



The League of Women Voters of Oregon, established in 1920, is a grassroots nonpartisan political organization that encourages informed and active participation in government. We envision informed Oregonians participating in a fully accessible, responsive, and transparent government to achieve the common good. LWVOR Legislative Action is based on advocacy positions formed through studies and member consensus. The League never supports or opposes any candidate or political party.

May 2, 2025

To: [Representative Nancy Nathanson](#), Presiding Co-Chair

[Joint Committee On Information Management and Technology](#) (JCIMT)

Re: [HB 3931](#) – Task Force for coordinated state portal for licensing, applications, etc. – **Support**

The League supports HB 3931, to establish an E-Oregon Task Force to evaluate creating a coordinated portal(s) for Oregon residents applying for business licenses, registrations, certificates, ID cards, other credentials and permits, or other common in-state transactions. Our support is based on our positions for fiscal responsibility, transparency in government, and cybersecurity. Examining this consolidation could look at benefits [we supported](#) for [SB 90 Enrolled](#) (2017), which consolidated state agency cybersecurity functions, including supportive incident response.

We rely on online transactions to be efficient, to protect our information, and to be easy to use. A committee comment in March said, “cybersecurity and IT support are like plumbing, we don’t think about it unless it doesn’t work.” The Oregon Electronic Portal Advisory Board (EPAB) monitors our state websites. Oregonians conduct a lot of state agency business online. From 2023, for three years running, the Center for Digital Government recognized<sup>1</sup> Oregon websites among the top ten states, as described in the EPAB Biennial Report, for “*radically improving the experience of government and pushing the boundaries of how citizen services are delivered*”.<sup>2</sup> Last year, they named “State of Oregon - Next in Line: A Seamless DMV Experience”, among State Government Experience Winners “*that create a better engaged constituency and a more responsive government*”.<sup>3</sup>

Cybersecurity and reducing costs are high priorities now. It is enticing to consider coordinating, to streamline processes, to improve efficiency for users and providers, and to enhance security and privacy with common portals. This is worth investigating with a Task Force.

This committee is familiar with the weakest link concept, for example, the August 2016 software vendor breach for fishing licenses<sup>4</sup>. For [HB 4155](#) (2022), [we addressed](#) local expensive vulnerabilities that might be eased with shared or central application processing. The bill failed, perhaps for fiscal impact, which the task force should address.

This task force could find ways to make it easier to find and connect with resources we need. Think of “no-wrong-door”, eliminating the need to navigate multiple agencies. Last year, this committee heard about “[Estonia’s Digital journey](#)”, with features of their central portal and their adoption timeline. They reported increased efficiency, avoiding hacking and ransomware attacks, a laudable goal and serious concern for us. Their online interactions are secured: authenticated, encrypted, time and location stamped, linking individuals’ information. Ours could be, too.

We urge your Support for HB 3931. Thank you for the opportunity to discuss this legislation.

Lisa Bentson  
President LWVOR

Rebecca Gladstone  
EPAB Public Member

Norman Turrill  
Governance Coordinator

<sup>1</sup> Government Experience Awards 2023 Winners Announced. Sept 18, 2023. GovX Summit.

<https://www.govtech.com/cdg/government-experience/government-experience-awards-2023-winners-announced>

<sup>2</sup> Electronic Government Portal January 2025. Enterprise Information Services Biennial Report On Electronic Government Portal Activities For January 2023-December 2024. <https://www.oregon.gov/eis/epab/Documents/2024-EPAB-Legislative-Report.pdf>

<sup>3</sup> Government Experience Awards 2024 Winners Announced. Sept 18, 2024. GovX Summit.

<https://www.govtech.com/cdg/government-experience/government-experience-awards-2024-winners-announced>

<sup>4</sup> License vendor notifying ODFW customers whose personal information may have been compromised in data breach. September 19, 2016. [https://www.dfw.state.or.us/agency/docs/Breach\\_Notification.pdf](https://www.dfw.state.or.us/agency/docs/Breach_Notification.pdf)