



**Statewide Internet Portal Authority  
Board of Directors Meeting Minutes**

April 3, 2008 1:30p.m. - 4:00p.m.

Secretary of State's Office

1700 Broadway, Blue Spruce Conference Room  
Denver, CO 80290

**MOTIONS:**

- To approve the March 6<sup>th</sup>, 2008 Meeting Minutes – Approve unanimously
- To approve for expenses for Cathilea Robinett, Center for Digital Government, to come to the June 5<sup>th</sup> Board meeting – Approve unanimously.

**ACTION ITEMS:**

- Set and pay for travel arrangements for Cathilea Robinett – Kathy Gappinger

**SUMMARY:**

Dan Morrison and Jill Willhoite from Colorado Interactive presented the new Colorado.gov Portal redesign. Some features include a fresh new look, change of banner with each refresh, maps feature, hover navigation, new help boxes in second navigation, Colorful Colorado pictures, Community highlights, etc.

The Board reinstated the Finance Committee (Bill Hobbs – Chair, Roxy Huber, Mike Locatis, Representative Marostica, Mike Locatis, Gregg Rippe) and the Contract Committee (Mike Locatis – Chair, Becky Davis, Bob Feingold, Rico Munn, Ron Ozga, Annette Quintana, Gregg Rippe). The Business Portal Project Team will report through Dan Morrison and Gregg Rippe, who will report to the full Board on the Business Portal progress. Portal revenue and expenses remain stable. Cathilea Robinett from the Center for Digital Government will present at the June 5<sup>th</sup> board meeting.

**I. Call to Order: 1:30 p.m. Chair Cadman**

**A. Roll Call**

Present: Bob Feingold, Kent Glassman, Bill Hobbs, Roxy Huber, Mike Locatis, Don Mares, Representative Marostica, Gerald Marroney, Senator May, Rico Munn, Annette Quintana, Chair Cadman  
Excused: Jack Arrowsmith, Evan Dreyer

*Quorum established*

**B. Approval of February 7<sup>th</sup>, 2008 Meeting Minutes**

**MOTION:** To approve the March 6<sup>th</sup>, 2008 Meeting Minutes.

1<sup>st</sup> – Kent Glassman

2<sup>nd</sup> – Don Marostica

*Approved unanimously*

**II. Portal Redesign – Dan Morrison**

Dan Morrison introduced Jill Willhoite, Barry Lawson, Jennifer Otto, and Darek Blankenbuler, who are primarily responsible for the new Colorado.gov redesign. The team took into account notes from Cathilea Robinett and made sure those highlights were incorporated to the new site. They also went to every Portal in each state to notice what they liked best and what they can improve on. The new site is designed all in the FatWire CMS system. Dan felt that if they are encouraging agencies to use FatWire, than the state home page should use it as well. There will be a soft roll out first. This beta launch will last for 30 days to collect surveys and feedback.

*Colorado.gov Redesign Presentation – Jill Willhoite*

Jill Willhoite pointed out some of the key features. The layout is very crisp, clean and easy to navigate. It is dynamic, can expand outward, and has a better use of screen space. The tool belt includes features as text size, print and email capability.

**Discussion:**

Bob Feingold asked if the text version complies with the disability act.

Jill Willhoite replied that it does.

*Colorado.gov Redesign Presentation (Continued)*

The banner changes seasonally, and displays a new picture with each refresh and visit. The site is compatible with several Internet Explorer versions, FireFox, and Netscape. There is a "hover" navigation feature, where placing the mouse over the fields will expand or change rather than having to click.

Mark Church said that it is easy for automated changes within FatWire. It allows them to lay down the groundwork for future phases. Instead of putting in a link each time, there is the ability to include a date, time, and end date to control sorting of the list. For example, the Tax Payment Portal can be featured in March and April, but will automatically move from the top of sorting after April 15<sup>th</sup>.

Jill Willhoite said that the State News is more interactive now. Using FatWire enables the agencies if they want to put state news on the homepage. Currently the news feeds are sorted by date and come from the Governor's office. Within FatWire, there will be an option for agencies to include their agency's news on the State News feature. Within FatWire if there is a change on one piece of content, such as a Press Release, than the employee makes the change in only one place and that change will be reflected on all places in Colorado.gov where it exists.

Jill Willhoite stated that the community highlight located in the lower left corner, gives an opportunity to showcase a city or town. This changes with each refresh or visit and will take the user to Colorado.com, the official tourism website for the state. The Media Center provides lists of events, audio, and web cameras (such as I-70 cameras).

Jill Willhoite stated that Cathilea Robinett noted that the home site should include links to State, Local, and Federal government. Those links can be found underneath Governor Ritter's link and picture. The Help Center is one place for citizens to go to for all resources. Apart from Google, which is also on the current site, it includes Contact Compass, Live Help, State Agencies and Indexes, Registered Services Center, Feedback, The State Employee Telephone Directory, 211 and 511. The weather feature is an XML feed and can localize. The user can choose a different city, such as Steamboat, click to remember, and each time the user comes back to Colorado.gov it will show that place's weather.

**Discussion:**

Chair Cadman asked if the services shown on the homepage are self-learning and elevate those that are most popular.

Mark Church said that CI right now arbitrarily sorts these, such as those that have the highest hits and place them at the top. In the next phase, other features, such as time, would sort services. Mark said that the Weather XML feature is an example of the XML feed they could provide through FatWire.

Kent Glassman stated that CI has put emphasis for agencies to use FatWire and asked if there will be additional training for agencies that are already using FatWire and will they have to redo the entire site.

Mark Church said that there will be a training website that FatWire users can access. There are a few changes but CI will offer additional training, such as short "webinars". FatWire users will not have to redo anything. CI will take the content that is already there and migrate it over.

Senator May said that there are some live links, such as the House of Representatives, Pikes Peak, and Air Force that would be great to add to the media center.

*Colorado.gov Redesign Presentation (Continued)*

"Colorful Colorado" will display a different picture with each refresh and visit to the site. Users can select a category and look at the thumbnails and full pictures. Eventually, citizens will be able to provide their own appropriate Colorado photos, which will be monitored.

The secondary pages keep the same look and feel with the banner (which continues to change with each refresh) and side navigation. The "services" and "How Do I" are populated with any related services for that particular section. For example, under Business, there is "Search for licensed real estate agents". The three listed will change with each refresh. Located on the right of the secondary pages is an index of links to various places

within the portal. This has an “iPhone” look and the icons are consistent throughout the homepage. The user can easily and quickly select features on other sites, such as help center.

The Maps feature, located up top, is one of the newest and exciting additions. There is an accordion style on the left navigation showing all the different categories, such as Driver License Locations. The user can click on a location, such as Colorado Springs, and it will show all locations. Then, they can click on the website link or get driving directions, using Google Maps. The user can move the map around, look at it through the satellite.

**Discussion:**

Dan Morrison said that this “mash-up” free feature is also what CI is using for the Sex Offender look up application.

Gerald Marroney suggested that it would be great to have courthouses on the maps feature.

Don Mares said that he really likes this feature, but it is very small on the homepage, which makes it hard to find.

Jill Willhoite said that they could look at adding it to another location. Jill said that again this is a great reason for the beta launch, so CI can receive feedback.

Bob Feingold said that there are many agencies that have branches that interface with the public. These sites would be nice to include, such as workforce centers, parks, courthouses, wildlife offices, etc.

Dan Morrison said that they will continue to add more maps and if any of the Executive Directors have an idea or links they would like to provide, to please contact CI.

Bob Feingold said that he saw an application in California, iamcaltrain.com. Originally, there was just a table as a database. iamcaltrain.com took that data and put it in an interactive map where users can see bus and train routes. Bob said that SIPA could work with RTD as a local agency.

Rico Munn asked if the maps function was dynamic enough to pick up temporary locations, such as where the governor will be visiting for that day.

Mark Church said that they could look into that. Just like the state news section, those types of features are managed by the agencies that know more information.

Annette Quintana asked if private information could be on the maps as well. For example, if there were state approved daycare centers, and if there could be a direct link to their website. She had to sign her daughter up for driver’s education courses. DMV had a list of regions and only listed phone numbers, not websites.

Dan Morrison said that CI is actually currently working on a childcare facility look up application right now. The user will see a “bubble” that will show the basic information and from there they can link to ask for a full report. The Portal usually does not try to link to private companies.

Bob Feingold stated that it was a policy decision in the last administration to not link to private companies. It could be revisited by the current administration.

Dan Morrison said that again, this could vary for each agency. They will continue to look to the Executive Directors to guide. Multiple layers for the Maps feature are also possible in future phases.

Kent Glassman said that CI has behind the scenes come up with new tools for citizens. Kent asked how the board can rate progress and how can the board know the healthy balance between revenue and non-revenue generating projects.

Dan Morrison said that the Board could look at the GM Report and determine if they believe that it is healthy. He welcomes Board input.

Senator May stated that effective on July 1<sup>st</sup>, 2008 all IT functions will be below OIT. The board needs to correlate priorities and make sure that SIPA and OIT are working together. The prioritization of the administration needs to be considered as well. Senator May stated that there are approved fiscal notes that will affect SIPA.

Gregg Rippy said that there are ways that projects can move around in the project queue. If the project is a Governor mandate, legislative mandate, or cash is brought to the table from the agency to move the project along faster, projects can move higher in the project queue. Under the self-funding model, CI continues to work on projects, as resources are available.

Chair Cadman stated that this is a very important conversation. Part of the reason there are so many Executive Directors and key players on this Board, is because they have a big role on what gets done with State IT. Out of respect of time, the Board needs to move on and these issues can be addressed down the road.

### **Committee Reports**

#### **A. Finance Committee – Gregg Rippy**

Revenue is relatively stable at about one thousand dollars less. There is an increase in employee wages and benefits because it was a three-payroll period. The new employee, Chris Smith, did not start until March 3<sup>rd</sup>, and that increase will be reflected in the next report.

Gregg Rippy would like to discuss reconstituting some members to the Finance Committee, as he and Bill Hobbs met this month. They discussed scope, role, and function of the finance committee.

#### **B. Business Committee – Kent Glassman**

The Business committee met last week and discussed the Business Plan. Previously, CI created a business plan as stated in the master contract. SIPA staff would also create a separate plan. Gregg Rippy suggested to the committee that these two plans be merged for the current year and that it is also in parallel with OIT. The committee agreed and asked for additional information in the financial, marketing, and processes sections. Mike Locatis suggested in the Business Committee meeting for the Board to come up with a Board Strategic plan with a couple of visionary statements.

### **Discussion:**

Gregg Rippy replied that the additions in the process section have implied more maintenance for deployed applications.

Mike Locatis stated that the vision might be a 3-page document from the Board that would empower Gregg Rippy, SIPA, and CI. It will also allow SIPA to align with the current administration. They have already started putting together an outline of a smaller committee.

Kent Glassman said that this would ensure the parallel nature of OIT and both SIPA and CI's business plan. They will bring a plan to the next meeting. The Business Committee discussed the reconstitution about the Contracts and Finance Committee.

Gregg Rippy said that in the bylaws, the Board is allowed to create and dismiss committees as needed. Since SIPA has hired the integrator and IV&V, the contracts committee had very little to do. The Business Committee recognized that there is an obligation under the contract. The board can look at the differences and successes since the original contract was formed. It is appropriate as they enter into a mutually beneficial discussion that will benefit SIPA's contractor (CI) and SIPA as they move forward. Mike Locatis has agreed to chair that committee. This will not redo the contract, as SIPA has a moral and legal obligation to live up to that contract. But it will create conversation to sit down and look at it in a partnership manner.

Mike punctuated the partnership manner. The relationship that SIPA has with CI and its parent company, NICUSA is great and built on interaction. The review will be to see where improvements can be made in the State. The same should happen for the other partner, SysTest Labs.

Gregg stated that the Finance committee would hold quarterly meetings and the members include: Bill Hobbs as chair, Annette Quintana, Roxy Huber, and Gregg Rippy sitting on to give information. The initial scope will include review of the audit, the budget for the next fiscal year, identifying the RFP for audit function, and general education of the SIPA accounts.

Bill Hobbs agreed with Gregg Rippy's summary. It is important that there is a group on behalf of the board to look at the financial condition. Annette Quintana and Roxy Huber both have a lot of experience that will be very helpful.

Representative Marostica and Mike Locatis would like to be on the Finance committee.

Mike Locatis said that the contracts committee would include: Rebecca Davis, Bob Feingold, Rico Munn, Ron Ozga, Annette Quintana. It is a large group

*Business Committee Report (Continued) – Kent Glassman*

Kent Glassman said that there is currently not a formal process for finalizing the CI business plan. The Business Portal charter is completed and approved. It was Kent's understanding that the Business Portal Sub Committee would meet with the "steering committee" (Business Portal Project Team). The "steering committee" is made up of representatives from each department and the Business sub-committee would meet with them once a month and bring information back to the Board. Staff is recommending that the Business sub-committee meet with Gregg Rippy and Dan Morrison instead.

When the North Highland report came back, it was expressed that the Board was expecting a different outcome. Kent does not want the agencies to work for 6-9 months out of the year and then bring something to the board that they were not expecting. Although, Kent is not excited about bringing another meeting, he does not know of another way to stay close enough to know if it is going in the right direction. Kent opened for debate to see how closely the Board wants to be to the Business Portal operation.

**Discussion:**

Gregg Rippy stated that this project started with the North Highland feasibility study and next there was a decision item whether to go forward with requirement gathering. To clarify the nomenclature, it is a Project Team, rather than "steering committee". The Business Portal Project Team has met 4 times, in which the minutes were forwarded to the chair of business committee. One of the great opportunities is that the EDs that have appointed top notch people to this team (Rebecca Davis – DOR, Mike Whatley – DORA, Keith Whitelaw – SOS, Alice Johnson – CDLE). This is new ground for IT projects in the State of Colorado.

Gregg Rippy said that the project charter calls for consensus, instead of majority rule. Currently the team has agreed on the Charter and is bringing forward the appropriate forms from their agencies that are required to start up a new business. The Charter has been changed slightly from what the Business sub-committee saw, but sole ownership is given to the Project Team. Gregg said that the only difference from this project and any other project is that the Board, instead of an agency coming forward with a Project Request, initiated this project. Gregg said that he believes it is to the benefit of this project for the Project Team to report back up to the Business Committee through Dan and Gregg. At the first Business Portal sub-committee meeting, it was discussed that if they need to talk to a particular ED to get more effort or if a Project Team member was dragging or not coming to meetings. The role is not to drive the requirements gathering.

Gregg Rippy said that the status is going very well. If the entire Project Team were to report to the Business Portal sub-committee, it is asking for yet another meeting on top of everything that they have. It is a hard enough time to schedule the current meetings. Gregg would propose that the organization chart, which is included with the Charter, takes place and the Project Team does not meet with the sub committee.

Don mares asked what they are being asked to decide.

Gregg Rippy said that they are deciding whether the Project Team should report back through Dan Morrison and then Gregg Rippy, or if the Project Team should meet with the Business Portal sub-committee.

Gerald Marroney suggested that the Project Team report directly to the full Board so that they are getting first hand information. It does not make any sense to report to the Business Portal sub committee and then the Business Committee chair reporting to the full Board.

Bob Feingold asked if one of the Project Team meetings each month could be scheduled to include Board members.

Gregg Rippy said that is acceptable, but he does not want a Project Team member to feel that they have to answer right at that meeting to a Board member.

Bob Feingold said that the concern is whether the Business Portal sub-committee members would give steering commands. There could be a ground rule that any steering goes through the channel in the organizational chart.

Gregg Rippy agreed that any directional changes should go directly to him.

Annette Quintana said the report states a broad scope of possibilities. She asked if the Board gets involved in the Business Portal scope

Gregg Rippy said that there is a broad scope, and there will more than one option to look at. North Highland recognized that the business portal could be as simple as a series of links to a more robust functional wizard that will guide the user through the process. The Board will look at 3 options and look at the business case and cost for all options. That decision is made by the full board.

Annette asked where the Business Portal is in the project queue.

Gregg Rippy said that this is somewhat different since it was initiated by the Board and because there will be four agencies signing the Task Order. Agency readiness, as always, will be a high priority when scoring. The Board at any time can put forth a high sense of priority on a project.

Dan Morrison said that it took 3 full meetings to get on the same agenda and adopt the Project Charter because everyone came to the table with a different vision. The charter instructs the Project Team members to determine the scope. Dan said that he is hesitant to stir in Board Members at an operational level, when they are more at policy level. His suggestion is to accept the monthly report and use that as a starting point to ask questions. Dan can provide a meeting every 4<sup>th</sup> Friday at CI for any Board members or Committee members to attend.

Gerald Marroney said unless agency issues and state government issues are understood really well, it would be interference. He recommends that Dan Morrison report to Gregg Rippy about the Project Team, and for Gregg to report directly to the Board.

Annette said that she agrees and supports the recommendation. She asked if there was any representation of business users on the project team.

Gregg Rippy said that there was interaction with OEDIT, small business groups and NFIB during the feasibility study. Right now, the team is focusing on requirements gathering. The next step will be to engage those other business groups.

Bill Hobbs said that he was comparing with what he remembered from the Business Portal sub committee. He remembers the first step to be the Charter, which was the high-end picture. Second, was the project plan of who, what, where, etc. And third was the deliverable in the evolution of this. At the time, the expectation was that the affected agencies would make sure that they had a representative for the Project Team. Because of the way it would evolve in more detailed steps, the Project Team would need some more guided steps. Seems a little different from what he thought. It might be the right flow to do as long as the Project Team is not left with too much disconnection and to make sure they have the same vision as started.

Kent Glassman said that he wants to make sure that when the recommendation comes in the fall, it is on track. The Board can go through Dan's reports, and Gregg will report to the Board. If more dialogue is needed, the Board can pursue it.

Gerald Marroney said that it is not prohibiting the Board from reading the report and making comments to the group, he just believes that the report should be properly given to Dan and Gregg.

Bob Feingold said that he had not seen any Project Team reports thus far.

Gregg Rippy said that he sent the minutes to Kent Glassman last week. This discussion was a result of that email and therefore did not get sent to the rest of the Business Portal sub committee members.

Kent Glassman said that he received minutes and he is not going to read Project Team minutes. He would read an executive report.

Gregg Rippy said that the email included one summary, three minutes, and the adopted charter.

Bill Hobbs asked when the next decision of the board is.

Dan said that when they would show the deliverables, with three options.

### **III. New Business**

#### **A. Executive Directors Update – Gregg Rippy**

Dan Morrison gave a Payment Processing presentation to OIT and the Treasurers Office. The credit card industry has new standards coming out that could potentially make it difficult for some state agencies to comply with. The Portal can be in compliance. This is a great opportunity to increase payment engine action.

#### *Eligible Government Entity Agreements (EGEs)*

Boulder County EGE will be signed next week. SIPA is talking to the Town of Lyons, Town of Ward, Elbert County, and Town of Sheridan.

#### *Conferences*

Gregg Rippy and Mike Locatis are going to present at the spring CCI conference. Gregg will talk about the local government activity and Mike will talk about the consolidation effort. Gregg is also presenting at the Governing Conference in Seattle about financing IT initiatives. There is no impact on the SIPA Budget for these events.

#### *Portal Presentation*

A presentation that any board member could use will soon be available. There will be one presentation for the general public with more marketing pieces and another for the decision makers asking for participation.

#### **Discussion:**

Bob Feingold asked if Gregg would be speaking at the CIMA conference.

Gregg said that he is not speaking, but himself, Dan Morrison, and Kathy Gappinger will be attending. We are hopeful that they will be able to present in the fall.

Mike Locatis said that he has a slot at the upcoming conference and would like to include SIPA.

#### **B. General Manager's Report – Dan Morrison**

March was very busy for CI. They completed 7 interactive applications (Search and Rescue Card Payment Engine, Agriculture Payment Portal, Tax Exempt Property Filing, MIIDB Special Reports, Driver Monitoring Service, Colorado Long-Term Care Partnership, and Occupational Industry Licensing Database). Users can now acquire a search and rescue card, through DOLA for \$3. If the user is trapped skiing or on a hike, the search and rescue team costs are covered with the purchase of this card. Fishing and hunting uses a separate card. Driver Monitoring is a big accomplishment and is great for the vendors too. Seven CMS sites launched in March (Colorado Department of Public Safety – ID Theft, CI – Training Resources, Homeland Security – Grant Program, DOR – Liquor, DOR – Racing, DORA – Banking, DORA – Executive Director's Office).

CI spent a lot of effort getting that ready for April 15th. There is a plan to have two customer service people and two technical staff on call during the late hours leading up to that date. Dan Morrison demoed the HI portal to CDLE. He also gave a Payment Processing presentation to OIT and Treasury and a Self funded model & Business Processes presentation to Board members.

Expenses and revenue remain very stable and the Portal continues to diversify the portfolio of revenue generating applications.

#### **Discussion:**

Senator May asked how CI gets information about fee changes that come out of the legislature.

Dan Morrison said that they depend entirely on the agencies to tell them.

Gregg Rippy said that it can be changed immediately and CI can verify that the next transaction is different than a previous amount.

Senator May asked if there has been a plan to reach out to other agencies for the CMS and feedback from those that have been trained.

Don Mares said that he could get a presentation at a cabinet meeting with the Governor present.

Gregg Rippy said that some of the hold back is with agency resources and that is what Chris Smith's role is for. Gregg also believes that once agencies see the new redesign of the Portal, it will encourage agencies to want to use FatWire for that same look and feel.

Senator May asked what the plan is to get more EGEs with all agencies. He suggested that it become mandated through OIT.

Gregg Rippy said that he has had that discussion with Mike Locatis and John Conley for it to be a requirement. That does not mean that those EGEs will have projects.

Don Mares said that it is important that they do not make agencies feel that they *have* to work with Portal. This is exciting and agencies should feel excited too.

### **C. Other Business/Discussion**

Bob Feingold said that he has asked Cathilea Robinett, with The Center for Digital Government to give a report on the website with the Best of the Web criteria. She can come for the June meeting and request for flight and hotel expenses to be paid for.

**MOTION:** To approve for expenses for Cathilea Robinett, Center for Digital Government, to come to the June 5<sup>th</sup> Board meeting – Approve unanimously

1<sup>st</sup> – Gerald Marroney

2<sup>nd</sup> – Don Marostica

*Approved unanimously*

ACTION ITEM: Plan travel arrangements for Cathilea Robinett – Kathy Gappinger

### **IV. Agenda Items for Next Meeting**

None specified

**Next meeting is scheduled for:**

Thursday, June 5<sup>th</sup>, 2008

1:30 p.m. – 4:00 p.m.

Secretary of State's Office

1700 Broadway

Blue Spruce Conference Room

Denver, CO 80290

### **V. Adjournment 3:30pm**

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Transcribed by: Kathy Gappinger