

Launch of the Solanocounty.gov Redesigned Website



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Website Redevelopment Guiding Principles

Project Mission Statement

To make the Solano County website an accessible trusted destination for Solano County information and services.

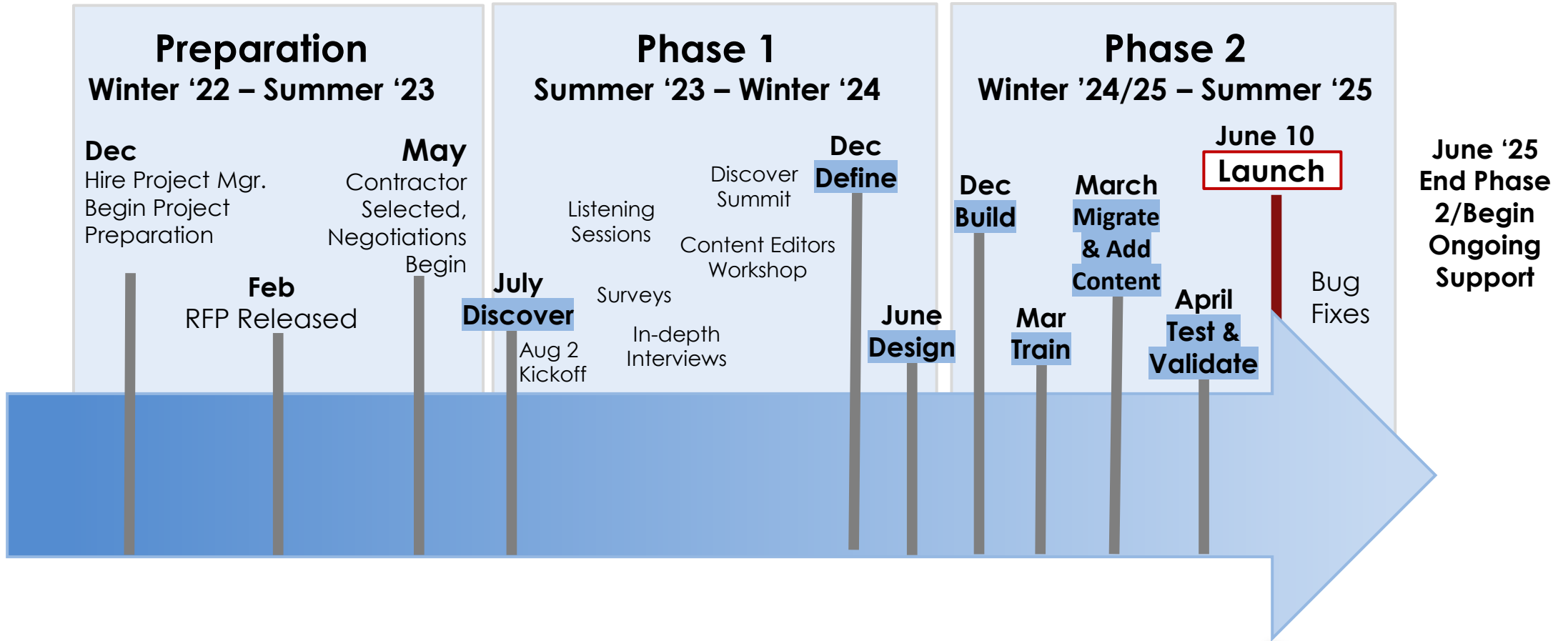


Guiding Principles

1. User-centered design
2. Unified content strategy
3. Scalable for future growth
4. Collaboration
5. Community-focused
6. County and Department alignment



SolanoCounty.gov Redesign Project Timeline





Phase 1: Discover, Define, Design

Data Collection

- **Captured stakeholder feedback:** both internal and external through listening sessions, surveys, and other metrics
- **Inventoried website content**
- **Identified website visitors and content contributors**

Avg Site Satisfaction 4.5
out of 10



Avg Site Success 45%

Findings:

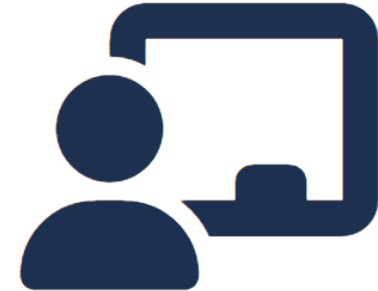
- **Content outdated:** inaccurate, without visitor focus, and not easily accessed
- **Content creation and publishing too difficult:** old, cumbersome technology
- **Navigation difficult:** poor organization, no user focus, no mobile display
- **Website performance slow:** old technology, broken links, large quantity of PDFs



Phase 1: Discover, Define, Design

Defined Requirements

- **Gathered requirements** from all departments
- **Incorporated legal requirements**, such as accessibility



Developed New Site Content

- **Improved website content writing and communication** through training and providing writing resources
- **Improved information architecture/site map** to make navigation simpler and improve coordination between departments
- **Selected a few highly targeted destinations for user journey improvements**, including vital records, property services, and benefits

Designed New Site Look and Feel

- **Fresh modern design**



Phase 2: Build, Test, Launch

Build and Test

- **Built new site** in new Content Management System customized to Solano's requirements and specifications
- **Migrated** over 1,100 webpages and 6,000 documents to new site
- **Trained** approximately 150 content editors and publishers across all county departments
- **Revised/built** approximately 1,500 live webpages
- **Tested** all functionality per requirements

Get Ready to Launch!





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