



Town of Glastonbury

2155 MAIN ST · P.O. BOX 6523 · GLASTONBURY, CONNECTICUT 06033-6523
PHONE 860-652-7598 FAX 860-652-7590

PUBLIC TESTIMONY
Government Administration and Elections Committee
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Testimony of:

Bobby Ashton, Information Technology Manager, Town of Glastonbury
(860) 652-7598
Bobby.ashton@glastonbury-ct.gov

Speaking in Support of HB 5309:

AN ACT IMPLEMENTING THE RECOMMENDATIONS OF THE PROGRAM REVIEW AND INVESTIGATIONS COMMITTEE CONCERNING THE CREATION OF A GOVERNANCE STRUCTURE TO IMPLEMENT E-GOVERNMENT.

I am speaking in support of House Bill 5309, concerning the creation of an eGovernance Structure.

As the Information Technology Manager for the Town of Glastonbury I have been involved in the redesign of the municipal Internet Web presence for several years. In 2008 the Town embarked on an upgrade to the existing sites with the help of a Web Committee that was formed to provide oversight and guidance during the upgrade process. The tasks of the Web Committee very much mimics that of the proposed eGovernance committee that is proposed in HB 5309. The Web Committee was extremely valuable to the success of the overall redesign. The praise and accolades from the public about the new websites have been profound over the last three years.

A primary focus for the entire committee during the redesign efforts was that the site needs to be Citizen Centric. In simple terms, design the site based on what the end user is looking for, not based on the structure of the organization. John Q Public does not really know or care which department does what function. I recommend the eGovernance Committee adopt the same focus.

I would recommend that the State and the local municipalities work together to make both the State and Municipal websites more seamless to the end users. Many users do not know functions are handled by the state vs. the local municipality so design sites that help them to find what they are looking for regardless of where they start the search.

If the eGovernance Committee gets involved in establishing statewide portals for municipal functions I believe that would be beneficial to the public and especially businesses that need to work with multiple municipalities in their day to day work. Many local municipal websites are rather difficult to navigate at this point in time. I would have two suggestions if the Committee moves in this direction. One would be to work with the local municipalities to develop methodologies that interface with existing systems at the local level. A duplication of systems would be difficult to implement. The second suggestion would be to work with the regional or national standards body's that develop interfacing standards between different systems. An example would be PRIA, Property Records Industry Association. Organizations such as this have put together interfacing standards that would allow different vendors products for Town Clerks and Property Assessors to communicate with a common

front end website. A state committee that is pushing for these kind of standards to the local municipalities will help get the vendors to make their systems compliant and thus make it easier to create potential statewide portals.

Lastly this initiative would fit in nicely with other State initiatives that are potentially going to help the local municipalities in the state such as the CEN fiber project through the BTOP grant.

Thank you for your time.