

# **PORTAL PROJECT – An Update**

## **A Presentation to General Committee**

**March 22, 2010**

**Nasir Kenea**

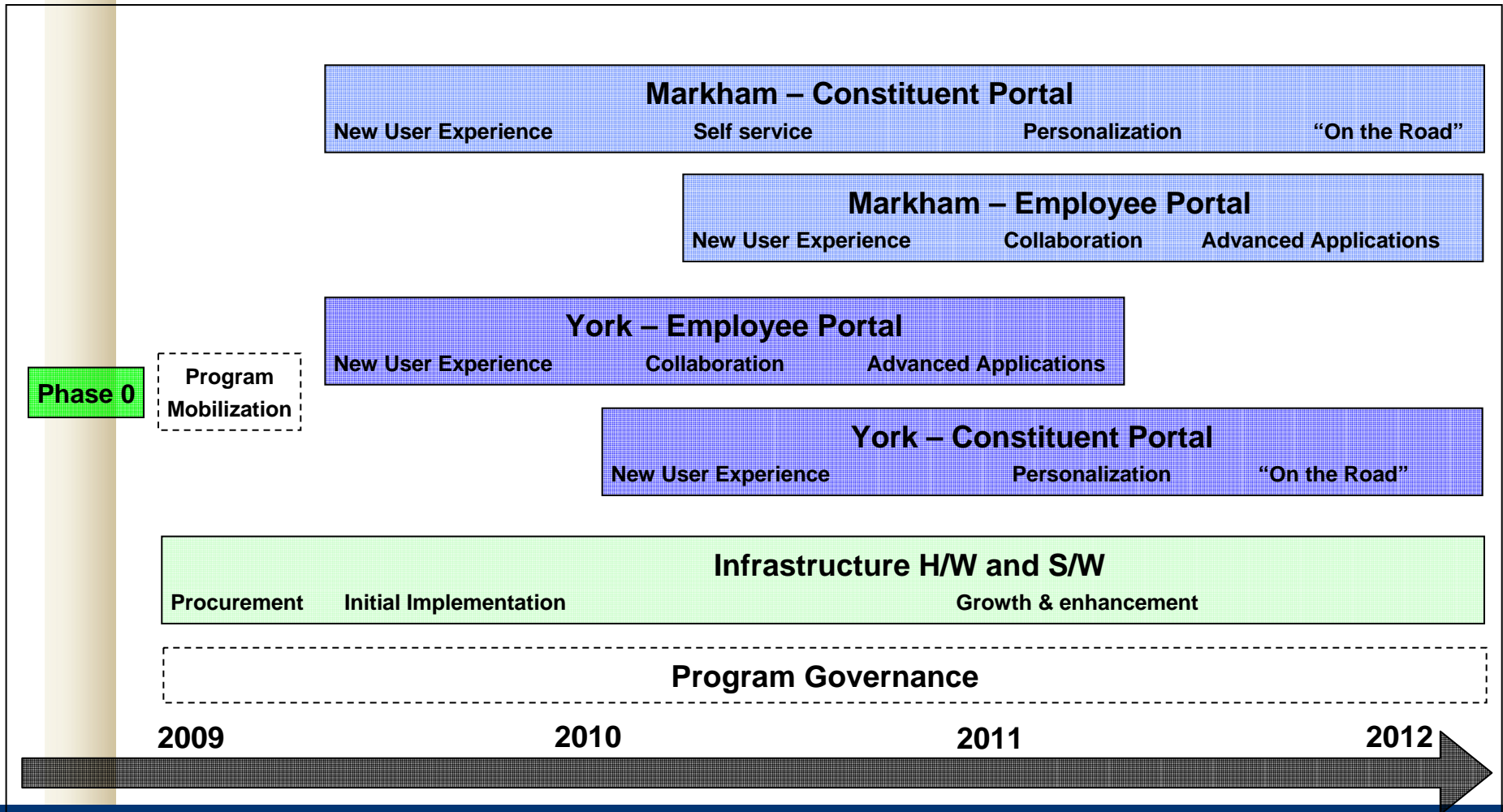
**CIO**

## Agenda

1. Portal project scope
2. Phase 1 Project status overview
3. User Experience Design
4. Next steps

## PORTAL PROJECT – An Update

### Program Roadmap



Building Markham's Future Together

Towards a Sustainable Community

## Constituent Portal Scope (Road Map)

### Phase 1: New User Experience

- **Redesign of Markham.ca and 7 other micro sites**
  - Art Gallery, Museum, Theatre, Library, Economic Development, Small Business, Markham Centre
- **New look & feel, better navigation (organization of content), improved web experience**
- **Meets accessibility standards (W3C) – for “any user”**
  - Disability, disadvantaged, elderly, children
  - Promote inclusion, increase and sustain audience
- **A new content management tool**
  - Scheduled content management to publish or remove, notification, robust
  - Licensing for de-centralized content management, workflow (author, approve, publish)

## Constituent Portal Scope (Road Map)

### Phase 1: New User Experience

- **New repository for Council documents (instead of CCBS)**
  - More refined search capability, robust system, easy to maintain
- **A new search capability (council documents, site content, pdf etc.)**
- **Online forms for service request application, Eg. Garbage pickup**
  - Integration with backend systems (Amanda, Hansen etc.) for processing
- **Existing online pdf forms and links to applications are built in to the portal itself (as individual windows)**
- **Query for permit or license information etc. in Amanda**
  - Services/information that do not require authentication
- **Event Calendars for Council, Art Gallery, Museum, Theatre, Library etc.**

# Constituent Portal Scope (Road Map)

### Phase 2: Self Serve

- Online payment – eg. taxes, parking tickets, licenses/permits
- Single-sign-on to business applications for services
- Provide more online forms

### Phase 3: Personalization

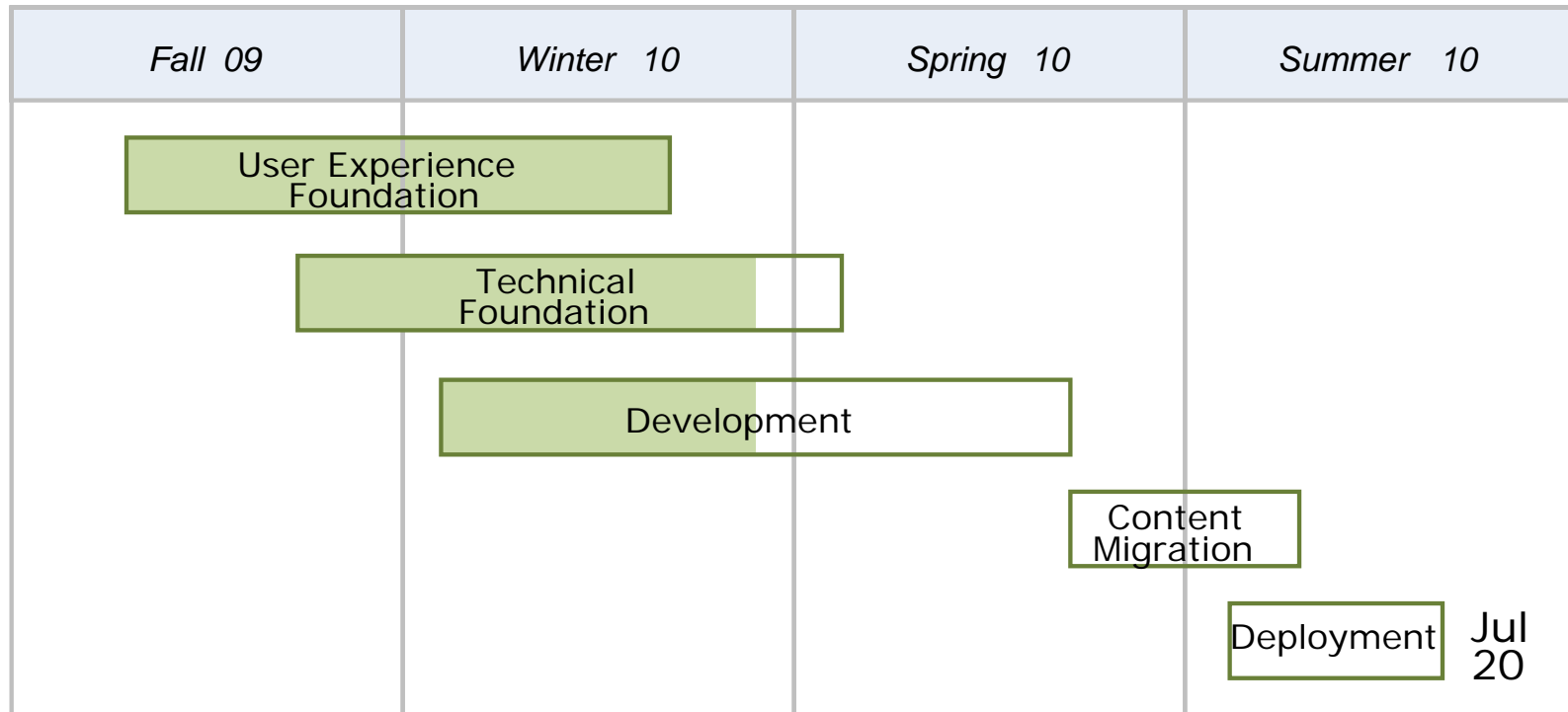
- Personalization (setting a view of their personal page)
- Enhanced single-sign-on for services, eg. view of Tax roll information
- Join communities of interest
- Interface with GIS maps

### Phase 4: Mobile

- Interaction through mobile browsers for selected features
- Emergency Management Collaboration capability
- Additional self-serve features

## PORTAL PROJECT – An Update

### Phase 1 – Project status



**Overall project status: on budget and on schedule**



# Markham User Experience

Town of Markham

General Committee Meeting  
March 22, 2010

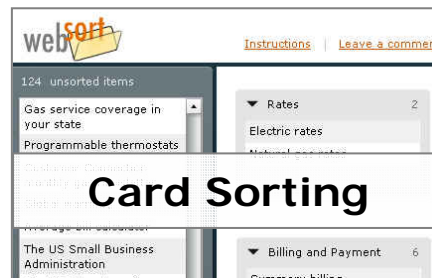
Jim Hertzfeld



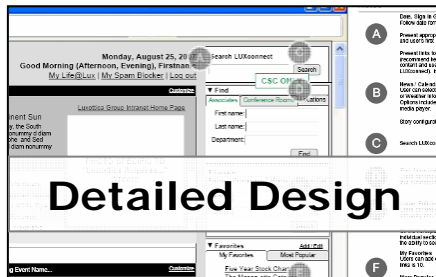
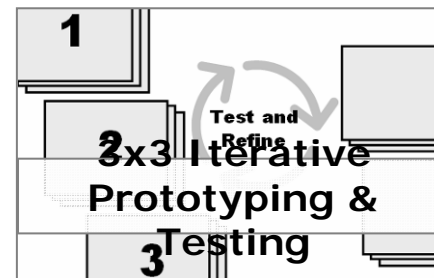
## PORTAL PROJECT – An Update



Stakeholder Workshops



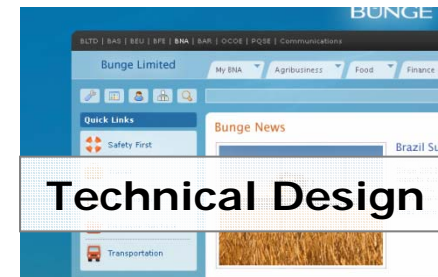
Card Sorting



Detailed Design



Visual Design



Technical Design

Building Markham's Future Together

Towards a Sustainable Community



## Markham Core Values

- Professional
- Sophisticated
- A Leader
- Authentic
- Sustainable
- Welcoming
- Diverse
- Community
- Wellness
- Learning
- Dynamic/innovative
- Legacy
- Trust
- Value for the money
- Service
- Quality
- Involvement
- Better than Most
- Premier Municipality
- Opportunity
- Compassion
- Knowledge based

## PORTAL PROJECT – An Update

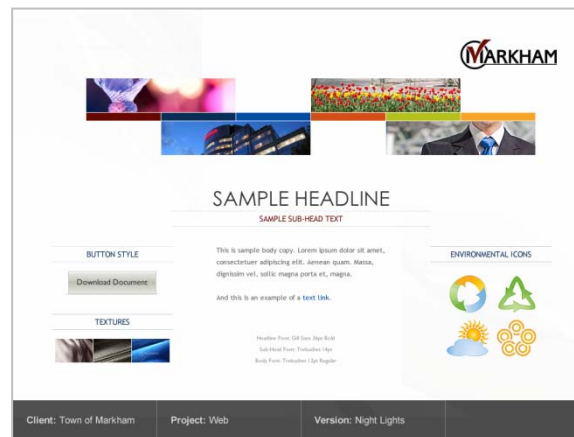
# Mood Boards

Design A



Park Life

Design B



Night Lights

Design C



Garden Flavour

Building Markham's Future Together

Towards a Sustainable Community





Sample Textures



Banner Treatment



## Sample Headline

Headline Font: Calibri 30pt Bold

### Sample Sub-Head Text

Sub-Head Font: Arial 12pt Bold

This is sample body copy. Lorem ipsum dolor sit am  
et, consectetur adipiscing elit. Aenean quam. Mas  
sa, dignissim vel, sollicit et, magna.

And this is an example of a [text link](#).

Body Font: Arial 11pt Regular

Download This Form

Search

Sample Buttons



Environmental Icons



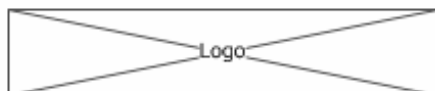
Sample Colour Palette

Client: Town of Markham

Project: Web

Version: Park Life





### The Markham Miracle – Helping Build Haiti's Future

Markham, community partners and Free The Children to help Haiti reconstruction

Markham is partnering with **Free The Children**, a Canadian registered charitable organization, to raise funds toward Haiti's reconstruction after the country was devastated by a 7.0 magnitude earthquake on January 12, 2010.

[More](#)

### Events Calendar

< February 10 >						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

#### Discover Markham



- Attractions
- Dining
- Accommodations
- Events Calendar
- Golf
- Parks
- Shopping

[More](#)

#### Business



- Special Business Programs
- Events Calendar
- Permits & Licenses
- Growth & Economic Strategy
- Export Information
- Real Estate Information

[More](#)

#### Waste & Recycling



- Recycling Depots
- What Can/Can't Be Recycled

#### Parking, Streets & Transit



- Ticket Payment Options
- On Street Parking Regulations
- S M A R T Commute

[More](#)

[Markham Theatre](#)

[Varley Art Gallery](#)

[Markham Museum](#)

[Markham Public Library](#)

[Small Business Centre](#)

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[Markham Centre](#)

[Emergency Services](#)

### By-laws, Licenses, Permits and Applications

- [Building](#)
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Welcome To Markham

Town of Markham  
Mayor Frank Scarpitti

CLOSE

#### COMMUNITY RESOURCES

##### Emergency



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[MORE](#)

[Service Requests](#)

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#### BUSINESS

##### Business Directory



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#### MARKHAM NEWS



##### Hometown Heroes

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#### EXPLORE MARKHAM

##### Markham Parks



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[EMERGENCY SERVICES](#)

#### EVENTS CALENDAR

March 2010						
M	T	W	T	F	S	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	1	2	3	4	5

**MAR 17** St. Patrick's Day Parade

**MAR 20** Markham Town Hall Meeting

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##### Emergency



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[+ Locations](#)

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[+ Arenas/Skating/Hockey](#)

[+ Fitness Programs](#)

[+ March Break](#)

[+ Summer Day Camps](#)

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[+ Museum, Theatre & Library](#)

[+ Facility Information](#)

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## Programs & Activities



#### THINGS YOU SHOULD KNOW



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[Using EZ Reg](#)

[Special Needs](#)

[Benefits of Fitness](#)

[Personal Training](#)

#### LOCATIONS



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[Centennial Fitness Centre](#)

[Thornhill Fitness Centre](#)

[Fitness Staff Contact Info](#)

#### REGISTRATION



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[EZ Reg](#)

[Fast Track Reg](#)

[Fax/Dropbox/Mail](#)

[Registration Help](#)

#### FEATURED PROGRAMS

##### Arts & Culture

[The Automobile Revolution: Montreal 1941 to 1960](#)  
October 23, 2009 - February 28, 2010

[Willy Works: Unionville Theatre Company](#), February 10, 2010

[Markham Museum Winterfest](#)  
February 15, 2010

##### Fitness Activities

[Yoga - Adapted](#)  
This yoga program is for children with special needs

[Low Impact Mix](#)  
Add some variety to your low impact routine

[Summer Camps](#)  
Registration coming soon!