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Memorandum

January 11, 2023

TO: Joint Committee Joint Technology Committee

FROM: Samantha Falco, Research Analyst, 303-866-4794
Joint Technology Committee Staff

SUBJECT: JTC Staff Analysis of JBC-Referred FY 2023-24 Operating Budget Request
Secretary of State
R-03 State Website Modernization

Summary of Request

The Secretary of State's Office (SOS) is requesting \$337,000 in cash fund spending authority for FY 2023-24 to modernize the SOS website. The Joint Budget Committee (JBC) referred this portion of the operating budget request to the Joint Technology Committee (JTC) pursuant to Joint Rule 45(b), for the committee's review and recommendation as an IT-related operating request.

Request Details

The SOS website allows for SOS users and customers to complete statutory filings required by various program areas of the office, obtain voting information and records, obtain information on elections, file business registrations, access charitable solicitations, and other office functions. Currently, the website's layout and design have not been updated in over 10 years even though 95 percent of all department transactions are processed online.

Website redesign. SOS will engage a private company to perform a complete website redesign with the goal of modernizing the site, increasing functionality, and meeting statutory accessibility requirements. SOS conducted research to estimate the cost of this project as follows:

- \$75,000 for a complete website redesign;
- \$70,000 for a contract website designer to work alongside SOS current staff to implement the new design across the website;
- \$75,000 for an expert usability review;
- \$27,000 for an in-depth accessibility review; and
- \$90,000 for three moderated usability studies.

Options for Committee Action

The JTC has three options for committee action when it reviews an operating budget request and makes a recommendation to the JBC. The JTC can:

- recommend the request to the JBC for funding with no concerns;
- recommend the request to the JBC for funding with concerns; or
- not recommend the request for funding.