements and ascertain when improvements can be anticipated. CIO Raymond shared that their company was recently bought out and questions about if we should continue with them long term need to be discussed. Commissioner Smith expressed her concerns about us moving forward with a system that is already not meeting our needs and also the time involved in starting again with someone else. CIO Raymond shared that we need more information on which to make this decision. Melissa Person explained that Ektron has three future releases scheduled between now and September to categorically address the bugs they have identified.
5. **Committee Recommendations:** Chair Raymond solicited recommendations for new Committee members to fill the vacancies that have resulted from staff changes.
6. **Meeting Schedule:** Future meeting dates will be sent to the Committee members via email.

*Having no further items to discuss, the meeting was adjourned at 2:50 p.m.*

Respectfully submitted,

Aleshia M. Hall, Executive Secretary  
to DAS-BEST Chief Information Officer  
and Committee Chairperson Mark Raymond