DIGITAL WEB SERVICES NETWORK

Bringing together digital product managers, designers, and engineers.

cdt.ca.gov/dwsn

DWSN Quarterly Forum

Thursday, July 20, 2023

California Department of Technology
STRATEGY INNOVATION DELIVERY

CA.GOV

Digital Web Services Network

- Welcome to the DWSN forum, we will begin shortly.
- For the best experience, please use your computer to join the meeting.
- Mute your audio.
- Turn off your video.
- Use the raise hand button or the meeting chat for comments and questions.

DWSN Forum Agenda

Opening Remarks…….…… Koji Kumpulainien (3 minutes)

Using Figma for Design Documentation……Kelly Diaz (15 minutes)

Data-Driven Decision……..……Joseph Ledoux/Shawn Brouwer (15 minutes)

Analytics…….…….....Linda Tracy (5 minutes)

State Web Template V6 …… Art Khomishen/Christina Florente/Carter Medlin (20 minutes)

Accessibility ……...Greg Duncan (5 minutes)

Automatic Speech-to-Text in Citizen-facing Apps…..…Selvarani Janarthanan/Vikram Verma (10 minutes)

Suggested Future Topics / Closing Remarks……. Koji Kumpulainien (2 minutes)

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Opening Remarks

Koji Kumpulainien
State Web Services Manager
California Department of Technology

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CalPERS using Figma for Design Documentation

Kelly Diaz
Principal UX Designer
California Public Employees' Retirement System

Using Figma for Design Documentation

Kelly Diaz, Principal UX Designer

California Public Employees' Retirement System (CalPERS)

CalPERS

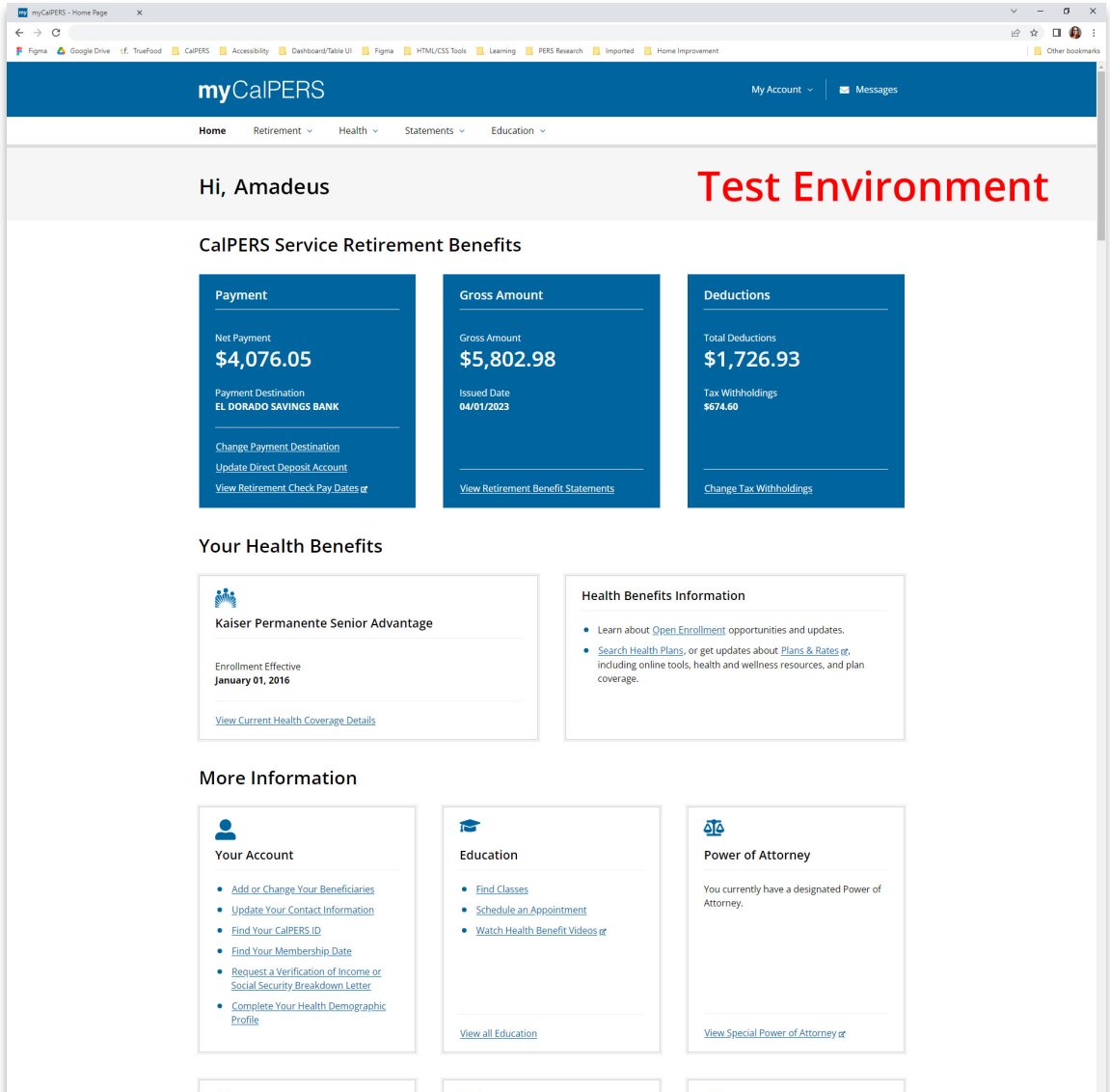
Introduction 👋

- About Member Self-Service (MSS)
- A Brief History of MSS Design Documentation
- Balsamiq to Figma
  - Design documentation for MSS is unique.
- Successes and Challenges with Figma
- Questions

About Member Self-Service (MSS)

About Member Self-Service (MSS) 💻

- Application that active and retired public employees of California use to manage retirement and health benefits
- Built on myCalPERS database
- myCalPERS powers three user interfaces (UIs) - internal, external, and employers
- UX supports the external, public-facing UI, MSS
- Transactional website



A Brief History of MSS Design Documentation

AutoSave Off

Search (Alt+Q)

Diaz, Kelly

File Home Insert Design Transitions Animations Slide Show Record Review View Help

Record Share

Normal Outline View Slide Sorter Notes Page Reading View — Presentation Views

Slide Master Handout Master Notes Master — Master Views

Ruler Gridlines Guides Notes — Show

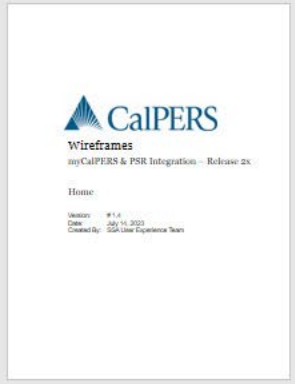
Zoom Fit to Window — Zoom

Color Grayscale Black and White — Color/Grayscale

New Window Arrange All Cascade Move Split Switch Windows — Window

Macros — Macros

1



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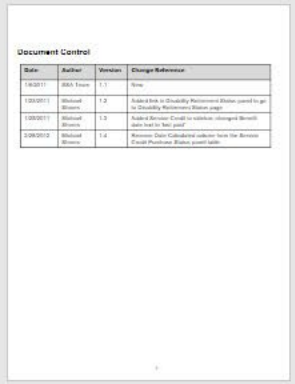


3

Home – Active

Skip to: Content | Footer

Welcome Josh | Site Map | CalPERS On-Line | Log Out

my|CalPERS

Home | Accounts | Benefit Estimate | Health | Learning Center | Profile

Message Center 4

Send a Message

Publications

Change Password

Security Settings

Health Open Enrollment

October 17th – November 24th

Learn More

1 of 4

Welcome (maintain content portlet)

This can be used ocassionally as needed for content. Welcome to my|CalPERS, which has been enhanced to provide you with even more online services. my|CalPERS now gives you control of your total benefits picture in one place, so that you can easily view, manage, and make decisions concerning your finances, health, and retirement.

Important Announcements

- Annual Member Statements have been sent.
- It's that time of year again! Don't forget to sign up or make changes to your health enrollment.
- Another message for the participant.

Service Credit Purchase Status

We are currently processing Service Credit Purchase requests through December 2011.

My Contributions
last reported 11/03/2010

Total Balance
$47,345.27

Total Contributions
$43,652.83

Total Interest
$3,692.44

view more

Service Credit

22.352 years

view more

Health

Enrolled

view more

CalPERS Market Value

$ 220.2 billio

Reflects marke
of close on 11/

Connect wit

Click to add notes

Slide 5 of 10 Accessibility: Investigate

Notes 140%

Type here to search

Flow: Active Page Name: Home Module: Home Page

my|CalPERS

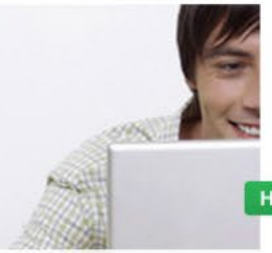
Logged in as Bodie | Contact Us | Log Out

2 New Messages

Home | Retirement | Health | Education Resources | Profile | Message Center

Educate yourself for today and tomorrow.

Visit the CalPERS Education Center »



G2,3,4

1 2 3 4

G1 L1

G6 L13 C9

2011 AMS

Annual Member Statement
Your 2011 Statement is Available

H2 CalPERS Market Value

S1 $220.2 billion

S2 As of 3/22/2012

H2 <program type> Account Summary last reported 11/03/2010 C1 S2

L3 Total Balance

$47,345.27

Contributions $43,652.83

Interest $3,692.44

L4 Total Service Credit

22.352 years S3

Your Current Membership
Local Safety S3

L5 Time to Earliest Retirement

18.34 years

Your Retirement Formula
2% at 50

Time to Earliest Retirement should account for minimum vesting (ex: 47 year old new hire must wait to 52). Count shows '0' after **Time to Earliest Retirement** has been reached.

S4 L10 Health Enrollment

G5

Your are enrolled in <health plan name> effective June 1, 2002.

C3

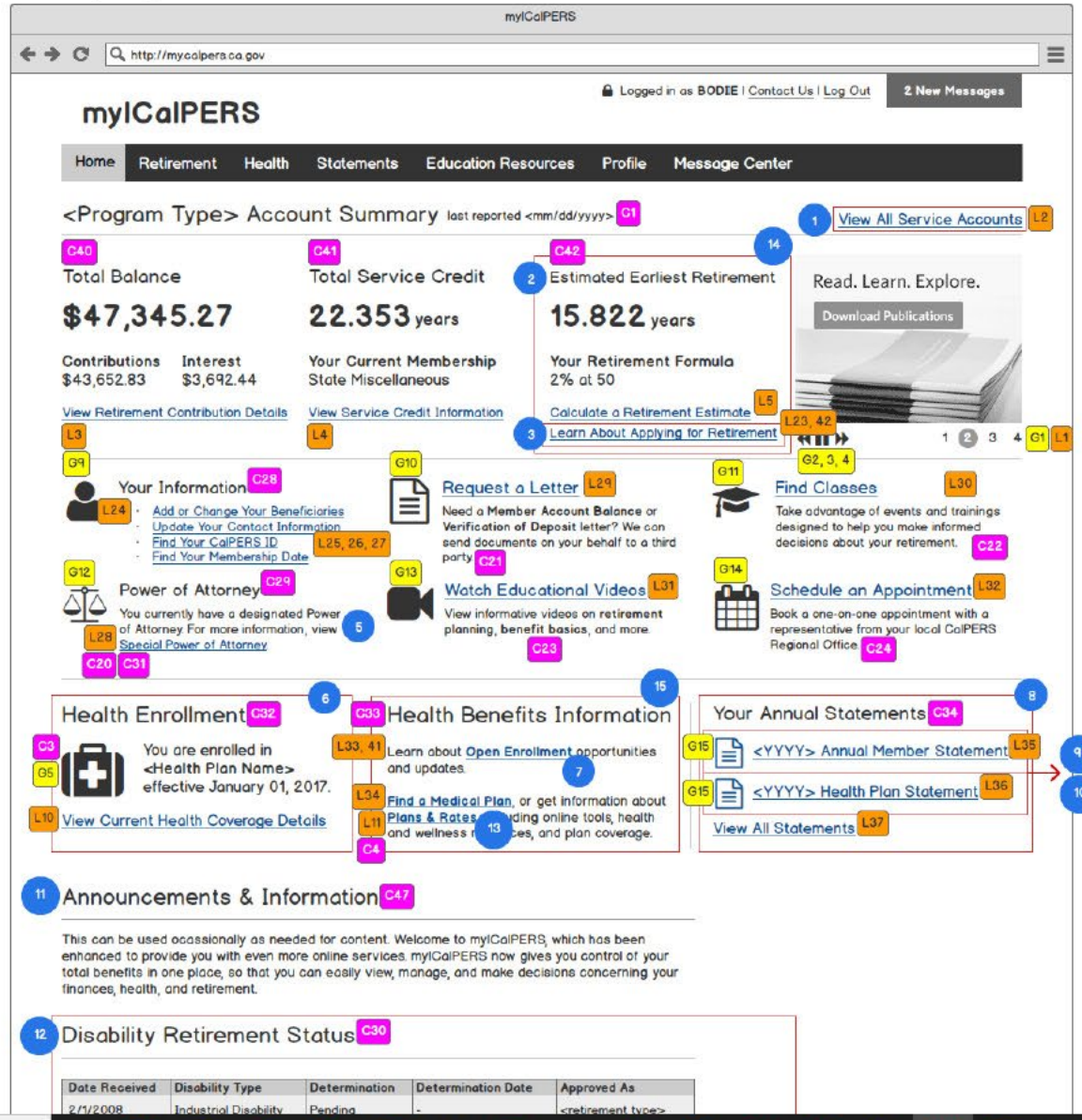
Your Health is Important Qt?

Learn more about our Plans & Rates, including online tools, health and wellness information, and plan coverage.

C4 L11

H2 Public Affairs Content

This can be used ocassionally as needed for content. Welcome to my|CalPERS, which has been



1. Display **View All Service Accounts** link for **Multiple Program Active users**.

2. **Time to Earliest Retirement** should account for minimum vesting (ex. 47 year old new hire must wait to 52). Count shows '0' after **Time to Earliest Retirement** has been reached.

3. Link dynamically displays when user is within one year of earliest retirement date, and when user reaches earliest retirement date. See Content Document for reference.

4. Link dynamic based on whether user has Beneficiary on file or not. See Content Document for reference.

5. Content is dynamic based on whether user has POA on file or not. See Content Document for reference.

6. Display if user is health subscriber.

7. Open Enrollment link URL is dynamic based on if user is a health subscriber, or not. See content document for reference.

8. **Your Annual Statements** - order list of statements by most recent. Hide entire portlet if no statements to display.

9. Display most current Annual Member Statement if statement exists.

10. Display most current Health Plan Statement if user is health subscriber and statement exists.

11. This section is the Welcome portlet text as controlled by PAOF via ToolBox.

12. **Disability Retirement Status** only displays for members with DRS applications in progress.

13. Plans & Rates link URL is dynamic based on if user is a active or retiree. See content document for reference.

14. Do not display Estimated Earliest Retirement portlet if earliest retirement date can not be calculated.

15. Health Benefits Information portlet displays for members who are health enrolled in health eligible.

Navigation

Search document

Headings Pages Results

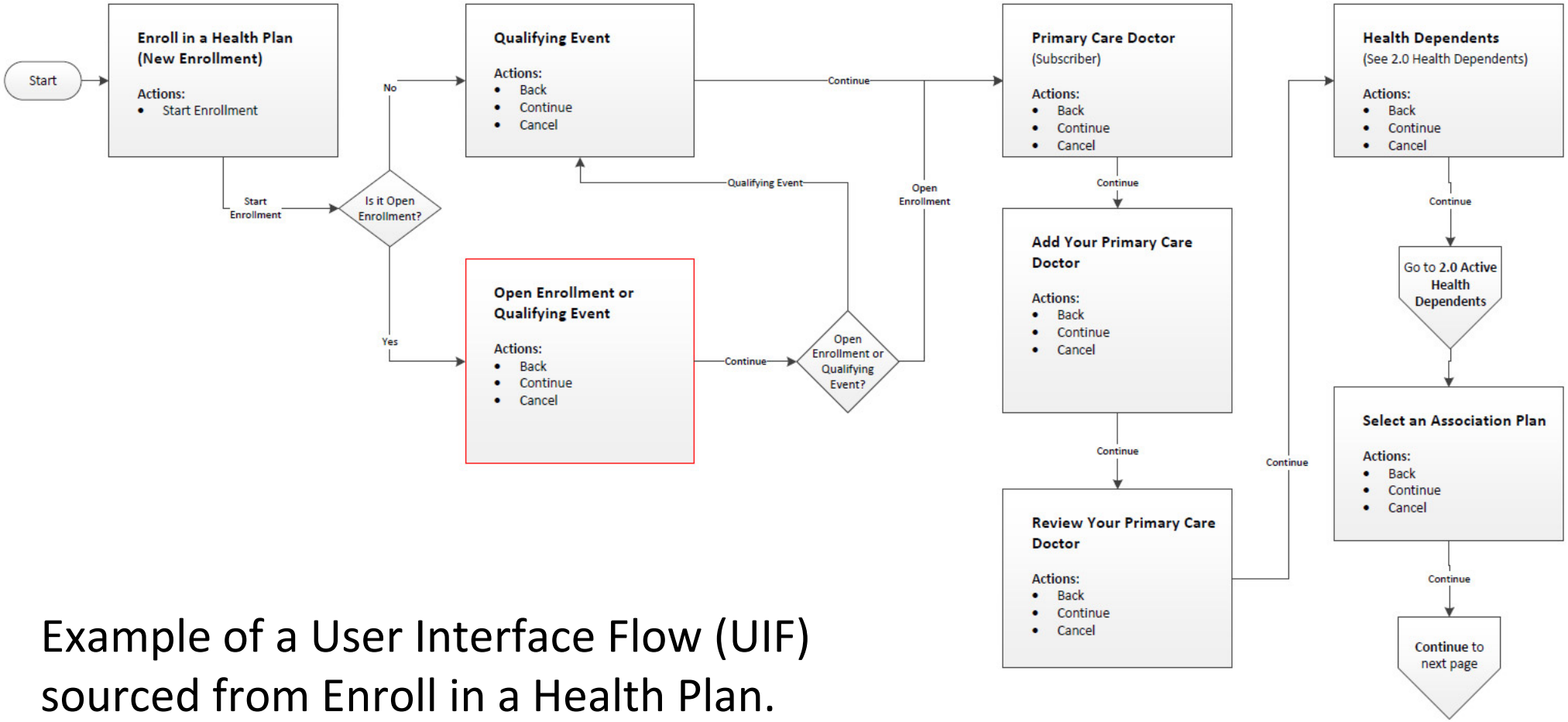
Version Control
Content
Quick Tips
Notifications (Alert, Error or Success)
Links
Screen Reader Only
Table Captions
Banner Ad
Additional Notes

Content

Tag #	Style	Page Name/ Flow Number	Content	Notes
C1	Body	Home	Last reported <date>	
C2	H3	Home	Pay Your Invoices	
C3	Body	Home	You can make one-time payments for the following: • Benefit Overpayment • Complementary Annuitant Premium Program (CAPP) Prepaid Health • JRS II Prepaid Account • Medicare Overpayment • Retroactive Health Premium • Service Credit Purchase	
C4	Body	Home	Enroll in a health plan to begin your health benefits coverage. Learn about Open Enrollment opportunities and updates. Search Health Plans or get information about Plans & Rates, including online tools, health and wellness resources, and plan coverage.	L68 = Enroll in a health plan L33, L41 = Open Enrollment L34 = Search Health Plans L11 = Plans & Rates Displays for members who are health enrolled or health eligible.
C5	H2	Home	Your Health Benefits	
C6	H2	Home (Active)	<Program Type> Account Summary	<Program Type> is dynamic.
C7	Body, Big Number	Home (active with zero years left to retire)	Your Estimated Unmodified Allowance **$<X,XXX.XX>**	
C8	H2	Home (Active, Inactive, Retired)	Working After Retirement	Figcaption; Dynamically display if we have user's retirement formula.
C9	Figcaption	Home (Active, Inactive,	Normal Retirement Age	Paragraph w/ quick tip link. See Q1. Dynamically display if we have user's

Primary Flow 1.0 – Active member enrolls in a health plan (1 of 2).

Note: Cancel triggers Cancel Modal and sends user back to **Enroll in a Health Plan**.



Example of a User Interface Flow (UIF) sourced from Enroll in a Health Plan.

Balsamiq to Figma

Balsamiq to Figma (1 of 3) 🏁

- In 2021, CalPERS IT leadership decided to sunset Balsamiq in favor of Figma for prototyping and wireframing
- UX design team took this transition as an opportunity to make our design documentation more efficient
  - Needed to find a way to combine wireframes, content documents, and user interface flows into one source
  - Needed Figma to help us improve our efficiency and speed in delivering design documentation

Balsamiq to Figma (2 of 3) 🏁

Over the course of a year, the UX team:

- Collaborated as a team on how to improve efficiency at creating design documentation
- Interviewed other IT team members (business analysts, accessibility analysts, developers, system testers) and stakeholders
  - How do others use our design documentation? What can we keep doing? What can we stop doing?
- Researched best component library practices
  - How do we create an organized library? Which components do we need to build? How can we make our library flexible enough to remove, add, or push updates to existing components?

Balsamiq to Figma (3 of 3) 🏁

Over the course of a year, the UX team:

- Informed IT leadership of upcoming transition from Basalmiq to Figma
  - Transition would be impacting other IT team members, not just UX
- Gave presentations to IT team members on Figma on the upcoming transition
- Built a full component library and reusable templates
- Socialized Figma with a small IT team on a focused pilot project
  - Gained enough feedback from focused IT team to identify gaps in adopting Figma
    - What worked well? What didn't work well?
  - Gained enough information to start drafting and implementing Figma processes and procedures to fold into design process

03_Homepage
myCalPERS Modules / 03_Homepage
Share
50%
Layers
Assets
11.1 UPDATED Active ...
Pages
START HERE: How to Use This Wireframe
Change Summary
11.1 UPDATED Active Views
11.1 UPDATED Inactive
11.1 UPDATED Retired Views
Promo Card
New Experience Slider
Active Views
11.1 Update Tags
UX Tags
Dynamic Callouts
Dynamic Note Boxes
Links Note Boxes
Cards & Views - PERS
Home Page Card
PERS, Active
JLRS, Active
Health Only, Active
Terminated
Wireframe Information - PERS
Wireframe Information - JLRS
Wireframe Information - Health Only
Wireframe Information - Terminated
PERS, Active
myCalPERS
My Account
Messages
Home
Retirement
Health
Statements
Education
Hi, <First Name>
Your <mailing/physical> address is undeliverable.
Contact your employer to update your address.
Your email address is undeliverable.
Update your email.
We Need Some Information from You
Send us a message so we can determine your CalPERS retirement formula and normal retirement age.
We don't have a mailing address on your account.
Contact your employer to add your address.
You have a submitted retirement application.
You can track your application status on Apply for Retirement.
H2 - <Program Type> Account Summary
Last reported <mm/dd/yyyy>
H3 - Retirement
Estimated Earliest Retirement
15.822 years
Your Retirement Formula
2% at 50
Calculate a Retirement Estimate
Apply for Retirement
H3- Service Credit
Total Service Credit
22.353 years
Your Current Membership
Status Miscellaneous
View Service Credit by Fiscal Year
Make a Service Credit Purchase
H3 - Balance
Total Balance
$47,345.27
Contributions
$43,652.83
Interest
$3,692.44
View Your Retirement Summary
View Your Retirement Summary to see all service accounts.
Your Health Benefits
H3 - <Health Plan Name>
Enrollment Effective
<mm/dd/yyyy>
View Current Health Coverage Details
H3 - Health Benefits Information
Enroll in a health plan to begin your health benefits coverage.
Learn about Open Enrollment opportunities and updates.
Search Health Plans or get information about Plans & Rates including online tools, health and wellness resources, and plan coverage.
See Health Vesting for details on how much your employer may pay toward your retiree health premiums.
More Information
Power of Attorney
Home Page Card
H3 - Retirement
Your Estimated Unmodified Allowance
$<X,XXX.XX>
Estimated Earliest Retirement
0.00 years
Your Retirement Formula
2% at 50
Calculate a Retirement Estimate
Apply for Retirement
Links
L1 Update your email. URL: Links to Change Your Email page (in Contact Information).
L2 Send us a Message URL: Link goes to MSS Send Us a Message page.
L3 Apply for Retirement URL: Links to Apply for Retirement landing page.
L4 Calculate a Retirement Estimate URL: Links to MSS Retirement Estimate Calculator.
L5 View Service Credit by Fiscal Year URL: Link to Service Credit by Fiscal Year
L6 Make a Service Credit Purchase URL: Goes to Service Credit Purchase module
Links
L13 Health Vesting URL: Go to Health Vesting module
L14 Add or Change Your Beneficiaries URL: Links to Beneficiaries page.
L15 Update Your Contact Information URL: Links to Contact Information page.
L16 Find Your CalPERS ID URL: Links to Profile page.
L17 Find Your Membership Date URL: Links to Profile page.
L18 Request a Member Account Balance or Verification of
Dynamic
D1 Display if mailing address is missing.
D2 Display for users with an undeliverable email address. Triggered when email flagged as undeliverable by EMMA three times.
D3 Generic "Working After Retirement" content
Dynamically display if user does not has a retirement formula on file (very rare scenario; ex: 2-3 per year).
Pull age variable from SPS68, Normal Retirement Age
Pull formula variable from SPS68, Normal Retirement Age Formula (short)
Exclude Non-members from seeing the alert message.
D4 Display if the user submitted a retirement application, and New Annuitant Closeout (NAC) hasn't run.
Display for SR, DR, IDR for PERS.
D5 Do not display Estimated Earliest Retirement portlet if earliest retirement date CAN NOT be calculated.
D6 Display for Active
D7 Display for Active with 0 years remaining until their retirement when they log on, then display Estimated Unmodified Allowance in big numbers.
D8 If Unmodified Allowance cannot be calculated, DO NOT display. Revert back to the original design.
D9 "Time to Earliest Retirement" should account for minimum vesting (ex. 47 year old new hire must wait to 52).
Count shows '0' after "Time to Earliest Retirement" has been reached.
D10 For minimum age or service eligibility requirements see SPS70.
D11 Display if service credit by fiscal year is available to user and not hidden.
D12 Default display.
D13 Display for Multiple Program Active users
D14 Display for active members eligible to enroll in CalPERS health benefits.
Note: This link will NOT appear if a member is already enrolled in health benefits.)
D15 Display if user is health subscriber.
D16 Open Enrollment link URL is dynamic based on if user is a health subscriber, or not. See content document for reference.
Design
Prototype
Page
E5E5E5
100%
Local variables
Local styles
Export
Plugin
Check for spelling mistakes.
Type here to search
9:13 AM
7/14/2023

Design documentation for MSS is unique. (1 of 2)

Member Self-Service is an application that requires extensive documentation compared to a straightforward website or mobile app.

We document:

- Dynamic behavior for if/then/else and Boolean logic
  - If user is enrolled in health, then display <this>, else <that>
  - If user applied for retirement benefits = true, display <this>
- Views for different audiences (active members vs. retirees, state vs. public agency)
- Links (label, URL, screen reader only [SRO] content)
- Accessibility rules (table captions, alt text for images, SRO content)
- Specifications (grid column widths, responsive behaviors, specific CSS styles)

Design documentation for MSS is unique. (2 of 2)

Member Self Service is an application that requires extensive documentation compared to a straightforward website or mobile app.

We use real content instead of FPO (For Placement Only) text, or lorem ipsum.

- Other IT team members, business areas, and stakeholders, have an easier time interpreting our designs with real content.
- We have existing publications from our business areas and the Office of Public Affairs that we leverage for content.
- It gives us the opportunity to implement plain language practices and improve the scannability and readability of content for the web.

Figma Demo

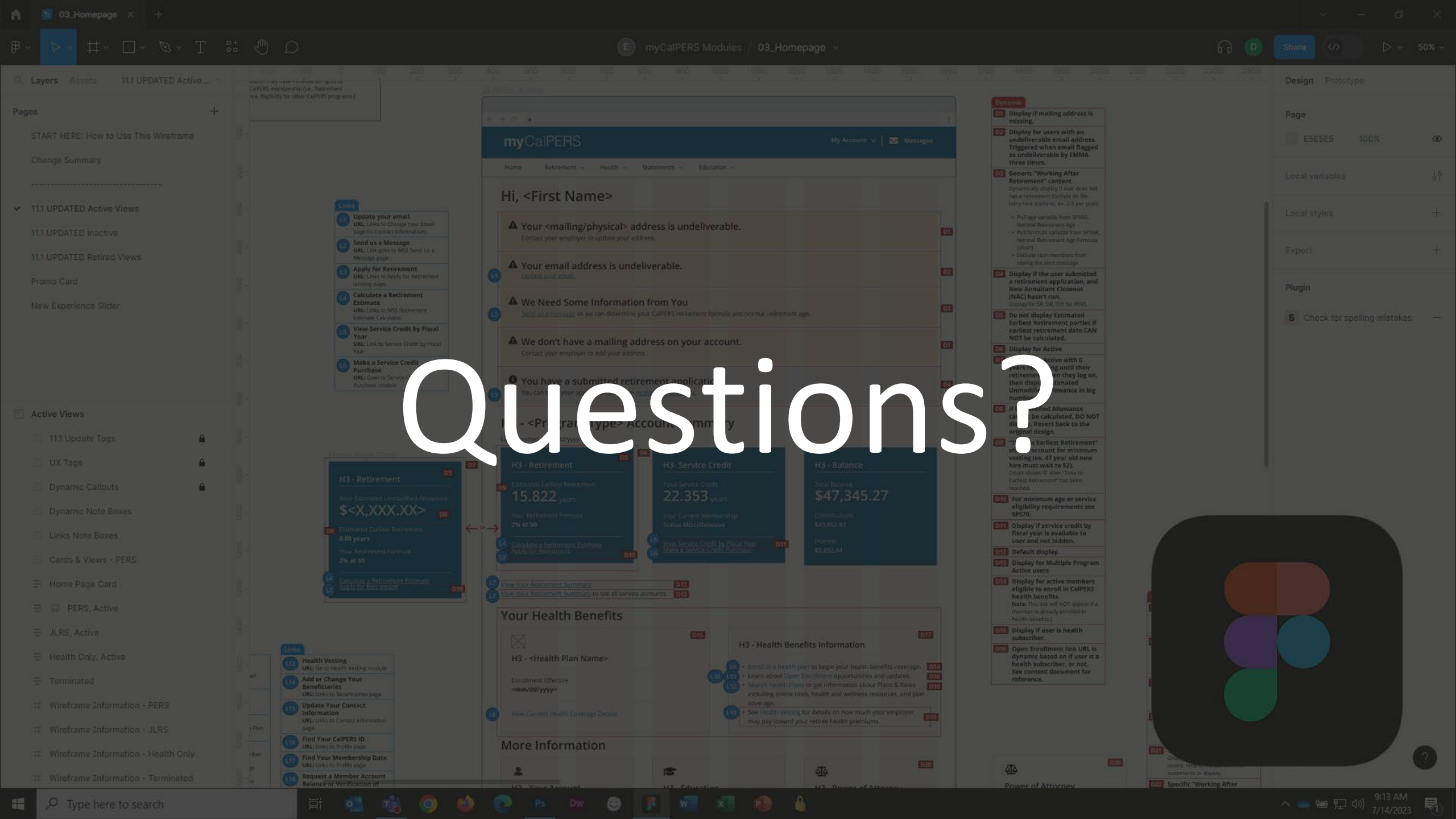
Successes and Challenges with Figma

Successes with Figma 🏆

- Combines three design documents into one source
  - Wireframes, user interface flows, and content documents (form Voltron 🤖)
- Encourages collaboration with commenting feature
  - Business areas, stakeholders, other IT teammates are big fans
- Able to maintain a reusable, updatable component library
  - Can easily publish and push library updates
  - Design files can accept or decline library updates
- Version history shows snapshots of design documentation in previous iterations

Challenges with Figma ⚔

- Moderate to difficult learning curve
- Expectations around commenting need to be managed
  - At present, there is no way to turn off commenting without revoking access to files
- Software lives in the cloud – outages occasionally happen
- Components, variants, and text layer names need to be carefully managed
- Some features or tools rely on plugins
  - Previously free plugins can change to fee-based plugins without notice.
- It’s occasionally buggy
  - Library styles have temporarily disappeared, text fades to gray, text inexplicably bolds itself, etc.
  - Not a hard stop, Figma is typically aware of bugs and provides updates on statuses


Questions?

Thank you!

Kelly.Diaz@calpers.ca.gov

Director of UX

Theresa.Rapozo@calpers.ca.gov

CalPERS

Using Big Data to Help Taxpayers

DIGITAL WEB SERVICES NETWORK

Joe Ledoux/Shawn Brouwer

Digital Services Section

Franchise Tax Board

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Insight Driven

Being insight driven isn’t always all about data … it includes:

- Process Demand and Prioritization
- Process Re-engineering
- Agility and Scalability
- Governance
- Benefits Realization
- Technology Solution
- Architecture
- Regulation and Compliance
- Ethics and Sharing
- Privacy & Security
- And much, much more

Data Driven Benefits

Overall

- Success matters because your mission is important!
- If you don’t measure and use data, you are not achieving the full potential of your mission.

Benefits to Management & Staff

- Focus limited time and energies on key activities that are real issues and have impact on our mission/vision
- Set goals for staff and hold them accountable
- Cannot manage what you do not measure
- High-performing organizations use data analytics roughly three times as extensively as the lower performers in their field - Forrester

Current Data Sources

- Webtrends
- Google
- Bing
- Page level feedback
- Webmaster email
- Forms request tool
- Akamai
- Social media
- ArcGen 5

- SharePoint
- Teamsite
- Tripwire
- Audioeye
- iTunes
- AppDynamics
- Survey Monkey
- Other areas

Decision Making - Now

Data driven decision making is parallel to what we learned in middle school science class:

1. Identify issue – based on data
2. State hypothesis: “I believe…”
3. Perceived mechanism/ cause
4. Design experiment - Usability
5. Examine data
6. Confirm or reject hypothesis

Sharing

Fear: Sharing data will undermine management's authority

Reality: Sharing data engenders trust

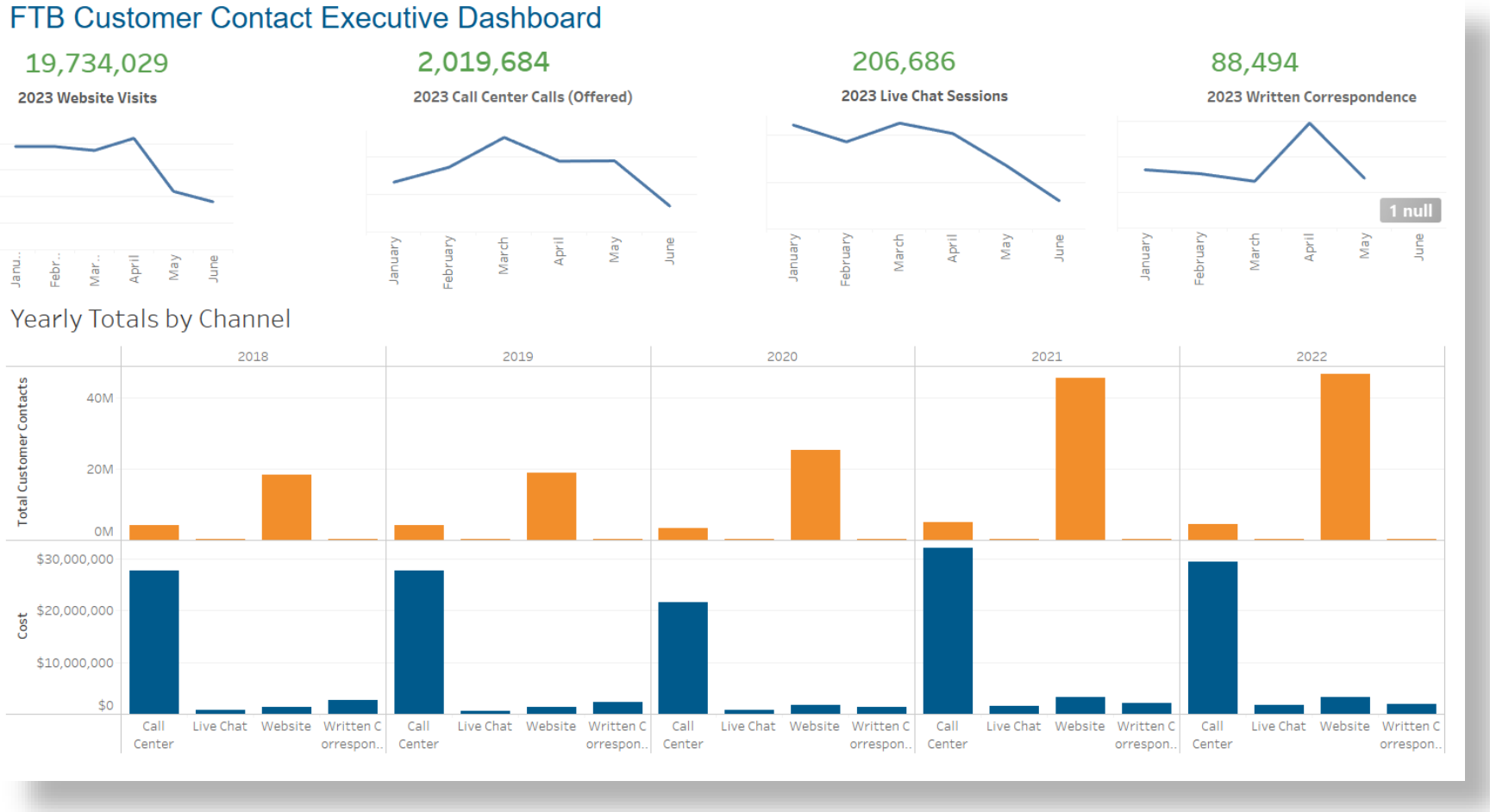
- Diffuse concerns through transparency

Even if current metrics are not as high as you would like, the value is in the roadmap and metrics for future success.

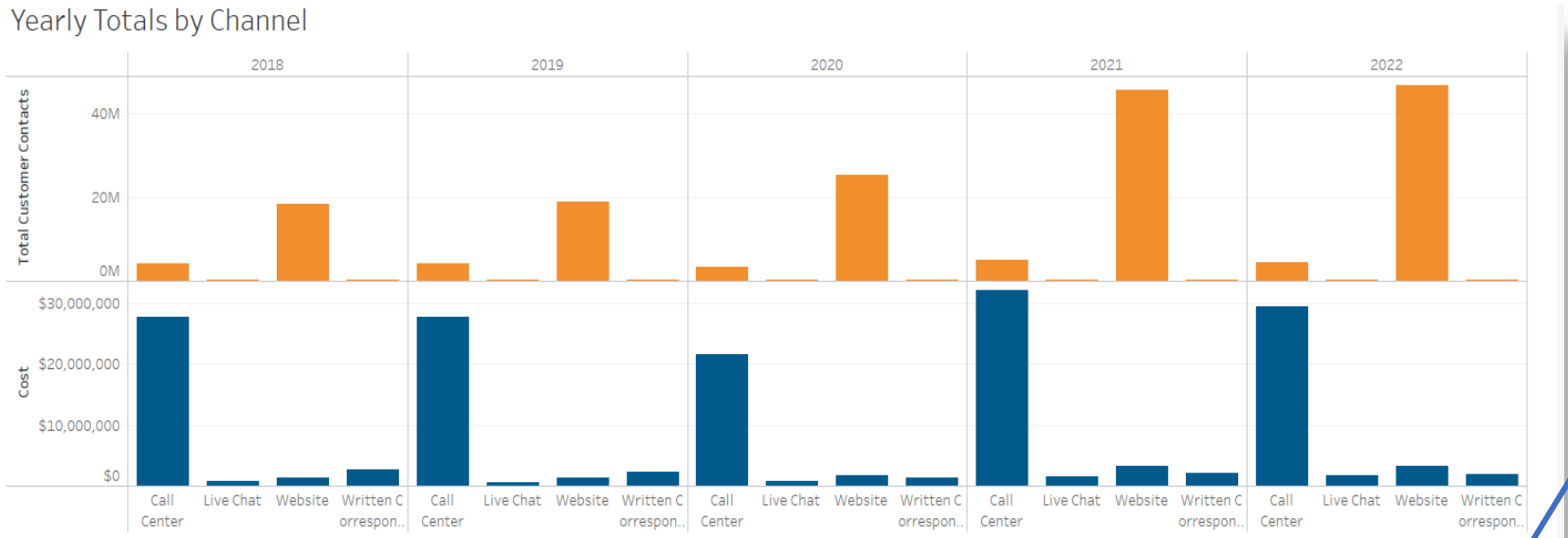
Sharing Data:
FTB's Customer Contact Channel Dashboard

Key objectives:

- Track yearly and monthly customer channel interactions.
- Help digital services team collaborate with business partners across the enterprise to make informed decisions.
- Give high-level overview to Executive team and business-area managers on key metrics.



Customer Insights



Top 5 Taxpayer Feedback (Web)

1. Help - Unable to speak with a person
2. MyFTB - Don't see 'Accept' button
3. Pay - Live chat not working
4. MCTR - Live chat didn't work
5. Forms -- out of date forms, can't find form

Top 5 Searched Terms (Web)

1. mandatory e-pay
2. vehicle registration collections
3. 3567
4. installment agreement
5. web pay

Top 5 Chat Session Categories

1. PIT Account Resolution
2. PIT Prefiling Assistance
3. PIT Refund
4. Middle Class Tax Refund
5. BE Pre-filing Assistance

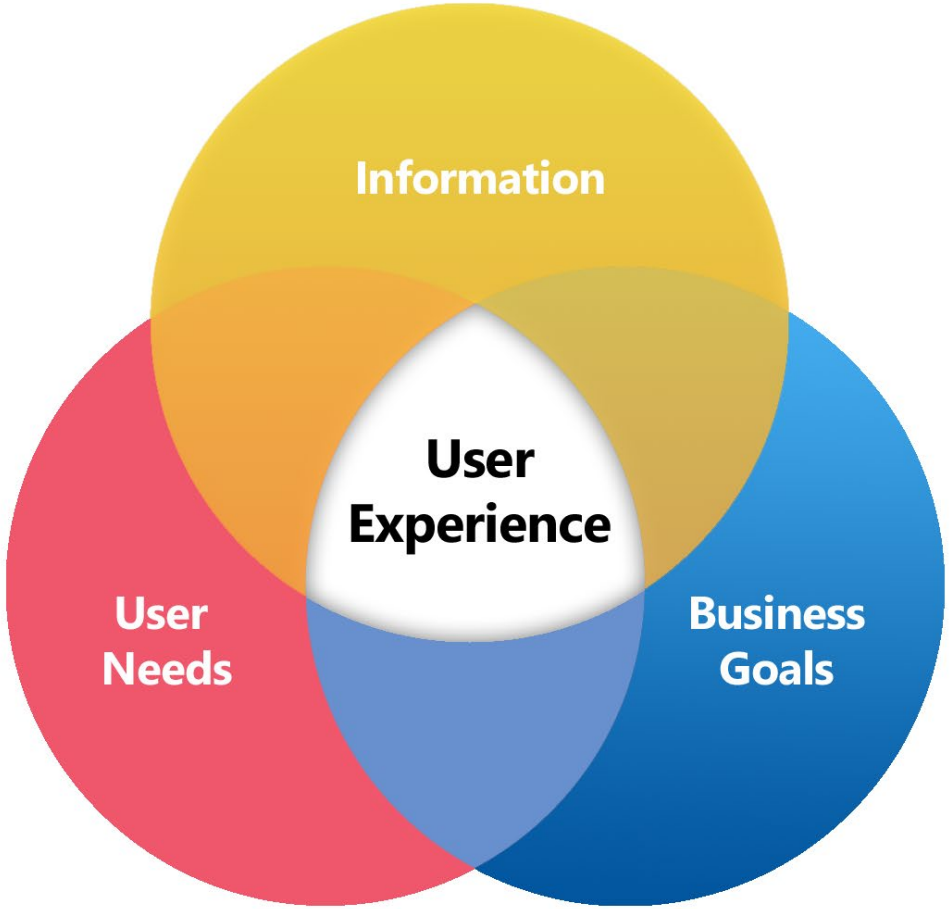
Top 5 Call Categories

1. PIT General
2. PIT Levy
3. BE General
4. AART General
5. ARRT Levy

Dashboard is updated monthly with the most common web user feedback, top search terms, top chat session categories, and top call center categories.

Use Data (Information) to Refine User Experience

- Lower # of calls by adding information users need to the web
- Feature most searched content on homepage
- Use live chat to address common written correspondence issues



Questions

Inspiration drives us.
Digital intelligence guides us
Innovation remains our goal.

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Analytics Update

Linda Tracy

Analytics and Insight Specialist

California Department of Technology

Universal Analytics (UA) Sunset

- Standard (free) UA properties have stopped collecting data as of July 1, 2023.
  - Users can access and export historical data until December 31, 2023.
- Optimized (paid) UA 360 Properties have a one-time extension and will continue to collect data until July 1, 2024.
  - Users can access and export historical data until July 1, 2024.

Export UA Reports

- Export reports before your cutoff date.
  - Standard property: December 31, 2023
  - Optimized 360 property: July 1, 2024
- Visit Google's Export and share reports help page for more information: https://support.google.com/analytics/answer/1038573?hl=en

Google Analytics 4 (GA4) Analytics Accounts

- We've created GA4 accounts for all agencies whose UA properties we manage.
- We will no longer create new UA properties. We will only create GA4 accounts/properties.

Avoid Data Gap/Loss

- If we've created a GA4 account/property for your agency, make sure you:
  - Add your agency GA4 measurement ID to your website.
  - Add our statewide GA4 measurement ID to your website. We require all state agencies add our statewide analytics code to their websites.
- Both GA4 measurement IDs will ensure data collects for your website.
- Monitor your analytics account to ensure data is collecting for your site.

GA4 Analytics Contract

- If you're managing your own analytics contract, you will need a new contract due to a new pricing formula with GA4.
- We are available to manage your account to avoid needing a new contract.
  - Existing accounts/properties can be transferred under our analytics organization.

Contact Us

- To request a GA4 account/property that is managed by our team, reach out to us at analytics@state.ca.gov.
- For more information, visit https://webstandards.ca.gov/analytics/.

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State Web Template V6.2

Artem Khomishen
Carter Medlin
Christina Florente
Web Design and Development
California Department of Technology

California Department of Technology
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Template Update overview

- Version 6.2 update (10 minutes)
  - De-coupling of state template website
  - New development repo
  - New guidance content (download and setup)
- HTML starter website (5 minutes)
- Feedback and Q&A (5 mins)

Template problems and solutions Part 1/2

Utility problems

- Template was bundled with template website
- Difficult for community to isolate template changes
- Difficult for community to make suggestions
- Website content only updated with template release

Solutions

- Decouple template from template website
- New Development repository for contributors
- HTML starter site built from Development repository
- NPM Package option
- Template website is...just a website

Template problems and solutions Part 2/2

Performance / accessibility problems

- JavaScript library had to be at the end for it all to work
- Required image downloads, created content shift
- Extra code, code quality, unreviewed script

Solutions

- JavaScript library can be bundled anywhere; DOM friendly
- Audited source linting for quality
- No more template image files; all in CSS
- No more globals!
- Reduced JavaScript; half the size of 6.0.5
- Updated to Bootstrap 5.3 from NPM (latest)

What changed

Before

State template website as repo

- Learn: how to use template
- Develop: The source code
- Start: Starter site

After

- Learn: State template website
- Develop: State template Dev repo
- Start: State template HTML repo

Template repositories

HTML

- Latest web template releases
- Static files needed to start a new web project
- Starter sample site

Web Template Website

Template usage guidance content website

Eleventy

Static site generator framework

ASP.NET Core MVC

Server side web application framework

React

Front end user interface framework

Development repo

Template development source code

New development source repo

- Brand new development repo
- Separate from the template website
- Used to build HTML starter site, CDN, NPM
- For contributors
- For those who want to see the source
- Not for you? No problem

NPM Package

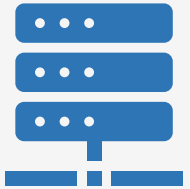
Benefits

- No more template source in your source
- Faster deployments
- Easier updates
- React friendly

Usage

- npm i @cagovweb/state-template
- import '@cagovweb/state-template'
- Or copy the 'dist' folder (css / js / fonts)

Updated static HTML repo

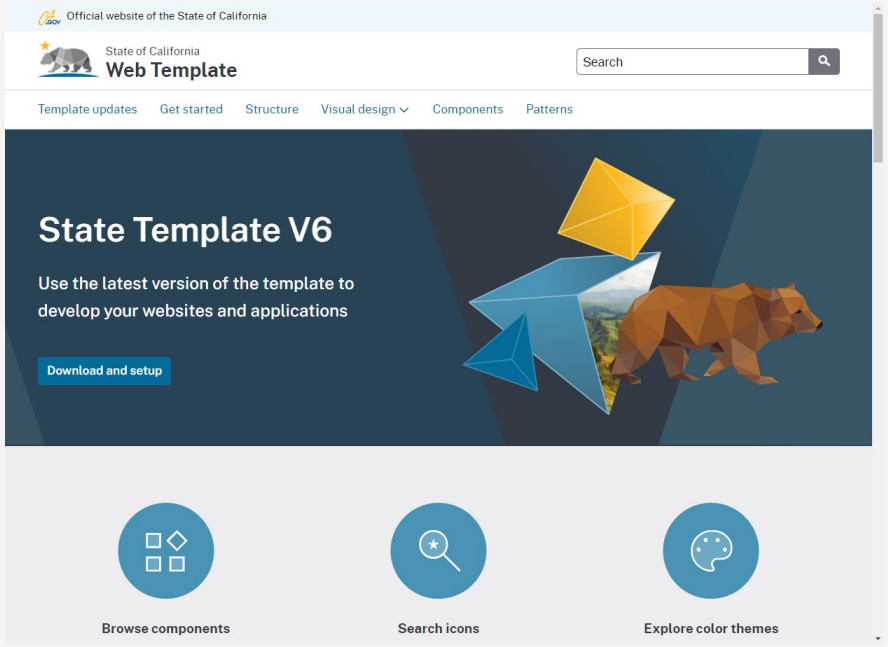


- Dynamically rebuilt by the Development repository
- Upgraded to include a variety of samples
- Used to test functionality
- Fully static, runs in a folder on your desktop
- HTML comments identify common elements
- Always has a live demo
- This is your starter site

Static HTML starter website Part 1/2

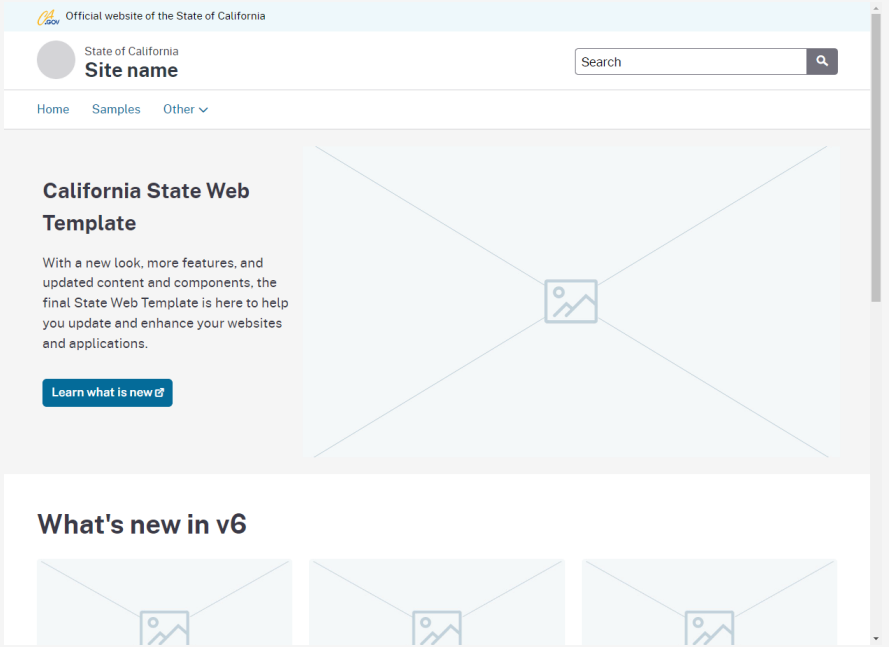
OLD

State template website



NEW

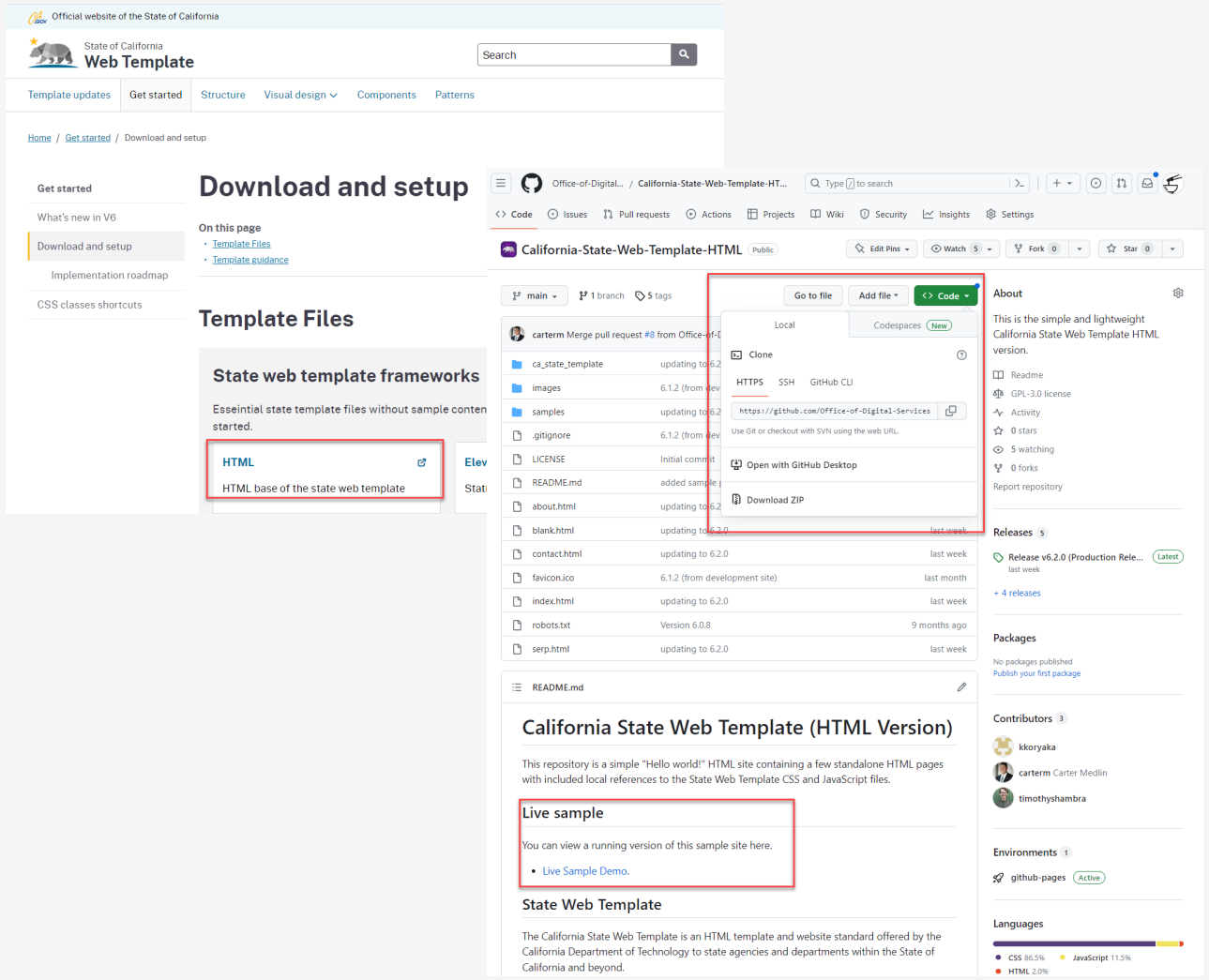
Starter site & placeholder content



Static HTML starter website Part 2/2

To access the starter site + demo

1. State template site
2. Get started
3. Download and set up
4. HTML (GitHub)
    - Download files (code dropdown)
    - Live sample link in read me.



We want your input

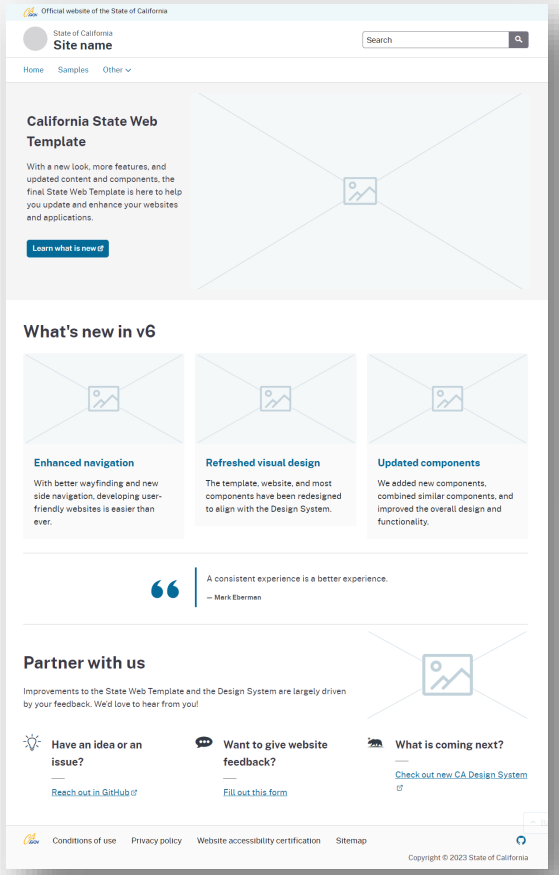
Answer a poll in Teams

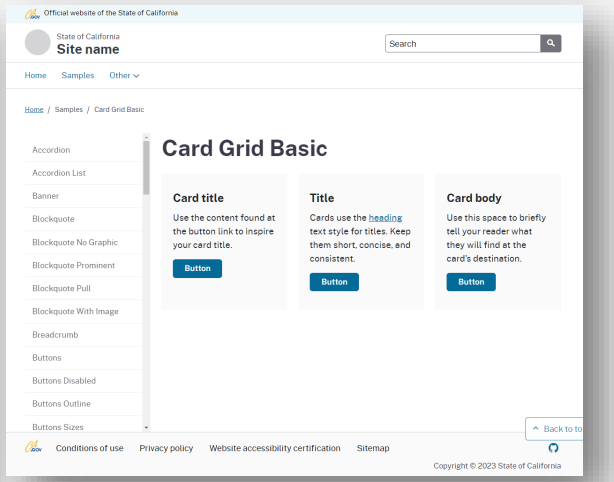
Static HTML starter website (now live!)

Includes:

- Template files
- Homepage
- Header, footer, navigation
- Samples of all components and patterns in a list

No state template website content!





Static HTML starter website (in progress)

Created a **human-centered** starter site.
Uses state template components/patterns.
Has the minimum needed for a new site.

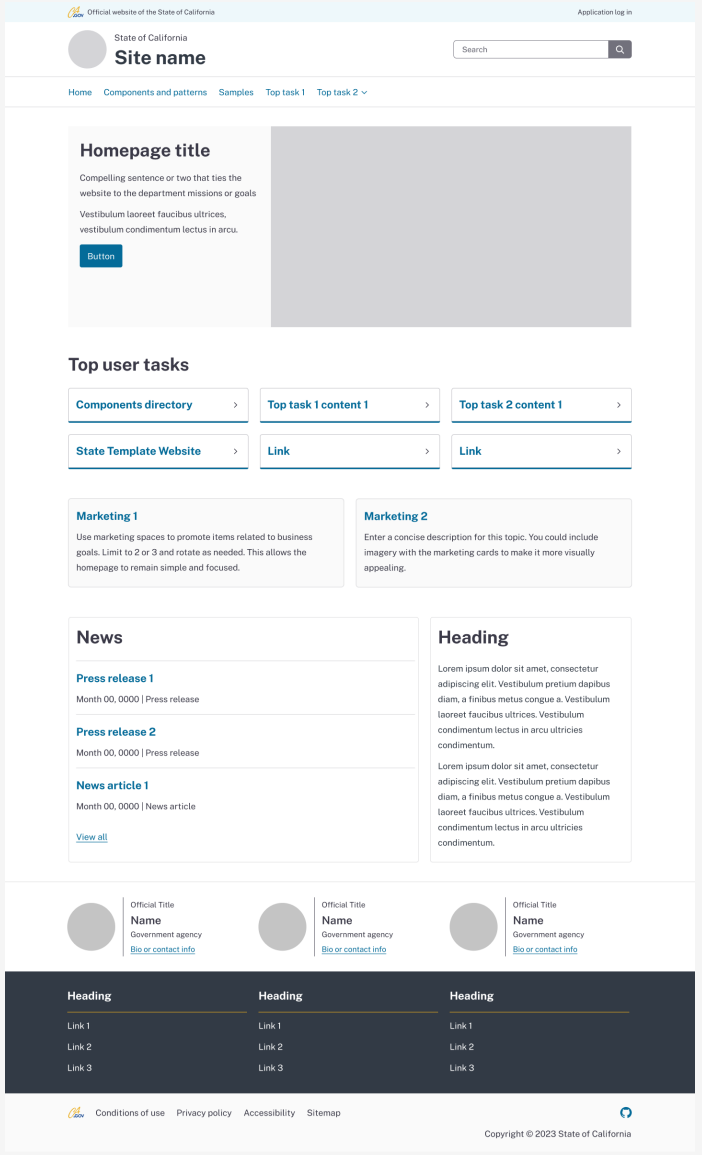
Tailored to department pages and files

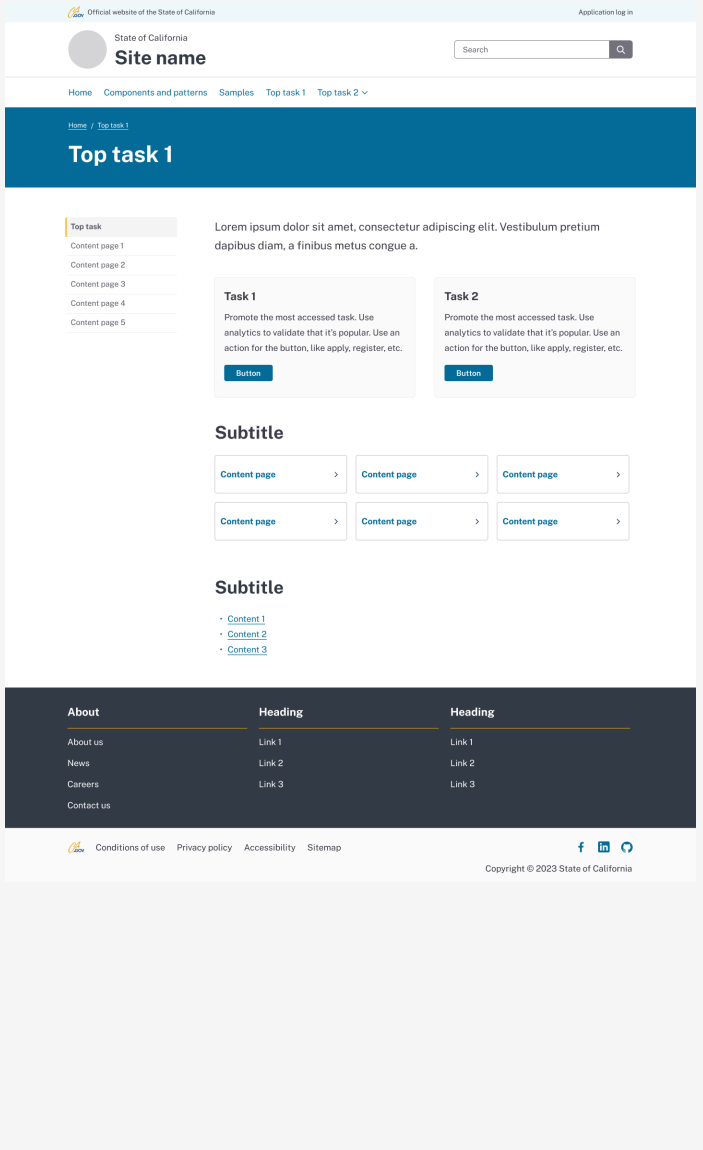
- Template files (css, js)
- Header, footer, navigation
- Homepage, sample pages
- Required pages (footer links)
- New page patterns (use what you need)

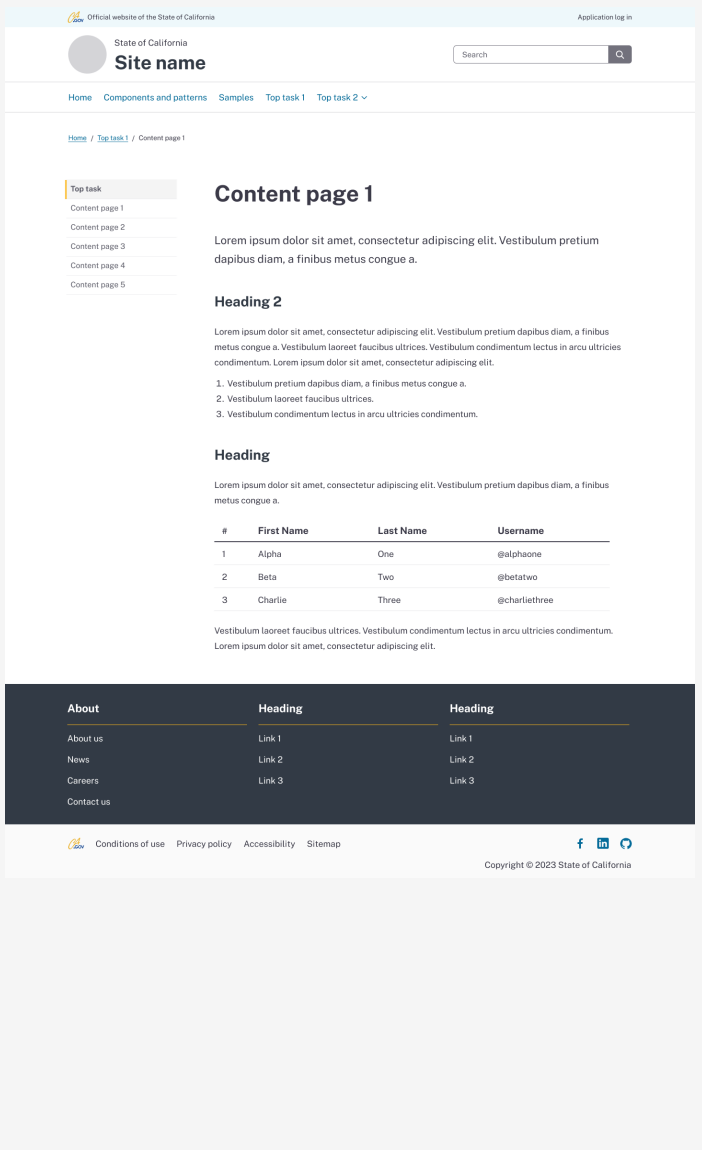
Page patterns

- Homepage
- Landing page (+ variations)
- About us landing page
- Careers
- Contact us
- Newsroom
- List of articles
- Link directory (topic + links)
- Legal pages
- Sitemap
- 404 page

Static HTML starter website Part 1/2







Static HTML starter website Part 2/2

Your voice matters

1. Do these page patterns help? (1 not at all, 5 helps a lot)
2. What are the top 3 page-patterns you're interested in? Add in your own in the chat if it's missing.

Page patterns

- Homepage
- Landing page (+ variations)
- About us landing page
- Careers
- Contact us
- Newsroom
- List of articles
- Link directory (topic + links)
- Legal pages
- Sitemap
- 404 page

Questions?

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Accessibility Updates

Greg Duncan

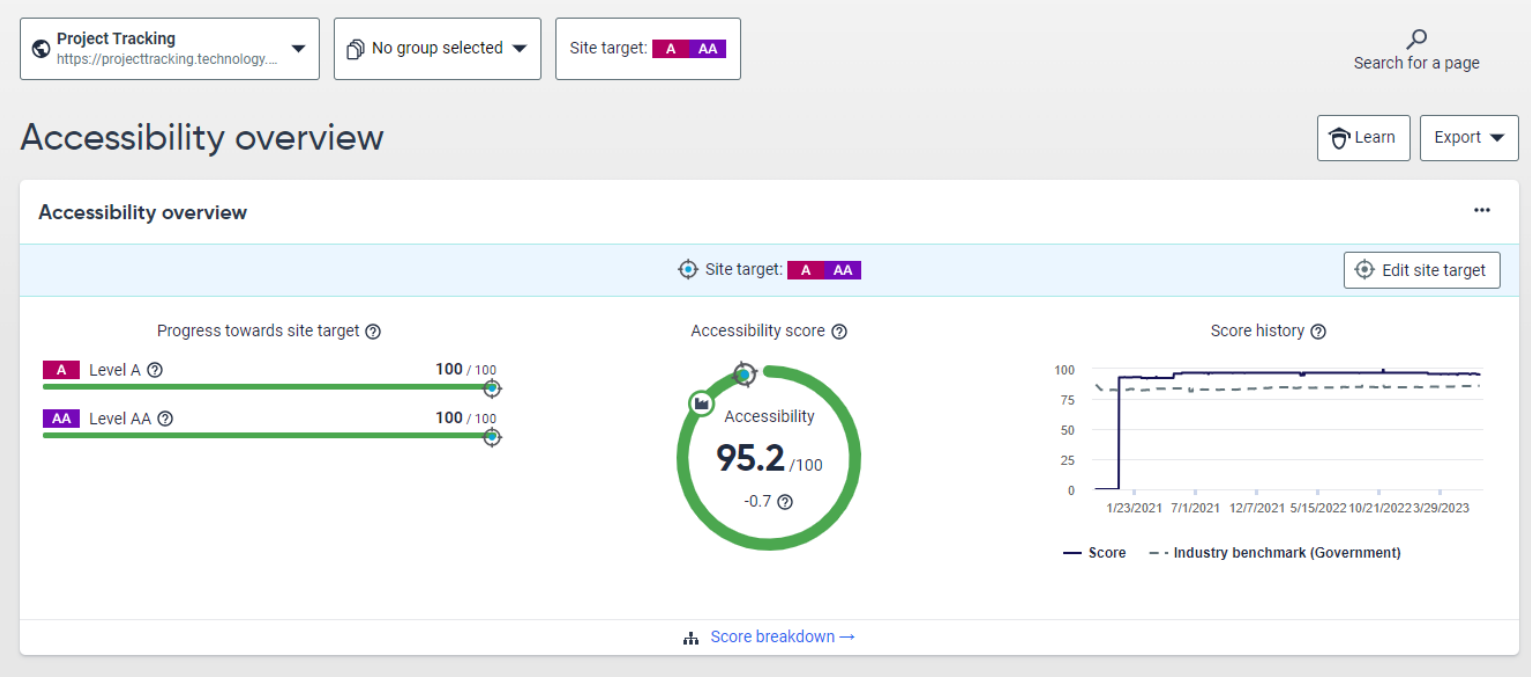
Digital Accessibility Specialist

California Department of Technology

Accessibility Update

- Yay! 2023 Certification is Done!!!
  - Please make sure certifications have been posted to your website
- WCAG 2.2 Publish Dat is Set for August 2023
  - Soon as it is finialed and public we will let everyone know
- Siteimprove Breakdown

Siteimprove Breakdown



If the Site Target is set to A and AA, that means you can only see a maximum score of what those issues equal up to. For example, let's say all the A and AA issues equal a score of 90/100. That means you can only get a score of 90/100 by clearing out all A and AA issues.
A score of 100/100 is only possible if all the flagged issues are cleared out. This includes A, AA, AAA, Best practices, etc.

Automatic Speech-to-Text in Citizen-facing Apps

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Selvarani Janarthanan
Application Engineering Manager
Vikram Verma
Software Developer
California Department of Technology

California Department of Technology
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What is speech recognition?

- AI and Machine Learning
- Device compatibility
- Language support

Speech Recognition in the Web Environment

- Webkit Speech Recognition
- API
- Event Handlers

Code Overview

- HTML
- JavaScript

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Suggested Future Topics
Closing Remarks

Koji Kumpulainien
State Web Services Manager
California Department of Technology

Thank you

Post conference materials will be published on the DWSN Website.

For questions, please write to: DigitalWebServicesNetwork@state.ca.gov

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Next DWSN Quarterly Forum
Thursday, October 19, 2023

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