SPECIFIC OBJECTIVES OF THE STRATEGY

(1) **Establishing a Shared Platform:** will give the State governments the ability to share ideas and resources within the digital services space.

This will help alleviate the burden on individual states, prevent duplication and spur innovation.

SPECIFIC OBJECTIVES OF THE STRATEGY...

② Establishing A Digital Services Innovation And Advisory Knowledge Base: There are common challenges that all states face in trying to build/maintain their websites and delivering related digital services.

Approaching these challenges as one body will enable states to focus their time and ~~funds~~ resources on developing innovative, mission-facing solutions rather than re- inventing the wheel.

SPECIFIC OBJECTIVES OF THE STRATEGY...

③ Measure Performance And Customer Satisfaction To Improve Service Delivery

- Objective performance measures should drive the development and delivery of effective digital government services.

- Innovation centers should identify tools and guidance for measuring performance and public satisfaction on digital services.

- Performance and customer satisfaction measuring tools should be implemented on all state government websites.

Note: Public satisfaction in this case refers' to the State government's target audiences.

SPECIFIC OBJECTIVES OF THE STRATEGY...

④Evaluate And Streamline Security And Privacy Processes:

The objectives will be to develop government-wide web & mobile security baseline as well as develop a guideline policy on securing state government websites (including hosting infrastructure), social profiles and other digital assets.

To support the strategy, the following key points are key:

- **Appointment of a State Chief Information Officer (CIO);** The CIO manages the implementation of useful technologies to increase information accessibility and integrated system management

- **Identify shared and open content management system (CMS) solutions** and support implementation through training and best practices: This will offer agencies an alternative to building their own platforms in isolation and enable code sharing and development.

- **Launch a shared web and mobile application development program:** The NGFS will help states develop secure, web and mobile applications, provide a development test environment to streamline delivery.

- Identify and recommend changes to help close gaps in policy and standards

WEBSITE ANAYSIS OF 36 STATE WEBSITE

- With the aim of identifying best practices amongst states in relation to their website;

- An analysis of the 36 states website was conducted to evaluate them based on set standards to ascertain which ones are functional and effective as well as determine states that don't have a functional website.

WEBSITE ANAYSIS OF 36 STATE WEBSITES.

Methodology

The analysis was conducted using the following five (5) criteria:

· Technical
· Design/Appearance
· Navigation/Site Structure
· Content
· Engagement

WEBSITE ANAYSIS OF 36 STATE WEBSITES.

- **Technical:** checks the technical and usability aspect of the website such as compatibility, world wide standard and validation

- **Design/Appearance:** evaluates the frontend design aspect of the site like the home page and logo design

- **Navigation/Site Structure:** inspects the structure and configured settings aspect available on the website such as Global Navigation

- **Content:** examines the entire data and information on the website

- **Engagement:** ~~criterion was carried to test the~~ Evaluates end user engagement and user satisfaction

WEBSITE ANAYSIS OF 36 STATE WEBSITES.

It is quite commendable that a large number of State Governments have made considerable investments in online communications with their State Websites.

A number of these websites go beyond the provision of basic state information and provide useful demandable material, links to agencies and transactional services with varying levels of satisfaction.

WEBSITE ANAYSIS OF 36 STATE WEBSITES.

~~However~~, there's *is* a prevalent trend of multiple and confusing domains, duplicate websites. ~~Which~~ *This* brings the integrity of information provided on some state websites into question.

Furthermore, there's a widespread problem of purpose; most state websites ~~come across (to their national and international audiences) as personal campaign websites of the state Governors.~~ *tend to contain more information about the governors rather than the states.* Content structure, missing content , and grammatical accuracy were highlighted during the assessment.

36 STATES WEBSITE ANALYSIS RESULTS

RECOMMENDATION/CONCLUSION

① The states ~~seems~~ found to be without websites an advised to develop one as soon as possible.

② ~~States~~ ~~Consideration should be~~ A minimum criteria for a website that befits the states should be adopted.

③