

Goal and Objectives of the NRC Public Web Site

Goal: *To make the NRC Public Web Site the first place members of the public go to find information on any topic within the agency's areas of regulatory responsibility.*

To reach this goal, the agency will meet several business objectives in fiscal years 2008 through 2010.

1. **Objective: Improve the agility of our Web publishing process.** The agency should be able to publish to the site in a secure manner from anywhere at anytime across the Web.

Cost: \$980K over 3 years (expected to be production-ready in FY08Q4) (budgeted)

Product: a secure Web-based publishing platform available on a contract-hosted platform.

- Staff and contractors will publish content through a Web browser interface.
- Both the current and redesign sites can be hosted simultaneously through this system through the transition period to the new site design.

2. **Objective: Determine what our users need and want** (Redesign Phase 1). Collect, analyze and document the requirements of a broad range of people who use our site, both from inside and outside the agency.

Cost: \$690K TO \$890K (FY 2008-9) (not budgeted)

Products

- A detailed analysis of user requirements collected from site usage data, focus groups, and personal interviews.
- A proposal of several alternative approaches to address the identified needs using industry best practices, each alternative including a cost/benefit analysis. The alternative selected by the agency will determine the scope and resources needed to meet the next objective.

3. **Objective: Redesign the site to meet the needs of public users** (Redesign Phase 2). Using the analysis and recommendations from Phase 1, improve the design of the Public Site to increase the satisfaction of people who use the site.

Cost: \$810K to \$1,110K (FY2009-10) (not budgeted)

Products

- A site taxonomy identifying each Web page, along with key terms for that page.
- A redesigned Web site (including site structure, page layout, and graphical design). Significant content gaps will be closed with new content (such as under Nuclear Materials).
- A set of templates, processes and procedures for future site improvements.

4. **Objective: Improve the availability of our Public site.** Building on our current Akamai contract, make improvements to ensure our site remains available and current at all times, regardless of the state of our agency's information infrastructure.

Cost: \$350K/year (beginning FY2009) (includes \$78K/year currently unbudgeted)

Products

- A robust hosting environment that will continue to be available and current during periods of heavy site use even in the event the agency's infrastructure becomes unavailable.
- A means for hosting all publicly available NRC Web content, including streamed audio and video, on servers geographically close to the end user.
- Site statistics on all types of content accessed at the NRC Public Web Site.