



HHS Circular C-047

Health and Human Services System Portal Authority Steering Committee Policy

Purpose

To establish policy and standards for accessibility, branding, usability and integration across communications technology portals, defined as web, mobile, and hotline, for the health and human services (HHS) system. The HHS Portal Authority Steering Committee (PASC) will serve as the governance body in providing oversight and guidance by creating and maintaining policies, procedures, guidelines, and standards for all HHS system web, mobile, and hotline projects. HHS agencies will seek guidance and approval from the PASC for new or major redesigns of agency-funded projects.

Justification

A committee that oversees standards for web, mobile, and hotline based projects will ensure future development is reviewed taking into consideration the online user's viewpoint (ease of use, branding, accessibility, consistency in message, intuitive design, optimal navigation, and system availability). Standards will also foster service delivery integration where appropriate, system technology integration, re-use of technology solutions and consistent customer experience. Additionally, standards will help alleviate extended delivery schedules, challenges in addressing increased service demands, and potential misalignment of customer expectations.

Some of the benefits of centralizing the governance of web, mobile, and hotline projects include:

- Maximized service delivery through the most appropriate technology portal (e.g. phone or internet);
- Consistent message across portals;
- Significant reuse of automation assets;
- Consistent quality and predictability;
- Improved productivity;
- Standards for branding; and
- Improved customer satisfaction.



References

- Action Memorandum to HHSC Commissioner Dr. Kyle Janek dated May 3, 2013, authorizing the creation of the HHS Portal Authority Steering Committee (PASC).
- Texas Administrative Code Title 1, Part 15, Chapter 351, Section 351.011, related to Reports on Efforts to Streamline and Simplify Delivery of Services.
- Texas Administrative Code Title 1, Part 10, Chapter 206, Subchapter B, Section 206.50 related to Accessibility.
- Texas Administrative Code Title 1, Part 10, Chapter 213, Subchapter B, related to Accessibility Standards for state agencies.
- Texas Government Code § 531.0192, Health and Human Services System Hotline and Call Center Coordination.
- Texas Government Code Title 10, Subtitle C, Chapter 2114, Customer Service.

Policy

All communication projects will follow established governance policies and standards to create web, mobile and hotline projects and support branding, usability and integration across the HHS system.

Guidelines and Processes

The PASC establishes guidelines and the process for review and approval for major updates or establishing new web, mobile or hotline projects. The PASC has created a Portal Authority webpage on the HHS Extranet that includes:

- Portal Authority Request for Approval (pdf);
- Frequently Asked Questions; and
- Information about PASC membership and points of contact.

This webpage will be maintained with current resources and guidelines.

Responsibilities

The PASC is the governing body for HHS communications portal projects and initiatives. Decisions affecting these areas are finalized by PASC members. The PASC is comprised of representatives from HHS business and technical areas.



The PASC responsibilities include:

- Enforcing policy;
- Establishing web, mobile and hotline project standards to foster system technology integration, leverage existing technology solutions and provide a consistent customer experience;
- Overseeing system web and mobile project efforts by providing review and approval that ensures interoperability, quality and design compliance; and
- Fostering a strong alignment between business, communications and IT, with an emphasis on business approval and prioritization of web, mobile and hotline projects.

The PASC created a Portal Authority Management Committee (PAMC) to establish processes, perform research, make recommendations and report their findings to the PASC. Additional PAMC tasks include, but are not limited to the following:

- Establishing and maintaining technical standards and submission criteria for communications technology project implementation, which includes enhancements to existing communications portals;
- Providing technological guidelines for procurement of proposed communications solutions;
- Evaluating projects at the concept stage to determine if a new service portal is appropriate or whether the clients in question could be better served some other way;
- Reviewing project proposals to ensure adherence to branding standards;
- Recommending collaboration and communication between agency development teams;
- Managing effective adoption of project platforms across the HHS System; and
- Managing adoption of web functionality within the HHS System.

While the PAMC has representation of web, mobile and hotline communities, for any issues the PAMC identifies for in-depth review, the PAMC has the authority to establish workgroups specific to each service portal that will in turn bring their findings to the PAMC.

Any discussion topics affecting other governing bodies will require PASC members to notify, involve and follow up with appropriate stakeholders for resolution. System architecture and security strategy may require approval from other governance forums such as the Business Technology Council (BTC).



Relationship to Other Governance Bodies

The Executive Commissioner for HHSC:

- Enforces this policy.
- Holds IT accountable for implementation and accountability of information systems planning and management for HHS.

Each health and human services agency Commissioner and the Executive Commissioner for HHSC:

- Enforces this policy.
- Names or delegates identification of member agency participants on governance councils.

The Deputy Executive Commissioner for Information Technology:

- Oversees strategic planning for information resources and management of information resources at each Health and Human Services agency, including governance through the Business Technology Council (BTC) which:
 - Provides a forum for business and IT leaders to jointly discuss upcoming business needs and IT support offerings;
 - Reviews proposed HHS technology solutions for alignment with agency strategic plans;
 - Discusses potential business technology solutions to identify and eliminate redundancy; and
 - Reviews certain major information resource project deliverables.

Inquiries

Questions regarding the content of this circular may be directed to the Chief Information Officer, Health and Human Services Commission, by telephone at (512) 424-6990 or by email at CIO@hhsc.state.tx.us.