

<b>Committee(s)</b>	<b>Dated:</b>
Digital Services Sub Committee Public Relations and Economic Development Committee	11 <sup>th</sup> September 2020
<b>Subject:</b> Design, build, support and hosting for new website	<b>Public</b>
<b>Report of:</b> Town Clerk (Director of Communications)	<b>For Information</b>
<b>Report author:</b> Melissa Richardson, Digital Publishing and Content Strategy Lead, Communications, Town Clerks	

### 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. The Build and the Testing & Training and the Content Creation phases are complete. The Quality assurance phase is underway and close to completion at the time of writing.

The new website will therefore be launched on Monday 6 July 2020.

### 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 on 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. A “Discovery Phase” started the project which covered:
  - a. talking to internal and external stakeholders
  - b. establishing user needs
  - c. establishing business requirements.
7. The Build and the Testing & Training and the Content Creation phases are complete.
8. The Member, Media and Jobs data has been integrated into the search engine and final testing and fixing is underway.
9. The Quality Assurance phase is currently close to completion. This includes ongoing quality assurance tests, including for plain English, accessibility compliance and user journeys. Technical requirements for launch are also being addressed, such as penetration (security) testing and service desk handover.
10. Member engagement has also played a key part of the overall quality assurance:
  - a. Two Member drop-in sessions were held in June 2019 during the Discovery phase
  - b. Open Spaces Members were also briefed at a Chairmen’s meeting in July 2019
  - c. One-to-one sessions were also offered that month
  - d. The Digital Services Sub-Committee has been regularly updated (and PRED on an occasional basis)
  - e. Members were invited to a DCCS conference event in December 2019 where the new website was discussed.
11. The new site will be launched on Monday 6 July 2020.

## **Conclusion**

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

The new site will launch on Monday 6 July 2020.

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

## **Melissa Richardson**

Digital Publishing and Content Strategy Lead

T: 020 7332 3449

E: [melissa.richardson@cityoflondon.gov.uk](mailto:melissa.richardson@cityoflondon.gov.uk)