



# **RIC 2001 - Public Confidence Session W14**

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## **Redesign of the NRC's Public Web Site**

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## Redesign of NRC's Public Web Site

### Commission Direction (SRM M991109A)

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- Develop Web objectives - align with NRC Strategic Plan
- Make the site easier to navigate
- Solicit views of stakeholders
- Comply with requirements of Americans with Disabilities Act



Redesign of NRC's Public Web Site

## Support for NRC Performance Goals

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- Increase public confidence
  - Enhance public participation
  - Enhance understanding of NRC
  - Make it easy to find desired information
  - Ensure the timeliness and accuracy of information



## Redesign of NRC's Public Web Site

# Support for Performance Goals (cont'd)

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- Increase efficiency and effectiveness;  
reduce unnecessary regulatory burden
  - Reduce costs of obtaining NRC information
  - Reduce costs of providing information
  - Provide a framework for conducting  
business electronically



## Redesign of NRC's Public Web Site

# Support for Performance Goals (cont'd)

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- Maintain safety
  - Provide an additional communication channel for safety information
  - Enhance public participation
  - Make it easy to report safety concerns



## Redesign of NRC's Public Web Site

# Process We Used

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- Input from external stakeholders
  - Focus groups
  - Usability tests
  - Questionnaire
- Usability experts
- Best practices
- Internal Web Redesign Working Group and Steering Committee
- Prototype



# Redesign of NRC's Public Web Site

## Top 10 Improvements

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- Clear, logical organization
- Multiple views of information
  - By function
  - By program
  - By location and facility
  - By audience
  - These replace the current "office-centric" view
- Consistency across the site



## Redesign of NRC's Public Web Site

# Top 10 Improvements (continued)

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- More appealing design
- Clear explanations of what NRC does
- Top down logic (general to specific)
- Visibility for frequently accessed information
- A "home" for high interest but transient issues
- Plain language
- Complies with Americans with Disabilities Act





## Redesign of NRC's Public Web Site

# Schedule

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- Prototype Available to Public – April/May
- Deploy Phase 1 Redesign – September
  - Convert existing material at nrc.gov
  - Achieves most of top 10 improvements
- Deploy Phase 2 Redesign - FY 2002
  - Retrieval by location and facility
  - Address subsites hosted at DOE Laboratories