

# municipal websites

## Website Redesign Budget Checklist

A website redesign project is a large undertaking and preparing for it can mean a significant amount of time, resources, and money. Understanding that local governments face lean budgets and staffing realities, we've helped over 4,000 municipalities redesign their websites — on time and on budget.

We've created this checklist to help you plan your website redesign project, and to ensure you get everything that you want and need — with no surprises to your bottom line. Utilize this checklist to identify which of your needs could influence your budget:

### CONTENT

- Content redevelopment
- On-going content updates

### DESIGN

- Template
- Custom

### PROFESSIONAL SERVICES

- Website consultation services
- Marketing, branding, and logo services

### PROGRAMMING

- Mobile-first design with optional resident app
- Custom coding for third-party integrations
- Custom identity provider (IdP) Integrations

### SECURITY

- Website hosting and security protection
- Disaster recovery and mitigation process



# Project **Timeline**

Our dedicated team of experts brings strategic consulting, knowledge of the latest design trends, programming best practices, and secure hosting to your website project.



## Kick-Off Meeting



## Phase 1:

Review of digital functionality



## Phase 2:

Website layout



## Phase 3:

Website reveal and revise



## Phase 4:

Go live

### PROJECT TIMELINE: 16 – 23 WEEKS

PHASE 1	PHASE 2	PHASE 3	PHASE 4
4 – 6 Weeks			
	3 – 5 Weeks		
		6 – 8 Weeks	
			3 – 4 Weeks



# Advice From Experts in **Local Government Communications**

Strategic consulting ensures your redesigned website meets your engagement needs.

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Implementing a new software solution is a huge undertaking. Not only does new software touch every department in your administration, but it also has the potential to positively impact thousands of residents in your community. When you choose CivicPlus®, you don't just purchase a software, you choose a partner with scalable solutions that will help you make data-informed decisions and strategically guide your redesign planning process to ensure your website helps you meet your communication goals.

## **The Tenets** of a Comprehensive Consultation Engagement Should Accomplish the Following:

- Get stakeholders and contributors excited and aligned to mutually agreed-upon goals and priorities
- Facilitate stakeholder review of strategic initiatives
- Ensure everyone's needs are heard and addressed
- Devise a strategy to integrate third-party applications
- Create process maps for critical services
- Identify your audience, top services, and most relevant information
- Assist in analyzing existing website statistics and resident input
- Solidify a plan to improve information and end-user navigation
- Align department processes
- Suggest streamlined content that empowers residents to self-serve their needs online whenever possible



# Enterprise-Level Hosting and Security

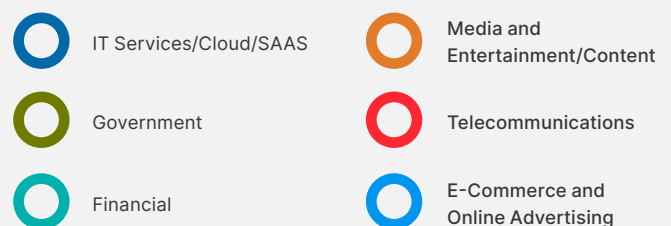
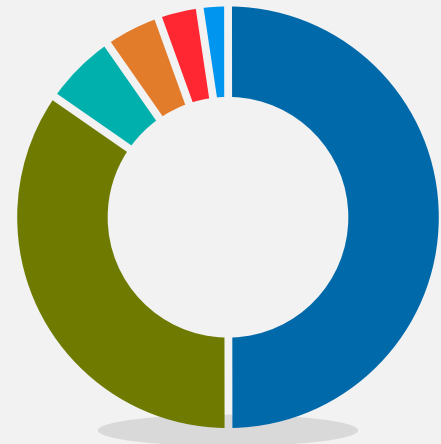
Protecting your civic and resident data

CivicPlus offers enterprise hosting, security, and disaster recovery that is tested and unmatched in the industry.

**Cyber-security is a high profile topic** that makes the news almost daily, and local government is increasingly becoming a target.

We invest over \$4 million annually to adapt to the ever-changing security landscape. Our certified information security team has the expertise and experience to protect your local government website.

## Government Is Second Largest Target





## Hosting and Security Features

Data Center	
Highly reliable data center	✓
Managed network infrastructure	✓
On-site power backup and generators	✓
Multiple telecom/network providers	✓
Fully redundant network	✓
Highly secure facility	✓
System monitoring	24/7/365
Hosting	
Automated Website software updates	✓
Server management and monitoring	✓
Multi-tiered software architecture	✓
Server software updates and security patches	✓
Database software updates and security patches	✓
Anti-virus management and updates	✓
Server-class hardware from nationally recognized provider	✓
Redundant firewall solutions	✓
Server software updates and security patches	✓
High performance SAN with N+2 reliability	✓

Bandwidth	
Multiple network providers in place	✓
Unlimited bandwidth usage for normal business operations (does not apply in the event of a cyber attack)	✓
Burst bandwidth	45 Gb/s
Disaster Recovery	
Emergency, after-hours, live-agent support (24/7)	✓
On-line status monitoring by data center	✓
Event notification emails	✓
Guaranteed recovery time objective (RTO)	4 hours
Guaranteed recovery point objective (RPO)	4 hours
Pre-emptive monitoring for disaster situations	✓
Multiple data centers	✓
Geographically diverse data centers	✓
Distributed Denial-of Service (DDoS) Attack Mitigation	
Defined DDoS attack process	✓
Identify attack source	✓
Identify type of attack	✓
Monitor attack for threshold engagement	✓
DDoS Advanced Security Coverage	
Continuous DDoS mitigation coverage	✓
Content distribution network support	✓
Proxy server support	✓
Live user detection servi	✓



# Why a CivicPlus Website

## Municipal Website solutions for local governments

Use our website content management system (CMS) to showcase your community, integrate with existing systems, and engage your residents. Our software includes everything you need to efficiently inform and empower your residents in one place, and at a tailored cost to meet your budget.

Our scalable solutions offer extensive functionality for all resident engagement interactions, such as agendas, calendars, bids, news, and facilities.



### Widest Feature Set

Extensive functionality is available for all your team's needs. Document and image management, alerts, notifications, online forms, payments, service requests, and more.



### Tailored Solutions for Your Needs

Whether you need an open-source, closed-source, or a headless CMS, we have all the tools to customize the perfect solution for you.



### Modern Branded Designs

Best-in-class, custom designs built individually to fit your community's culture and needs.



# Powering and Empowering Local Governments

CivicPlus provides technology solutions for local government. Over the past 25 years, we have built a suite of core software solutions to serve as a comprehensive foundation for local government operations' most critical aspects.

With our efficient, modern technology, residents can access the news, information, resources, code of ordinances, and tools they expect from their local government on-demand, freeing up time for administrators to focus on the strategic initiatives that matter most to the people who call their community home.

While our technology keeps local governments operating flawlessly behind the scenes, local leaders collaborate, plan, communicate, and serve their residents more efficiently because they're not weighed down by siloed systems, inefficient processes, or burdensome manual tasks.

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## The result is more profitable operations, happier residents, and better communities.

Our suite of solutions includes:

