TOWNSHIP OF WILMOT
2024 Capital Budget Request Form #61

Department: Office of the CAO
Project Name: Website Redevelopment and Intranet Development
Project Type: Growth / New

Project Description

The Township of Wilmot's website is hosted by GHD Digital, which operates using a content management system (CMS) called i:Create. The CMS is being phased out and will need to be replaced with another system. The transition to a new CMS will require advanced preparation to ensure accessibility requirements are met; to reduce unneeded content; and to create a future site map to identify how the updated website will be constructed to best serve website users and visitors. A skilled website administrator will be needed to oversee this project. Due to the amount of work required, additional contracted resources are required, as there is insufficient capacity to manage the project from the corner of the desk.

Having a robust and interactive Intranet site increases employee engagement and helps teams to feel connected with their organization and with each other. The Township does not currently have an employee website. With the Township's upcoming Records Management Project using Sharepoint, the Township has access to an interconnected platform to host an Intranet site for its employees.

The expertise to build and project manage the development of this internal site is not available in the current employee complement and would need to be outsourced on a contract basis.

Justification

In statistically valid municipal surveys across Canada, one of the top three ways residents hear about municipal news is through the municipality's website. To ensure the seamless delivery of the information on the Township's website, and to meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA), the Township will make the required preparations to transition to a new content management system. Not preparing in 2024 will increase the amount of time required to undergo the transition and may affect the performance of the Township's website.

Good internal communication is a key factor in the success of any organization. Currently, the Township does not have an internal website for its employees. The impact of not having an Intranet site is that consistent and accessible information is not available on a self-serve basis to all employees. An Intranet site is self-serve and can provide equal access to information for all Township employees. Not developing an Intranet site may impact Wilmot's growth in employee communication.

The project funding of $30,000 is intended to be utilized in 2024 to clean and prepare the existing website, in advance of a CMS transition in 2025. The consultant will also be used to design and deploy an intranet site for staff communications, resources, and reference documents such as policies and procedures.

Financial Considerations:

Strategic Initiatives Reserve Fund	$30,000
TOTAL ESTIMATED PROJECT COST	**$30,000**

Estimated Start and Completion Date: Q2 2024 – Q1 2025

Submitted By: Sharon Chambers, CAO