

PORTAL PROJECT – An Update

A Presentation to General Committee

March 22, 2010

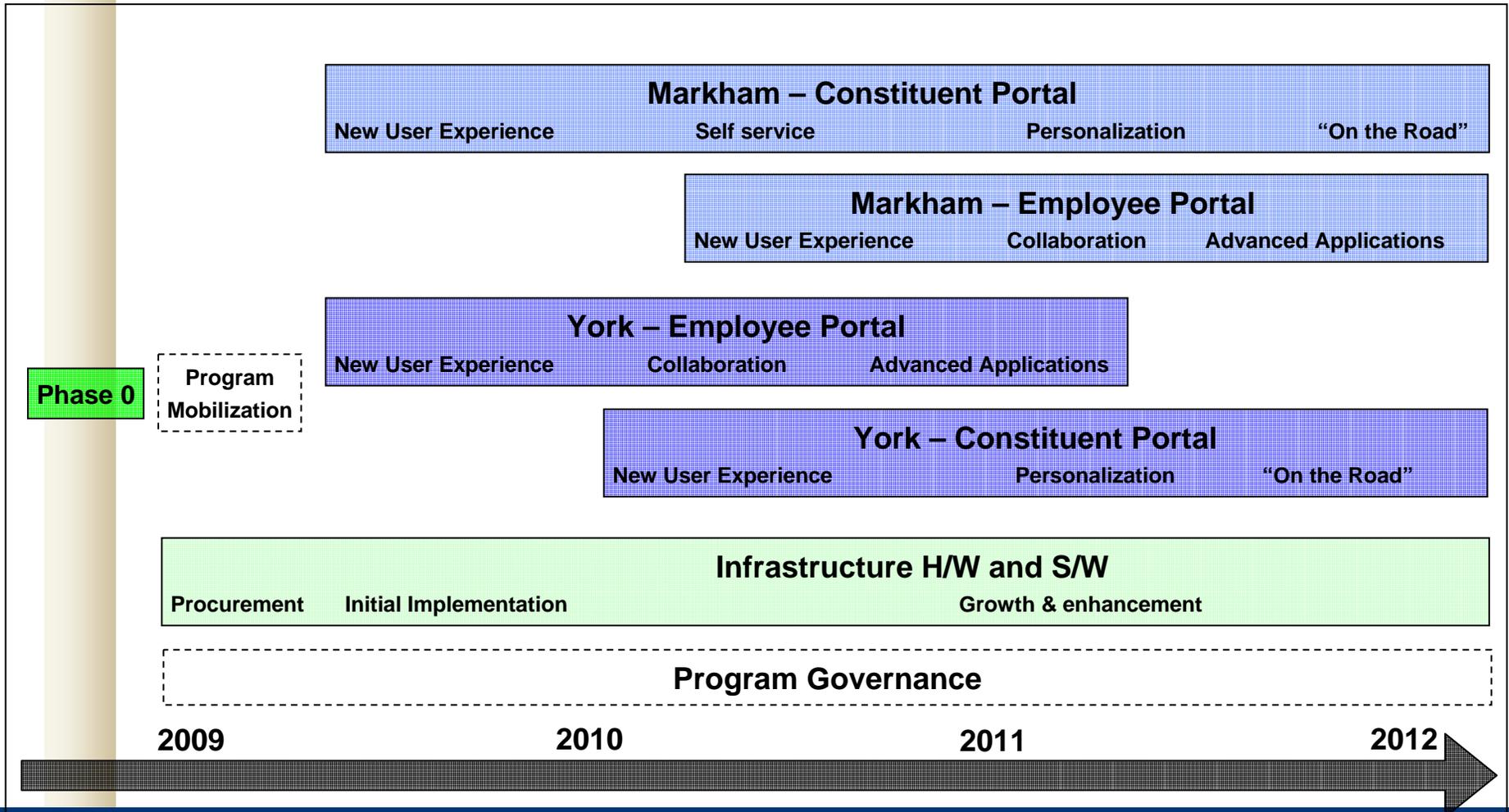
Nasir Kenea

CIO

Agenda

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

Program Roadmap



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

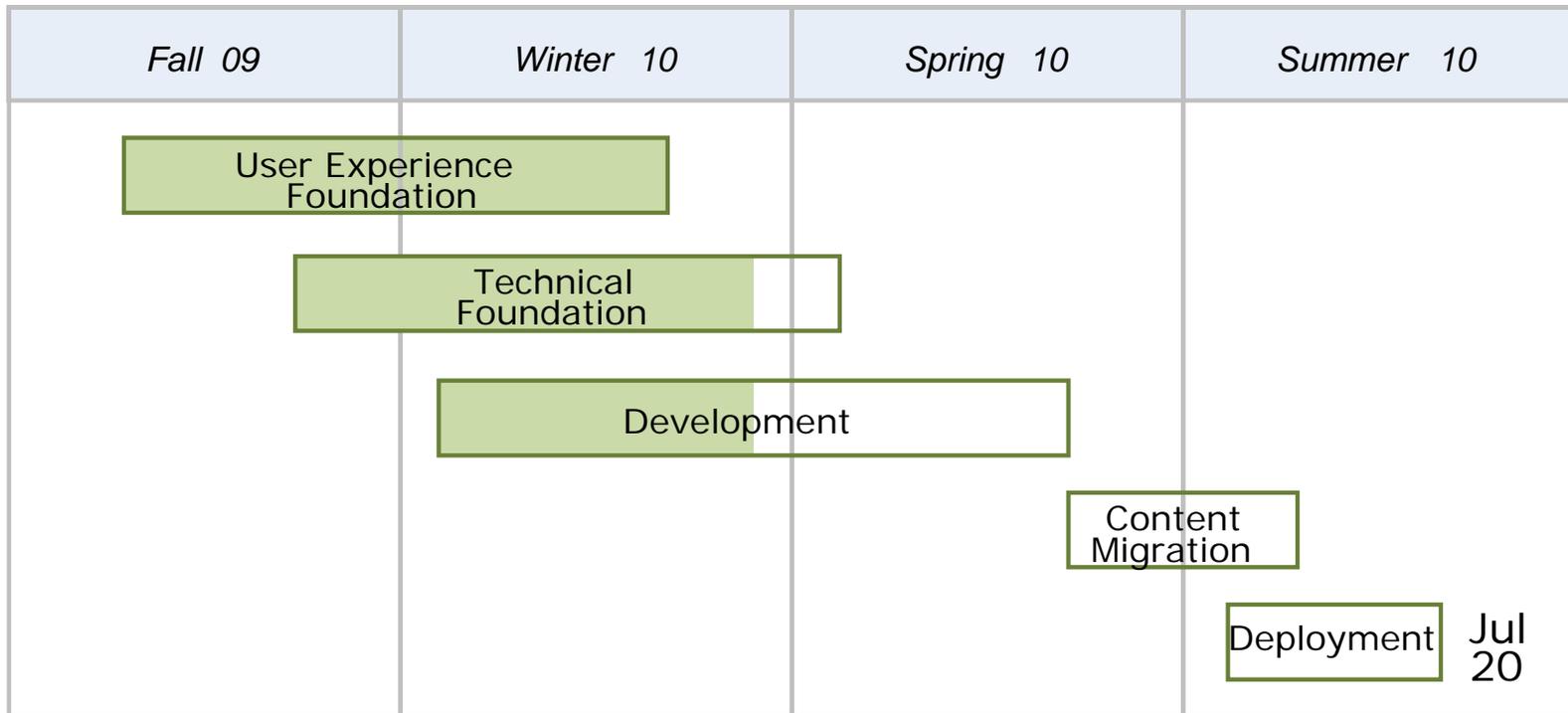
Phase 3: Personalization

- 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

Phase 1 – Project status



Overall project status: on budget and on schedule



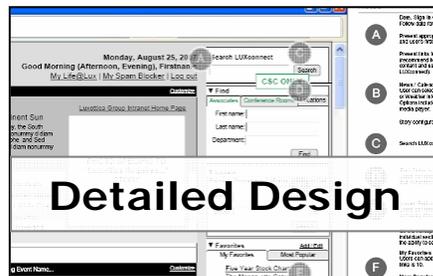
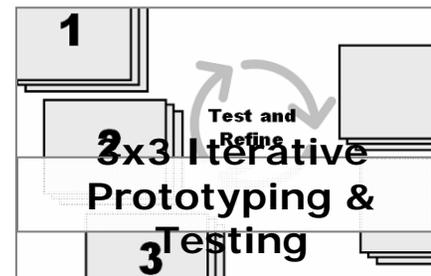
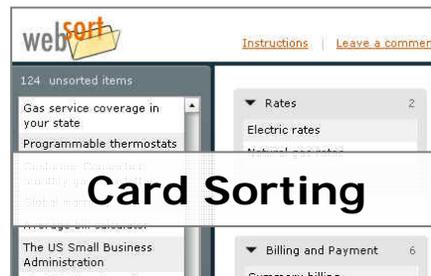
Markham User Experience

Town of Markham

General Committee Meeting
March 22, 2010

Jim Hertzfeld

PORTAL PROJECT – An Update



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

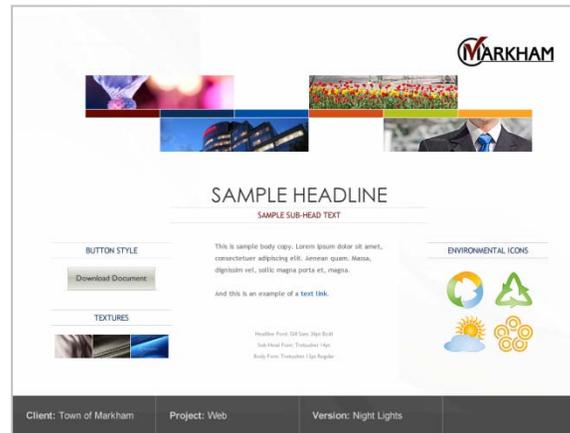
Mood Boards

Design A



Park Life

Design B



Night Lights

Design C



Garden Flavour



Sample Textures

Banner Treatment



Sample Headline

Headline Font: Calibri 30pt Bold

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

Download This Form

Sample Sub-Head Text

Sub-Head Font: Arial 12pt Bold

And this is an example of a [text link](#).
Body Font: Arial 11pt Regular

Search

Sample Buttons



Environmental Icons



Sample Colour Palette

Client: Town of Markham

Project: Web

Version: Park Life





Search

Text Size High Contrast

- Home
- Recreation & Leisure ▾
- Residential ▾
- Building & Development ▾
- Environment & Sustainability ▾
- Services ▾
- About Markham ▾
- Municipal Government ▾



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](#)

- 1
- 2
- 3
- 4
-

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
- Economic Development
- Markham Centre
- Emergency Services

By-laws, Licenses, Permits and Applications

- [Building](#)
- [Residential](#)
- [Birth](#)
- [Death](#)
- [Marriage](#)
- [Business](#)



COMMUNITY RESOURCES

Emergency

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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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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

BY-LAWS, LICENSES, PERMITS AND APPLICATIONS

COMMUNITY RESOURCES

Emergency

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[MORE](#)

- Service Requests
- Recycling Depots
- Waste Collection Schedules
- On-Street Parking
- Ticket Payment Options

BUSINESS

Business Directory

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[MORE](#)

- Business Events Calendar
- Permits & Licensing
- Markham Tax Rates
- Markham Leader Newsletter
- Statistics & Demographics

MARKHAM NEWS

Hometown Heroes

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[1](#) [2](#) [3](#) [4](#) [MORE](#)

EXPLORE MARKHAM

Markham Parks

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[MORE](#)

- Getting Here
- Tourism Markham
- Theatre Box Office
- Outdoor Skating Rinks
- Main Street Unionville

- MARKHAM THEATRE
- VARLEY ART GALLERY
- MARKHAM MUSEUM
- MARKHAM PUBLIC LIBRARY
- SMALL BUSINESS CENTRE
- ECONOMIC DEVELOPMENT
- MARKHAM CENTRE
- EMERGENCY SERVICES

EVENTS CALENDAR

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[MORE](#)

BY-LAWS, LICENSES, PERMITS AND APPLICATIONS

- [Building](#) | [Residential](#) | [Birth](#) | [Death](#) | [Marriage](#) | [Business](#)

Home > Recreation & Leisure > Programs & Activities

- PROGRAMS & ACTIVITIES**
- + [Preschool & Children](#)
- + [Preteen & Teen](#)
- + [Adults & Seniors](#)
- + [Family](#)
- + [Locations](#)
- + [Aquatics/Swimming](#)
- + [Arenas/Skating/Hockey](#)
- + [Fitness Programs](#)
- + [March Break](#)
- + [Summer Day Camps](#)
- + [Winter Break Programs](#)
- + [Museum, Theatre & Library](#)
- + [Facility Information](#)
- + [Resources & Groups](#)
- + [Advertisements](#)



Programs & Activities

THINGS YOU SHOULD KNOW	LOCATIONS	REGISTRATION
<p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna.</p> <ul style="list-style-type: none"> Using EZ Reg Special Needs Benefits of Fitness Personal Training 	<p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna.</p> <ul style="list-style-type: none"> Centennial Fitness Centre Thornhill Fitness Centre Fitness Staff Contact Info 	<p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna.</p> <ul style="list-style-type: none"> EZ Reg Fast Track Reg Fax/Dropbox/Mail Registration Help

FEATURED PROGRAMS

Arts & Culture	Fitness Activities
<p>The Automobile Revolution: Montreal 1941 to 1960 October 23, 2009 - February 28, 2010</p> <p>Willy Works: Unionville Theatre Company, February 10, 2010</p> <p>Markham Museum Winterfest February 15, 2010</p>	<p>Yoga - Adapted This yoga program is for children with special needs</p> <p>Low Impact Mix Add some variety to your low impact routine</p> <p>Summer Camps Registration coming soon!</p>