Website Replacement Project

Pam Justice

Information Management

Project Background

- ## Business Justification

The County internet site had been in place for about 8 years and was based on the MS Sharepoint 2007 platform. After 8 years the servers became out of warranty and were no longer serviceable. The software platform and operating systems as well as the database were no longer supported by Microsoft. The County needed an internet site that would allow departments to more effectively engage residents and businesses at a low cost of maintenance and effort from our department staff.

- ## Project Objectives
  - Reduce costs
  - Improve services
  - Improve communication

Project Requirements

- Site is Mobile Responsive
- Site accommodates new branding
- Site conforms to current speed, performance and reliability standards
- Compatible with new and existing County enterprise portals (RecTrack, EnerGov, PRISM – Tyler Munis, etc…)
- Site allows for growth in increased bi-directional transactions between County staff and residents/businesses
- Takes advantage of cloud hosting services
- Vendor provides regular backups, software updates and redundancy
- Site allows data displays in the form of dashboards and other meaningful content structures (HTML 5, CSS 3)
- Site allows Social Media feeds
- Vendor allows the County to take full advantage of any new features offered
- Site has newsletter capability
- Site has robust search capabilities, search optimization, and site analytics

Project Team

- Sponsor – Harry Burgess, County Manager
- Steering Committee
  – Steve Lynne, Dino Sgambellone, Charlie Kalogeros-Chattan, John Roig, Bob Westervelt, Brian Brogan
- Team Members
  – Pamela Justice, Project Manager
  – Julie Habiger, Design Lead & Branding Expert
  – Gwen Kalavaza, Julie Williams-Hill, Louise Romero, Louisa Martinez, Alfred Lopez, Francine Suazo-Henley (with assistance from Jaime Kephart and Andrew Harnden)

Timeline

2015	2016				2017	
Started in December	Feb. - May	August	Sep. - Nov.	Dec.–Jan.	Feb. – mid March.	March 22nd, 2017
	RPF Process	Contract Awarded to West Interactive (CivicLive)	Design and Site Build	Content Migration	Training, User Testing, Acceptance	Site Go-Live
Jan. 2016	Build team and defined the project					

Project Budget

- Council approved $100k (project implementation only)
- Contracted Budget (3yrs with option to extend an additional 2 yrs)
    1. $60,300 one-time implementation fee including 1st years maintenance fee (not including tax)
    2. Yearly maintenance fee for Yrs 2 & 3 - $10,900/yr for a total of $21,800 (excluding tax)
    3. Maintenance for yrs 4 & 5 ($11,445 & $12,018) allows for 5% increase each year.
    4. Total Contract Amount - $105,563 over 5 yrs
- Additional $7500 for Professional services which could include Custom Development or additional training. This service would need to be a separate contract.

Impacts

- To Staff
  - Lower cost of hardware maintenance (time, money, effort)
  - Staff need to find different ways to create and maintain content
  - Features available to help with content maintenance. (notifications and alerts)

- To Citizens
  - Easier access to most requested content
  - Additional functionality can be implemented each year without additional cost.
  - Mobile responsive for most common devices.
  - In-Page social media feeds.

ATTACHMENT A

Content Migration Method

- Identified the most requested data from Google Analytics

- Created "Quicklinks" and areas of interest based on analytics

- Restructured menus for easy access to content.

- Allowed for easier access to more Open Government content.

L🌐S ALAM🌐S

Challenges

- Staying on track with the timeline
- Vendor performance
- Content development
- Testing issues
- Mitigation steps were implemented to get the project back on track with minimal delay and impact to the project.

LOS ALAMOS

Going Forward

- We will utilize the tools available in the new site to help keep the content fresh
- We will implement a new web editor policy that incorporates our branding and helps maintain consistency across the site.

- We will implement new methods of training to ensure our editors utilize desktop publishing skills to ensure content is presented in a professional manner
- We will work with CivicLive to further implement included features to enhance citizen's web experience.

L⦿S ALAM⦿S

Our New Website

Demo

- Attributes of our new home page
- Mega Menu
- Department home pages
- Calendars with filters
- Newsletter subscribe
- Social Media feeds
- Job post page
- Bids and Proposal post page

Questions

Contact :

Pam Justice

- Webmaster/Web Development, Information Management
- 663-1959
- pam.justice@lacnm.us