

City and County of Denver

Technology Services Program Management Office

2010 Project/Program Overview

Customer Experience – Web Channel (DenverGov Design)

Description: This program is targeted to evolve Denvergov.org to reach its maximum potential as a tool to improve the City's overall customer service and information delivery. Included in this program are targeted improvements to the site's search capabilities, an enhanced subscription capability, a standardized approach to video, event calendaring, and reporting of news, as well as the addition of various interactive capabilities to give the citizen more self-service capability in submitting required forms, requesting information, filing complaints or notifying the city of issues that need to be dealt with.

Benefits & Opportunities:

- Improve the Customer Experience when citizens and other constituents interact with the City
- Provide timely and accurate information
- Reduce costs of providing services and improve internal efficiencies
- Create more opportunities for Citizen interaction with local government
- Increase Transparency – report on important performance measures

Requesting Agency: Mayor's Office

Type: service improvement; process efficiencies