Roll out New Content Management System

Objectives:

To provide an administrative tool for web content authors and updaters, (with little or no knowledge of web programming language or skills), to easily create and manage website content.

To maintain consistency in, style, quality and user experience throughout the Council's website

Deliverables:

- Consistency in style, quality and user experience throughout the Council's website
- Efficient use of resources - clarity over who does what, when, and how ensures resources can be directed at activities that can produce value.
- Increased Customer satisfaction and Council Reputation

Scope:
Review of exiting Content Management System
Options appraisal
Future Content management System Agreed
(Installation of Drupal Work Bench Model)
(Training of Web Team on the functionality and use of work bench)
(Configure work bench and set permissions)
Review/development of training notes
Review/development of design and style guides
Identify and confirm who needs training
Develop training plan
Deliver training

Resources:

Project Lead: Customer Services Manager

Project Team:
Andy Grant - Plan Alpha Systems
Sue Garwood - Web/CRM Development Officer
Karen Carter - Customer Services Engagement Officer

Cost:

(Plan Alpha Systems: Handover and training of web team £5, 000,(included in phase 1 proposal).)

Timescale:

Task/Time	Dec '16	Jan '17	Mar'17
Project Start	███		
Review of exiting Content Management System	███		
Options appraisal	███		
Future Content management System Agreed	███		
(Installation of Drupal Work Bench Model)		███	
(Training of Web Team on the functionality and use of work bench)		███	
(Configure work bench and set permissions)		███	
Review/development of training notes		███	
Review/development of design and style guides		███	
Identify and confirm who needs training		███	
Develop training plan		███	
Deliver training		███	███
Project review/Complete			███