



**Program #78332 - Website Digital Service Transformation and Upgrade** FY 2024 Department Requested

**Department:** County Assets **Program Contact:** 'Ilima Kennedy  
**Program Offer Type:** New **Program Offer Stage:** Department Requested

**Related Programs:**

**Program Characteristics:** One-Time-Only Request, Out of Target

**Executive Summary**

The County's internal and external websites are digital assets that provide the community with direct access to services, information, business workflows, and other applications. The technology upon which they are built is aging and becoming a security risk. This program establishes a project team to update the underlying platform, work with County stakeholders to modernize and redesign the user experience, train and provide consultation to County staff in supporting the creation and maintenance of accessible and well-structured content in order to provide an equitable website that is accessible and available to all.

**Program Description**

The program's goal is to transform the County's existing information-focused, internal and external websites into service-oriented websites where audiences of all abilities can access services, conduct business, and find information without barriers. The design and development process will use human-centered design principles and target both the internal (employee experience) and external websites (community experience), as well as the editor experiences for both. We will also provide accessible web editing and publishing tools that empower staff of all abilities to create the content and provide services to all communities and constituents.

County websites are digital assets that provide access to services, information, business workflows, and other applications. During the technology upgrade process, the team will work with internal and external stakeholders to identify, archive and remove obsolete information and validate the usability of our websites. The cleanup work will reduce clutter and positively impact the communities' ability to find relevant information efficiently and accurately. This program will include adding language translation to the external websites.

Per the County's Language, Communication and Cultural Access Policy, this program meets the objective to advance equity and reduce disparities by providing a welcoming web presence that functions as a virtual front door to the County's service offerings.

The program will establish a team of three Limited Duration Appointments: one Business Systems Analyst and two development resources for two years FY 2024 and FY 2025. The project team will augment the Enterprise Web team in continuing the forward momentum of the redesign and upgrade work.

**Performance Measures**

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Multco.us and Multco Commons are updated to modern versions of Drupal	N/A	N/A	N/A	50%
Outcome	Web assets that meet WCAG 2.1 AA standards for editor and user experience	N/A	N/A	N/A	50%

**Performance Measures Descriptions**

PM1 - Measures the progress of the platform upgrade. This will ensure that software updates are incremental rather than entire re-writes/re-builds

PM2 - The supporting platform and website will be modern, mobile-responsive, accessible and built to industry best practices.

## Legal / Contractual Obligation

The County's Executive Rule 273 makes a reference that websites and other digital assets should meet County web standards. These standards need to be developed to current industry best practices.

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
<b>Program Expenses</b>	<b>2023</b>	<b>2023</b>	<b>2024</b>	<b>2024</b>
Personnel	\$0	\$0	\$564,468	\$0
Materials & Supplies	\$0	\$0	\$650,772	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,215,240</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$1,215,240</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

This program is funded with one-time-only General Funds

## Significant Program Changes

Last Year this program was: