

OIG: Office of Inspector General

The Office of Inspector General (OIG) is an executive branch agency of the District of Columbia government that conducts audits, inspections, and investigations of government programs and operations. The OIG's mission is to market economy, efficiency, and effectiveness, and to sight and deter fraud, waste, and management throughout the government. In carrying out its duties and responsibilities, the OIG refers all its evidence of criminal violations that it uncovers to the US Department of Justice.



The Challenge

The Office of Inspector General (OIG) wanted to enhance its legacy website by making it more userfriendly, easily navigable, and more aesthetic. They needed a website that was Dynamic, responsive, and functional across multiple operating systems/devices. As they were scaling their infrastructure towards better security they were in need of a CMS system that supported the same. If OIG opts for an entire website redesign the transition needed to be seamless. The website required smooth navigation and engaging appearance. There was a window of opportunity to increase the visibility of the OIG website on search engines with the use of specific keywords and advance SEO techniques. By leveraging the loading time, navigation speed, and the appearance of the website, there was a considerable scope of increasing traffic to the website.

Solution and Services Provided

Website Design and Development

At vTech Solution, Inc. we have a dedicated team of expert, experienced, and highly efficient personnel for the custom designing and development projects of websites. Considering the length of the project and for a quick and efficient turnaround, the project development was focused on 7 phases:

Phase 1: Discovery

We discussed and understood the requirements of the OIG. The content for the legacy website was audited, and page design with page inclusions was laid out. The timeline of the project development lifecycle was also discussed.

Phase 2: Design

We made 3 design drafts for the layout, color, and theme. The wireframe of the website was developed, and the graphics for the website were designed accordingly. The website was set up for multiple languages, and its usability was tested.

Phase 3: Content Tools and Management

As OIG deals with a lot of sensitive and confidential data the website was set up with the Content Organizer feature. We ensured that all the publications are UCR and added necessary icons for improved user experience. Website was developed using Drupal, as they were scaling their infrastructure towards better security. The content of the legacy website was also migrated well within the timeframe after the necessary changes were implemented post audit.

Phase 4: Layouts and Themes

We made customized layouts and themes for the header, footer, menu, etc. We also created web forms for the website. The site was further integrated with social media platforms and newsletters associated with Granicus and Critical Mention.



Phase 5: Search and Workflow

We created exclusive content for the website and implemented a search bar. We also ran tests to ensure search engine efficiency. Advance SEO techniques were used to ensure high SEO on keywords.

Phase 6: Quality Assurance

Strong SLAs were in place to ensure highest order of quality service is delivered. We deployed the website in collaboration with OCTO (The Office of Chief Technology Officer). vTech also provided training for change and update content on the website.

Phase 7: Delivery

We provided OIG with weekly email status updates, and bi-monthly status meetings were conducted during the design phase to ensure quality, satisfaction, and that the deliverable timelines are met. vTech implemented system training programs in addition to maintenance and control procedures. vTech established system support processes and delivered OIG with business process documentation and a Go-Live Date.

Website Hosting Services

Upon completion of development of the new website, it was thereby migrated by vTech onto a Linux environment with agreed upon server specifications.

vTech provided OIG with dedicated, virtual, and seamlessly integrated Cloud environments with 24x7 management of core services including database, security, monitoring, and backup.

Result

We ensured that the website had a user-friendly interface, and was up to the standards of quality promised. Considering the nature of data, vTech ensured the utmost data privacy during the project, securing information that is privileged, confidential, and exempt from disclosure under applicable law. By outsourcing their Website Design & Development and Managed Secured Hosting requirements to vTech Solution, Inc., OIG received optimized business technology solutions and the support needed to maintain smooth and efficient performance for the thousands of users who are benefitting from their services. Impressed by our solution and service, OIG extended the contract for the web secured hosting of their website.

