



Web Governance

Ensure your website continues to fulfil its mission over the long term

Successful websites help users quickly and easily find information that's relevant to them. Over time, that focus can be lost – but a web governance framework keeps users at the front and centre. We work with you to develop and implement a web governance policy.

THIS SERVICE HELPS TO...

Define procedures to maintain a user-focused site

Determine which content management workflows are required

Keep all content authors focused on the site's users



WHAT YOU GET

With our robust Experience Thinking™ framework to web governance, you get:

- ✓ Captured website mission, vision, values and objectives to guide the change management
- ✓ A web governance gap analysis tailored to your organization
- ✓ A pragmatic framework that keeps the site's users and user needs at the forefront
- ✓ A scalable strategy for website governance that will adjust and evolve with the organization

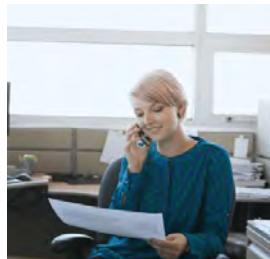


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HOW WE DO IT

- 1 We facilitate stakeholder workshops to identify the governance objectives, vision, mission, and strategy.
- 2 We capture and review the current governance process, roles, responsibilities, and interested parties.
- 3 We develop a RACI governance structure – including roles, permissions, workflows, procedures, and success metrics.

- 4 We pilot the draft structure with users and a specific project, then iterate the new framework as required.
- 5 We work with your organization to plan the implementation, roll-out, and adoption of the new web governance plan.



About Akendi

Akendi is a human experience design firm with 16+ years of successful collaborations, leveraging equal parts research-led analysis and inspired creative design. Our multi-disciplinary team of 15+ specialists help your organisation to deliver exceptional experiences and provide strategic insights to put you a step ahead of the competition.

Our Services

We ideate, strategize, research, design, test and construct all aspects of the customer and user experience, ensuring intentional experiences that meet citizen, customer and user needs. Every time.

Call For Consultation

Learn how our user-centered approach can help you. We offer complimentary telephone consultations and educational white papers. Contact us today!

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