



CASE STUDY

Web Information Delivery (WID) @ USDA, Forest Service

Challenge

The Forest Service (FS) contracted NSG to consolidate over 250 different web sites and implement a centralized content management platform to standardize sites using Web Standard and Guidelines. The Forest Service also tasked NSG to improve the content publishing process and ability to manage the sites/content more effectively.

Solution

The WID project was the agency's initiative to consolidate multiple public-facing websites into a single customer-centric web presence under the e-Gov initiative. NSG utilized state-of-the-art portal and content management technologies to support these requirements. This project also included technical and management support for new datacenter architecture and the initial building of application hosting capabilities for the agency. Overall, NSG provided the following solutions:

- Worked with the FS to develop the vision for the Portal and ECM; helped create a Roadmap to achieve the vision
- Helped create a new Information Architecture, web design and style guide
- Developed an easy-to-use Content Management Interface that allows non-technical users to manage the content lifecycle
- Worked with NFS, Research Stations and Program Areas to facilitate migration from legacy site to the Portal Infrastructure
- Provided Level 2 helpdesk support during the proof of concept and pilot implementation
- Provided Technology/Tools: WebSphere Portal Server, Oracle 9i DB, J2EE Web Services

Results

- Allowed Agency to manage content lifecycle without the bottleneck of Web masters
- Centralized content management repository reducing overall redundancy of content across multiple sites
- Reduced costs of hosting, maintaining & supporting legacy site
- Section 508 compliance

INNOVATE > ACTIVATE > ELEVATE

NSG is a leading Government IT consulting firm that elevates business performance and adds value to the public sector enterprise through technological innovation. We design, develop, and execute effective solutions that can withstand the most demanding environments in Information Management, Information Security, Application Development, Infrastructure Operations and Program Management.