

Case Study:
Plone in Local Government

A Journey to Collaborative Application Development

- **Setting** - City of Newport News, Virginia
- **Characters** – Technology and numerous other agents of change
- **Plot** – Turning the Ship
 - A beginning - 2002
 - A middle – 2005-2006
 - An end ??

In the Beginning - 2002

1. Mainframe shop, 95% of all online applications developed with COBOL/XE, the other 5% in NATURAL
2. \$30M estimate to replace the City's portfolio of legacy applications
3. Custom development, no purchased packages
4. Website developed in-house and hosted offsite
5. Flat staffing levels, backlog of development projects
6. IT staff were the business experts
7. New director

The Dilemma - 2002

How can we *do more with less*?

1. Replace the application portfolio for less than \$30M?
2. Address the application development backlog?
3. Attract and keep new employees?
4. Transfer business expertise to the business units?
5. Ensure City funds are spent in support of effective and efficient decisions and solutions?
6. Provide a sustainable direction for the department?

3 Catalysts

2002

- Implementation of a new department wide strategy sets the stage for success:
 - **Buy, Collaborate or Build**

2004

- Newspaper article on eGovernment accomplishments of cities in the region
 - **6 cities mentioned, Newport News was not one of them**
 - **City officials were not pleased**

3 Catalysts, cont

2006

- Obtained Infrastructure Funding
 - Hardware – HP blade servers, Net App storage, switches, routers,
 - Software – Backup, Cross Platform Scheduler, Network Monitoring, Intrusion,
 - Training
 - Internet Bandwidth Upgrade
 - Refurbished Computer Room

Steps in the Middle – 2005-2006

- Formed an eGov Team and conducted research for a year
- Identified best practices
- Selected an open source web content management system and new web development tools (Zope/Plone)
- Received Python and Plone training
- Developed a prototype City web site format
- Funding approved (and spent)
- Customized Plone code for NNeGOV site requirements
- Developed project objectives and strategies, sample web governance guidelines, guidelines for the creation of e-Gov committees, tentative timelines, sample web standards and policies
- E-Gov committees approved web standards, design policies and web governance guidelines
- Trained 100+ City employees in author, publisher and content manager functions in building department sites
- Established a content manager's user group
- Community based support and adoption models
- Developed a mechanism for reporting status to upper management
- Began using SVN repository
- Standardized on a code development workflow

NNeGOV v1.0 Prototype

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Customized for a Better Fit

Custom AT and Portlets

- Online Services
- Resources
- Spotlights
- Promotions
- A-Z Directory
- Event Calendar

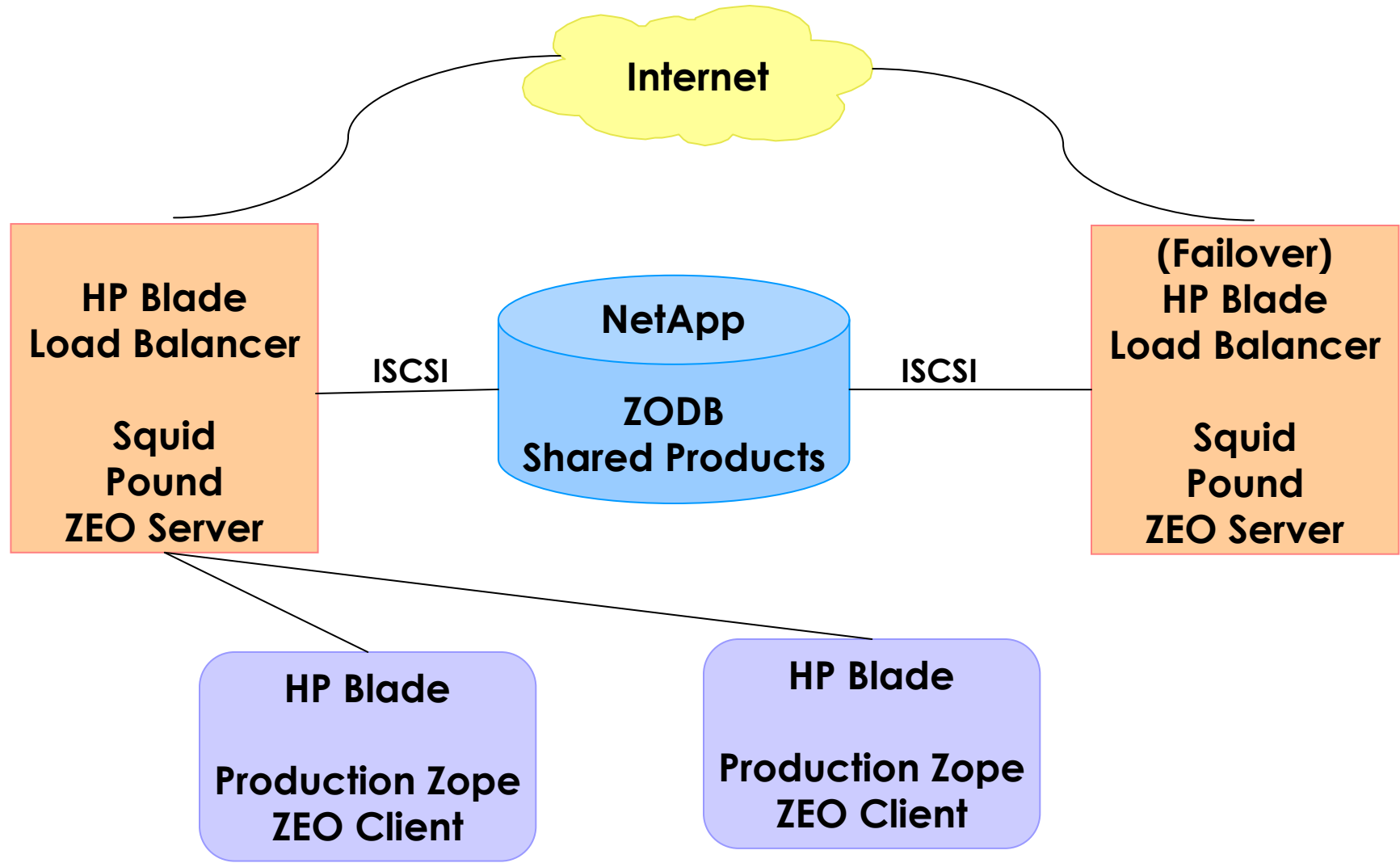
Other Features

- User Developed Forms
- Enhanced Links UI
- Comment Boxes
- Content Expiration Tab
- 4 Navigation Tools
- Staging
- Issue Tracker

NNeGOV v2.0 (Future Features)

- LDAP, single sign-on
- Linux desktops for the developers
- Podcasts
- FAQ
- Subscription Services
- eCommerce – shopping cart
- Additional online services

NNeGOV Production Environment



The end of Phase 1 and ... the start of Phase 2 of course

- NNeGOV code will be packaged and offered back to the community via GNU GPL license
- Go Live Feb 2007, with all hardware and software infrastructure in place
- Then....we focus on adding online services to the Internet, and converting the intranet site to Plone
- Concurrent project to build a collaborative intranet environment for City projects and committee work (blog, threaded discussions, wiki, teamspace and others)

NNeGOV – www.nngov.com

Questions ?