Serve better

We empower local governments to create better web, intranet and online service experiences that last

Culver City, California

Prepared by **OpenCities, Inc.**

Luke D. Norris, Managing Director

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To the web team of Culver City, California,

Thank you for the opportunity to introduce you to OpenCities and our work transforming local government. Today, the **city's website has become the digital front door to all city resources and departments.** By default, it must be easy for users to find what they are looking for and transact their business on whatever device they prefer. And because City departments need to provide excellent digital content in order to assure that experience for users, the website must be easy to update and maintain. A CMS alone is not enough. **It is time for a better approach to envisioning, building, maintaining and growing the City website.**

OpenCities offers a complete package of services and technology that deliver a mobile responsive, accessible/compliant, fully featured and affordable website without any custom development. **We have over 10 years of experience providing best practices for effective government websites and promote a "Digital Services" approach** to convert your site from providing marketing and information to become a fully transactional digital services portal. The **Open Cities approach has produced significant ROI for our government partners,** like Grand Rapids, Michigan who **reduced walk-in traffic 20%** by launching 200+ digital services, and Orlando, Florida who **increased customer satisfaction by 65%.** OpenCities puts the public and the government employees jointly at the center of our solution. An active local government user community drives the OpenCities product roadmap, ensuring our technology is continually evolving in a way that creates ongoing value for our customers. **Simply put, the City will never be left with an outdated website or with the need to spend tens of thousands of dollars to redesign its site in the future.**

Sincerely,

Luke D. Norris, Managing Director

About OpenCities

OpenCities exists to help local governments serve better. When we started this journey ten years ago, we realized this vision by building custom city websites that put **resident needs** at the front and center of every design decision.

By making it easy for **everyone** in the community to find information, and self-serve at any time of day, on any device, we helped rebuild trust and satisfaction between local government and its residents. But it didn't last.

Influenced by consumer-grade digital, resident expectations of government websites & online services were evolving faster than cities and counties could possibly keep up with.

Recognising how many local governments around the world faced the exact same challenge, we knew there had to be a better for cities and counties to deliver a consistently modern digital experience. And not just big cities with big teams and budgets, but **every city**.

And that's why we created OpenCities:
- As a platform that evolves in step with the world's best in digital government, OpenCities helps cities focus their time on applying proven best practices, rather than the creating them.
- as a platform that allows cities to collaborate, create and share new digital ideas with each other, OpenCities creates peer-to-peer communities of excellence, rather than cities going it alone.
- and as a platform that harnesses machine learning, OpenCities helps its users deliver better digital outcomes, by making smart, data driven decisions.

OpenCities is more than just a CMS, it's an entirely new way of thinking about how your city approaches its digital customer experience.

Our Philosophy and Key Values

OpenCities is committed to delivering the best possible local government website platform.

- OpenCities uses **user-centered design** principals to create **digital services** that provides self-service options for your community, rather than just migrating current content to a more beautiful container. This increases satisfaction and trust in government for your residents, businesses and visitors.
- OpenCities uses **data driven decision making**. OpenCities is uniquely positioned to learn from real world behavior by looking at how existing services are used in your City, as well as across all of our customers.
- **If you can't find it, you can't use it!** We believe that site visitors shouldn't have to know how local government operates to find the information and services they are seeking. A powerful predictive search engine utilizing natural language, and a clear set of top tasks on the homepage mean most users find what they need in one click. Your city's tasks are prioritized by YOUR usage data (not extrapolated from aggregate data).
- OpenCities is **mobile first**, and our product templates and your content are tested for **accessibility** and **readability**. OpenCities offers a selection of tested and proven design patterns that create better digital experiences for your users. Every pattern in **OpenCities meets the high accessibility standards outlined in WCAG 2.0/2.1 AA** and **Section 508** and use responsive mobile ready frameworks. Our patterns and designs are easy to adapt to support the diverse scope and needs of government digital services.
- OpenCities sites are **easily navigable** and **beautiful** to experience, and **easily updated** and **managed by non-technical staff.**
- OpenCities is totally focused on improving our product for and with local governments, and **our product roadmap is entirely developed through input from our government customers.**

- OpenCities provides **training and governance workshops** specifically tailored to each type of government user. Our robust **online support** and **product feedback** portal encourage your staff's participation in our ongoing product improvement.

- OpenCities gives government staff the tools and appropriate workflow **and permissions** to change homepage images/look-and-feel, add forms and services, add CSS to the site when/where needed, and manage the pages and navigation of their site without coming back to our team for changes or ongoing development. As a **SaaS product**, we provide IT and technical teams with tools and access and deliver the right balance of access and input for those who know what they are doing, and guidelines for content publishers that are not engineers or designers.

Company Information

Company	OpenCities, Inc
FEIN	36-4845826
Form of Business	Corporation (Delaware)
Incorporation Dates	SeamlessCMS/OpenCities (AU) – 2008 OpenCities, Inc. (US) - 2016
Subsidiary Information	OpenCities is wholly owned by SeamlessCMS, an Australian Corporation headquartered in Melbourne, Australia
Address	1230 45th Avenue, San Francisco CA 94122
Phone	816-200-8925
Email	luke@opencities.com

Case Studies

**grandrapidsmi.gov**

City of Grand Rapids, Michigan

For this city of 192,000 residents, OpenCities was initially engaged by Grand Rapids for a three-month Alpha site project in 2016, with the goal to test website improvements that could benefit 311 and customer services.

Prior to creating the design, navigation or style guide, OpenCities and Grand Rapids partnered with design agency Mighty in the Midwest and conducted extensive in-person interviews and surveys with residents and staff. This process influenced the design and navigation by prioritizing the sections that were of most value to users and provided a faster path to acceptance of the design and style guide.

The content migration process was managed by a three-person Digital Services Team, including the director of customer service Becky Jo Glover. They began the Digital Services Academy where a larger group of subject matter experts were trained on how to create effective content and conduct user testing. The Digital Services Team also created a "certification" program for the remaining city content managers to generate a level of consistency across the board.
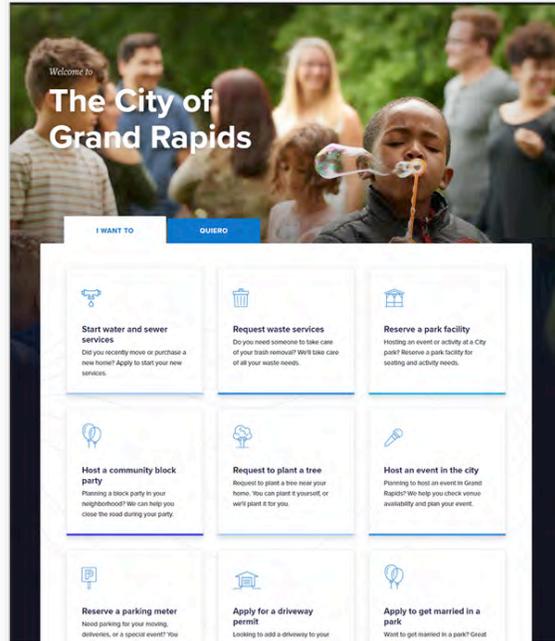
The City of Grand Rapids launched an Alpha site in fall 2016 to prototype the process and create a demonstration site that was focused on digital services and prioritized user needs. The project collected preliminary research and feedback from residents and was the basis for the later full website project. In May 2017, they launched a Beta site with the top 80 services published and available for residents to use while keeping the old website up simultaneously. The Beta site allowed the city to collect further feedback and iterate the site while they continued migrating the remaining content.

Now, the Grand Rapids website is fully launched (as of February 2018) and has almost 400 digital services. The implemented a policy of continuing to user test every single piece of content before it gets published to the public and are constantly interacting with residents and receiving feedback to improve their site.

As a result, by using the OpenCities digital services redesign process and gaining feedback from the city and residents, the City of Grand Rapids reduced walk-in traffic by 20% and saw a substantial reduction in calls and have been recognized several times for excellence in digital services. View a video of their journey at https://www.opencities.com/Case-Studies/Grand-Rapids.

City of Miami, Florida

The City of Miami needed a transformation of its digital presence. Their website had almost 11,000 webpages, of which 9,600 were PDFs serving either static content or paper-based forms. With a population of more than 450,000 residents representing a broad range of nationalities, the City of Miami wanted a flexible site designed to meet diverse needs of the community, and to better engage Miami residents and city staff in the development process.

The City of Miami decided to pilot both the software and services of OpenCities with an OpenCities Alpha website with only a small selection of pages that lived alongside the old Miami website. Visitors of both staff and residents alike were encouraged to check out the new site and provide feedback through a survey for roughly three months. In addition to capturing website user feedback, the City of Miami, in collaboration with OpenCities and Code for Miami, did extensive user testing at hack nights and community events.

Using the data collected, OpenCities and the City of Miami began building out the larger site with the intention of launching a Beta version to glean further feedback. Then, with Hurricane Irma bearing down on Miami, the city had an urgent need to deliver important emergency information to residents. The decision was made to repurpose the Alpha site (hosted in the Microsoft Azure Gov Data Center) to become the primary emergency response site for the city. The layout and design of the test site were modified to
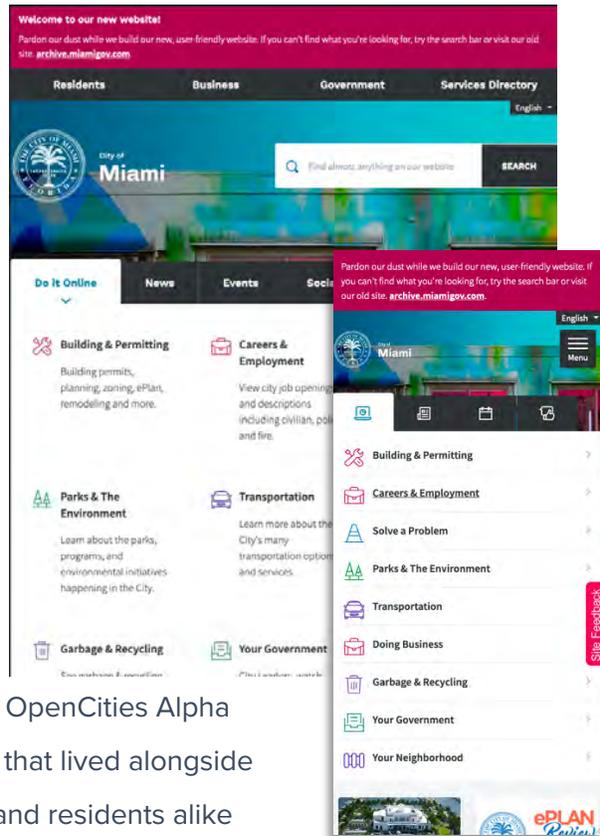
emphasize alerts, news and resources, and staff were able to quickly and intuitively add important content to the site that was ready to publish within hours. On August 30, the main City of Miami website (hosted in the basement of City Hall) was redirected to the OpenCities Alpha Site where all emergency services and resources for the city and county were available to residents and visitors. The City of Miami's Alpha site remained the core site throughout the disaster, fielding unprecedented site traffic until September 10.

As the project continued, the OpenCities team worked with Miami staff to organize an information architecture that followed best practices for site navigation, reducing the number of top navigation and drop-down options. Informational pages were edited and combined with service-based pages in a way that created a much more easily navigated site layout. And by adding the OpenCities search, Miami site users had multiple paths to find what they were looking for. They launched a beta site with 50% of content in mid 2018 and then completely replaced the old site with the new OpenCities site in January of 2019. PDFs that were the previous site's mode of initiating transactions were re-made into service pages, and by using OpenForms, residents are now able to streamline the way they do business with the city – online, in person, by phone or by mail.

By partnering with OpenCities, the City of Miami decreased the number of webpages by 90% to 1,100 pages with more user-centered, actionable content for residents. The result is a fully accessible, mobile responsive website that follows industry best practices, was created without any custom code and, most importantly, represents Miami's unique vibe and its commitment to providing the highest quality level of service to residents no matter how they prefer to interact with the city.

Today, the City of Miami follows OpenCities' best practices of prioritizing the user experience by leveraging the Qualtrics Cx platform to conduct user research and capture feedback from residents who use the new site. The information from those surveys inform how the city implements iterative enhancements to the site, including colors, content, design changes, and more.

Blacktown City Council

Home to over 336,000 residents, Blacktown City Council is one of the largest and most culturally diverse cities in Australia. Blacktown City needed a digital presence that could make it easy for all citizens, regardless of age, ability or language, to access city services and participate in engagement opportunities.

Leveraging OpenCities, BCC was able to launch a new website that puts customers at the center, improves resident access to the city's customer request management system and fully integrates with key internal systems to automatically publish content to the city website. Despite having a significant in-house web development capability, BCC chose OpenCities as a platform that delivered against all of the city's digital needs out of the box. Not only did this eliminate the time and cost of custom development, it freed up the city's web team to invest in higher value activities, such as designing better online services that are responsive to the needs of its citizens, and using our API's and web services to integrate OpenCities with key internal systems and processes to create a single source of truth.
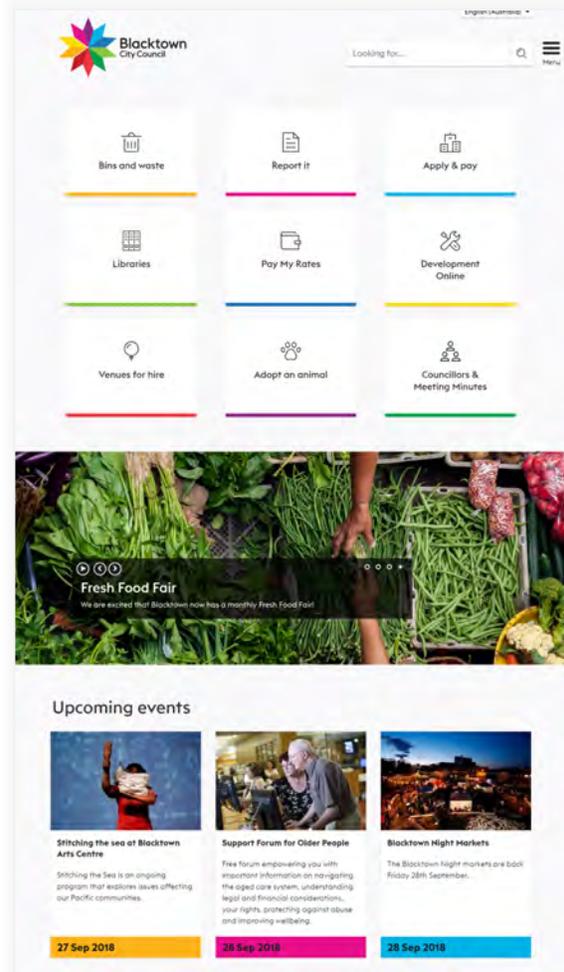
City of Orlando, FL

orlandofl.gov

Another of our Florida customer, the Orlando site was developed to pilot a significant commitment to online digital services for this City of 262,000 residents. In User Testing comparing the old Orlando website to the new OpenCities site, 77% of respondents felt that the new site communicated a commitment to customer service, while only 46% felt that the current site did so.
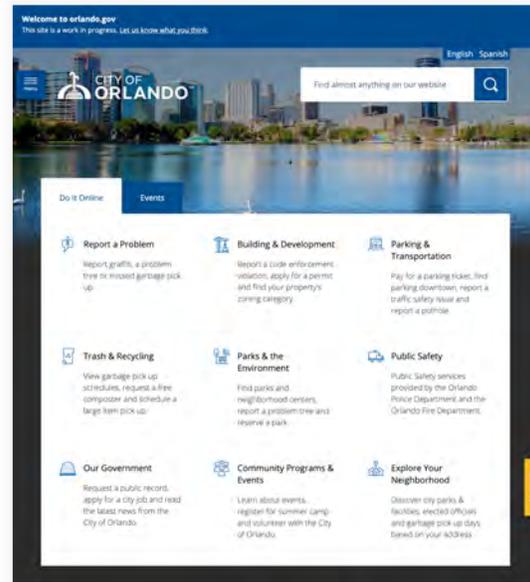
Judicial Council of California, CA

The Judicial Council of California (JCC) oversees the single largest state court system in the world. In that role, the JCC sets standards for the administration of justice in California's 58 County Courts. Despite the impression that most Court interactions happen through a lawyer, the JCC is committed to improving online access for "self-help" services (such as requesting restraining orders or getting a divorce). The JCC engaged OpenCities to pilot a new website with easy-to-understand directions for completing these "self-help" services online. OpenCities led research, introduced a new model of staff engagement and user testing to create a proof of concept that site that is informing the digital
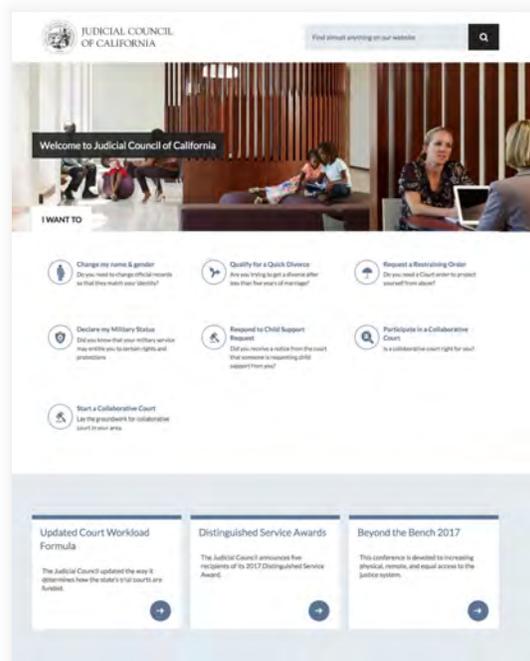
presence of the entire California Court System. The site is not used publicly, but can be viewed at http://jcc.prelive.opencities.com/Home

City of Alameda, CA

alamedaca.gov

The City of Alameda has 88,000 people. An island. A former military port. A small town just across the bridge from Oakland. Alameda is a diverse and growing community. The city wanted a website that would be affordable, beautiful and would powerfully connect the city government to both residents and visitors. Enter OpenCities! Just one month into our implementation, the Alameda team has been fully trained on OpenCities and is working to recreate or migrate content into the new OpenCities site. The site is scheduled for a beta launch in the May/June timeframe.
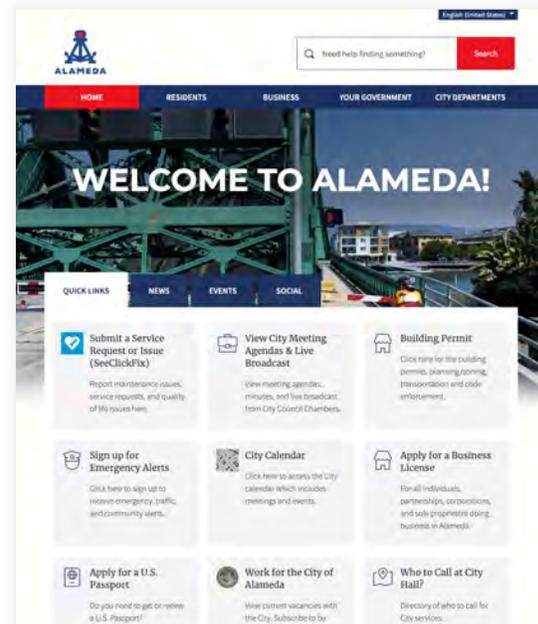
Horowhenua District City, New Zealand

Horowhenua is a community of 33,000 people. The city has a limited web staff of just 2.5 people, but this team was able to migrate over 500 pages of content, populate the new public website, and have the site up and running in just 6 weeks by using OpenCities. Following launch, the team was able to transition 3 additional department sites to the OpenCities platform, and use our OpenForms solution to digitize many over-the-counter services, resulting in a significant increase in the number of citizens self-serving online rather than calling or visiting City Hall. The entire solution was delivered at a small fraction of the time and cost surrounding Cities spent custom building their websites.

Mornington Peninsula Shire, Australia

www.mornpen.vic.gov.au

Mornington Peninsula is an affluent community of approximately 150,000 people located in the state of Victoria in Australia. A clean design helps Mornington Peninsula serve the needs of their aging community where accessibility and readability are paramount. With a team of 4 people, the site was ready for content population after six weeks and staff worked for another eight weeks to evaluate, migrate or recreate the content on the site.   Since launching to the public in May of 2016, the City has reported an increased rate of visitors as well as increased satisfaction with the level of services provided.

City of Launceston, Australia

www.launceston.tas.gov.au

City of Launceston engaged OpenCities to deliver its new public facing website along with transforming a network of satellite and departmental sites. By managing all of its websites via OpenCities, the City was able to streamline publishing processes, promote effective content sharing and syndication across its network of sites, and
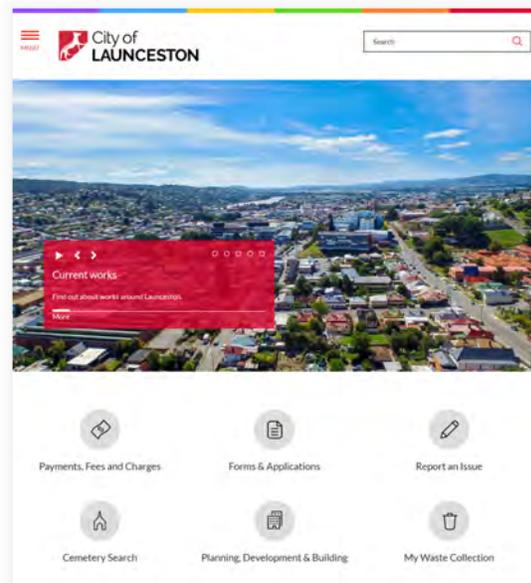
benefit from ongoing site upgrades that ensured each department's digital presence stays modern. As a tourism City, the communications team needed a digital presence and design outcome that could address the needs of both its citizens, and visitors to the area. The City combined the service delivery capabilities in OpenCities with the promotional and engagement tools to serve the needs of all its audiences.

Website references

Based on your project goals, we invite you to contact the following references.

Customer/client name	Grand Rapids, Michigan
Reference name	Becky Jo Glover
Title	Chief Innovation and Customer Service Officer
Phone number	616-456-3118
Mailing address	300 Monroe Avenue NW, Grand Rapids, MI 49503
Email address	bglover@grcity.us
URL where reference's implementation is available for review (if applicable)	grandrapidsmi.gov
Customer organization size	Approx. 187,000 residents
Implementation description	Alpha project proceeded by full website redesign.
Start Date	June 2016
End date	February 2018
Contract amount	$311,000
Project outcomes	19% reduction in 311 walk-in traffic overall

Customer/client name	**Miami, Florida**
Reference name	Mike Sarasti
Title	Director of Innovation and Technology / CIO
Phone number	305-416-1018
Mailing address	Miami Riverside Center (MRC) 444 SW 2nd Ave Miami, FL 33130
Email address	msarasti@miamigov.com
URL where reference's implementation is available for review (if applicable)	miamigov.com
Customer organization size	Approx. 417,000 residents
Implementation description	Alpha project proceeded by full website redesign
Start Date	September 2017
End date	January 2019
Contract amount	$311,000
Project outcomes	Reduced page county from 12,000 pages and eliminated hundreds of PDFs from site

Customer/client name	**Lakewood, Colorado**
Reference name	Kit Lammers
Title	PIO, City Manager's Office
Phone number	303-987-7129
Mailing address	480 S. Allison Pkwy Lakewood, CO 80226
Email address	kitlam@lakewood.org
URL where reference's implementation is available for review (if applicable)	lakewood.org
Customer organization size	Approx. 155,000
Implementation description	Full website redesign
Start Date	December 2018
End date	June 2019
Contract amount	$159,200
Project outcomes	Just launched in June 2019, still collecting data

Customer/client name	**Orlando, Florida**
Reference name	Matt Broffman
Title	Innovation Official, Information Technology
Phone number	407-782-0645
Mailing address	400 South Orange Avenue Orlando, FL 32801
Email address	Matthew.broffman@cityoforlando.net
URL where reference's implementation is available for review (if applicable)	orlando.gov
Customer organization size	Approx. 280,200 residents
Implementation description	Alpha projected proceeded by full website.
Start Date	February 2018
End date	February 2019
Contract amount	$300,000
Project outcomes	65% increase in customer satisfaction as measured by the City

Customer/client name	**City of Alameda, California**
Reference name	Sarah Henry
Title	Public Information Officer
Phone number	510-747-4714
Mailing address	2263 Santa Clara Avenue Alameda, CA 94501
Email address	shenry@alamedaca.gov
URL where reference's implementation is available for review (if applicable)	alamedaca.gov
Customer organization size	Approx. 88,000 residents
Implementation description	Alpha project proceeded by full website.
Start Date	February 2018
End date	January 2019
Contract amount	$72,000
Project outcomes	Successful completion of projects on time and under budget.

Team & Expertise

While there are number of people that will be working in the background to ensure the success of your project, the key contacts the City of Racine is likely to engage with include:

Irina Tikhonova, Client Project Manager / Customer Success
linkedin.com/in/irinatikhonova

Irina manages Customer Success and Client implementations for OpenCities. Irina previously worked in client management for software design and implementation at Volunteer Match, with a strong focus on corporate social responsibility, civic engagement, and social impact.

Her experience in the "tech for good" world shaped her skills in strategic planning, using data to make informed decisions, encouraging engagement on a deeper level, and managing projects from onset to completion. Irina will be your day to day contact on the project, managing all aspects of your implementation, leading the Digital Services Academy training, working with your content teams on the site settings and navigation as well as content creation/migration.

Rachel Burbank, Product Application Specialist
linkedin.com/in/rachelgburbank

Rachel will support the project during both the sales and implementation phases, supporting demonstrations, workshops and training sessions. Rachel came to OpenCities in 2019 from the City of Lakewood in Colorado, who completed an RFP in 2018 where OpenCities was selected as their vendor of choice. She led a large portion of the redesign for Lakewood and has now transitioned to the OpenCities team where she uses her experience on the client side and expertise in the platform to support your team with creative application solutions from start to finish.

Cynthia Francis, COO

linkedin.com/in/cynthiafrancis

Cynthia manages global operations for OpenCities. Cynthia brings a combination of tech entrepreneurship skills born from leading successful software/CMS companies in the US & UK, combined with a deep passion for the government tech movement from her time leading product teams at Code for America. Cynthia supports the Growth, Onboarding and Customer Success teams to ensure customers enjoy a smooth process from contract negotiation, to project implementation and handover, and through to ongoing support.

Alex Gelbak, CEO

linkedin.com/in/alexgelbak

Alex has spent over 15 years helping Cities across Australia, New Zealand and United States to adopt a digital by default approach. He's shared digital government insights and strategies at conferences across around the world and is passionate about re-inventing how Cities serve their communities. Alex supports the onboarding team with advisory for Cities embarking on their digital transformation journey.

Luke Norris, Strategy & Government Relations

linkedin.com/in/lukednorris

With over 16 years of experience, and as the former senior director of Government Relations for Code for America, Luke advises Governors, Mayors, County Executives, Chief Innovation Officers around the United States on the topics of innovation, government technology and community engagement in 21st century government. Luke can assist local government website managers to effectively engage city leaders in the digital transformation journey.

Colin Morris, Engineering Support Lead

linkedin.com/in/colin-morris-9385a959

With over 15 years' experience in I.T. helpdesk leadership within local government, Colin holds a deep understanding of the needs, challenges and workings of city I.T. departments. Combined with his working knowledge of the common systems used across local governments across Australia, Colin will take lead on working with your I.T. team to support installation of our connectors and 3rd party system integrations, hosting and environment related matters, and engineering activities.

Rachael Mullins, Content Strategist

linkedin.com/in/rachaelmullins

As a content strategist in the experience design team, Rachael works at the intersection of content and UX to create simpler digital government experiences for your community. She's passionate about plain language, content-first design and using words to build better government-citizen experiences. Rachel will assist with background strategy and advice to the team delivering your project.

Pricing

Your OpenCities project consists of two sets of fees – one-time setup fees and annual subscription fees, as outlined below:

Annual Subscription Fee

OpenCities subscription fees are based on the population of the city. Delivered as a cloud solution, the annual subscription fee includes:

- All product features outlined in this document, including one subsites at no cost (additional subsites and premium modules priced separately)
- OpenForms (see below Options)
- Enterprise grade Hosting, Security, Bandwidth (to limit) and Storage using Microsoft Azure Gov Data Center with 99.9% Services Level Agreement (SLA); DDOS mitigation
- Maintenance, upgrades and new functionality (4x annual releases)
- Accessibility commitment to global standard (WCAG 2.0 AA)
- Unlimited 24/7 telephone helpdesk for Priority level 1 severity issues
- Unlimited online helpdesk for all other support & issues per SLA
- Twice annual "check-up" with OpenCities customer success team to explore site improvements focused on enhancing your sites usability

Website Annual Fee	
Annual subscription fee, including one subsite license	$12,000 per year
Additional two subsites	$2,500 per year
Consultations Module	$1,800 per year
OpenForms Enterprise Annual Fee Includes unlimited users, unlimited forms, unlimited responses	$5,000 per year
TOTAL ANNUAL FEE (including all options above)	**$21,300**

One-time setup fees

One-time OpenCities setup fees are based on the level of assistance your City needs for its digital transformation. OpenCities includes in this cost the following services performed by our team:

- Onsite visit(s) for project initiation & workshopping
- Production of visual design for new City website, subsite design as priced below
- Comprehensive site administrator and content publisher training (refer to training schedule)
- Delivery of project subject to the Scope included in this proposal
- Consultation and coaching on governance, content creation and content migration

OpenCities Services Package Configuration, project management, all training, information architecture consultation and support on best practices during project set up + launch.	$14,000 ($4,500 incentive)
OpenCities Enhanced Design for main site Development of user scenarios, style guide/digital design tool kit, user testing, three site concepts, and two rounds of iteration on final design for the main site	$14,000 ($7,000 incentive)
OpenCities Subsite Design Services - Fire and Police subsites (assumes applying the same design theme as the main city website with minor tweaks to logos and colors)	$3,000 ($1,000 incentive)
Digital Services Academy – Learn tools for effective digital content, train your staff, and test with members of your community. The OpenCities Digital Services Academy lays	$14,000

the foundation for better government websites and more productive teams.	
Content Migration – bulk migration of up to 400 pages and images into OpenCities from Vision*	$8,000 ($8,000 incentive)
Payment connector for OpenForms and First Data* *Requires fully documented public API and integration capability with First Data / Bridgepay*	$3,500
TOTAL ONE TIME FEES **TOTAL ONE TIME FEES MINUS $20,500 INCENTIVES** *OpenCities agrees to honor the incentives mentioned above if Culver City agrees to moving forward by December 2019 and contract by March 2020*	$56,500 ***$36,000***
Optional – Bus subsite (includes enhanced design services, design creation, ideation and two rounds of iteration on final design of subsite)	$14,000 ($8,000 incentive)

NOTE: No travel or additional expenses incurred by OpenCities will be billed to client.

Total Fees excluding options

TOTAL YEAR ONE COST including first year SaaS fee, one time fees, inclusive of DSA and all applicable incentives	$57,300
ANNUAL RENEWAL FEE Not included in this contract, annual price valid for up to 4 additional years, annual fee not to increase by more than 5% after 5th year	$21,300 per year

Implementation process

OpenCities has removed the risk and effort of traditional web and intranet redesign projects by developing a repeatable process of engagement, content and digital services delivery.

Local Governments often ask:

- How can we be sure we're choosing the right strategy and technology for our needs?
- How can we assure that we won't see change orders that affect our deadlines and budget?
- How do we make sure our new digital presence meets all our goals, and is one we can be proud of?

OpenCities is the answer. We continuously refine our technology and implementation process through our experience partnering with local governments just like yours. In every engagement, OpenCities provides a dedicated Project Manager and utilizes an Agile implementation approach, supported by a simple online project management dashboard that makes it easy for everyone to track project status.
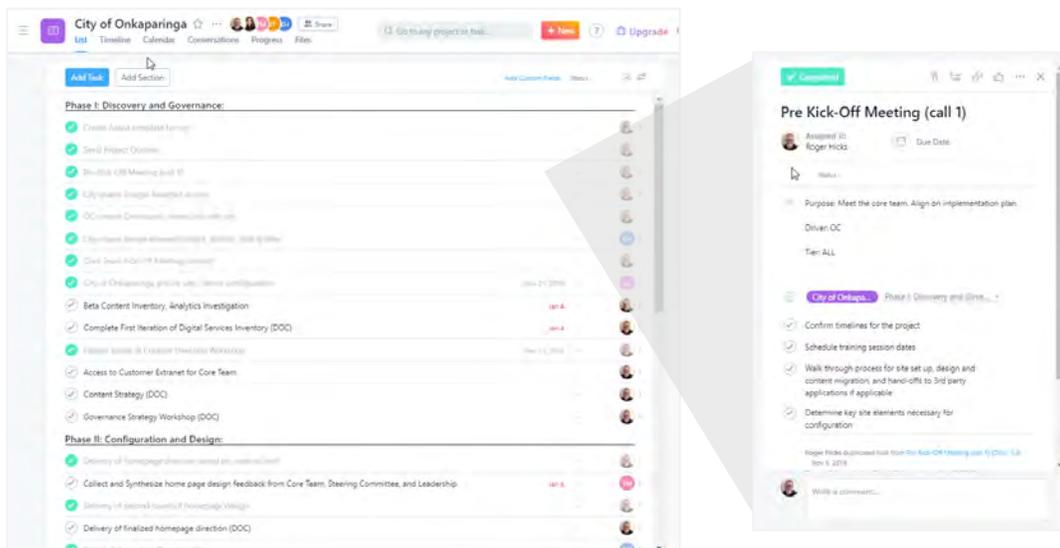
Project Plan

As a SaaS solution that doesn't need custom development, OpenCities can be delivered, ready for content setup within a matter of weeks.

The primary variable for launch is based on the amount of time needed by the city or county for the visual design process, and the amount of staff resources available for the content entry and any migration process.

The indicative timelines below have assumed the availability of the city or county team members to engage and provide information within the timeframes indicated. We work to adjust and finalize these timeframes in consultation with all our government partners.

Month	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Project Kick-off	■							
Creative Brief	■							
Visual Design Package		■	■					
Platform Configuration			■	■				
Design Implementation				■	■			
Foundation Training				■				
Digital Service Academy				■				
Content Migration					■	■	■	■
Beta Launch						■		
Launch & Evolve								■

Phase 1: Website project kick-off

Every good project starts with the laying of a foundation and during this phase, we'll get clear on the team, schedule, deliverables and goals to measure against in order to ensure we've achieved success at the end of the project.

Project kick off

Meet the team, including your OpenCities Project Manager, Client Website Team and key Client stakeholders. Confirm timelines for the project, schedule training sessions, walk-through your process for site set up, design, content migration, and discuss hand-offs to 3rd party applications if applicable. Determination is made as to key site elements necessary for configuration.

Creative briefing

We work with your project team to secure all the required visual assets, such as logos, photography and any existing visual style guides. OpenCities will facilitate an ideation session with primary stakeholders to help inform statements that capture an intention for the look and feel for the new website and prepare style tiles and a creative brief summarizing these objectives and intentions.

[Optional - Included] Information Architecture package

Information Architecture (IA) can seem daunting. Let the OpenCities team apply a best-practices approach to the IA for your new site by 1) mapping your current site, 2) producing a first and second level navigation structure for your new site, and 3) creating an actionable migration strategy for your content. Save time, money, and frustration.

Phase 2: Design and configuration

By delivering your new website without the need for additional coding, we free your team from low value, high effort tasks such as wireframing, functional specifications and testing. This allows them to focus their time on producing better content and digital service experiences.

Platform configuration

We configure OpenCities with all the modules and functionality established during project kick-off. This includes all activities (site settings, map localization, configuration of fields and tags, initial users and roles, etc.) needed to bring the platform to a content entry ready level.

Design implementation

We apply the visual assets gathered during project kick-off to your new website using one of the best-practice OpenCities layouts. Working in an agile manner, we bypass any presentation of 'flat' visual design screens and creative concepts, in favor of directly applying your visual assets into a fully functional website.

[Optional - Included] Enhanced design package

Rather than directly applying your visual identity to one of our best-practice layouts, this curated design package involves both the city or county staff and the community in an interactive onsite design workshop. This informs two homepage design directions, and through two rounds of creative revision, we produce a visual outcome that uniquely reflects your city or county.

Phase 3: Empower and handover

Even the best technology requires training to use it effectively. During this stage, we teach your teams to fully leverage all the functionality in OpenCities to create an effective and beautiful website. If desired, we also offer a Digital Services Academy, providing business process improvements and digital services transformation, which will help to focus your website on online services and transactions. Once training has been delivered, we handover the site to you, ready for content entry by your team, or via optional content migration services, by ours.

Foundation training

Focused on content publishers, the first session teaches staff how to manage content, communication and place-based information in OpenCities. This includes learning various modules including news and events, minutes and agendas, parks & facilities, job notifications, general and landing pages, directories, media and file libraries.

Focused on website managers, the second session teaches staff how to setup and manage users, roles, workflows, permissions and website settings. We also cover troubleshooting your site and accessing our online Help Center. Content publisher training is a pre-requisite for website manager training.

[Optional - included] Digital Services Academy

You are committed to delivering excellent digital services to your community. But gaining the support and involvement of department-level content experts throughout your organization to review or migrate content seems daunting! Learn tools and best practices for creating effective digital content, train your staff, and test with members of your community.

The OpenCities Digital Services Academy lays the foundation for better government websites and happier teams. This service includes a three-day onsite training session

over the course of one week, including journey-mapping of a current process for selected services, creating new OpenForms, content services templates for each redesigned service and civic user testing with staff and optionally, community members.

[Optional] Structured Content Migration Package

Do you already have excellent, current content for your parks, news, events, jobs or other specific types of content? Ideal for small, busy teams that want OpenCities to assist in migrating some current content and speeding up the process, this service includes bulk importation of all structured content (Parks, events, news, meetings/agendas, projects, initiatives, elected officials), resulting in these pages being site ready. (Note that this requires export capability from your current site or CMS.)

[Optional] Forms Redesign Package

Even with a great technology platform, it takes work on someone's part to convert your static PDFs into effective digital forms. Let OpenCities recreate your 5 most frequently used forms as OpenForms. Then use our forms as a template, creating a repeatable process for converting the rest. Or, pay for an additional forms package to have us convert them all! Please note, each form can be up to 3 pages each, and this service does not include custom integrations with backend systems.

Phase 4: Launch

It's time for your residents to start seeing what great work you've done and collect feedback!

Beta release

Beta offers an opportunity to soft launch your site to the public, before completing all content migration. By giving your community early access to key content and services, you can gather valuable user feedback and continue to iterate the site prior to the full

launch. Typically residing at beta.yourgov.gov, the beta site ultimately launches as your government's new website once it reaches the point of content completion.

Full launch

The OpenCities team will coordinate the full launch of the site with the Client Team to assure a smooth transition from the old to the new site, including DNS transfer. Quite unlike traditional web projects where innovation & development stops on project delivery, OpenCities continues to partner with your municipality to incorporate useful new features and enhancements on a continuous basis, all included as part of your SaaS subscription.

Handover to Customer Success

Meet the OpenCities Customer Success team and see how they will be working with you across telephone and our online Help Center to ensure you achieve your goals with our technology. Our Help Center provides a central place for all your questions and requests, product support tickets and issue management. It's also the place you'll go for all documentation, upgrade release notes, user forums and idea boards.

Phase 5: Evolve

The launch of your new website is only the beginning of our partnership. With regular new feature releases, free online masterclasses and training opportunities, and the ability to suggest and vote for new functionality, our team assures your ongoing success with OpenCities.

Evolve your front-end experience

Local governments are challenged to deliver a consistently modern and easy to use digital experience for their residents. Regular updates to our design system ensure your customer experience is continually evolving to deliver a cutting-edge experience,

without the need to wait 3 – 5 years for a custom redevelopment.

Leverage new functions

Using the Product Ideas forum in our Help Center, you can share your ideas for improving existing features and suggesting entirely new ones with us and hundreds of your local government peers worldwide. The best ideas will be built for everyone to use as part of our quarterly version upgrades, ready to test and activate in your website within minutes.

Learn new skills

OpenCities hosts regular online 'drop-in' refresher training sessions and master classes – making it easy for your web team to train new staff or plug any product knowledge gaps, and learn new skills ranging from writing better web content and creating more effective online forms, to driving greater levels of community engagement and much more.

Meet your peers

Catch up with your peers, build new connections with like-minded people, discover current challenges, opportunities and trends shaping digital local government. See how other local governments are using OpenCities and have your say about the future of our technology. OpenCities Annual User Groups helps you chart and deliver your digital roadmap.

Website

Launch modern, easy to use websites that always evolve to put the needs of your community at the center

Put your customers at the center

People don't browse government websites like they would a news site or online store. They come to get things done.

By prioritizing your most popular requests and tasks on your homepage, residents can quickly find the services they need most, reducing time spent searching or navigating through extra pages.

OpenCities automatically organize tasks based on popularity at times of year or by context – for example, prioritizing tax payments at specific times of year, or prioritizing location-based tasks such as reporting potholes or graffiti for people that visit the site from their mobile phone. By using data to inform homepage priorities, OpenCities better connects people to what's important.
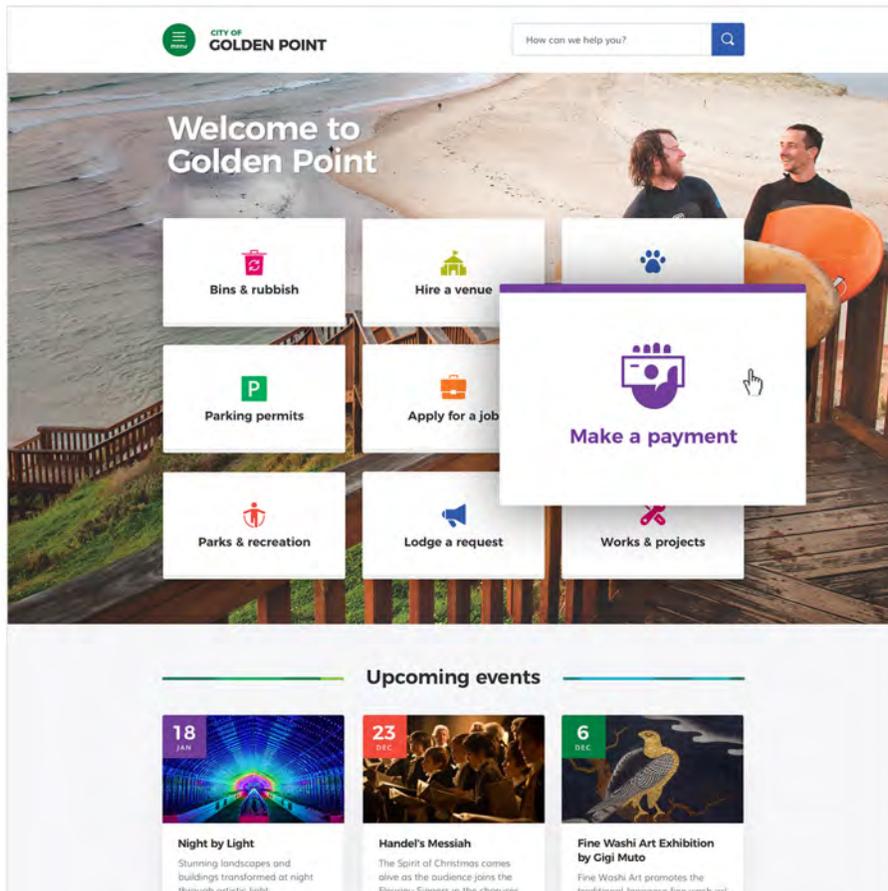
Predictive search

The OpenCities search experience connects people to the information and service pages they need, without requiring them to know the language of government or its departments.

Without even leaving the homepage, the predictive search displays the best matching content as the user types in their query, even when the words they type don't match the name of the page or service (for example, a resident might type 'trash pickup' but the page is titled 'waste collection' or they may misspell 'garbage').

The OpenCities predictive search will still connect people to the right service, and index content across all your web pages and inside PDF files.
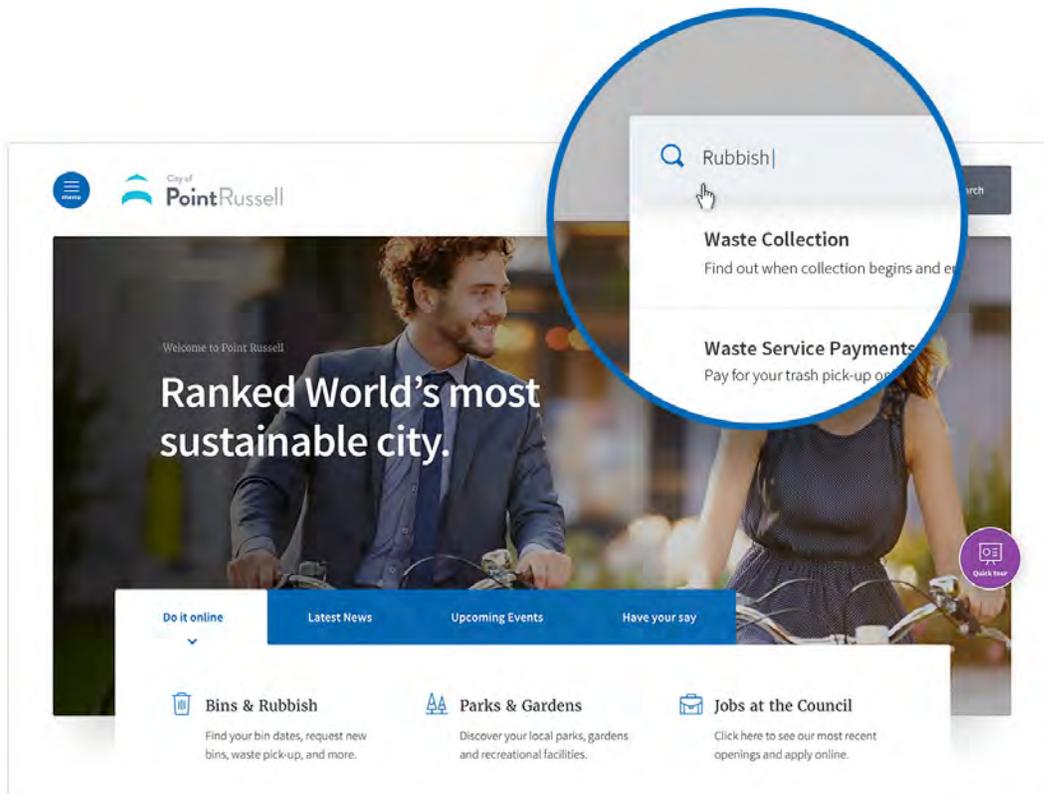
Simpler, more actionable content

Most people read at a 7th grade level, whereas most government websites are written at a higher academic level. OpenCities helps you provide a better content experience so that more people find what they are after, understand what they've found, and act on that understanding.

How? By automatically reformatting long pages of content into smaller, more navigable sections, introducing glossaries for terms people typically struggle to understand and gathering continuous page feedback from your community that inform page publishers and subject matter experts of opportunities to make their content more useful.
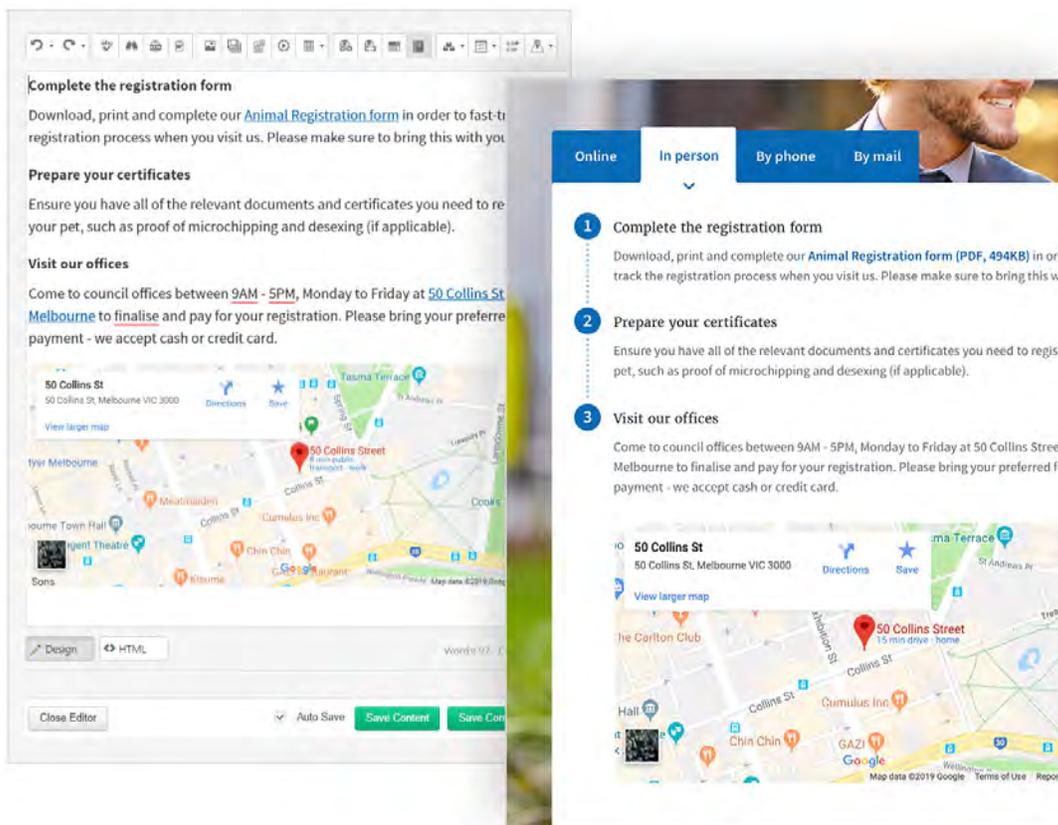
Location-based content

Make your local government website experience, more local. Transform any location-based content into a beautiful map view that puts residents at the center.

Simply by entering their address or by clicking on the 'find me' button from their computer or mobile device, residents can see their local events, parks, city facilities, works, projects, city initiatives, councilors, trash collection dates, and many other types of content, based on their interests.

Create any number of maps across your sites based on one or many different types of content and sub-filters, and change the way that residents discover their local community.
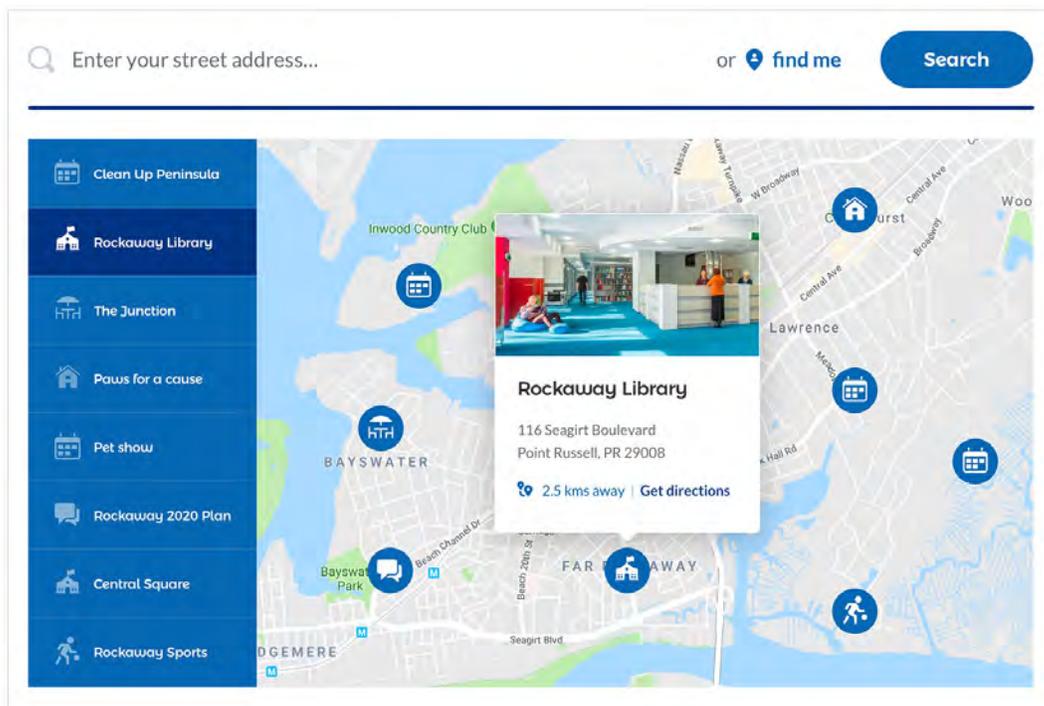
Personalized content

What if your website could curate the specific news, events, projects and services a visitor might be interested in, without wasting their time with other content?

OpenCities lets you do exactly that, by labelling content with a target audience, topic theme or any other tags and then automatically displaying that content to the right visitors at the right time.

For example, after a resident completes a pet registration form, the page would automatically promote upcoming pet friendly events, nearby off-leash dog parks, pet owner focused news and city initiatives, and more.
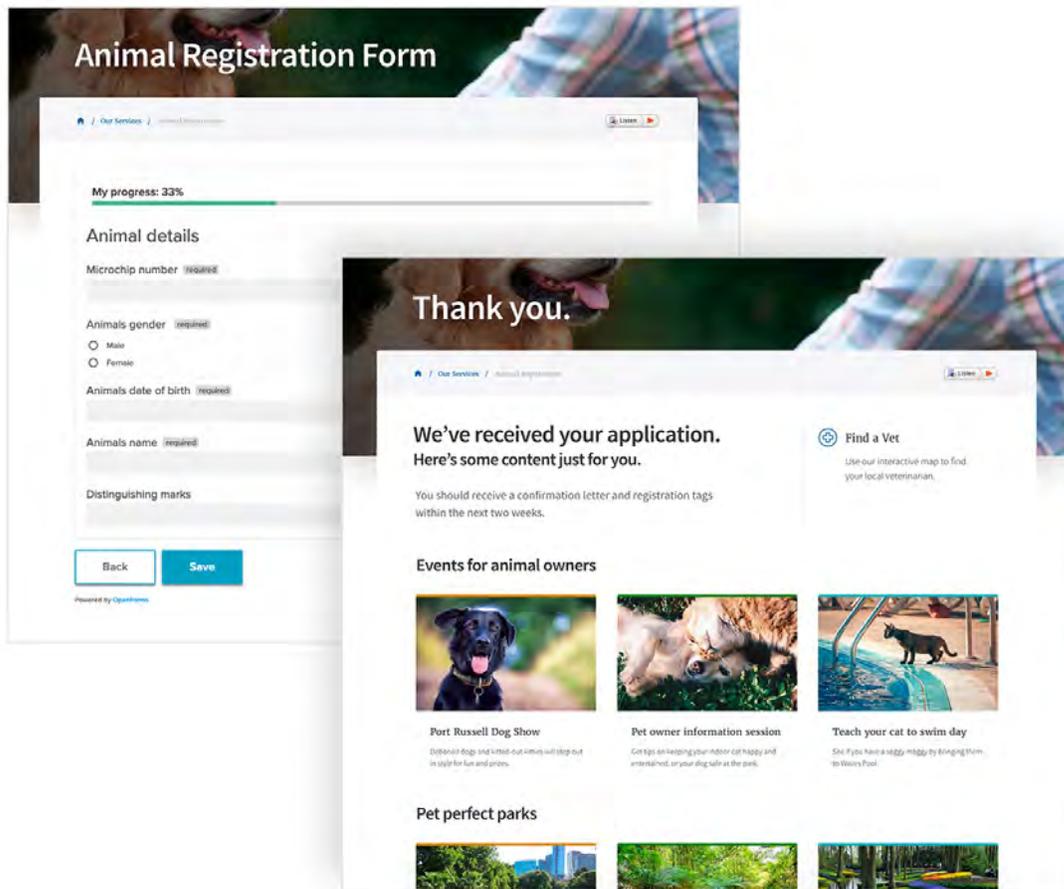
Publish once, present everywhere

As residents access your city through an increasingly dizzying array of channels and platforms, how do you ensure a consistent message?

OpenCities reduces the effort and complexity of multi-channel communication by allowing you to create content just once and easily share it across multiple platforms via content APIs. Imagine posting an event that gets automatically added to the city calendar, plotted as a pin on a map, shared on Facebook or Twitter and even sent as an email notification. The possibilities are endless.

Online engagement (premium module)

Build trust by making it easy for residents to have their say on the things that matter to them. OpenCities helps you drive public participation via online engagement spaces, discussion boards, initiative directories, surveys and more. A range of engagement options means you can scale your community consultation up or down depending on project and outcome.

Consultations and discussion spaces can be quickly setup to enable richer conversations with stakeholders and automatically shown to site visitors based on their interests or location to drive engagement. Increase trust by driving public participation and community co-creation for projects and decisions.
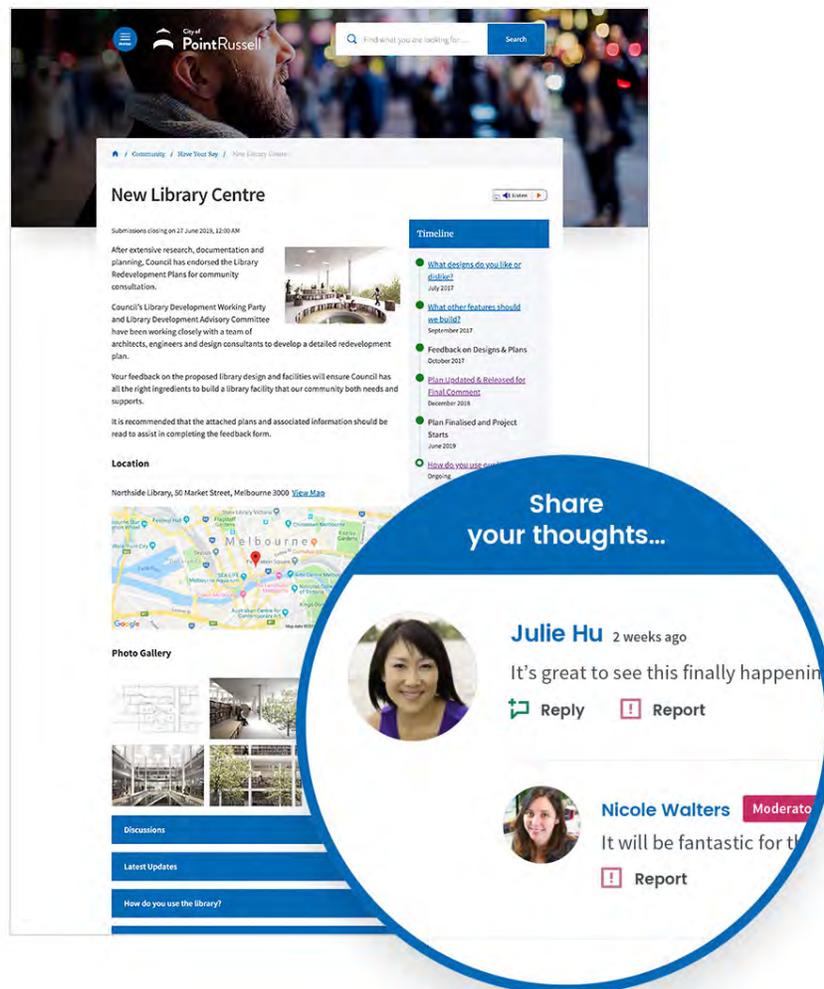
Local directory (premium module)

Support your local businesses and community organizations by helping them get discovered.

The OpenCities Local Directory empowers local businesses and organizations to easily setup and manage their own listings and events within the website, controlled by a workflow notification that ensures content is approved by the city or county before appearing live.

A central dashboard shows each user all their listings across the local directory, business directory and local events, as well as the status of a listing awaiting publishing approval. Users can easily update or deactivate their listing from this screen as well, eliminating the need for city or county staff to make updates on the community's behalf.

Do more with 40+ Website modules including...

Initiatives

Help residents stay in the know with city or county plans and initiatives

Public Notices

Keep your community notified via the public notices module

Parks Directory

Find and learn more about local parks and recreation spaces

Facilities for Hire

Make it easy for people to find and book facilities, halls and venues

Departments

Showcase city or county departments and their services, projects, initiatives, events, news and more

Elected Officers

Connect residents with their elected officials and the initiatives and projects they are working on

Forms and Policies

Make it easy for people to find forms, policies and procedures, all in one convenient directory

Meetings

Make it easy to browse or search for specific city meetings, agendas and minutes

Works and Projects

Promote public works, roadworks and projects in a directory or on a map

Local Directory

Empower local groups to create and manage their own listings or events in the city or county website

Development Applications

Keep residents notified of development applications in their area

Announcement Broadcasts

Broadcast important announcement anchored to the top of your site

Events

Promote events in an interactive listing people can browse by date, event type, tags and more

Calendars

Create monthly calendar views for any time-based content on your site

News Directory

Display latest news and media releases and link with Facebook or Twitter

Job Opportunities

List open job opportunities and use online forms to create a simple application process

Even more, every quarter

OpenCities releases new modules based on our government partner's needs and feedback

Accessibility

Unless your site works for everyone, it simply doesn't work.

Certified accessibility

OpenCities is the only local gov website platform service portal to validate our entire solution against the highest level of ADA compliance - WCAG 2.1 AA. Rather than solely depending on automated accessibility testing, every function in OpenCities is tested by real humans, to ensure our platform meets the highest WCAG 2.1 AA accessibility standards

Works on every device

Built to be mobile first, OpenCities doesn't just scale the website down to mobile, it fully leverages device capabilities such as swipe gestures, GPS location, and camera to reward mobile users with a more 'app like' experience. And as part of our quarterly upgrades, your website will automatically adapt to ensure a modern and up to date experience on new devices and web browsers

Multilingual experiences

OpenCities empowers a truly universal content experience while reducing content management effort, by allowing you to professionally translate critical instructional content, and using our auto-translate for everything else. What's more, translation applies not just to the content within a page, but to the entire website experience – from buttons and forms, to the search experience, ensuring your visitors can successfully navigate the entire website in their preferred language

Plain English

According to the National Center for Education Statistics, 44%, a large portion of the adult population, has basic or below basic literacy skills – with the average reading comprehension level at just 7th grade. Website text must be clear and concise. Avoiding technical jargon and other complex words makes your text as easy to understand as possible. Your readability score can tell you how many people will be able to comprehend your content. A content review tool flags potential accessibility errors to bring attention to pages that could benefit from simpler words.

We're not designing websites to win beauty contests; we're designing sites to help you serve better. The people who most need our services are often the people who find the internet hardest to use, so everything we build should be as inclusive, legible and readable as possible.

Forms

Transform your static PDF's and offline forms into frictionless digital services anyone can use, without custom development

Digitize almost any form or process

Give your residents the ability to pay a ticket. Register a pet. Reserve a venue. Report a problem. Today, most people come to your website because they need government services or support. From permitting and application forms, reporting and request forms, booking and payment processing forms, OpenForms helps you transform any PDF or over the counter request into beautiful digital services anyone can use.

And within your organization, OpenForms can help staff become more efficient by digitizing internal checklists, paperwork, and processes. Integrated with your intranet, staff details can be pre-filled to simplify form completion.
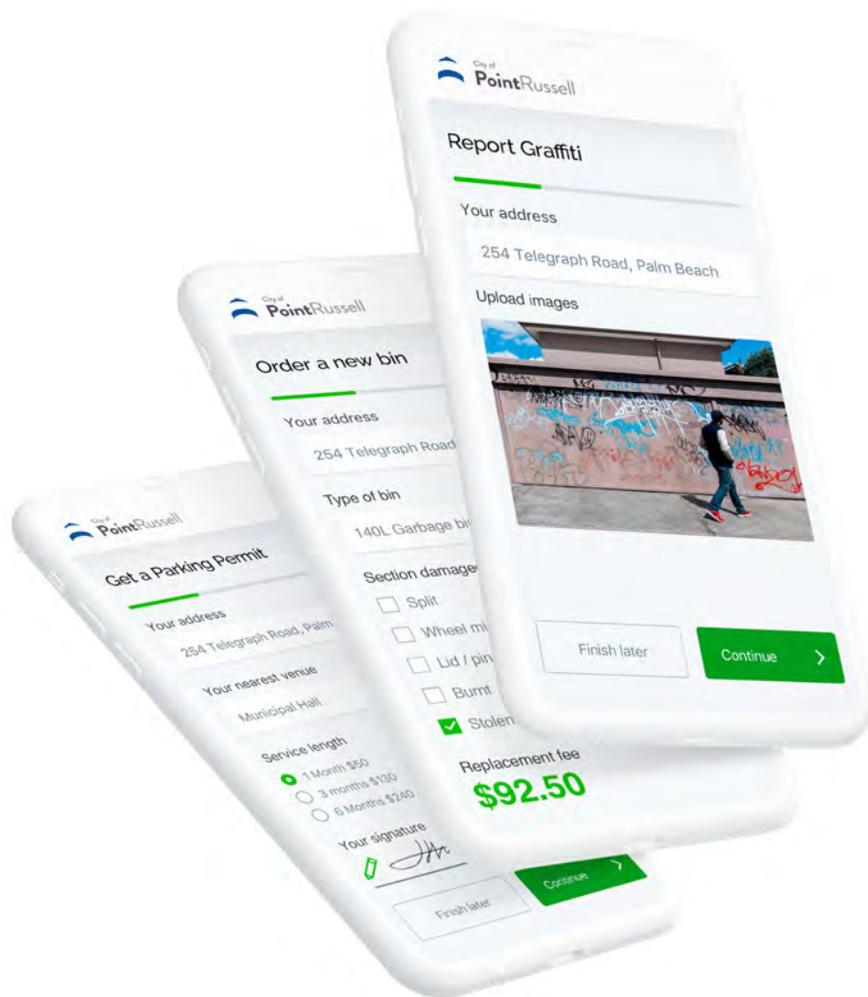
Publish forms within minutes

No need to wait for a developer. Using a drag and drop interface, non-technical subject matter experts can create highly functional online forms and digital services within minutes. Simply create your form sections and add the questions and fields you need, configure field settings such as hide and show logic, choose where your form data will be submitted and hit the publish button.
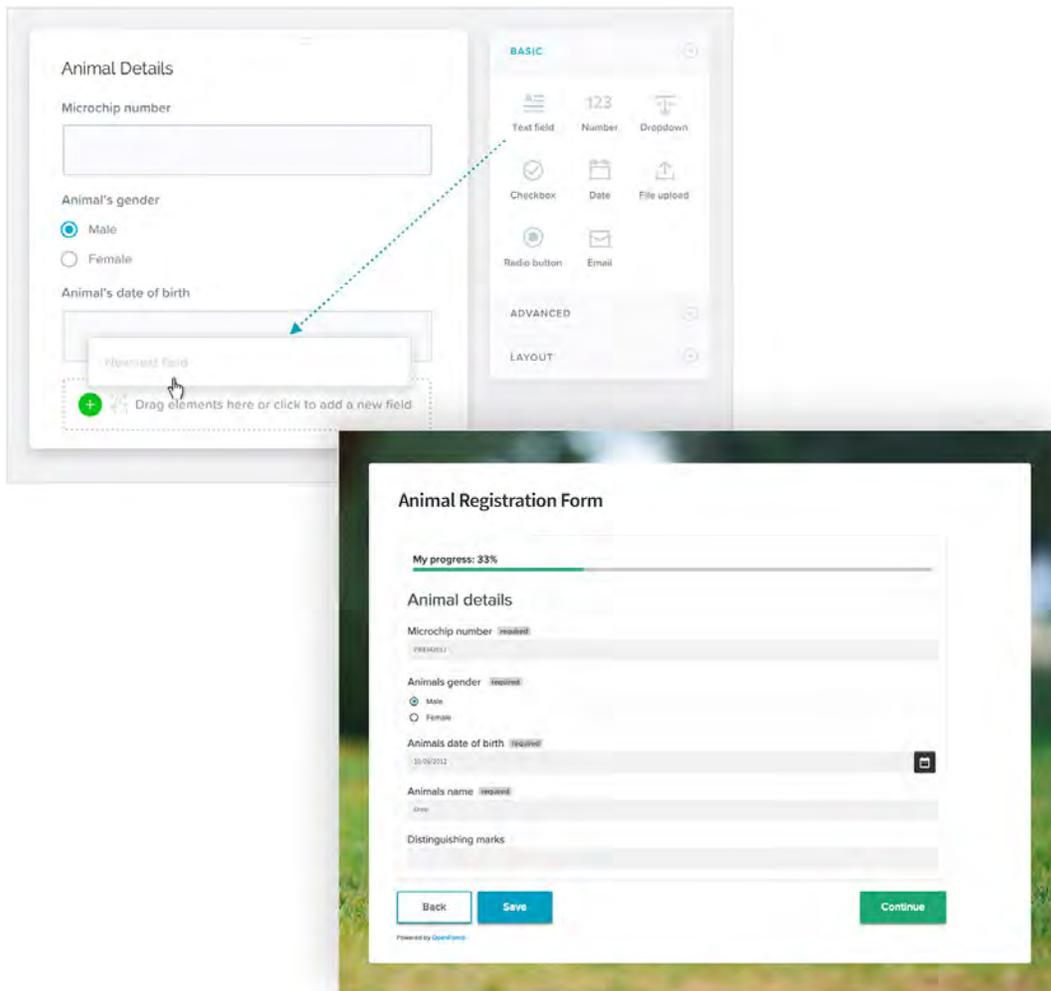
Form publishing made easy

Embed or Link

Embed forms directly into your web pages using embed code, or generate a unique URL link for your form

Accessible for all

By default, all forms are WCAG 2.1 AA / ADA Accessibility compliant, ensuring everyone in your community can be served online

Create your own themes

Configure your fonts, colors and more to ensure your forms are consistent with your style guide and website design

Works across all devices

Your forms will work perfectly on all popular mobile devices and browsers, as well as supporting touch gestures, GPS, and mobile camera

Printable forms

Build and manage all your forms in one place, and generate beautiful, print-ready PDF versions with your branded header and footer

Multilingual Forms

Publish forms in any language – including the ability to control micro copy (buttons and prompts) to ensure a completely multilingual experience

Convert complexity into simplicity

Government services can be complicated, but the experience for residents accessing them shouldn't have to be. OpenForms is perfect for the business of government, with capabilities that will help you convert complex, multi-page forms and processes into simple, step-by-step online forms that adjust based on customers responses, and using workflows, move across multiple people, teams and departments.
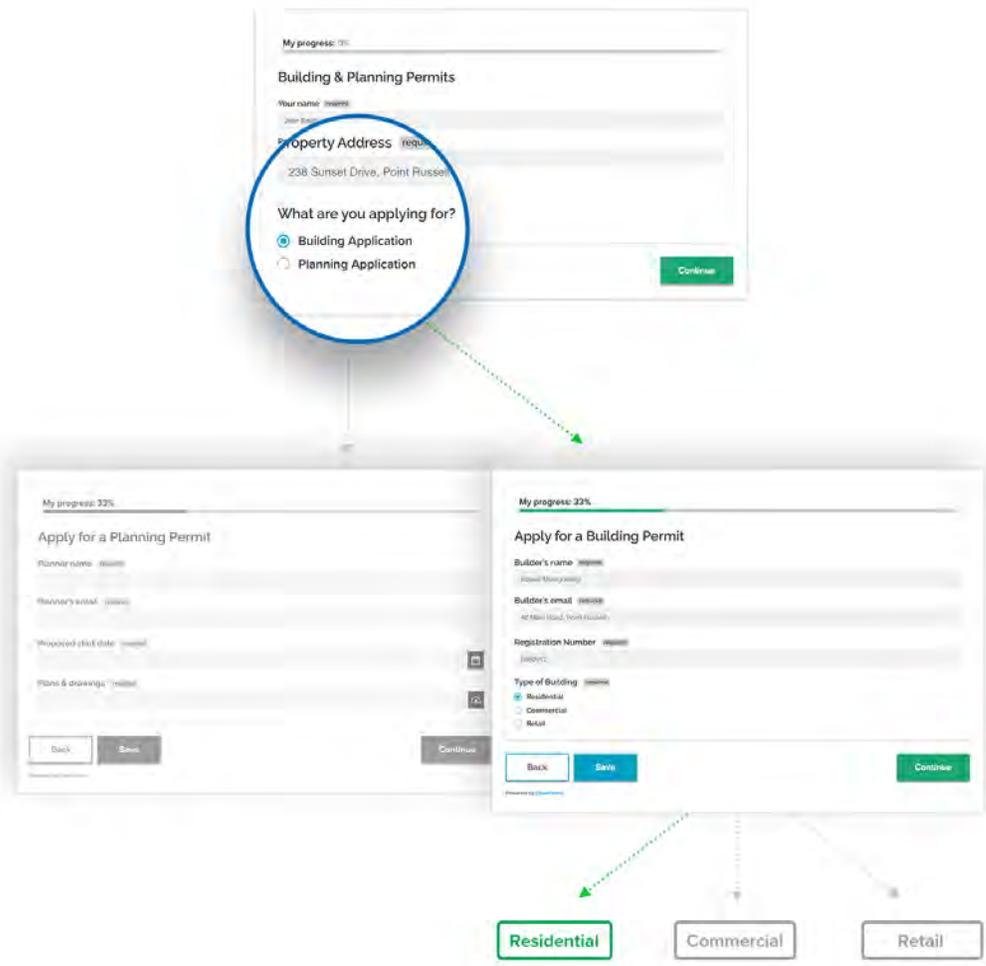
Show/hide questions and sections

Show or hide fields, or entire sections, based on users' responses

Hidden fields

Streamline submissions with hidden, auto-populated fields (e.g. reference numbers)

Multi-section forms

Create multi-section forms to simplify long forms, show or hide sections based on previous responses

Save and Continue

Allow customers to save their progress and complete a form later, even on a different device

Digital Signatures

Enable customers to digitally sign a form prior to submitting, via pen/finger for touch devices, or file upload for desktops

Works across all devices

Your forms will work perfectly on all popular mobile devices and browsers, as well as supporting touch gestures, GPS, and mobile camera

Submission Logic

Ability to prevent forms from being submitted based on conditional logic

Personalized email responses

Create personalized confirmation emails to keep customers informed

Collect Payments Online

Make it easy for residents to book and pay for anything online. From facilities, to permits, infringements, rates and more – OpenForms not only delivers easy online payments with integration into popular payment providers, it can also dynamically calculate prices based on the information residents enter into the form.
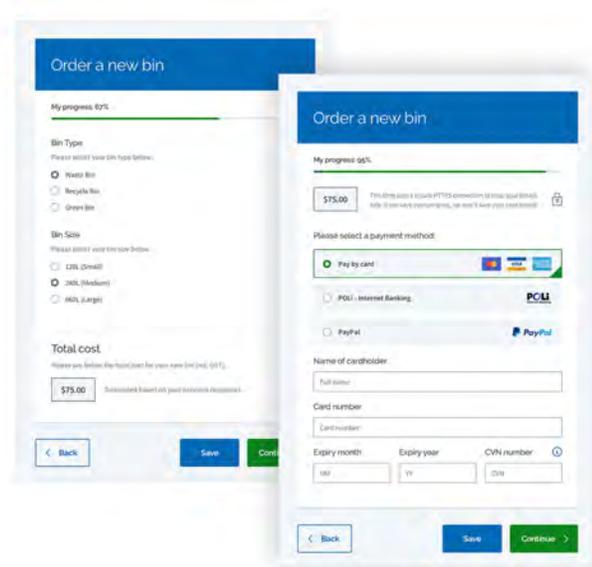
Payment Gateways

Process payments securely with support for all of the most popular local government payment gateways

Calculations

Use answers within your form to calculate and adjust payments on the fly, or track data for numerical fields

Receipts

Provide the customer with a unique receipt number upon form submission to track their request and help staff reconcile transactions for payment-based forms

HTTPS/SSL Secure

All customer details and payment details are protected with the highest levels of SSL encryption and security

Integrate with your internal systems

Update your CRM. Capture records in your DMS. Pre-fill forms based on customer details. Populate form pricing from 3rd party databases. Pull the status of a customer request from an internal system.

By connecting OpenForms with your internal systems, you can save time and create efficiencies for both residents and city staff. No more manual re-keying of data into internal systems for city staff and faster form completion for residents.

Web APIs
Boost your efficiency with two-way integrations with your internal systems

Submission Connectors
Automate the submission process by pushing form response data into your internal systems

Mid-Form Connectors
Validate data or retrieve additional information while users are completing a form (auto-complete addresses, or lookup an infringement notice number)

Inherit Data
Pre-fill your embedded forms using data from the pages they are in (for example, auto-fill event name for event booking forms) to reduce effort for customers

Google Maps
Connect to Google Maps to allow auto-completion of address fields as the user is typing, or for users to simply select an address via Google Maps

Google Analytics
Connect to Google Analytics to track form usage and page analytics

Enterprise ready

Built for teamwork. OpenForms enables you to decentralize forms publishing to more people, apply user-level permissions for security, create re-usable fields for consistency, securely test forms for quality and retain form history for record keeping. And it's all validated for Accessibility ADA compliance and the strictest data and security standards.

Users and Permissions

Streamline forms publishing across your organization by controlling which users can view, create, or manage your organization's forms and submissions

Form Versioning & Archiving

Draft changes to forms and publish them when you're ready and revert to old versions at any time. As your library of digital forms grows, you can easily archive legacy forms for version and records management

Reusable Field Sets

Accelerate form creation with reusable field sets for common sets of questions (e.g. create a 'Customer Details' set which includes Name, Address, Phone, Email).

Form Scheduling

Set a future date and time to publish draft forms and choose when forms should be removed, archived and retained for record keeping purposes

Form Testing

Securely share and test your forms, transactions and web services before making them available using the test mode. Perfect for testing with colleagues and contributors, as well as select users prior to publishing

Workspaces

Organize your forms into categories that reflect how your organization works, so everything your authors need is easy to find and in the one place

Reusable Lists

Create ready-made lists of answers to use across your forms (e.g. you customer service locations)

Reporting

Access form by form reports to get useful insights about form completion rates, monitor key metrics, identify bottlenecks, and get the insights you need to improve your digital services and forms experience for customers.

Data Privacy and Security

All data is encrypted to ensure the highest level of data security

Connect with Salesforce CRM

Convert your Salesforce objects into beautiful OpenForms, without any need for custom coding or middleware development. Simply pick any of your Salesforce objects and fields as the base for your new OpenForm, and a new OpenForm will be automatically created and integrated with your Salesforce CRM. From there, any forms submitted will create a record in Salesforce CRM for that object type.

To close the communication loop, receipt numbers generated by Salesforce CRM are passed back to OpenForms and can be included in the thank you message and the auto responder email at the end of form submission, so customers can have a direct reference to their record in Salesforce CRM.
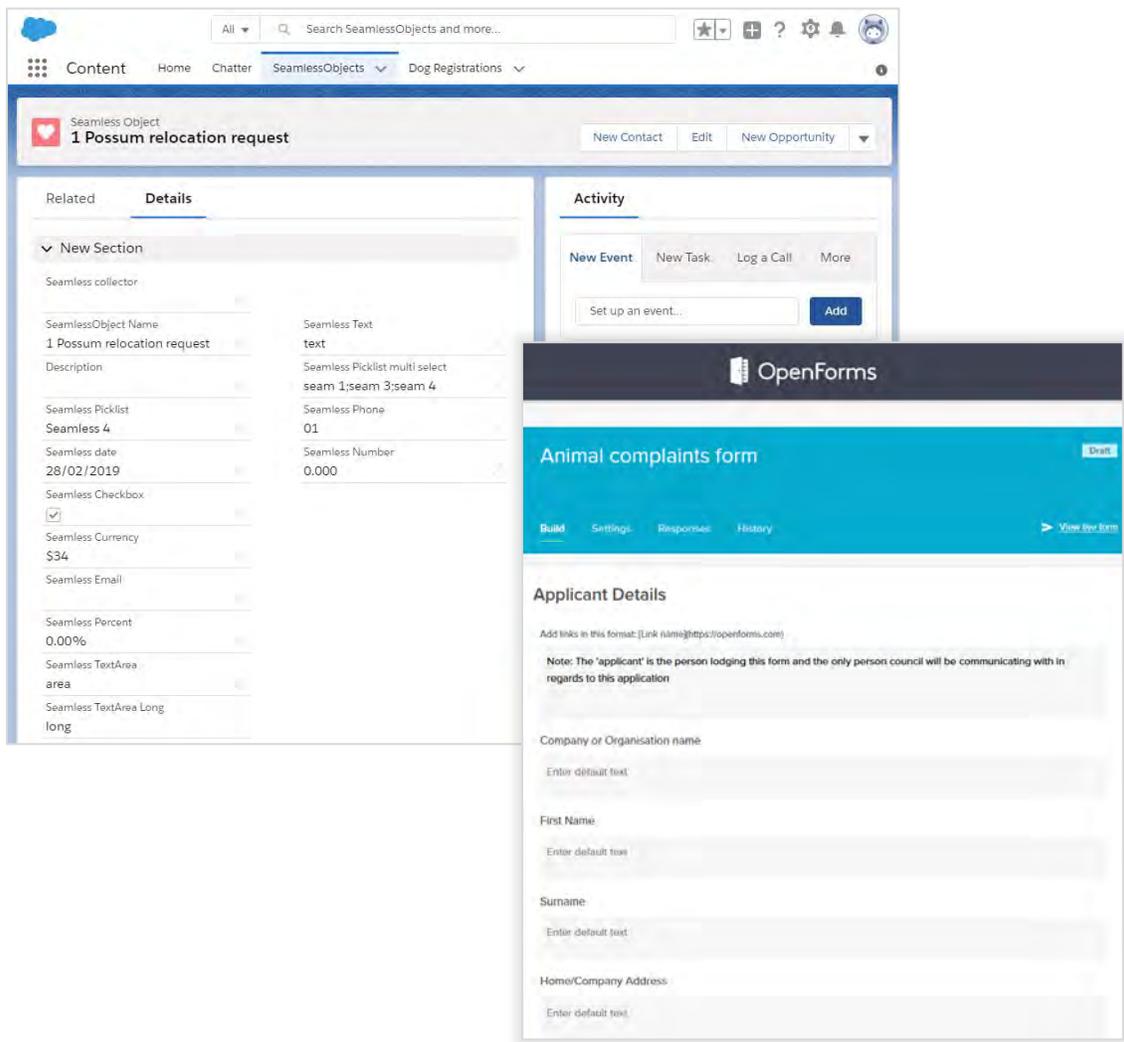
Connect with Microsoft Dynamics CRM

Convert your Microsoft Dynamic cases into beautiful OpenForms, without any need for custom coding or middleware development. Simply pick any of your MS Dynamic entities & fields as the base for your new OpenForm, and a new OpenForm will be automatically created and integrated with your Microsoft Dynamics. From there, any forms submitted will create a record in MS Dynamics for that entity type.

To close the communication loop, receipt numbers generated by Microsoft Dynamics CRM are passed back to OpenForms and can be included in the thank you message and the auto responder email at the end of form submission, so customers can have a direct reference to their record in Microsoft Dynamics CRM.
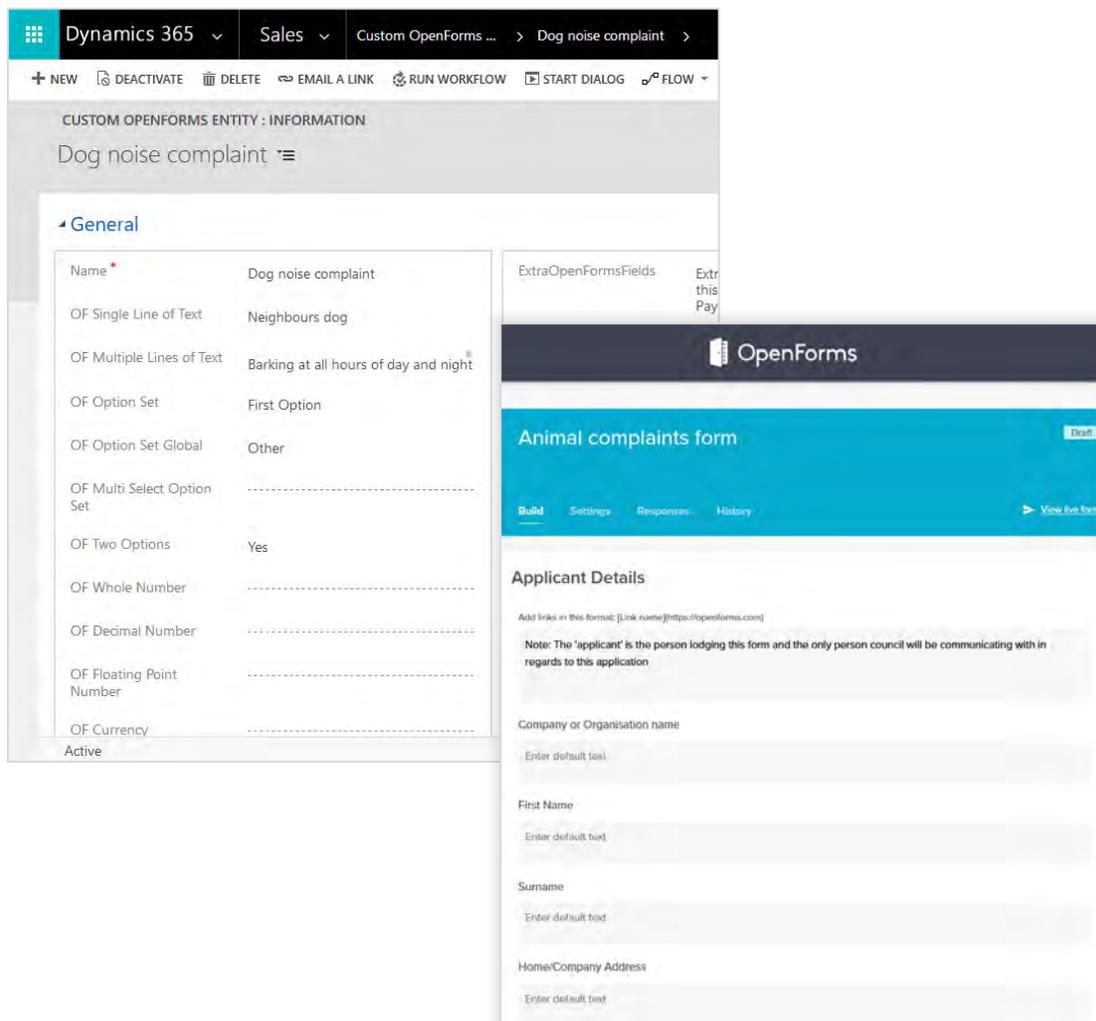
Publisher experience

A beautiful and intuitive resident experience starts with a beautiful and easy to use publisher experience

Content management, made simple

Make web publishing simple. Share content across all your channels. Create new websites without custom coding. OpenCities puts you in control.

A consistently up-to-date and easy to use website helps inform, engage and serve your community at a fraction of the cost of doing so in-person or over the phone. But for the website to be effective and current, it must be easy to update and maintain by non-technical department staff.

OpenCities has been purpose built for non-technical government users, ensuring everything from publishing content and forms, to updating website layout and design elements can be done without any coding skills.

Not only does OpenCities make managing your sites easier, it makes it better. A personalized dashboard helps publishers keep track of their work, action content feedback from community and colleagues, fast-track publishing of common content and more.
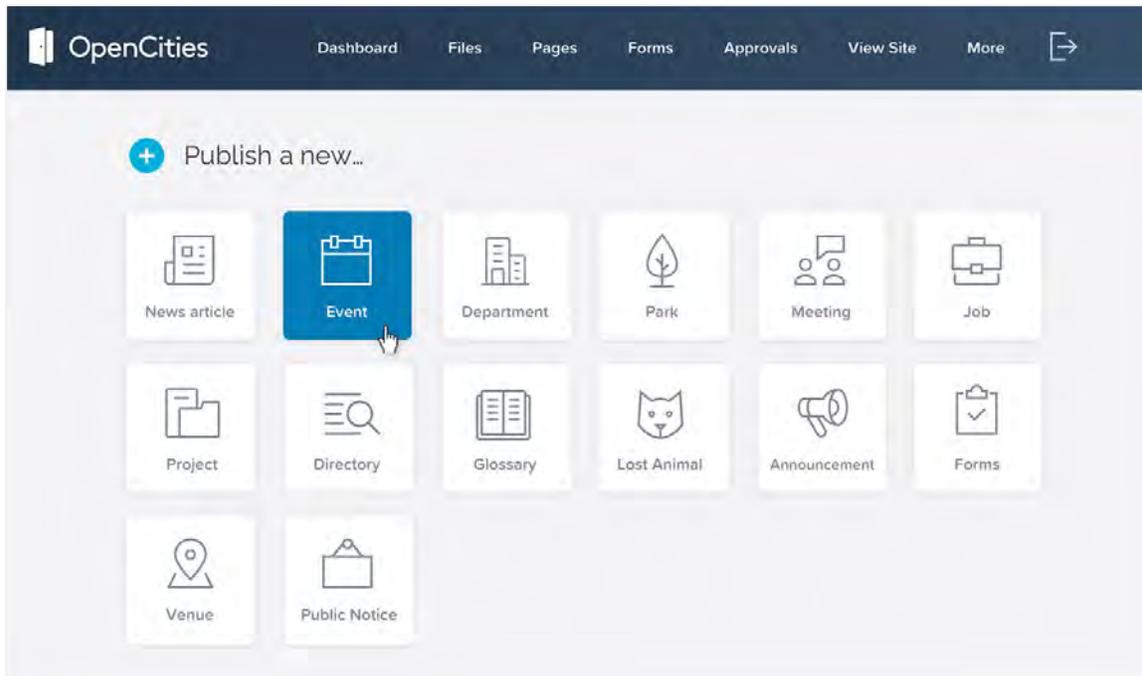
Streamline publishing

Accelerate site setup and reduce publishing effort by using content modules for commonly published types of content (news, upcoming events, parks and facilities, emergency announcements, works and projects, etc.). Using modules, publishers can quickly create consistently beautiful and well formatted content without worrying about layout, design, or publishing destination.
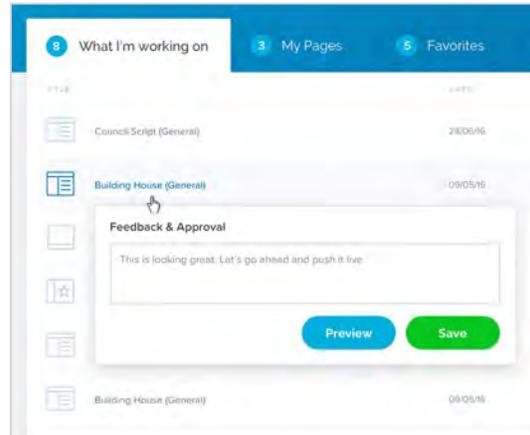

Users and permissions

Precision control of user roles and permissions allow you to craft exactly what each user can do within the system. From controlling what types of content certain people can publish, which sites they can contribute to or who can create entirely new sites and design themes, you have full control of user permissions.

Smarter workflows

How can you succeed in assigning website ownership to more people, while ensuring a consistently great experience for your end users? OpenCities workflows automatically route content to the right reviewer prior to it being published. What's more, approvers don't need to log into the system to view, comment on or approve content, allowing more people to get involved in workflow. Or, using the 'review' functionality, publishers can invite others (even if they don't have an OpenCities login) to review and provide feedback on their content, reducing the need for back and forth emails with attachments.
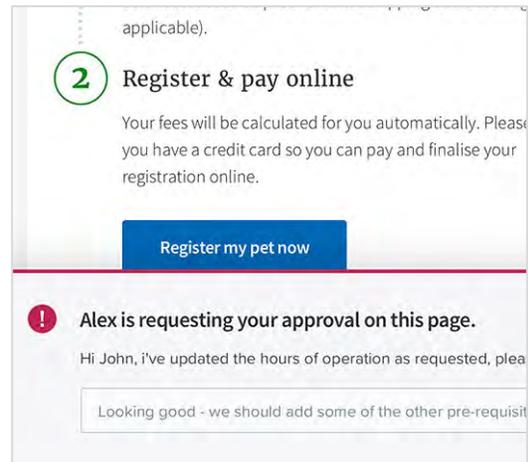
History and tracking

Changes to any page, document or image are recorded in history, allowing you to quickly preview or roll back to previous content versions. Furthermore, in-line visual markup makes comparing the difference between any two versions of content a breeze, ensuring site managers and approvers can visually see how the site has evolved over time.
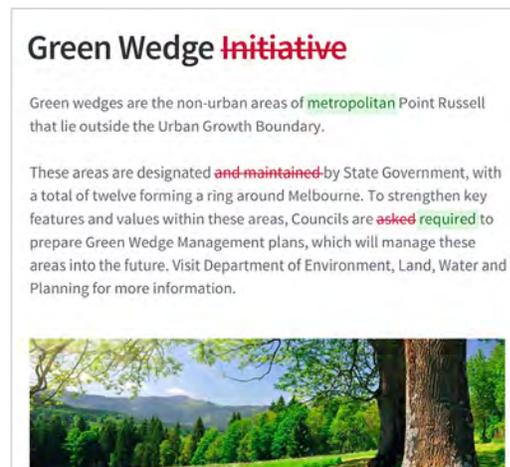
A central digital library

Bulk upload, categorize and manage thousands of digital assets across all your sites. You can store documents, images and videos, with full lifecycle management, version history, usage reports and more.
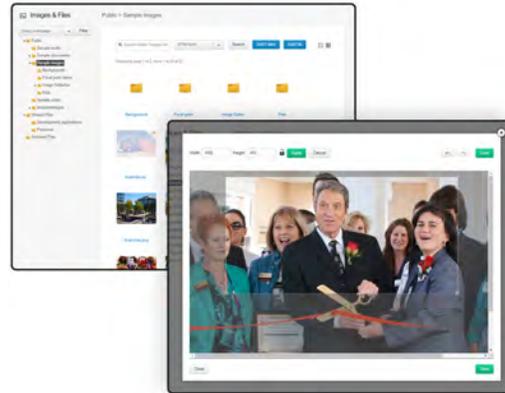
Create maps

Create your own maps with pins, lines or vectors based on your content. Use pins to represent content such as events or projects. Use lines to show road closures or bike paths. Use icons to represent affected areas for emergency announcements.
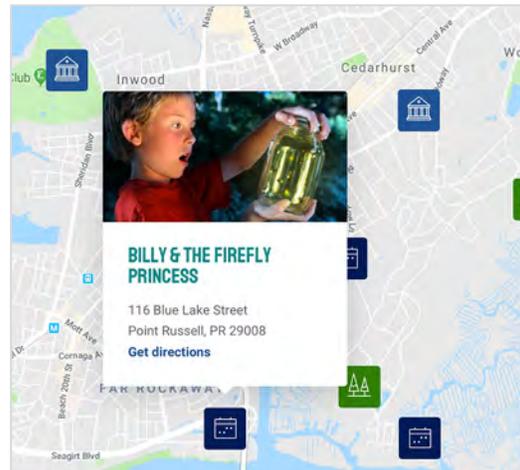
Site settings

Whether its tweaking the search logic, setting up your local government's geospatial points, updating site-wide or module specific configurations, everything you need to manage your website can be configured in site settings, without programming skills.
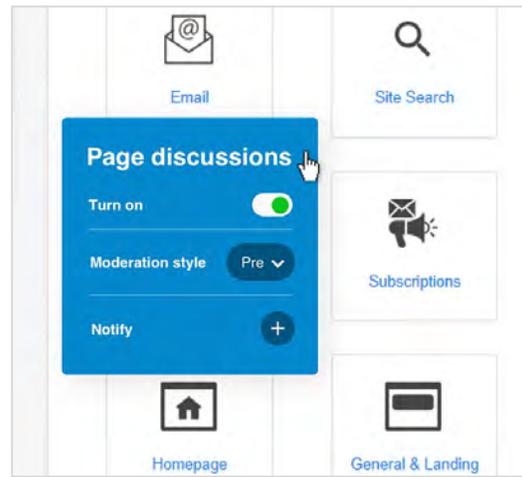
No broken links. Ever

Move or rename pages as much as you like. OpenCities automatically updates all links so publishers can freely update your site without worrying about creating broken links or impacting bookmarks. This applies not just in your main site, but across all the sites you manage in OpenCities.
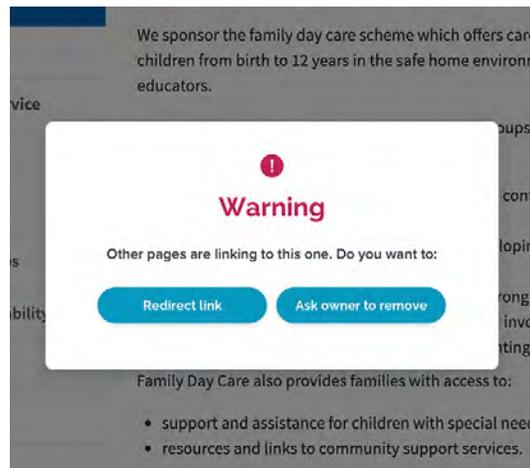
Create dynamic content

OpenCities helps you surface content such as news, events, projects and more, to the right people, at the right time, across the right channels. By relating content using our content labels, users who have completed a dog registration may be offered information on pet-friendly events or parks. Those who have reserved a park may be offered a listing of events at that location. OpenCities can drive meaningful engagement with your community by connecting people to the things that matter most to them.

Dynamic content can be created with a few clicks, based on variables ranging from content type to user interests, and syndicated across your entire network of sites. Now, you don't need to rely on people navigating through your menu to discover useful content – it comes to them!
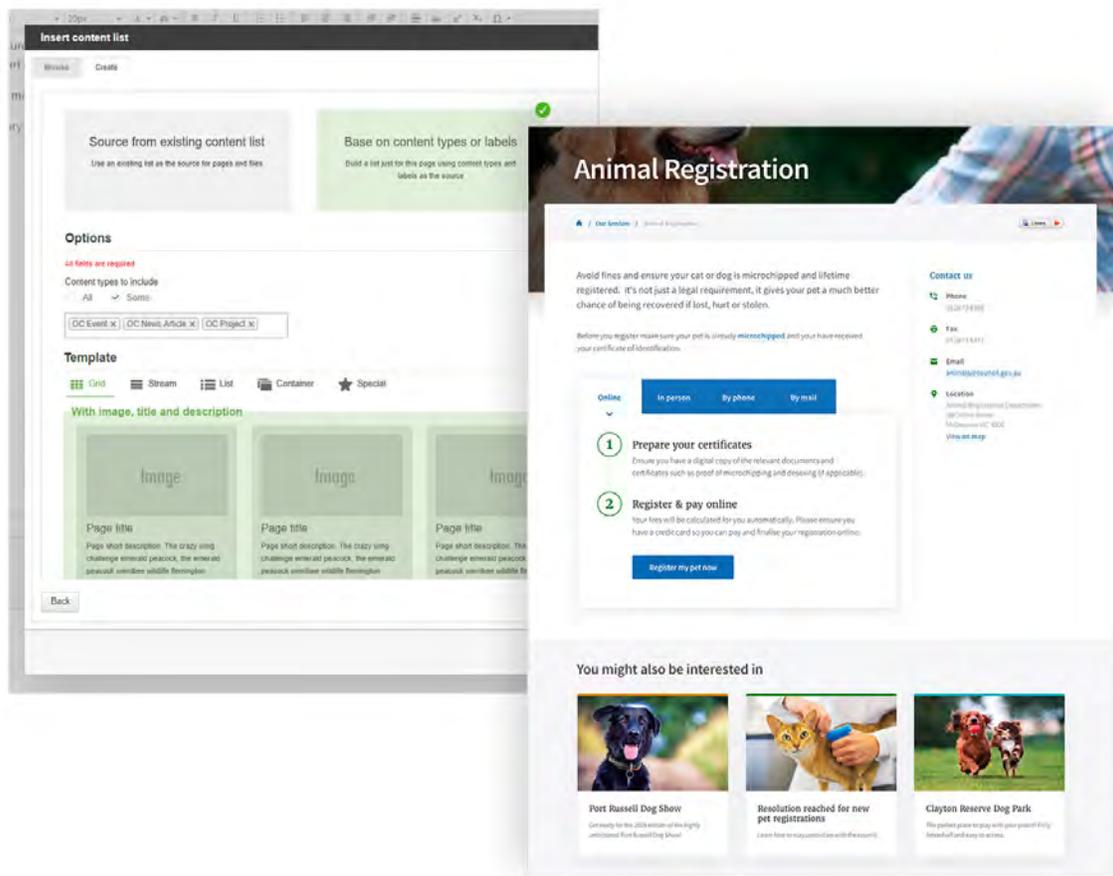
Measure and improve

The launch of your new website is just the start of your digital transformation journey. OpenCities provides the tools you to need make better, data driven decisions.
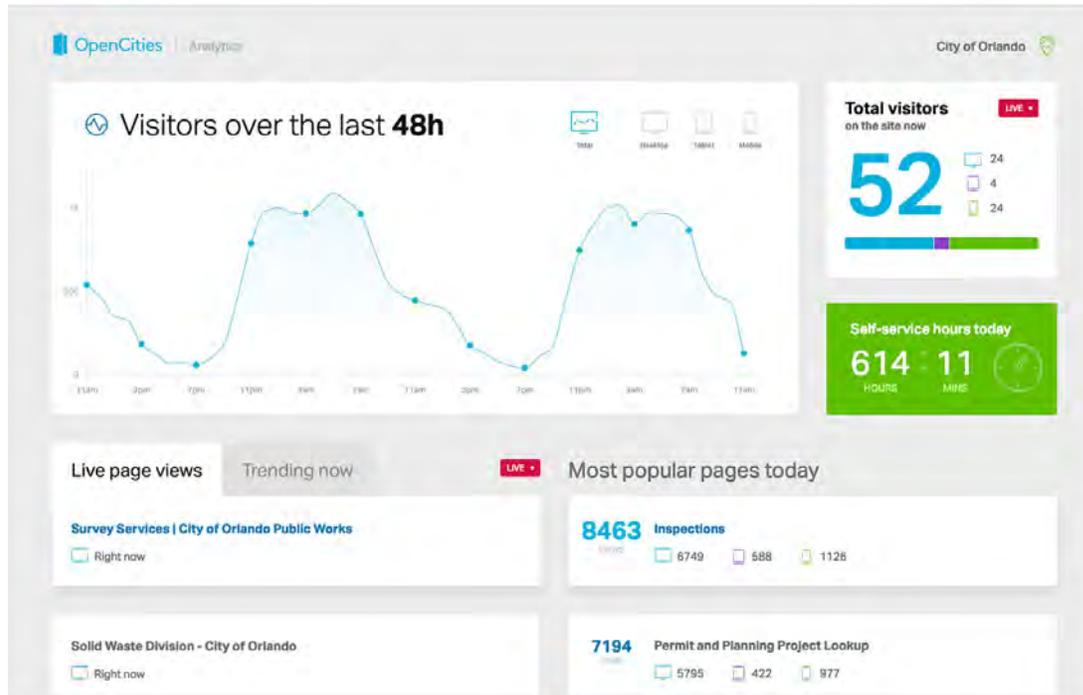
Content insights

What's trending now? What services are people using? OpenCities shows you a live view of what's happening on your website in a simple and beautiful way that focuses on what matters

Internal tasking dashboard

A personal dashboard keeps each publisher informed when content is approaching review or about to expire, page performance, feedback, workflow status and more

Internal reporting

Make it easy for site managers to keep content publishing teams on track via internal content audit reports, activity streams, publisher tasks management, and much more

Site analytics

OpenCities integrates with Google Analytics (including tag manager) to provide complete site usage data

Make it yours

Update your homepage design. Create new content templates. Setup and launch a new website. Deliver useful new functionality for users without waiting weeks for web developers, or years for a full redesign process. OpenCities lets you take full control of your entire digital experience using an intuitive drag & drag approach, without custom coding.
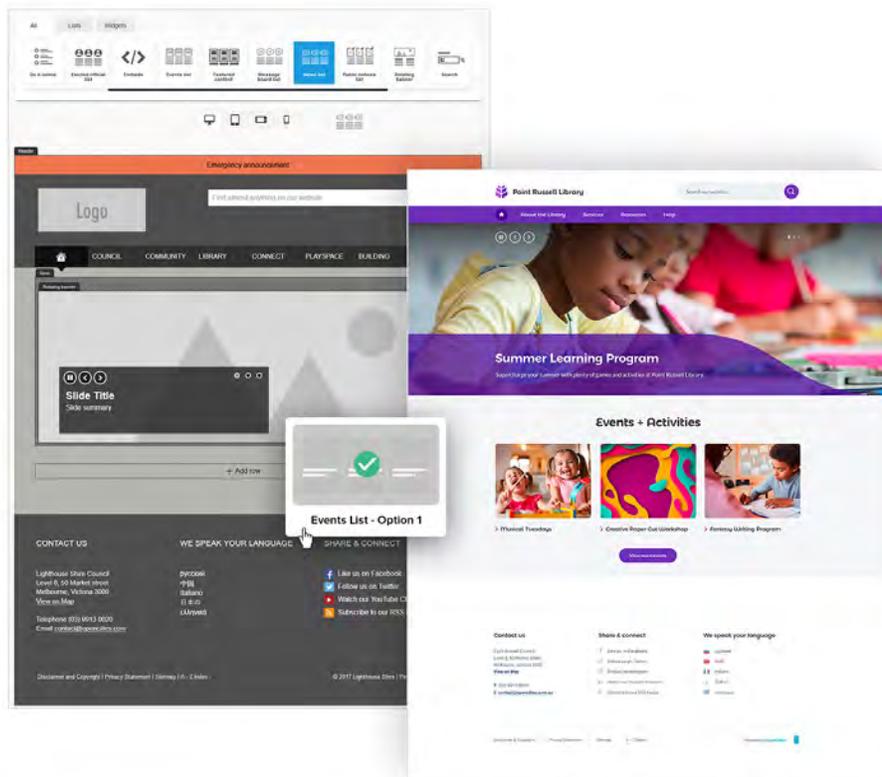
Update your visual design

Create or update your website design and layout, simply by dragging and dropping the functional elements you need into whatever order you want. You can update navigation menus and search, rotating banners, events listings, maps and much more. Then, apply your colors, fonts, imagery and CSS. Securely preview your design changes with real content, and then publish live when ready.

Create your own content templates

Out of the box, OpenCities provides thoroughly tested content templates that streamline publishing of common content types such as news, events, jobs, parks, facilities, announcements and much more. By using our template builder, you can easily create your own unique content templates and lists for other types of structured content.

Setup your own subsites

Create and manage subsites for your departments without custom web development. Using the site wizard, you can select what functions your new site needs, create a visual design that addresses the creative and layout needs of the department, setup publishers and permissions, and start entering content within a matter of days.

Easily extend functionality

As a SaaS platform, you don't need to setup and manage development or testing environments when receiving version upgrades or testing-out new functionality. Because everything we release doesn't introduce custom coding, OpenCities delivers an agile plug and play model that allows you to safely iterate your site within a single environment.

Responsive and future-proof

All design elements in OpenCities work beautifully across mobile devices, different web browsers, and meet the highest level of ADA/Accessibility compliance. Better still, they are continually updated for new devices, browsers, web standards and UX trends, to ensure your digital experience always remains at the cutting edge, without custom coding.

Integrations and connectors

We recognize that our platform is only one part of your technology ecosystem, and for that ecosystem to work effectively, systems need to speak to each other. That's why we've ensured OpenCities offers an open and flexible interface that can integrate with other systems and data sources, with out-of-the-box connectors for many popular local government systems and fully documented APIs for custom integrations when needed.

DMS Connector

Ensure your community is acting on the most accurate and up to date documents. Our DMS connector allows you to synchronize files from TechnologyOne ECM, TRIM CM, Objective DMS with OpenCities, creating a single source of truth

CRM APIs

Share between OpenForms and your CRM system. Push data into your CRM without requiring customer service teams to manually rekey requests. Pull data from your CRM to pre-fill fields and simplify form completion for customers

Payment gateway connector

Connect to your preferred payment gateway. With support for many of the most common payment gateways used by Local Governments, OpenCities makes it easy to setup online payment forms that can be reconciled with your financial systems

Maps APIs

Using our Maps API, you can draw in trash pick-up schedules from your GIS system. Use plot content from your GIS system onto OpenCities Maps. Showcase road works, projects and closures as pins or lines

Active Directory Connector

Authenticate OpenCities admin users and control their permissions based on your Azure based AD.

Content APIs

Publish pages and lists dynamically based on information sets in your internal systems. Showcase development applications

Hosting and security

OpenCities has partnered with Microsoft to ensure we provide the most reliable and secure service using Microsoft Azure, the world's most trusted cloud. Hosted in Microsoft Azure and Azure Government Cloud in the U.S, OpenCities ensures maximum uptime by taking advantage of Microsoft Azure's geo-redundancy, built-in backup capabilities, and advanced security posture.

Locally hosted, Data sovereignty compliant

With all Microsoft Azure primary and secondary facilities located onshore, OpenCities is fully compliant with government data sovereignty laws.

Trusted reliability

Microsoft Azure delivers 62 compliance offerings, which is more than any other cloud provider. That's why 90% of Fortune 500 companies use the Microsoft Cloud. With OpenCities & Azure, you're in safe hands.

99.9% SLA

Our hosting provides a comprehensive uptime guarantee with monthly rebates if we don't meet our commitments. OpenCities provides 99.9% uptime availability, calculated monthly. In a typical 30 day/720-hour month, this equates to no more than 1 hour of downtime per month (not inclusive of scheduled maintenance and emergency maintenance).

Security / SSL encryption

As society's digital footprint continues to expand, the threat of malicious activity online becomes more pervasive. Given the amount of personal data required in government transactions, the risk to the public can be significant. OpenCities encrypts all forms with SSL to ensure security.

Service level agreement

Severity Level	Resolution Process	Resolution Target
PRIORTY 1 - DOWNTIME (your public facing website is down)	Reportable 24x7x365 via Priority 1 Telephone number Acknowledgement and assignment of problem for resolution within 1 hour	Within four hours
PRIORITY 2 – URGENT (some publishing functionality is not working as intended and no workarounds are available)	Reportable 24x7x365 via Online Help Center, or by telephone during business hours (7 am to 6 PM, Pacific time) Acknowledgement and assignment of problem for resolution within 1 business day	Provide workaround or release a Version Update to fix problem by close of next business day
PRIORITY 3 – HIGH (some publishing functionality is not working as intended, but workaround is available)	Reportable 24x7x365 via Online Help Center. Acknowledgement and assignment of problem for resolution within 1 business day	As soon as possible within normal development (scheduled or next version update)
PRIORITY 4 – NORMAL (some functionality is not working as desired)	Reportable 24x7x365 via Online Help Center. Acknowledgement and assignment of problem for resolution within 3 business days	Scheduled or next version update

Azure Government Cloud

By partnering with Microsoft Azure Government, OpenCities provides a superior service that delivers world class security, privacy and scalability. Our service provides full redundancy and twice daily backups, supported by a 99.9% SLA guarantee.

Find out more about Microsoft Azure Government here
https://azure.microsoft.com/en-us/global-infrastructure/government/state-and-local/

Active Directory (premium module)

OpenCities Intranet integrates with your Microsoft Active Directories (via Azure), giving staff the convenience of a single sign-on experience. And for those staff that are not registered in your Active Directories, our Intranet allows you to set them up directly within our system – ensuring everyone across the organisation, including field staff without desktop logins, can equally access the intranet.

Authenticate and personalise the intranet experience based on your user credentials, via single sign-on. Please see the diagram below that details we integrate with Microsoft Active Directories. We require the client to install a small web service that will allow sync and handle AD based authentication attempts.

1. MS Active Directory must be configured with at least one user account which will be used to run the AD Bridge software and will have permissions to query the AD groups and organizational units

2. The AD Bridge software must be installed on a server able to run web applications as it is a Web Service which will need to be accessible from your OpenCities instance on Azure. The two primary functions of this bridge are to sync users from your AD based on predefined group membership as administrative users into your OpenCities on Azure and to authenticate users logging in to OpenCities Admin on Azure.

It is recommended that all communication between remote software components is carried out via SSL.

3. The OpenCities CMS application synchronizes with the AD Bridge Web Services on a regular basis to import or update users originating in your AD based on rules configured in the OpenCities Admin interface. Users logging in to OpenCities Admin are also authorized against the AD Bridge Web Service.

Please note that if you wish to utilize authentication via the AD Bridge, the server running the AD Bridge web services must be available and connected.

If the AD Bridge is unavailable for any reason, you will not be able to log in with the user accounts originating from AD. In this instance we recommend having at least one non-AD user with a permission set sufficient to perform content management operation.