



Report to the Legislative Assembly
**Status Report on
Implementation of
House Bill 2702**
(Plain Language Standard)

Feb. 1, 2008



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440-4798 (1/08/COM)

Executive Summary

Background

House Bill 2702 (2007) required development of a plan to ensure that written documents produced by executive department agencies conform to plain language standards. The Governor designated the Department of Consumer and Business Services as the lead agency to develop the plan. The legislation required a status report to the Legislature on Feb. 1, 2008.

Summary of Activities (as of Jan. 18, 2008):

Plain language plan. The Department of Consumer and Business Services, through the Office of Regulatory Streamlining, coordinated development of a plain language plan with the assistance of a number of agencies. The department issued a preliminary plan on Nov. 1, 2007. A full copy of the plan is located at <http://plainlanguage.oregon.gov>.

Outreach efforts. As coordinator of the plan, the Department of Consumer and Business Services has conducted outreach on the plain language bill and plan, including presentations at agency heads' meetings and state agency Communications Council (agency communications managers) meetings.

Plain language contacts for each agency. All state agencies have a designated plain language contact person. The contact will help each agency comply with the plain language standard by distributing information about the standard, pilot projects, and training opportunities.

Style guide. The Department of Consumer and Business Services, with the assistance of many state agency volunteers, developed a one-page "style guide" to help all state employees apply the plain language standard to written documents. The guide offers quick tips for putting plain language into everyday use and is in an easy to distribute format. In December 2007, the Department of Consumer and Business Services distributed the one-page guide to all state agencies

Online resources. The Oregon State Library has developed and is hosting a plain language Web site. The site is located at plainlanguage.oregon.gov. The Web site includes useful links to current plain language resources, including efforts by other states. The site will contain Oregon-specific plain language examples as they are developed.

Pilot projects on written documents targeted at the public. Six state agencies volunteered to conduct pilot projects during phase one: Department of Administrative Services, Department of Consumer and Business Services, Employment Department, Department of Environmental Quality, Department of Revenue, and the Office of Private Health Partnerships. The pilot projects will identify opportunities and challenges that arise when updating written documents to plain language. Pilot projects cover a wide variety of written documents and some will test how to capture measurable results.

Targeted training plan and pilot training program. The Department of Administrative Services' Statewide Training Program has developed a training plan and pilot training program for state employees. They have also developed a half-day class on plain language writing. The training's foundation is the plain language standard. Pilot project agencies and plain language contacts are in training sessions starting in late January through March 2008.

Discussion of Measurable Results

The implementation plan is in the pilot phase. Several pilot projects under way intend to capture measurable results. For example, the Department of Consumer and Business Services is working on collections letters that generate many customer phone inquires and also do not have a good response rate. After the department starts using the revised letter, it will track collections and phone calls to determine the impact of the plain language improvements.

As the results of the pilot projects are completed, the second phase of the plan includes analysis of the successes, challenges, and recommendations for future action. This analysis will produce an updated plan in mid-2008. The information will also be included in the January 2009 report to the Legislature.

Introduction

House Bill 2702 (2007) required development of a plan to ensure that written documents produced by executive department agencies conform to plain language standards. The Governor designated the Department of Consumer and Business Services as the lead agency to develop the plan.

House Bill 2702 specified a standard for written documents produced by executive department agencies. A document meets the plain language standard if it, whenever possible:

- Uses everyday words that convey meanings clearly and directly
- Uses the present tense and the active voice
- Uses short, simple sentences
- Defines only those words that cannot be properly explained or qualified in the text
- Uses type of a readable size
- Uses layout and spacing that separate the paragraphs and sections of the document from each other

The legislation requires reports to the Legislature in February 2008 and January 2009. These reports are to include a summary of activities taken to implement the plan, a listing of training and resources provided to agencies, discussion of any measurable results, and recommendations for further legislation, if any.

Summary of Activities, Training, and Resources

This report covers activities up to Jan. 18, 2008.

Plain language plan

The Department of Consumer and Business Services, through the Office of Regulatory Streamlining, coordinated development of a plain language plan with the assistance of a number of agencies. The department issued a preliminary plan on Nov. 1, 2007. The department sent the plan to all agency heads and posted it on the plain language Web site. A summary of the plan's schedule and major tasks is in Chart 1. A full copy of the plan is located at <http://plainlanguage.oregon.gov>.

To ensure long-term success and make the best use of existing resources, the plan has two phases. Phase one includes developing guidelines, providing training, and testing the standard with a variety of pilot projects. The first phase of the plan focuses primarily on written documents with a broad general public audience. This phase started in November 2007 and will end in spring 2008.

Phase two will recommend how the standard should apply broadly to all agencies based

Chart 1 – Plain Language Plan Timeline

	2007		2008												2009
	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J
Phase 1 - Build capacity, develop resources, conduct pilot projects															
All agencies designate plain language contact for each agency.	■														
DCBS, DAS, State Library, and pilot agencies develop guidelines, style guide, and online resources and provide to all agencies.	■	■													
Pilot agencies conduct pilot projects on written documents targeted at the general public.	■	■	■	■	■										
DAS develops targeted training plan.	■	■	■	■	■										
DCBS documents agency activities and collects and identifies best practices and research.	■	■	■	■	■										
DCBS provides status report to Legislature.				■											
Phase 2 – Assess pilot phase, recommend areas for expansion															
DCBS and pilot agencies conduct assessment of pilot projects and evaluate best practices. DCBS communicates recommendations to all agencies.						■	■	■	■						
Expand project based on Phase 1 assessment.									■	■	■	■	■	■	■
DCBS provides status report to Legislature.															■

on experience from phase one. In this phase, the Department of Consumer and Business Services will analyze the training, guidelines, and pilot projects to determine their effectiveness and identify the next steps in applying the plain language standard more broadly. This phase starts in spring 2008.

Outreach efforts

As coordinator of the plan, the Department of Consumer and Business Services has conducted outreach on the plain language bill and plan, including presentations at agency heads' meetings and state agency Communications Council (agency communications managers) meetings. Plain language contacts have received updates about plan development and training opportunities.

The Department of Justice provided an overview of the new plain language standard to an audience of 137 state employees during one session of its 2007 Administrative Law Conference.

Plain language contacts for each agency

All state agencies have a designated plain language contact person. The contact will help each agency comply with the plain language standard by distributing information about the standard, pilot projects, and training opportunities. All plain language contacts had the opportunity to register for the pilot training provided by the Department of Administrative Services in early 2008.

Style guide

The Department of Consumer and Business Services, with the assistance of many state agency volunteers, developed a one-page "style guide" to help all state employees apply the plain language standard to written documents. The guide offers quick tips for putting plain language into everyday use and is in an easy to distribute format.

In December 2007, the Department of Consumer and Business Services sent the one-page guide to all agency heads and plain language contacts and posted it on the plain language Web site. A copy of the guide is included in Appendix A. The guide is also the basis for the pilot training discussed below. A more detailed style guide is in development.

Online resources

The Oregon State Library has developed and is hosting a plain language Web site. The site is located at plainlanguage.oregon.gov. The Web site includes useful links to current plain language resources, including efforts by other states. The site links directly to the Department of Administrative Services' training opportunities. The State Library also compiled links to helpful writing tools as well as resource materials available through the library system. The site will contain Oregon-specific plain language examples as they are developed.

Pilot projects on written documents targeted at the public

Six state agencies volunteered to conduct pilot projects during phase one: Department of Administrative Services, Department of Consumer and Business Services, Employment Department, Department of Environmental Quality, Department of Revenue, and the Office of Private Health Partnerships. The pilot projects will identify opportunities and challenges that arise when updating written documents to plain language.

Pilot projects cover a wide variety of written documents and some will test how to capture measurable results. Most pilot project agencies are working on multiple projects. Among the pilot projects under way, examples include:

- Employment Department is revising the information guide provided to applicants for unemployment insurance benefits. The department sends out more than 200,000 of these guides each year. The department hopes to improve compliance with the law by clearly explaining claimant's responsibilities at the earliest stage of a claim.
- Department of Revenue is revising a series of forms and brochures aimed at explaining the Working Family Child Care Credit. About 30,000 Oregonians get this information each year.
- The Office of Private Health Partnerships is working on more than a dozen form letters sent to participants in the Family Health Insurance Assistance Program. The letters cover both requests for information as well as explanation of benefits.
- Department of Environmental Quality is reviewing informational pieces and form letters for the leaking underground storage tank program.
- The Department of Administrative Services is updating its most accessed public Web pages to meet the plain language standard.
- The Department of Consumer and Business Services is reviewing letters sent to employers that collect payment for Workers' Benefit Fund assessments. The aim is to improve compliance with the requests and reduce phone calls with questions.

Some plain language pilot projects are complete. Appendix B shows examples of new or recently revised plain language documents, including:

- Before and after example of a collections letter (Department of Consumer and Business Services)
- An excerpt from a new brochure about occupational safety in nail salons (From Oregon Occupational Safety and Health Administration (OSHA))
- Before and after examples of recent changes to public-focused Web pages (Department of Administrative Services)
- Before and after examples of job recruitment descriptions (Department of Consumer and Business Services)
- Before and after examples of a brochure on Automated Clearing House electronic payments (Department of Administrative Services)

Targeted training plan and pilot training program

The Department of Administrative Services' Statewide Training Program has developed a training plan and pilot training program for state employees. The plan is in three phases. First, develop and provide pilot training sessions. Second, evaluate training, refine as needed, and provide training opportunities for all state employees. Finally, the department will develop a long-term plan to expand training offerings for state employees, including evaluation of vendor opportunities.

Department of Administrative Services developed a half-day class on plain language writing. The training's foundation is the plain language standard. The course intends to help state employees focus on clear, concise, and reader friendly writing. Pilot project agencies and plain language contacts are in training sessions starting in late January through March 2008. As of mid-January 2008, 285 employees registered for the training and the department expects to sign up 70 more employees before the pilot phase is complete.

Discussion of Measurable Results

The implementation plan is in the pilot phase. Several pilot projects underway intend to capture measurable results. For example, the Department of Consumer and Business Services is working on collections letters that generate many customer phone inquiries and also do not have a good response rate. After the department starts using the revised letter, it will track collections and phone calls to determine impact of the plain language improvements.

As the results of the pilot projects are completed, the second phase of the plan includes analysis of the successes, challenges, and recommendations for future action. This analysis will produce an updated plan in mid-2008. The information will also be included in the January 2009 report to the Legislature.



Use “Plain Language” to improve your writing

When material is in plain language, the audience finds what it needs, understands what it finds, and uses what it finds to meet its needs. Some of these points are elements of the House Bill 2702 Plain Language Standard.

1 Think about your audience first.

Is it a document for the public? Does it provide technical information to a licensee? Even if it is technical, make it clear. Tell yourself: I want to write clearly and effectively to my audience.

2 Focus the message around facts (who, what, where, when, why, how).

Clearly state your purpose. Are you asking, telling, or acknowledging? Is there a deadline or timeframe?

3 Include only relevant information.

We often try to provide all the detail possible instead of just the information needed. Put the most important information at the beginning of the document, then follow up with the details later.

4 Fit the writing style to the message.

A policy statement (formal) is different from a thank-you letter (semi-formal), which is different from a newsletter story.

5 Use short, simple sentences.

Keep most sentences to one thought.

6 Use words your audience understands.

If you must use a technical term, define it. Use abbreviations, acronyms, and jargon sparingly, if at all. Use everyday words that have clear meanings.

Instead of **Cease**, use **Stop**
Procure **Get**
Terminate **End**
Utilize **Use**

7 Use present tense and active voice.

Present tense and active voice are more clear and direct. Active voice describes who does what to whom.

Example:

Do: “**All businesses must complete form B.**”

Don't: “**Form B must be completed by all businesses.**”

8 Let technology help you.

Microsoft Word® and other word processing programs have grammar tools that can help highlight passive voice, long sentences, and other common writing challenges. Online tools can also evaluate clarity and readability.

9 Design visually appealing documents.

Use an easy to read type-face (hint: many newspapers and books use Times or Arial fonts). Use a layout that spaces out paragraphs and sections of the document from each other. Bold headings or bullets can make documents more readable and highlight important points.

10 Test your message.

Try out your rewritten document on someone who does not know anything about the subject. Or, try reading it aloud.

Go to plainlanguage.oregon.gov for more resources.

Clear • Relevant • Brief • Active

After



Oregon

Theodore R. Kulongoski, Governor

January 3, 2008

Department of Consumer and Business Services

Fiscal and Business Services
WC Assessments Section
350 Winter Street NE
Salem, OR 97301-3878
http://www.cbs.state.or.us
FAX 503-947-2333

Workers' Benefit Fund Assessment
Demand for Payment

ATTENTION: PAYROLL
XXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXX
MEDFORD, OR

RE: BIN XXXXXXXX
AMOUNT DUE: \$50.97

Your Workers' Benefit Fund (WBF) assessment payment remains past due. Our records show you did not pay in full the bill we sent you on 11/26/2007. Please see reverse for a detailed account summary.

If you believe the amount due is incorrect, please contact me at the number below. Otherwise, you must pay in full within 30 days. Please send your payment with the coupon below. We have provided a return envelope.

If you do not pay in full or make satisfactory arrangements to pay, we will take steps to collect this debt. That may include the following:

- Issuing a warrant that, if recorded in the County Clerk Lien Record, may become a lien on property you own or acquire.
Garnishing wages, property, or money held by others or owed to you.
Submitting your account to the Department of Revenue to offset your state tax refund.
Sending the account to a collection agency or the Department of Revenue for collection.

If we send your account to a collection agency, you will have to pay the agency's fee. You also will be charged interest at 9 percent per year.

If you have any questions, please contact me.

Margaret Whitehouse, Assessment Coordinator
503-947-7971

VA2375/VA8075

NOTE: This notice is only for balances you owe on your WBF assessment account. You may receive additional notices from this department or other agencies regarding other payroll tax programs or account issues.

To ensure proper credit, detach and mail with your payment.

Name: XXXXXXXXXXXXXXXXXXXXXXXX
BIN: XXXXXXXX
Due: \$50.97

Contact Name: _____
Phone: _____



Check appropriate box below:

Payment already made
Payment enclosed \$ _____ (MAKE CHECK PAYABLE TO DCBS.)
VISA MC Discover

Mail to:
DEPT CONSUMER AND BUSINESS SVCS
FISCAL SERVICES SECTION
PO BOX 14610
SALEM OR 97309-0445

Card Number Exp. Date
Cardholder Signature Amount

VA2375/VA8075 3Q2005 Do not write below this line

MPW / 01032008 / 02072008 ASDM FISCAL USE ONLY 38042/0390

300024894350101060000000XXXXX

**Plain Language Examples: Oregon OSHA:
New publication excerpt from brochure for Nail Technician Safety**

This guide is for you ...
if you are one of the 14,500 nail technicians working in Oregon today.
 Some of the nail-care products that you use at work, such as nail polish, polish removers, and nail hardeners, contain dangerous chemicals that could harm you if you don't use them properly!



How can nail-care products harm you?

Nail polish and nail hardeners
 Nail polish and nail hardeners can irritate your eyes, skin, and lungs. Prolonged exposure can cause birth defects. Try to avoid breathing fumes from nail polishes that contain toluene, formaldehyde, or phthalates.

Nail polish removers
 Nail polish removers are extremely flammable and can cause headaches, nausea, and dizziness.

DO NOT use any products that contain methyl methacrylate (MMA).



What can you do to be safe at work?

1 Don't eat or drink at your work station. Chemicals and nail dust can get on your face and your food and cause skin rashes or other health problems if you swallow them.



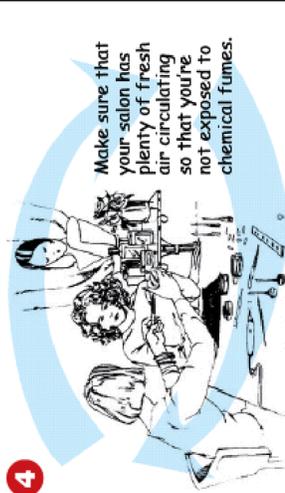
2 Wash your hands, arms, and face with mild soap several times a day to clean off chemicals. Always wash your hands before you eat or smoke.



3 Don't smoke or allow clients to smoke in the salon. Many salon products are flammable.



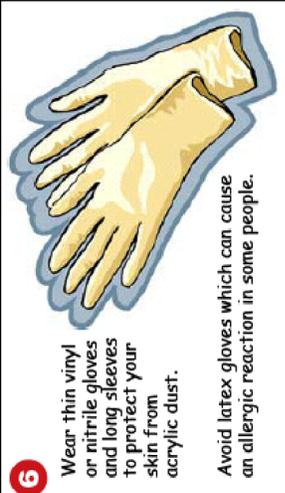
4 Make sure that your salon has plenty of fresh air circulating so that you're not exposed to chemical fumes.



5 Wear safety glasses or goggles to protect your eyes from acrylic chips that can fly off when you remove artificial nails and from splashes when you use liquid chemicals. A dust mask protects your lungs from acrylic dust.



6 Wear thin vinyl or nitrile gloves and long sleeves to protect your skin from acrylic dust. Avoid latex gloves which can cause an allergic reaction in some people.



Plain Language Examples: Department of Administrative Services Excerpt from Web page updates

Before

Contract Services supervises the preparation of all contracts, agreements and procurements for DAS and the Governor’s Office. It oversees the establishment and adherence to uniform rules and policies relating to requests for proposals, contractor selection, personal and professional service contracts, trade service contracts, as well as governmental, interagency and lease purchase agreements.

After

The Contract Services unit supervises purchasing and contracts for the Department of Administrative Services, the Governor’s Office, and client agencies. They oversee the entire process to ensure everyone involved follows the rules and understands their role and expectations. The unit creates contracts and sets up rules and policies for the following:

- Requests for proposals
- Selecting contractors
- Personal and professional service contracts
- Trade service contracts
- Government and interagency agreements
- Lease agreements

Before

Oregon’s Electronic Government (E-government) Program established a core e-government infrastructure. The program is now developing and delivering e-commerce capabilities, Web-based applications and Web site content management. These tools will increase the usability, performance and functionality of the state’s Web presence, and applying these tools to agency business processes will greatly improve the ease and efficiency of transacting business with the state of Oregon. Concurrently, the program is embarking on a strategic planning effort and pursuing a change in governance.

After

Oregon’s Electronic Government (E-gov) Program helps state agencies move information, forms, and payment processes to the Internet. Citizens and businesses can then get the government services and information they need, when they need them. E-gov has established a reliable infrastructure for Internet services, and is now developing and delivering a variety of fee payment and other Web-based systems that support the needs of state agencies and their citizen customers. Internet tools make it easier for citizens and agencies to use the Internet to interact with each other, and allow business activities to occur after regular business hours.

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[Oregon Shines II \(1997\)](#)

[Oregon Shines \(1989\)](#)

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Oregon Shines III

An informal RFP was posted on December 13th seeking professional assistance in the design and development of an Oregon Shines III business plan. The solicitation is posted on the [state procurement website \(orpin\)](#), opportunity #107-1081-07. Registration is required.

[Oregon Shines III Concept \(doc\)](#)

[Oregon Shines III Case Statement \(pdf\)](#)

[Oregon Shir](#)

It has been nearly a decade since *Oregon Shines II*. Much has changed since then including 9/11, another recession followed by recovery, immigration, technological advances and global warming. With the Governor's support, the Progress Board will launch *Oregon Shines III* update in this year, with an anticipated release in 2009 (to coincide with Oregon's sesquicentennial celebration). The focus of *Oregon Shines III* will be on re-affirming Oregon's values, beliefs and strategic directions, involving legislators in selecting Oregon Benchmarks and setting benchmark targets and, **most importantly**, on building a results-based "infrastructure for action" and "communities of practice" all across the state of Oregon. In order to succeed with the *Oregon Shines* update, the process must engage hundreds of Oregonians from around the state in deliberations about the state's quality of life, present and future.

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[Oregon Shines III](#)

[Oregon Shines II \(1997\)](#)

[Oregon Shines \(1989\)](#)

What is Oregon Shines?

[Oregon Shines](#) is the strategic plan for the future of Oregon and all Oregonians. Mandated by the Governor in 1989 to help turn around a struggling economy, the plan set three goals and recommended strategies to achieve these goals. The plan also created the [Oregon Benchmarks](#) to measure progress.

The Governor and the Legislature created the [Oregon Progress Board](#) to focus the efforts of the state partners on the way their work aligns with the plan.

The Progress Board and partners across the state completed the first update of the plan, [Oregon Shines II](#), in 1997. This update revised the goals and pared down the number of Oregon Benchmarks.



**Plain Language Examples: Department of Consumer and Business Services
Job recruitment descriptions**

Before



Oregon

Theodore R. Kulongoski, Governor

Department of Consumer and Business Services

Human Resources Services • Director's Office

350 Winter Street NE, Room 150

PO Box 14480, Salem, Oregon 97309-0405

(503) 378-3200

Fax: (503) 378-5969

www.dcbs.oregon.gov

INFORMATION SYSTEMS SPECIALIST 6

(Systems Analyst)

\$3,793 - \$5,483 Monthly

POST CODE: D720

ANNOUNCEMENT NUMBER: LECB6215

CLASSIFICATION NUMBER: C1486*

OPEN: November 16, 2006

CLOSE: December 1, 2006

LOCATION: Salem

GENERAL INFORMATION

- ◆ These positions are with the Information Management Division, Information and Technology Services Section, of the Department of Consumer and Business Services (DCBS), and are located in Salem. This recruitment will be used to establish a list of qualified people to fill two current vacancies, one limited duration and one permanent.
- ◆ The limited duration position is funded through June 30, 2007. The limited duration position may also be included in the Division's 2007 – 2009 Budget request and if approved by the legislature, may be extended or become permanent.
- ◆ **NOTE:** If you are a HIRE System candidate and you are interested in being considered for this position, you must complete the application process described in this recruitment announcement.
- ◆ The classified employees of the Department of Consumer and Business Services are represented by the Service Employees International Union (SEIU), Oregon Public Employees Union (OPEU) and the American Federation of State, County and Municipal Employees (AFSCME). The position being recruited for in this job announcement is represented by SEIU, OPEU. Union members pay union dues; non-union members pay "fair share."

TO QUALIFY

Your PD100 application form and detailed resume will be reviewed to verify that you meet the qualifications stated in this section. (**Be specific in describing your experience.**) To be considered for this position, your application materials must clearly show that you have:

- ◆ Four years of professional, consultative, technical, or administrative experience designing, constructing or analyzing information systems. Experience must include activities in development, coordination, implementation, and support of information systems. Experience must include Cold Fusion application development and support experience; **and either:**
- ◆ (a) at least 30 quarter (20 semester) credits in computer science; or (b) two more years of experience providing a knowledge of information systems theory and principles.

15 quarter (10 semester) graduate-level computer science, software engineering, information systems, or equivalent credits may substitute for one year of the professional experience.

Note: If you are using a degree or coursework to qualify you must submit a photocopy of all related transcripts along with your application materials in order to receive credit for the degree and/or coursework. Transcripts must include your name; coursework completed; and indicate that a degree was granted.

Before, continued

Please carefully read the **HOW TO APPLY** portion of this announcement for application instructions.

On your application form (PD100), be specific in addressing your experience and/or training to areas listed in the minimum qualifications. If the qualifying experience shown on the job announcement is not the main, but only part of the duty(ies) you performed in a job you are listing, you must include the percentage of time actually spent on the qualifying experience (four hours of a 40 hour week performing bookkeeping duties = 10%; or, five hours of a 20 hour week =25%). Credit for work that is less than full time is pro-rated based on a 40-hour week.

IF YOU QUALIFY

There is no test for this job. If you meet the "To Qualify" requirements on this announcement, your name will be placed on the list as qualified. List the announcement number shown on this job announcement on your application materials.

Only those applicants whose background most closely matches the needs and the requirements of this position will be contacted for an interview.

DUTIES AND RESPONSIBILITIES

The purpose of these positions is to provide technical assistance to local building jurisdictions (cities and counties), both onsite and remotely, to enable them to participate with the DCBS/BCD e-permitting portal project with minimal jurisdiction effort. Perform business and technical analysis and design to develop applications for business functions. These positions manage medium projects, analyze business and technical requirements, write program specifications, create relational databases, create requirements documentation, code, test, make and monitor assignments. These positions will work under the direction of a lead analyst or project manager. Major duties:

- ◆ Receives direction from lead analyst or project manager on the following duties. Understands business area terms; and user and stakeholder roles and responsibilities. Develops relationships with stakeholders and users. Travels to jurisdiction location at project kickoff and as needed. Understands the purpose and goals of the E-Permits system. Understands the relationship of the E-Permits project with the Statewide Permitting project and can discuss with stakeholders and users. Understands how the system functions and future plans for the system and can explain. Understands address issues, accounting issues, and other key project issues and can explain. Understands the steps necessary for a jurisdiction to join the project. Communicates problems, suggestions, and comments of users and stakeholders to lead analyst and project manager. Explains process to join. Follows up on any questions/issues with lead analyst or project manager. Records jurisdiction contact information. Assists with jurisdiction application for ecommerce account. Extracts address data from jurisdiction system(s). Formats address data into required format and submits to lead analyst. Assists users in setting up FTP account and determining external IP address. Records jurisdiction permit fee information. Assists jurisdiction in determining transaction email and end of day email addresses. Trains users on permitting and accounting processes. Assists users with identifying payment and delivery policies differences from the default policies. Assists jurisdiction with testing. Emphasizes users responsibility to communicate changes to DCBS/BCD, including: contact information, web addresses, email addresses, address data, and fee schedules.
- ◆ Documents users' business processes and database access requirements for medium systems or projects. Plans, develops and coordinates the creation of new systems and subsystems and modifications to existing systems and subsystems to support business area functions. Systems operate in a relational data base environment using corporate data repositories with potential access from remote sites. Follows up on project assignments, bringing appropriate issues to the manager or lead analyst to ensure project is completed on schedule. Assigns work to development staff. Reviews, critiques and approves developer work for conformance with established guidelines and standards. Gathers and documents business data requirements. Uses analysis and design tools such as Smartdraw or Visio to create the conceptual data model to maximize sharing and reuse of

Before, continued

information. Develops plan for the creation of any required data interfaces. Documents all business rules and edits in a concise manner. Writes user document that includes business processes, needs, data requirements, business rules, edits, special processing, batch reporting, and online form flow. Consults with Project Coordinators, LAN Administrators and Data Base Administrator to inform and share information. Designs physical data model in dictionary including identifying files and fields, relationships and keys. Determines if edits and business rules should be placed in dictionary or in program. Designs and writes specs for batch and update reporting. Creates online forms or screens. Codes and unit tests programs when programmers not available. Develops and thoroughly tests all applications, programs, procedures for assigned business area. Tests application for functionality. Coordinates functionality and usability test with users. Coordinates "train the user's" trainer.

WORKING CONDITIONS

- ◆ Requires limited physical exertion which is mainly office desk work.
- ◆ Requires travel to various regions within Oregon.
- ◆ This position may be required to work off-hours should serious problems occur to meet official system deadlines.
- ◆ Works extensively with computer.
- ◆ May work flexible schedule but must be available to meet assigned user needs during core hours.

You must have a valid driver's license and a satisfactory driving record. Note: Prior to an offer of employment, the Department of Consumer and Business Services will conduct a driving record check.

MARKETING AND OUTREACH TRACKING/EVALUATION

DCBS is tracking and evaluating its marketing and outreach efforts. Where did you hear about this position (you can mark more than one), and please be specific. Please include this section with your completed application materials.

- State Jobs Page
- Newspaper Ad – list newspaper: _____
- Monster.com
- Other Web site – list address: _____
- Employment Department Referral or from iMatch System
- Referral from individual – list name(s): _____
- Heard at community/professional organization meeting – list organization: _____

HOW TO APPLY

SUBMIT THE FOLLOWING:

- ◆ a **COMPLETED** State of Oregon application (form PD100),
- ◆ a current resume that describes your experience and training as it relates to this position,
- ◆ the completed Supplemental Applicant Questions (attached to the end of this announcement),
- ◆ the completed Marketing and Outreach Tracking/Evaluation section, and
- ◆ photocopies of college transcripts, if you are using a degree or coursework to qualify.

Only those applicants whose background most closely matches the needs and the requirements of this position will be contacted for an interview.

If you do not submit ALL of the requested application materials, your application packet will be considered incomplete and will not be considered further.

Before, continued

PLEASE NOTE: The State of Oregon does not have procedures or policies in place for VISA sponsorships. Within three-days of hire, applicants will be required to complete the US Department of Justice's I-9 form confirming authorization to work in the United States.

Copies of applications, supplements, and job announcements may be obtained from:

- a. the State's Jobs Page at www.oregonjobs.org
- b. the Department of Consumer and Business Services (DCBS) Human Resources Services, DCBS web site at www.dCBS.oregon.gov or by calling the DCBS Jobline at (503) 378-8980;
- c. local Oregon Employment Department field offices, or
- d. most state agency personnel offices.

Information about the Department of Consumer and Business Services may be obtained by visiting the DCBS Web Page at: www.dCBS.oregon.gov

If you have a disability and need assistance with the application process, you may call voice/TTY (503) 378-3200.

Send application materials to: Department of Consumer and Business Services,
Human Resources Services, PO Box 14480, Salem, OR 97309-0405

or **Fax to:** 503-378-5969 or **E-mail to:** DCBS.Recruiting@state.or.us.

or **Hand deliver to:** our street address at 350 Winter Street NE, Room 150, Salem, Oregon 97301.

Application materials must be received by 5:00 p.m. on the close date.

We are unable to acknowledge or verify receipt of applications due to the large volume.

AFTER your application materials have been reviewed, you will be sent a notice by mail advising: a) if your application was accepted, or b) if your application was not accepted. If you have questions about the results, you may request a review. Review requests must be submitted in writing and must be received within 10 days from the date listed in box 1 on the Application and Examination Notice. Additional information cannot be submitted with your review request. However, if your application was not accepted and if the recruitment is still open, you may submit a new application as long as it is received in our office by the close date.

SUBMIT only the required materials. Reference letters or work examples should be kept for interviews.

KEEP a copy of your application for job interviews. COPIES ARE NOT PROVIDED.

The pay on all announcements may change without notice.

This announcement is not an implied contract and may be modified or rescinded without notice.

**DCBS is an Equal Opportunity, Affirmative Action Employer
Committed to Workforce Diversity**

After



Systems Analyst

Our mission...

To protect and serve Oregon's consumers and workers while supporting a positive business climate in the state.

Job Information
Job Class: C1486 Information Systems Specialist 6
Announcement Number: LECB7170
Salary: \$46,884 - \$67,764 Annually
Location: Salem
Opens: October 24, 2007
Closes: Open Until Further Notice

Obtain additional information about this position and agency at www.dcbs.oregon.gov,
or by e-mailing DCBS.Recruiting@state.or.us,
or by calling 503-378-3200.

Send application materials to:
Department of Consumer and Business Services
Human Resources Services
PO Box 14480
Salem, OR 97309-0405

- or fax to 503-378-5969
- or e-mail to DCBS.Recruiting@state.or.us.

For hand delivery, bring to our street address at: 350 Winter Street NE; Room 150, Salem, OR 97301.

Job Description
<p>The Department of Consumer and Business Services (DCBS) is a progressive regulatory state agency located in Salem, Oregon. The Information Management Division (IMD) provides central IT support for the entire department (1,100 staff). We are looking for bright, hard-working people, dedicated to excellent customer service, who want their work to benefit the public. IMD's mission is to provide high-quality and affordable information analysis, information technology services, and information management leadership to effectively support the department's programs and stakeholders.</p> <p>IMD is seeking a dynamic, customer oriented, and technically competent Systems Analyst to work as a member of the e-Permit project team. This team will continue to expand the current building permits pilot project web site (buildingpermits.oregon.gov). At the same time, it will also design, develop, procure, implement and support software applications that will be used by 130 construction permitting offices throughout the state to provide on-line business functionality for Oregon construction contractors and home owners.</p> <p>This position represents an exciting opportunity to join the project at an early stage and participate in establishing a new business dynamic for the Oregon construction industry. Extensive interaction with permitting jurisdictions throughout the state of Oregon will be a key component to the success of the project.</p> <p>IMD places a high value on its staff and management team and strongly believes that staff development (through mentoring, training, and challenging new assignments) is critical to our ongoing success in meeting business needs. If you are seeking a progressive, challenging, fun, team-based, customer-focused IT environment in a family-friendly city close to the mountains and to the beach, this could be the job for you.</p> <p>INTERESTED? Here's What You Need: The successful candidate will have a minimum of four years of professional, consultative, technical, or administrative experience providing expert advice and leadership in planning, development, coordination, and implementation of data systems; and (a) at least 30 quarter (20 semester) credits in computer science; or (b) two more years of experience providing a knowledge of information systems theory and principles.</p> <p>Note that 15 quarter (10 semester) graduate-level computer science, software engineering, information systems, or equivalent credits may substitute for one year of the professional experience.</p> <p>Preference will be given to candidates with Coldfusion programming experience and Oracle database experience.</p>

After, continued

The State of Oregon does not have procedures or policies in place for VISA sponsorships. Within three-days of hire, you will be required to complete the US Department of Homeland Security's I-9 form confirming authorization to work in the United States.

DESIRED ATTRIBUTES

- ◆ The ability to contribute high energy and productivity to a fast-paced dynamic project.
- ◆ Excellent customer relation skills.
- ◆ Excellent team-oriented interpersonal skills.
- ◆ A desire to learn, grow, and help build a better business environment for Oregon citizens.

HOW TO APPLY

- ◆ Submit the completed "Applicant Information Form" (attached to this announcement), photocopies of transcripts, if you are using education to qualify, **and** your resume (not a PD100) indicating positions you have held, organizations for which you have worked, complete dates of your employment, and a detailed description of your duties and level of responsibility.
- ◆ Submit a cover letter, not more than two (2) pages, describing how your professional experience and education qualifies you for and why you are interested in this position.

Only Applicants whose background most closely matches the needs and requirements will be contacted for an interview.

DCBS is an Equal Opportunity, Affirmative Action Employer
Committed to Workforce Diversity

Before

STATE OF OREGON
DEPARTMENT OF ADMINISTRATIVE SERVICES
 STATE CONTROLLER'S DIVISION (SCD)
 STATEWIDE FINANCIAL MANAGEMENT SERVICES (SFMS)



AUTOMATED CLEARING HOUSE



ELECTRONIC PAYMENTS

Financial Institutions

Per NACHA rules, financial institutions must make payment-related information available, upon request, to their customers who receive payments through certain ACH formats. Additionally, they should work to ensure remittance information is passed along to their customers.

Financial institutions should determine:

- ◆ If they are a part of the ACH network
- ◆ How and when the information will be provided to their customers

The benefits of receiving these payments electronically include:

- ✓ Reducing manual operations associated with check handling and processing
- ✓ Meeting your customers' needs
- ✓ Reducing the possibility of fraud

State Agencies

As a State agency, you may convert payments of payees that are frequently paid from warrants to ACH payments by following the prescribed ACH process.

The benefits of making your payments electronically include:

- ✓ Reducing operating costs by reducing manual payment follow-up
- ✓ Streamlining financial operations and account reconciliations
- ✓ Decreasing indirect costs associated with printing and mailing checks
- ✓ Reducing the possibility of loss and fraud.



ACH services are authorized by 31 CFR Part 210 and ORS 7.4A.1010 et seq.

How ACH Payments Will Affect and Benefit VENDORS, TRAVELERS, RECIPIENTS, CONTRACTORS, FINANCIAL INSTITUTIONS, and STATE AGENCIES

Payees

Payees who regularly conduct business with State agencies can receive their money more quickly by using the ACH process. To do this, they must authorize the service and supply SFMS with information about their financial institution and a single checking or savings account to be used.

Payees must work with their financial institutions to determine:

- ◆ If the financial institution is capable of receiving ACH payments, and if so,
- ◆ What remittance information they make available, how, and when.

The benefits of receiving electronic payments include:

- ✓ Eliminating mail and handling delays
- ✓ Allowing the immediate availability of funds
- ✓ Producing payments that are fully traceable
- ✓ Eliminating the possibility of lost, stolen, or misplaced checks
- ✓ Reducing the possibility of fraud
- ✓ Completing only one authorization form to receive payments from more than one state agency
- ✓ Reducing the cost of government operations
- ✓ Reducing the consumption of paper

STATE OF OREGON

STATE CONTROLLER'S DIVISION (SCD)

STATEWIDE FINANCIAL MANAGEMENT SERVICES (SFMS)

ACH PAYMENT SERVICE

INTRODUCTION

Effective March 2003, payees that regularly receive payments from the State of Oregon may be eligible to receive payments through Electronic Funds Transfer (EFT) by way of the Automated Clearing House Services of the Federal Reserve Banking System

ACH payments are a secure, reliable, low-cost alternative to printing and mailing checks and warrants. The Federal Reserve Bank of San Francisco serves as the clearinghouse for the financial institutions in Oregon. The FRB of SF routes ACH payments to financial institutions in all 50 states. Virtually every bank and financial institution in the country is a qualified member of the ACH network. The ACH transactions within this network are governed and regulated by the National Automated Clearing House Association (NACHA). The members in West Coast states are further coordinated and supported by the Western Payments Alliance, in San Francisco.

The State of Oregon, through the Oregon State Treasury (OST), uses an authorized Servicing Bank to process ACH payments to contractors, merchants, and other business partners for a wide range of goods and services. ACH payments are also made to state employees who are regularly reimbursed for approved expenses incurred while traveling on state business.



ACH payments are convenient and secure. They reduce the risk of loss and fraud. The savings of time and money make good sense for State of Oregon and its business partners.

When agencies pay for the goods and services they have received, SFMS functions as the payment distributor. Upon receipt of a payment order from an agency, SFMS posts the accounting transactions and issues payment by warrant or through the ACH network.

To facilitate record keeping, simultaneous payments by an agency are combined into one payment. However, payments from multiple agencies are handled separately.

When SFMS sends a payment order to the State Treasury, an email notice is sent to the payee. The information normally sent with a warrant is posted on a secure web site on the Internet. This web site holds 90 days of data. Payees may access this web site 24 hours a day, seven days a week at no additional cost. The web site's location is:

<https://pmtinfo.das.state.or.us>

Those who desire to receive ACH payments must complete and return a Direct Deposit Authorization form (SFMS ACH-1). For this form or more information, please call: SFMS Operations at (503) 373-1044 ext. 247.

The State of Oregon complies with the Americans With Disabilities Act. Those needing an alternative format for this information may request it by TDD at (503) 378-4672

Before, continued

How it Works:

- ◆ *Once payment is approved, the Agency Office enters payment instructions into the Statewide Financial Management System (SFMA). SFMA sends payment instructions to the State Treasury, which send payment instructions to its bank. The State's bank forwards these instructions to the ACH operator (the Federal Reserve Bank in San Francisco), which coordinates the transfer of funds to your Financial Institution.*
- ◆ *On the settlement day a credit is posted to your account. Total transit time is two banking days.*
- ◆ *If your account is closed or incorrectly identified, the funds are returned through the ACH network to the Treasury's bank. If this should happen, payment will be mailed to you.*
- ◆ *The initial set up and routing verification takes nine banking days. In the meantime, any payments due will be made by warrant.*

This process is completely separate from the State's payroll system. Changes in one do not affect the other in any way.

To request an enrollment form, contact SFMS Operations at (503) 373-1044 ext 247, or visit our web site at

http://egov.oregon.gov/DAS/ISCD/SFMS/docs/ACH_enrollment_form.doc



Eligibility

If you regularly receive payments from Oregon state government, you may be eligible to receive ACH electronic payments.

Getting started

Do you want to get set up for electronic payments? Contact SFMS Operations to request an enrollment form, or visit us online.

SFMS Operations
(503) 373-1044, ext. 247

http://oregon.gov/DAS/SCD/SFMS/docs/ACH_enrollment_form.doc



The state of Oregon complies with the Americans with Disabilities Act. People who need an alternative format for this information may request it by TTY at (503) 378-4672.

The benefits of electronic payments

- Eliminate mail and handling delays
- Immediate availability of funds
- Traceable payments
- Eliminate lost, stolen or misplaced checks
- Reduce possibility of fraud
- Single authorization form for multiple state agencies
- Reduce government operation costs
- Reduce paper consumption

About electronic payments

Automated Clearing House (ACH) electronic payments are a secure, reliable, low-cost alternative to printing and mailing checks and warrants. These electronic payments are made through electronic funds transfer.

Oregon state government uses an authorized bank to process ACH payments to contractors, merchants, and other business partners for a wide range of goods and services. The state also uses ACH payments for state employees who regularly receive reimbursement for approved expenses while traveling on state business.

How it works

1 When an agency approves a payment to a contractor, merchant or employee, their staff enters payment instructions into the Statewide Financial Management Application (SFMA). SFMA then sends payment instructions to the state's bank. The bank forwards these instructions to the ACH operator which coordinates the transfer of funds to the appropriate financial institution.

2 The payee receives email notification that the payment order has been sent to the State Treasury. Payment order information is accessible online for 90 days at: <https://pmtinfo.das.state.or.us>

3 On the settlement day, the bank posts a credit to the account. Total transit time is two banking days.

4 If an account is closed or incorrectly identified, the funds return through ACH to the state's bank. If this happens, the state mails the payment.

5 The initial set up and routing verification takes nine banking days. In the meantime, if a payee is owed a payment, the state issues a warrant.



The ACH electronic payments process is completely separate from state government's payroll system. Changes in one system do not affect the other in any way.