Timeline and Development Plan

		GOAL	DELIVERABLES		TOOLKIT	
1	Research	Conduct analysis to understand how your website is used.	• Custom Wireframe	• **Site Usability Report** • **Customer Journey Recommendations**	• Project Kick-off Kit	**Month 1**
2	Design	Develop a website that reflects your community and delivers superior customer experience.	• Mood Board • Graphic Design Comp • Style Guide	• **Design Reveal Video** • **Mobile Comp** • **Specialty Homepages**		**Month 2**
3	Site Development	Refine the website's content and implement Granicus govAccess.	• Sitemap Recommendations • Migrated Content • Program Website	• **Accessibility and Writing for the Web Training**	**TOOLKITS** • Work Plan Template • Pre-Launch Prep • Content Migration Guide	**Month 3 - 4**
4	Launch	Train your team and bring the new site live to the public.	• Staging Site • CMS Training		**TOOLKITS** • User Setup Guide • UAT Guide • Launch Planning Guide	**Month 5**
5	Post Launch	Provide ongoing support and maintain a superior digital customer experience.	• Ongoing technical support	• **Guaranteed 99.9% uptime** • **Annual Health Check and Recommendations**		**Ongoing**