



**DIGITAL  
WEB  
SERVICES  
NETWORK**

# July Conference Survey Results



# Survey Information

- Survey Period: Monday, August 27 – Friday, September 7
- Survey engine: SurveyMonkey
- Audience: DWSN distribution list
- Total # of questions: 10
- Total responses: 16



# Survey Questions

1. When considering innovation within State government, what specific topics are you interested in discussing at future DWSN conferences?
2. Do you have legacy systems that your organization needs to consider while innovating? If yes, what type of legacy systems and what specifically would you like to discuss related to innovation?
3. When considering Artificial Intelligence (AI) within State government, what specific topics are you interested in discussing at future DWSN conferences? (e.g. chat bots).
4. When considering crowdsourcing within State government, what specific topics are you interested in discussing at future DWSN conferences?
5. When considering e-commerce within State government, what specific topics are you interested in discussing at future DWSN conferences?
6. Do you have topics or questions related to AB 434 or accessibility that you are interested in discussing? If yes, specify what you would like to discuss related to AB 434 or accessibility.
7. When considering vendor presentations, what specific topics are you interested in discussing at future DWSN conferences?
8. What did you like the most about the event?
9. What did you like the least about the event?
10. How do you think this event could have been improved?



# Q1: When considering innovation within State government, what specific topics are you interested in discussing at future DWSN conferences?

- Different implementations of the state template. Primers on front-end technologies.
- Any updates on the engagements the Innovation team is working on.
- How best to leverage open source. How to best utilize technology to create the best constituent experience.
- Business analyst and Test analyst topics, best practices for testing all types
- Marklogic, nodejs, wordpress, sharepoint
- Interactive media / communications best practices
- Ways to check for web accessibility, do an accessibility assessment, discuss agency projects where agencies upgraded their site to the new template, lessons learned, technology used, costs, etc.
- IT Project Management, Business Analysis, collaboration toolsets, Project Lessons Learned
- I'm a webmaster, so innovations regarding the future of the website platform, new WordPress plug-ins, and those being researched, would be interesting. Also helpful web tools: web accessibility compliance and compliance tools, good web checker tools, etc. Info about upcoming website-related conferences to help keep webmasters up-to-date on web technologies, tools, trainings, strategies, and such.



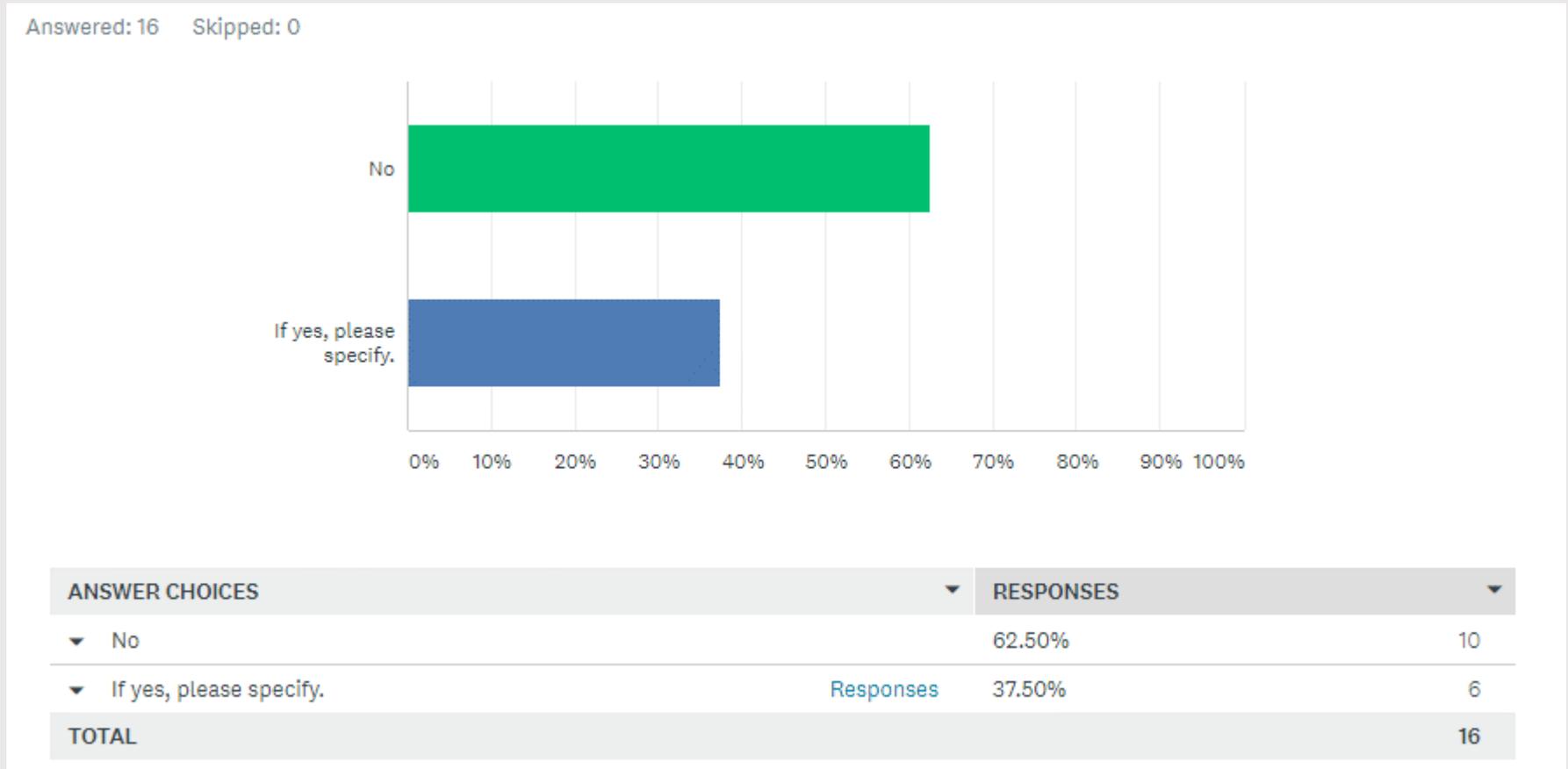
# Q1:When considering innovation within State government, what specific topics are you interested in discussing at future DWSN conferences? continued

- Human-centered design and data-driven decision-making.
- Modern yet fundamental .NET technologies, open source projects within the state (where may state employees work on the same project), modern database technologies such as MongoDB
- Web content retention periods, concept of the web as an archive, the website is not your filing cabinet
- Currently more interested in improvement than innovation. \* Project success (and failure) stories for web site/app/CMS. What was the problem, how was it solved, what worked, what didn't, budget, staff, vendor, requirements gathering, timeline, project management. \* How are departments tackling accessibility? What are the biggest issues with current web content? How are they solving those problems? Accessibility testing tools. \* Practical tools and processes. Departmental experience with CMS, WebDev environments, source code management software, documentation tools and processes, etc. and/or CalTech recommendations for those tools. \* Roadmap for the State template. \* Roadmap for improving State technology procurement. \* Tech overviews and trends in webdev. Maybe not cutting edge, but processes/tools that can improve developer, business or stakeholder outcomes.
- Creating Word and PDF forms are difficult to make accessible. What are other agencies doing? Is Adobe Experience Manager (Forms) being used by other Agencies? If so, is it working well?
- Response and ADA compliance website with highest security features
- mobile friendly websites that still work on PCs instead of looking like just a series of pictures and titles.



# Q2: Do you have legacy systems that your organization needs to consider while innovating? If yes, what type of legacy systems and what specifically would you like to discuss related to innovation?

- No : 10
- Yes : 6





### **Q3: When considering Artificial Intelligence (AI) within State government, what specific topics are you interested in discussing at future DWSN conferences? (e.g. chat bots).**

- I'm not sure what AI could provide us, so I would be interested in a presentation of different applications of AI.
- Any -- the state is slow on the uptake in this area compared to discussions outside the state
- Utilizing Machine Learning and AI to so that you do not need to rely on Data Scientists. .ie Metric Data, Logs, threat detection, even predictive analytics.
- How the state would employ AI to streamline our work without losing our positions. how it would be used? benefits to state government? how would ODI participate?
- Some services with extremely high call volumes should consider using Chat Bots to offer customers a way to get services when all staff are busy.
- Chat bots sound interesting. anything else to automate web services & tools?
- None in particular.
- Chat bots (for customer service and helpdesk), financial auditing
- Not terribly interested. There is little reasonable, near term practical application that pencils out in terms of cost/benefit. It's a talking point and/or a tech demo and not something we can actually use in the near future.
- How other agencies are using AI.
- Live web forums across the states to exchange information on IT related. Board wide accessibility website for all audiences, including people with assistive devices.
- AI is not something we expect to implement



## Q4: When considering crowdsourcing within State government, what specific topics are you interested in discussing at future DWSN conferences?

- How to use existing crowdsourced applications.
- How it would be used? benefits to state government? how would ODI participate?
- SurveyMonkey and similar
- Accessibility form, accessibility page, accessibility checkers
- Ideas for state-built apps that solve statewide problems or bring efficiencies to statewide processes. Think CPRA.
- Opportunities for crowdsourcing. Not currently aware of any.
- Pitfalls of crowdsourced design.
- Using open source projects, open source project consisting of state employees from different departments
- I would be interested in hearing about tools and techniques to collect, compile and analyze feedback from stakeholders. If there is some scenario where decision making has been successfully crowdsourced, I'd be interested in hearing about it.
- What other agencies might be using for web accessibility (e.g., <https://youdescribe.org/>)
- To ensure the efficiency of State Government on utilizing IT resources, It's about time for Knowledge sharing and code sharing. It's too costly for the state government to spend a lot of money on any State projects by hiring Consultants. What's happened if State no longer has money to pay CONSULTANTS? Who are going to continue maintaining State IT projects?
- Examples of how it might be used would be interesting



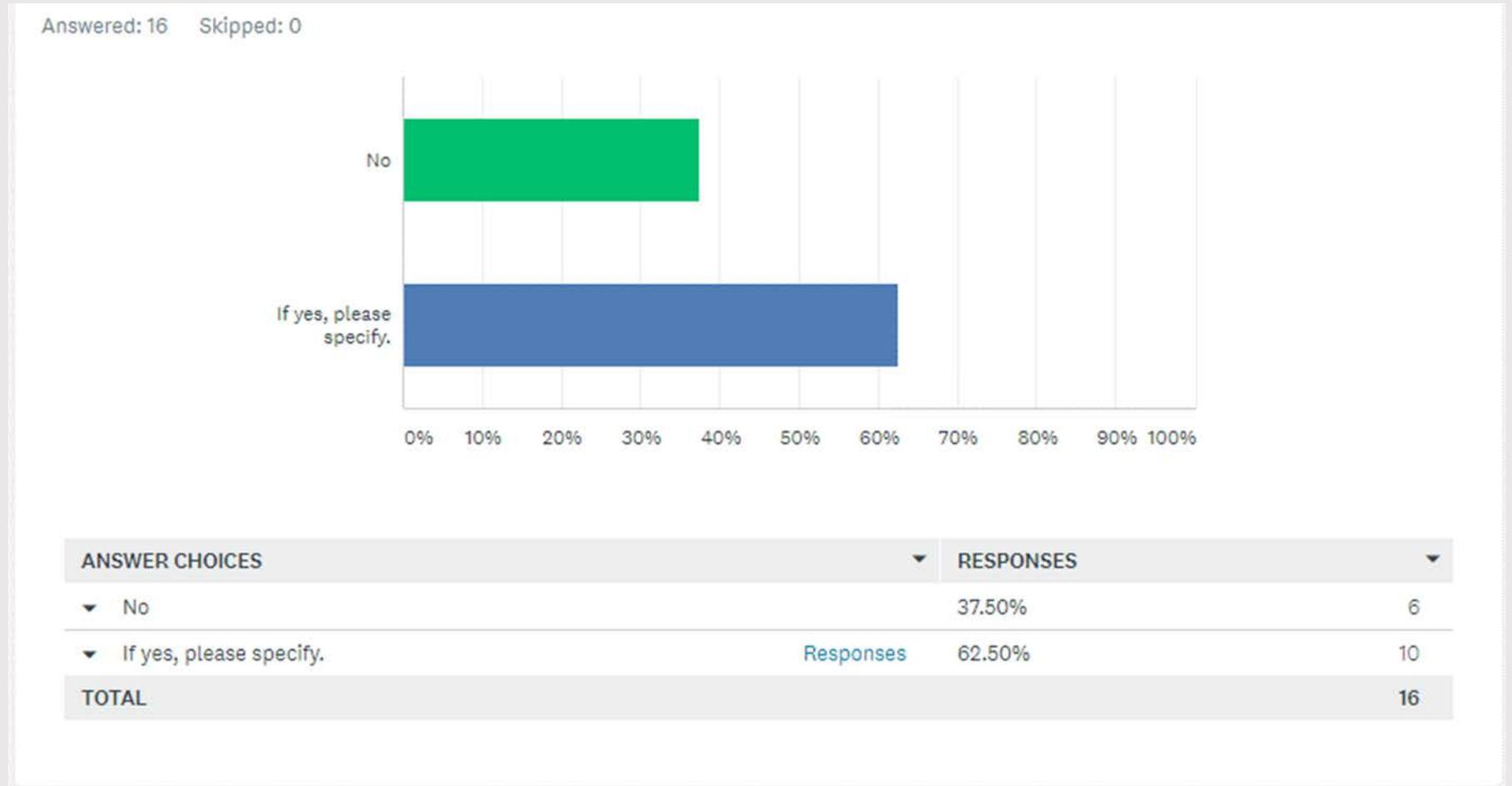
## Q5: When considering e-commerce within State government, what specific topics are you interested in discussing at future DWSN conferences?

- It sure would be a benefit to be able to reserve a campsite, purchase a parks pass, and buy a fishing or hunting license all at the same time in the same transaction.
- How it would be used? benefits to state government? how would ODI participate?
- Platforms agencies are using for e-Commerce, best practices, module integration with a website?
- I should be able to pay any state fee online, and I should be able to use any form of electronic payment available to me.
- If CDT has e-commerce offerings now, I am not aware of them, so informing DWSN users of e-commerce options might be helpful. Our department does not sell products, but accepts payments for filing fees, consent orders and stipulations, etc. The payment tool we have is old, and newer, better, e-commerce tools might be available.
- Automated billing.
- Formal standards and methods, ca.gov wide.
- How departments tackle PCI compliance, or whether they tend to outsource payment to a third party. How do small departments handle this?
- What other agencies are using for e-commerce.
- IT Policy and rule making guidelines to utilize e-commerce within State Government resources.
- A platform we could plug into without implementing e-commerce on our own website



# Q6: Do you have topics or questions related to AB 434 or accessibility that you are interested in discussing? If yes, specify what you would like to discuss related to AB 434 or accessibility

- No : 6
- Yes : 10





## Q7: When considering vendor presentations, what specific topics are you interested in discussing at future DWSN conferences?

- Enterprise solutions
- I am a vendor, so we are a search and data analytics company. We can provide industry expertise on Open Source, Search and Data Analytics, (elasticsearch) and advanced threat analytics using Machine Learning.
- Accessibility testing
- 10up, marklogic, google
- Survey tools, discussion boards, calendars, file sharing tools which integrate into CMS. Anyone using DNN and what modules do they use on the site, experiences/lessons learned/best practices.
- State template upgrades, reorganizing website IA, user experience strategies. Not just the policies and principles, but actual examples and scenarios.
- Collaboration tools, Microsoft
- WordPress APIs/Plug-ins created by vendors that are innovative and possible to use by the State. Other web vendors used and recommended by other State departments.



## **Q7: When considering vendor presentations, what specific topics are you interested in discussing at future DWSN conferences? continued**

- Ones that are deeply technical, not a superficial sales pitch. Microsoft technology-centric
- Cloud migration of legacy apps.
- Practical tech demos or case studies. CMS, application development tools, Javascript libraries, reporting tools, Intranet tools, source code management tools, data manipulation and data dashboard tools, accessibility testing tools.
- Creating accessible forms (e.g. PDF or Adobe Experience Manager Forms) Also, we have a home grown website content management system. What content management systems are other agencies using to manage content contributors and create clean, accessible, easy to manage content?
- Cost effective IT products with the highest quality outcomes to save State Government money. That way, we don't need to increase TAXES.
- Examples of restructured websites



## Q8: What did you like the most about the event?

- Good variety of topics
- Relaxed environment, discussing how to best create action in government to benefit the state and constituents.
- Very informative
- Collaboration, hearing the latest news on state web/digital innovation.
- Hearing from others; their issues, concerns, and successes.
- Openness to feedback.
- The variety of departments represented. Availability of leaders to respond one-on-one after the event.
- Did not attend
- Missed the last event, and haven't had a chance to watch yet.
- Networking and learning from others experiences.
- Never attend the event.
- Hearing what other agencies are doing



## Q9: What did you like the least about the event?

- Technical issues
- The space was too cramped.
- Nothing that I can think of.
- there were no tables
- The seating arrangement
- Some of the presentations went over my head (not related to my work, too technical for me), but I understand this will always be the case, for most. I'm okay with that.
- I don't like the logo
- did not attend
- See question 8.
- It would be nice to have some of the meetings in downtown, Sacramento.
- Never attend the event
- Driving out to Rancho



## Q10: How do you think this event could have been improved?

- Have an agenda a few days before the event.
- Bigger space
- Consistently coming up with relevant topics and continuously showing to act on ideas and be able to implement otherwise the value will begin to erode.
- Tables would be nice
- See question 9
- For me, more topics related to state websites (internal and external). Our department is currently struggling with which platform to use for an intranet site. I'm just thinking about this now, but mentioning upcoming training classes and opportunities would be wonderful. I'm kind of in a silo and don't hear about such things.
- The audience in attendance had no idea who or how many people were involved with the event online. Maybe provide a list of attendees, or a Slack channel, or something so members could interact with each other.
- Did not attend
- See question 8. In general, I've been happy with the events and see them as a significant help.
- Maybe have break out user groups. For instance, while I like hearing about other related ICT topics, I'm mostly interested in web and web accessibility. Thank you.
- Never attend the event.
- I thought it was pretty great!



End