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On Behalf
        Of:

Committee: Joint Committee On Ways and Means Subcommittee On General
                Government

Measure: HB5035

The service the Oregon SOS provides to businesses is incredibly inefficient and out of date. Calling is with issues is painful. Employees can't look up case numbers for continuity in communication with questions and problems. Businesses can't auto-renew licenses so they need to reply on physical mail for renewal notices, and the software is decades out of date.

The software needed to support business services is fairly simple especially when compared to elections software. The Oregon SOS should look into total replacement of current systems with modern software, most of which can be bought off the shelf and customized as long as the IT staff has modern enough knowledge to use it. They need to defend the bloat in the current budget, why the software is so out of date, prove they have the right personnel with up to date knowledge to modernize the software, and have a solid efficient plan for software replacement before more taxpayer money should be granted otherwise it will be wasted by people who don't know how to update a system using the current methods. Chances are that with the right management they can accomplish this using a phased approach with existing budget.

I worked for several years in the IT/Software department at the MN SOS for both business services and elections so I feel I have insight on the problems and solutions faced by our state.