

Committee(s)	Dated:
Digital Services Sub Committee	24/01/2020
Subject: Design, build, support and hosting for new website	Public
Report of: Town Clerk (Director of Communications)	For Information
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Summary

This report is to keep Members updated on the progress of the website project.

This went out to tender in summer 2018 and the suppliers, Zengenti, were appointed in November 2018. A Project Manager was appointed in March 2019.

Both the Build and the Testing & Training phases are almost complete at the time of writing. The Content Creation phase is underway, with quality assurance to follow.

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 October 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 (i.e. lacking user focus) and the out of the box search engine cannot provide the results from across the full range of corporate information (i.e. Member, Jobs and Media sites are separate) that users would expect.

Current Position

4. The new supplier, Zengenti, began the initial phases of the project during January 2019 in line with the outline project plan. They favour an Agile working practice [collaboration at every stage incorporating improvements]

and have undertaken simultaneous design, build and testing.

5. A Project Manager was recruited in March 2019.
6. Discovery and Design phases are complete.
7. Build and the Testing & Training phases are almost complete. The Build phase has been run in tandem with testing so that any issues could be addressed as part of the build. 107 editors have been trained across the organisation and they are now creating the content that was agreed as a priority for launch in the content audit.
8. The search engine is now functional and the final stage of integrating the Jobs data is underway.
9. The next steps will be ensuring all the audited content has been recreated and then undergoing a number of quality tests.

Conclusion

10. The new supplier, Zengenti, began work in early 2019. Based on previous experience, this will allow a realistic amount of time for building and testing to ensure the new site is ready before October 2020.

The project has a green status and currently is on time, on budget and within scope.

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Appendix A – Project Update Gantt Chart

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Project Update Gantt Chart – Appendix A

