

Committee(s)	Dated:
Digital Services Sub Committee Public Relations and Economic Development Committee	04/02/2019 05/02/2019
Subject: Update on new website	Public
Report of: Director of Communications	For Information
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Summary

The purpose of this report is to keep Members updated on the progress of the website project, specifically to establish progress to date.

The current website does not meet our needs and does not reflect well on the City of London Corporation. The content management system of the current website will also be redundant after Summer 2020.

Therefore, we wish to replace the current website with one with the ability to display well on mobile devices, to provide comprehensive search results and to provide information in a task-based and user-focused manner.

The project went out to tender in summer 2018 and the results were verified at the IT Category Board on 9 October 2018. The suppliers, Zengenti, were appointed in November 2018.

The project has been approved at Gateway 5 enabling funding to be released which has allowed recruitment for a Project Manager to begin.

Main Report

Background

1. The current website was launched in 2012 and, inevitably, is showing its age and no longer reflects well on the City of London Corporation.
2. All support for SharePoint 2010 [the current website platform] will cease in Summer 2020 (regular support stopped in 2015). SharePoint will not be providing a platform for external sites in future, so it cannot simply be updated. Leaving our website an unsupported platform poses a major risk.

3. Our current website does not display well on mobile devices, is not task structured (ie lacking user focus) and the out of the box search engine cannot provide the results from across the full range of corporate information (ie Member, Jobs and Media sites are separate) that users would expect.

Current Position

4. The project went out to tender in August with evaluations in September 2018. The results of these evaluations went to the IT Category Board on 9 October. The award was made to the supplier following the Gateway 5 report. This has let the project commence and has released the funding.
5. The contract has been let under the Crown Commercial Services framework, G-Cloud 10. The call off contract has been agreed with the successful supplier following the approval of the Gateway 5 report. The new supplier, Zengenti, will commence the initial phases of the project during January 2019 in line with the outline project plan.
6. The discovery phase next steps are
 - a. talk to internal and external stakeholders
 - b. establish user needs
 - c. establish business requirements.
7. Members will be asked to participate in the discovery phase and in user testing. This will contribute to how the site is designed and the testing of its functionality.
8. A dedicated Project Manager is currently being recruited now that funding has been released.
9. This allows an early discovery phase (suppliers liaising in order to make informed recommendations about how to meet required outcomes), enabling work to start properly in early 2019. Based on previous experience, this will allow a realistic amount of time for building, consultation and testing to ensure the new site is ready before Summer 2020.

Conclusion

10. Members are asked to note the report.

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