



LINKAGES – Edition 24

A New Home!

This week marks the start of a new and important phase in the LCC Program. All participating Council websites are now being “served” to the public from new hosting facilities. Consolidating all LCC infrastructure at one facility has many benefits, including long term sustainability, security and performance related matters.

Perhaps one of the major and most visible benefits you will have noticed this week is the dramatic improvement in website loading speeds. Improving the speed of Council websites has been a prime issue for the LCC team, and we are in the process of making dramatic improvements to the public experience of Council websites. Please visit your Council website to experience for yourself the speed of your new website.

New Help Desk Number (1300-766-542)

To provide faster and easier access to the LCC Helpdesk, several important changes have been made including:

- new telephone number (local call cost only)
- “in-sourcing” the helpdesk into the internal LCC and Association operations to provide integrated and seamless service for Councils

Participating Councils will no longer have to pay STD call charges, nor wait while a switchboard operator transfers your call.

Improving access to the help you need is all part of the overall strategy for how the LCC team wishes to engage, interact, and assist your Councils to more effectively deliver services online.

During the next few weeks, as we transition and train Councils in the new Content Management System, please do not hesitate to contact the helpdesk for all enquiries including updating content on your websites.

Phone: **1300-766-542**

Email: helpdesk@linkingcouncils.com.au

New Content Management System

From previous communication, you will be aware that the LCC Program has commenced migrating Council websites from the old system into a new Content Management System (CMS).

The previous CMS was able to provide a base platform for Councils to manage “simple” websites. The new CMS is one part of an overall application and content management framework. What this means is that we will now be able to use a base core set of technologies and protocols to enable Councils to deliver a greater range of online service functionality and applications to staff, elected member, ratepayers, visitors and the businesses community.

From Monday 5/7/2004, the City of Mandurah became the first Council to have a new website built with the new CMS. The City of Mandurah is one of the largest Council websites, boasting 145 web

pages, 116 news items, 138 images and 446 Adobe PDF documents. The Council staff are now working with us in providing valuable feedback and advice concerning specific customisation and configuration of the CMS to better suit Council needs. These changes will be incorporated to make your experience even richer.

“The speed is dramatically quicker and will make life a lot easier. All that we need now is to get all the other changeover issues resolved and I think that we will be in heaven!”

Quote: Meryl Bushby, Manager Information Management, City of Mandurah

The LCC program would like to take this opportunity to thank the City of Mandurah for all their assistance they have provided in this transition process.

What’s Coming Next?

The new CMS and Hosting environment is only one of many steps forward the LCC Program and Council will be undertaking jointly over the next few months.

Although the immediate benefits of the new CMS are by themselves impressive, including; easy document and image uploading, graphical calendar view of events, council content templates and the improvement in speed to name just a few, the long term benefits will be the key differentiator between a basic CMS and a extendable, robust feature rich Content Management Framework.

Within the framework, we are now able to deliver a set of Council specific applications seamlessly integrated and delivered through the content management system. These application will include:

- Tender Management
- Employment Management
- Feedback Management
- Issues Tracking and Reporting
- Alerts Management
- Contacts Directory

More importantly, the platform allows the rapid development of new applications for Council use.

Any application we develop will be integrated in such a way that utilising one interface, a user can create a piece of content and then decide whether they want it displayed on the:

- Public website
- Council Intranet
- Local Government Portal
- Any combination of the above

Website Archival Records

The LCC Program is able to provide all participating Councils with a copy of your current website for any archival purposes you may have. Please contact the helpdesk to arrange for delivery if required.



WESTERN AUSTRALIAN
LOCAL GOVERNMENT ASSOCIATION

LINKING COUNCILS AND COMMUNITIES PROGRAM

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