

MAUCSE Status Report: An Easy-to-use, Intuitive Website

Last Revised: June 6th, 2018

- On target as scheduled
- Delays or barriers, new target date
- Paused indefinitely

Zero - Three Months Snapshot

Solution	Customer Reality	Start Date	Target End Date	Progress	Status, Issues, Dependencies
Redo IT Contracts Landing Page – Add MAUCSE details and links. In Check and adjust status, updated as needed.	Customer’s get lost easily on our webpage, don’t know what is going on.	8/1/17	12/30/17	100%	MAUCSE basic details are in.
Add link to contracts search under main website search on DES page template. Make search tool “eye-window” friendly and incorporate it onto the Technology Master Contracts Page.	Sometimes they search the website thinking they are searching for contracts. This brings up old documents.	9/15/17	12/30/17	100%	Whether the website team will allow these changes. UPDATE changes approved.
Create Master Contract Feedback Page, give customers ability to vote on our work priorities. Page created, refinement needed.	Customers didn’t feel like they could give adequate feedback or that their concerns affected our work priorities.	8/15/17	12/30/17	100%	Partially populated. Will update with new information as we go.
Adequately explain NASPO-DES Relationship. A disclaimer on the NASPO DES-Relationship will be put on all NASPO Contract pages.	Customers have trouble discerning the NASPO-DES relationship. Going from DES webpages to NASPO webpages can be disorienting.	9/1/17	12/30/17	100%	Explored pop-ups (found to be too invasive) mouse hover option works but there are not many NASPO links within the PCMS editable area.
Expand Vendors in Keyword Search. Include DBA name in contracts search.	Customers could not find all vendors by search.	8/1/17	9/1/17	100%	Finished. Contract vendors are now a searchable field within PCMS.
Update and standardize IT contract portal pages. Make vendor pages more easily accessible. Currently re-working Computer Equipment contract. This contract has been extremely complex. I think we will end up reducing the number of clicks to reach pricing by an average of four.	Each page has traditionally been very different. Information is scattered or instructions are not clear.	7/1/17	12/30/17	100%	Need to meet with individual contract managers to work on portal pages. 12/1/17 – All IT portal pages have been addressed, ongoing maintenance will be needed.

<p>We want to create an anchor link so when customers click on our “Find a Contract Specialist” link they go directly to the IT Contracts portion of the list. This will create less scrolling and less clicks.</p>	<p>Customer’s get lost easily on our webpage, don’t know what is going on.</p>			<p>100%</p>	
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Three – Six Months Snapshot

Solution	Customer Reality	Start Date	Target End Date	Progress	Status, Issues, Dependencies
<p>Update Contract Search tool to use a modern algorithm – word is the prices have really come down on better algorithms. John Honnold is conducting research.</p>	<p>Search tool can be clunky if searches aren’t adequately precise.</p>	<p>11/15/17</p>	<p>7/31/18</p>	<p>80%</p>	<p>6/5/18 Update – Technology services has finalized the requirements for the new search tool taking into account feedback from all stakeholders. Implementation of the new search system is now beginning.</p> <p>5/24/18 Update – Our technology services division has developed an updated Contract search tool that is mobile friendly, instantly updating, and multi-word search compatible. It is currently moving through the approval processes to be rolled out live, although it is built and working.</p> <p>11/15/17 Update – We have moved from the research phase to problem solving phase. We</p>

					<p>are actively exploring whether our older PCMS database where many contract files are pulled from can be linked to our newer google search tool. Website searches would then search both databases.</p> <p>1/25/18 Update – We have gotten confirmation that we can move forward with expanding the database of searchable terms and giving the search tool the ability to search phrases instead of individual words. To do further updates could bring us in conflict with One Washington initiatives that are going on. IT support team has moved forward with implementing these upgrades.</p> <p>Other concerns: Protecting stakeholders like diversity who use the search tool. Expand the database of searchable information. Boolean method search enhancements (search phrases, auto complete). A way to scan DES pages for broken links on a regular basis.</p>
<p>Assemble project team for e-marketing solution:</p> <p>a) Hire project manager.</p> <p>b) Identify half time business analyst (internal resource).</p> <p>c) The project manager and business analyst will collectively be gathering the requirements for the new e-marketing solution RFP and managing the project to completion.</p> <p>d) We have requested submittals for resumes.</p>	<p>We want an “Amazon” style experience when we use the DES website to find contracts and products.</p>	9/1/17	3/31/18	0%	<p>We are currently beginning the process of locating a project manager.</p> <p>11/15/17 Update – We have determined these efforts would conflict with the upcoming One Washington procurement system plans. These resources</p>

					are now being allocated to assisting that effort and other projects.
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Six Months – Two Years Snapshot

Solution	Customer Reality	Start Date	Target End Date	Progress	Status, Issues, Dependencies
Develop RFP for e-marketing solution. a) Follow OCIO process for e-marketing solution. b) Coordinate with One Washington.	We want an “Amazon” style experience when we use the DES website to find contracts and products.	TBD	TBD	0%	11/15/17 Update – We have determined these efforts would conflict with the upcoming One Washington procurement system plans. These resources are now being allocated to assisting that effort and other projects.
We want to create a customer facing “desk manual” to provide templates, policy information, WEBS manuals and procurement FAQ’s for view and download by our customers.	Sometimes DES does not adequately share policies and procedures or provide enough templates for us to work with.	TBD	TBD	0%	