

South Fulton, GA Training

July 21-23, 2020

	Tuesday	Wednesday	Thursday
9am - noon	Consulting Overview <ul style="list-style-type: none"> • High level overview of CivicPlus Best Practices Basic Module training: <ul style="list-style-type: none"> • Document Center/Image Repository • Newsflash • FAQs • Quicklinks • Calendar 	Advanced Modules (as needed) Content discussion on department pages based on Content Best Practices	Open Work Session: Opportunity to work on the site while a trainer is available for 1:1 time, Q&A, etc.
Lunch 12pm-1:30pm			
1:30pm – 4pm	Basic Pages Training: Adding, Editing, Moving Pages	Advanced Modules: (as needed) Content discussion on department pages based on Content Best Practices	Open Work Session: Opportunity to work on the site while a trainer is available for 1:1 time, Q&A, etc.

- Security on the pages – what’s coming against the pages
- SEO with images
- GIS presence & accessibility
- Iframes & accessibility
- Leaving the site warnings
- Permissions approval process, SSO
- Start & expire dates on pages, with links on the page
 - Past events or historical items – archive? Create a section for a historical timeline
- Allow for site visitors to send in issues to the webmaster – i.e. couldn’t find something, etc.
- Digital report for all of their socials, wants to set up report for website analytics – increase in incoming traffic (priority over socials)
- City manager is interested in interactive features such as maps and videos

- Wants to integrate Calendly for scheduling – is there a public facing portal? Iframe code? API?
- Ease of use, navigation, less cluttered
- PW – director & deputy director contact info with the ability to make an appt – add in feature column under staff directory or in the staff directory email link
- Embed videos vs linking to an image of a screenshot of the video
 - Create redirect /live for live youtube videos embedded on that page
- Dept consulting notes
 - Animal Control
 - It's only a link to SeeClickFix & a phone number
 - What's appropriate? Link to shelters? Missing animals? FAQs
 - City Clerk
 - Why is the MPA handbook linked on the site?
 - Mask links, consider using QL
 - Are there any other high priority services or transactions that should be on the home page?
 - Boards and commissions pages (finance)
 - Code of ordinances – just link straight to municode
 - Contracts – are all of these bids? Why not use the bids module?
 - Consider using related documents widget instead of linking to the doc center
 - Ethics complaint form – update link text
 - Using GovQA for opens records request
 - Why are so many types of files listed in the Agenda Center???
 - Proclamations – how does a person/org get one? What's the process, timeline, etc?
 - City Manager
 - Move bio to a subpage
 - Home page should address office priorities
 - Remove asst city mgr bio/resume
 - Revise COSF 311 page
 - City manager reports need to be put in the archive center
 - Move the presentation to the dept home page
 - South fulton 101 can be moved to the dept home page, put in a carousel or tabbed widget perhaps
 - Put COSF links in QL, add to the home page
 - Remove international city managers association tv page/video
 - Communications and External Affairs
 - Remove mission statement
 - Switch to CivicSend for Newsletters, and move them to the archive center
 - Why aren't press releases put in the newsflash/doc center?
 - Use calendar module
 - Remove event flyers page and use newsflash

- Remove photo gallery page
- Remove how do I page
- Remove alerts page and use alert center
- Make page more “connect with us” with options to access videos, social media accounts, media contacts, open records, etc.
- Community Development and Regulatory Affairs
 - Add who to contact to staff directory
 - Are building permits going in the 3rd party SAGE software?
 - Remove how do i
 - Add staff directory to each page as relevant
 - Business process – review to make sure the process for how to start a business is outlined and correct
 - Code enforcement – what can be reported? Before & after pics
 - Remove code enforcement map, citizens don’t need to know what staff is responsible, helps with employee turnover
 - What does the public need with the land development/arborist? Add that content
- Economic Development
 - Revise hyper links texts
 - Combine destination southfulton pages
 - Remove ishopsf page
 - Remove loitering notice page and link to document on business resources or home page
 - What is the freeport exemption application? Put info from the press release on a landing page and link to the application
 - Remove or unpublish career expo page, remove COSF from title
- Finance
 - Put all docs in the archive center
 - What are the benefits of using bidnetdirect for bids?
 - Vendor application – use form center or convert to a PDF
 - Online payments – revise what is available to be paid online, and put it on multiple pages
 - Combine risk mgmt. and submit a claim onto 1 page, delete worker’s comp page
 - Link to tax info under the business links
- Fire & Rescue
 - Revise home page
 - Remove about us page
 - Make FAQ page the home page, and add to the content
 - Put burn ban content onto a page for accessibility instead of just linking to the brochure
 - Recruiting – add content to this page and link out to HR or job posts

- Put newsletter in the archive center, link out on another page instead of its own page
- Fire marshal inspections – detail the process
- Remove the survey, put organizations in the QL module
- Grilling safety tips – link in the QL
- Combine GA open burning rules with burn ban content
- HR
 - Why is the city an employer of choice?
- IT
 - Remove from the site
- Municipal Court – DHP
- Parks, Recreation, & Cultural Affairs
 - Stop putting so much on the home page
 - Are you using all the functionality of CivicRec?
 - Update facility reservations page
 - Programs – why don't they link directly out to CR?
- Public Works
 - Change hyperlink texts
- Police – DHP
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