



## City of Eugene Web Portal

### Organization Profile City of Eugene, Oregon

Eugene, Oregon, is home to nearly 200,000 people (including 20,000 students at the University of Oregon) and is Oregon's second-largest city. Seated on the banks of the Willamette River between the Coast and Cascade Mountain Ranges, the city is known for its progressive initiatives, and outdoor lifestyle. In keeping with its progressive reputation, the City was one of the first municipalities in the U.S. to launch a website in 1995. However, by 2005, changes in technology and an expanding population stretched that site to its limits.

### Solution Profile Applications Implemented

Plumtree Portal Software v5.0, including Studio Server and Content Server Modules, Microsoft.NET Framework

### Environment

Database: Microsoft SQL Server 2000

Hardware: HP Server, HP Data Protector

Operating System: Microsoft Windows Server 2003

URL: [www.eugene-or.gov](http://www.eugene-or.gov)

### The Client

Eugene, Oregon, sits on the banks of the Willamette River in west central Oregon, between the Coast and Cascade Mountain Ranges. Sometimes called "The Emerald City" because of its abundant forests and mountains, the city is renowned for its recreational opportunities and outdoor lifestyle. It is home to nearly 200,000 people (including 20,000 students at the 250-acre University of Oregon campus), is Oregon's second-largest city, and is known for its progressive initiatives.

### The Situation

In keeping with its progressive character, the City of Eugene was one of the first in the nation to launch a municipal web site in 1995. However, as technology advanced and the city's population grew, the web site needed a major overhaul. The site had more than 12,000 web pages, many of which were redundant or out of date.

The city also wanted to create a virtual 24-hour City Hall—a single point-of-contact for citizens to use to access city information and perform routine transactions, at any time of day and from any computer with an internet connection. The City wanted to create a "citizens' dashboard"—a flexible and customizable place for citizens to go to find out what is happening in their communities. This kind of dashboard would enhance Eugene's sense of community, while providing better and faster service to citizens and lowering costs of web publishing and maintenance.

Unfortunately, the site's design and capabilities—based on 1995 technology—would not support this kind of robust vision or use.

### The Solution

The city's e-Government Steering Committee—comprised of managers from each City department, and led by the Assistant City Manager and Information Services Director—decided it needed a web portal to provide the necessary levels of flexibility, customization, and scalability. The City required the ability to support groups of web sites consisting of thousands of related web pages, reflecting broad areas of public interest.

The Committee reviewed many vendor bids, and selected Plumtree Software to provide the portal software, and CIBER, Inc. to implement and integrate the system. Working with Plumtree and the City, CIBER identified user requirements, designed the user interface, created a content management process, built and tested the system, and conducted user training.

The final solution involved a Microsoft .NET installation running Plumtree's Portal Software v5.0, including Studio Server and Content Server modules. Consultants from CIBER and Plumtree worked with the City's IT staff to rollout the new website design and train the City's numerous content providers on how to leverage their new powerful portal framework. The project achieved the City's business goals within the budget and timeframe commitment.

### The Benefit

Phase I of the City's new web portal—[www.eugene-or.gov](http://www.eugene-or.gov)—was launched on July 9, 2005. It features the abilities to register for recreation programs, pay parking tickets, review a calendar of public meetings, review neighborhood crime

statistics, and look up neighborhood services and amenities online from any computer with an internet connection. The new portal also offers a centralized service request form, as well as the ability to request and renew library resources, review the archive of city documents, look at job postings, and order event tickets online.

Phase II will include two new applications:

- "My Neighborhood," which will provide a neighborhood-based view of City services, events, community parks, leaf pickup schedules, group meetings, school statistics, and elected officials.
- "My Projects," which will provide information about City projects, as well as the ability for citizens to receive e-mail notifications about city projects and provide input about those projects to City Managers.

At the start of the project, the City decided its measures of success would be a substantial increase in use of the site by the public, and adoption of the site's web publishing features by City web publishers. By these measures, the portal has been highly successful. During the portal's first 30 days of use, it averaged:

- 2,862 visits per day
- 13,618 web pages visited per day
- 200,000 visits per month

In all, during that first 30 days, 64,000 visitors looked at the site. The portal's most popular download so far is the City of Eugene bicycle map. Given that Eugene has been deemed one of the top 10 cycling cities in the U.S., and offers more than 250 miles of biking paths, this isn't too surprising.

"CIBER has created an elegant way of displaying multiple types of information on our portal utilizing Plumtree Software's content server and adaptive portlet technology. This has greatly improved the usability of our site," said Peter Shum, City of Eugene Portal Project Manager.

"Our goals in creating a web portal were to provide an easy-to-use, single point of access to the City's information and services, to improve the site's ease of use for the public, to lower maintenance costs for City web publishers, and—most importantly—to strengthen the sense of community and add value for the City's residents via the web portal," said Randy Kolb, Central Services/Information Services Director for the City of Eugene. "CIBER helped us reach those goals on time and on budget."

## About CIBER

CIBER, Inc. (NYSE: CBR) is a pure-play international system integration consultancy with superior value-priced services for both private and government sector clients. CIBER's global delivery services are offered on a project or strategic staffing basis, in both custom and enterprise resource planning (ERP) package environments, and across all technology platforms, operating systems and infrastructures.

Founded in 1974, CIBER and its consultants now serve client businesses from over 60 U.S. offices, 22 European offices and three offices in Asia. With offices in 17 countries, an annualized revenue run rate of approximately \$975 million, and nearly 8,000 employees, CIBER's IT specialists continuously build and upgrade clients' systems to "competitive advantage status." CIBER is included in the Russell 2000 Index and the S&P Small Cap 600 Index.



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