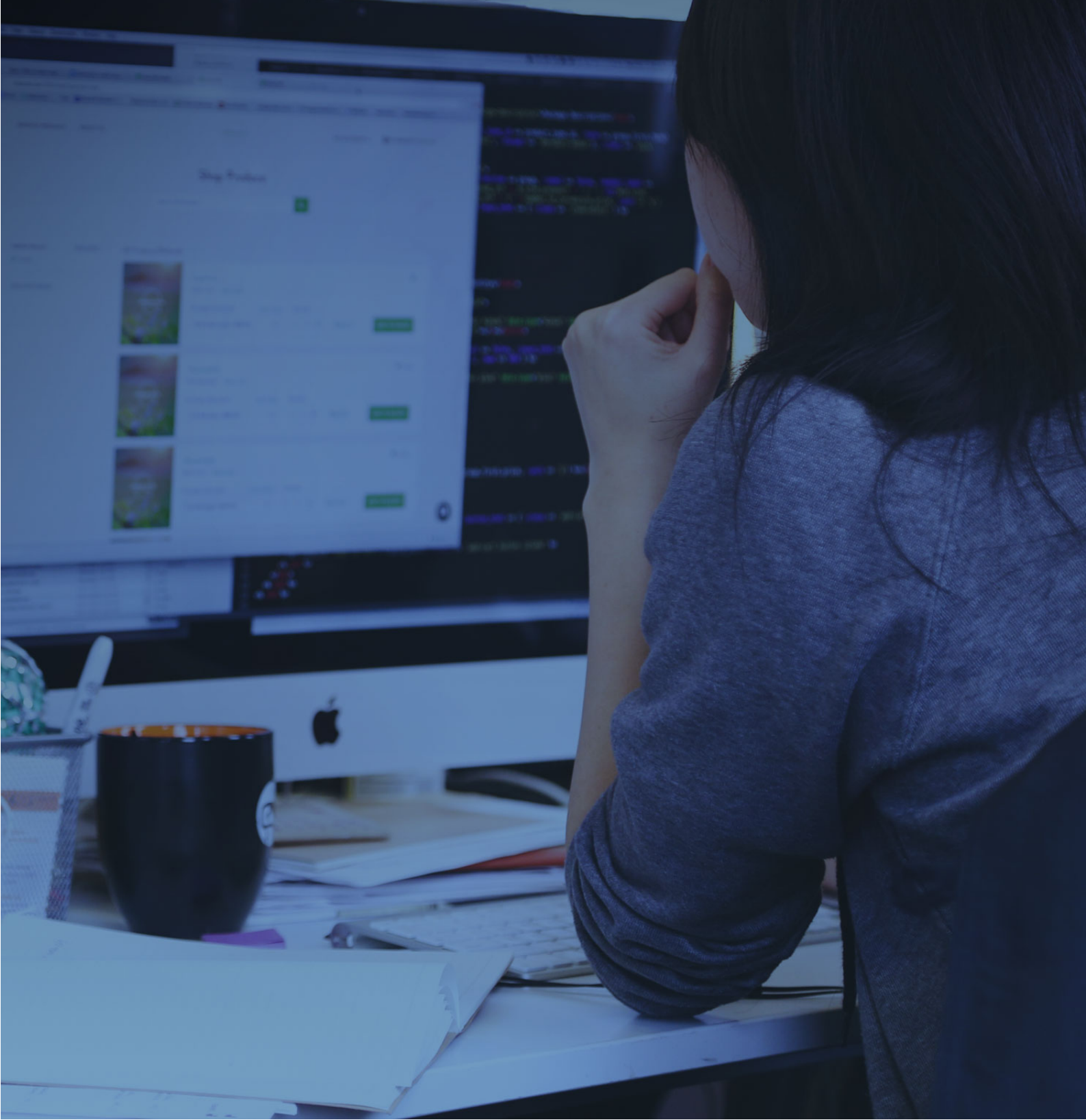# OpenCities

Digital Workplace brings people, processes and information together, providing everything your teams & departments need, in one place.

Contents

A digital workplace

Empower everyone in the City to achieve more by having greater access to corporate information and team members, internal communication & systems, at any time of day and across any device.

The OpenCities Digital Workplace brings together people, content and knowledge, providing instant access to key resources. A powerful search experience that indexes people, files and web pages makes it simple for users to find what they need quicker, and the ability to add easily add new content into the intranet promotes better capture and sharing of knowledge.

- **Content** - Leverage a range of content formats and directories specifically designed to help staff better discover corporate content, internal services, forms, policies and procedures and more.

- **Communications** – Keep staff up to date with important internal news, announcements and events. Publishers can also target communications to be organization wide, or for specific departments.

- **Collaboration** – Message boards empower users to start, follow and get involved in discussions. Each discussion space can be shared across the entire organization, or only specific departments and teams, allowing greater collaboration.

- **Services** – Using OpenCities forms, digitize common internal requests and applications such as leave requests, to provide a one stop shop for common staff needs. Using web services, requests can be lodged directly into relevant internal systems.
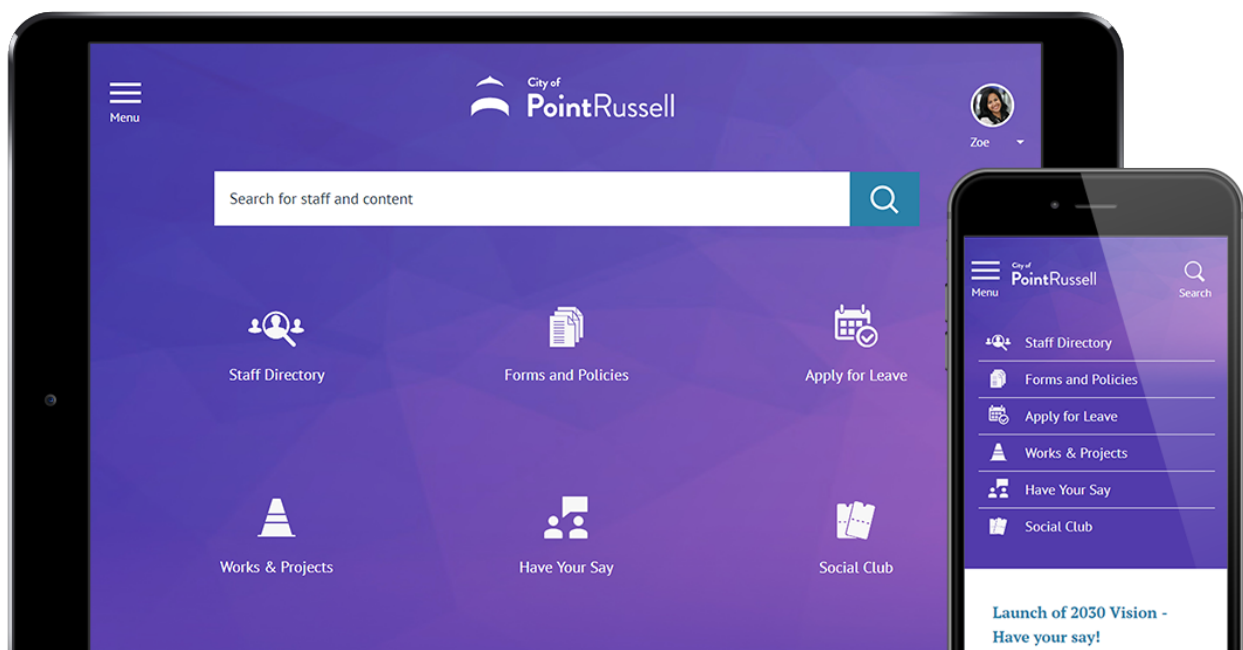
Socially integrated

OpenCities Digital Workplace fully integrates with Microsoft AD via Azure, meaning your staff can enjoy a single sign-on and access Digital Workplace without needing a separate login.

By connecting to your corporate authentication system, staff details are automatically synchronized to the Digital Workplace people directory, ensuring a beautiful and always up-to-date experience.

Digital Workplace provides staff with the ability to personalize their intranet experience based on the information or services they access most often, as well as personalizing their staff directory profile with additional information sets.

Staff can also post events, messages and more, as easily as posting messages on a social media platoform. User generated content ensures more people contribute to the Digital Workplace, resulting in a more used, more up to date, and ultimately more useful resource for everyone.

Less searching, more finding

Empower staff to find all intranet pages, documents and staff through a single search experience. A large, predictive search box invites users to simply type in their query, and then suggests the content, files or people that best match their enquiry as they are typing.

The search also connects the non-technical words used by staff (i.e. maternity leave), with the more formal terminology used by governments (i.e. parental leave policy). This vastly improved search experience means users can now find the information they are seeking directly from the homepage.

- Predictive – Intuitively suggests content and services as the user types their query

- Smart – Best bets allow you to connect plain english with legalese documents

- Document Friendly – Indexes content within your PDF's and files
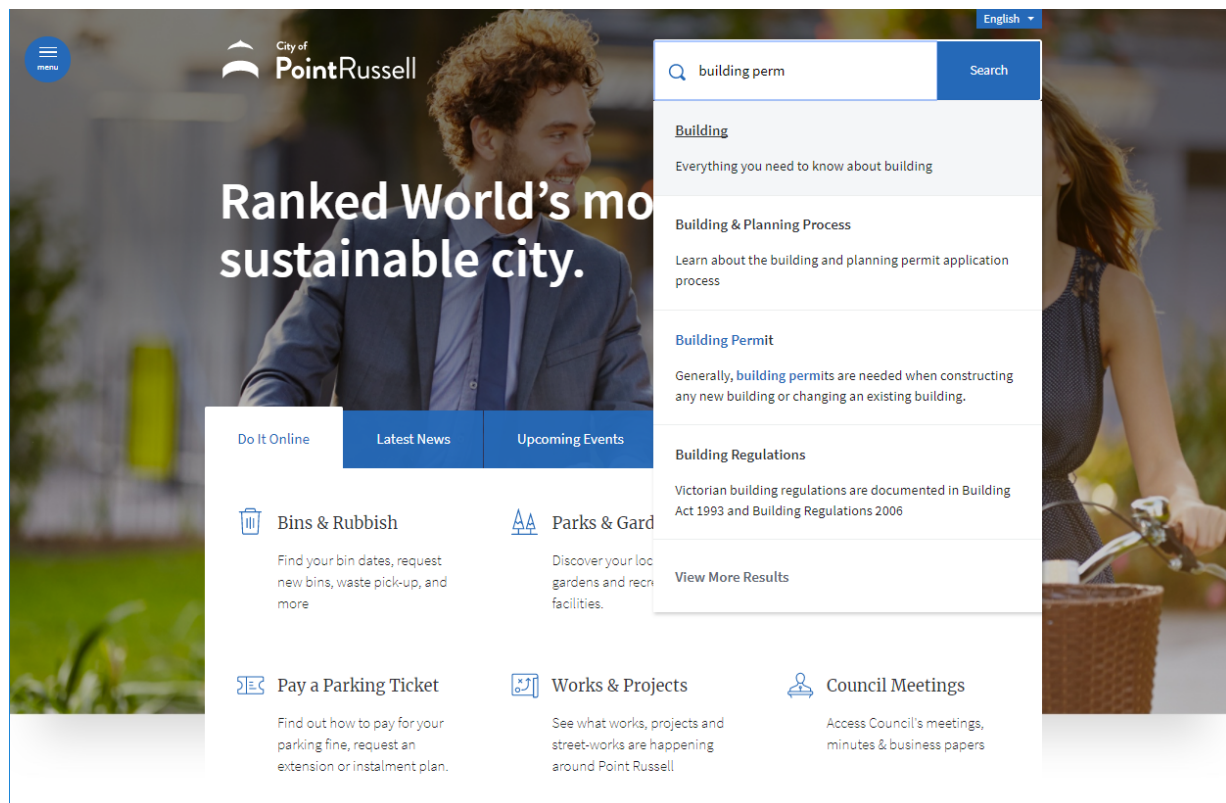
Personalized content

Drive greater internal engagement by showing the right content, to the right users, just at the right time. Using content labels, publishers can tag news, events, initiatives and any other content based on theme, interest or city department.

OpenCities then aggregates content that best matches the users interests or needs. For example, departmental landing pages can automatically display all content published across the intranet that relates to that department, such as department specific upcoming event lists, news, projects, initiatives, services and more.

This implementation of deep-tagging is a powerful capability that only OpenCities delivers effectively for Government customers.
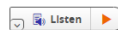

Animal registration form

My progress: 17%

Registration type

I am registering a... required
- Dog
- Cat

Has this dog been declared dangerous? required
- Yes
- No

Is this animal desexed? required
- Yes
- No

Type of dog registration: required
- Standard registration
- Breeder
- Working dog

Registration Fee

$192.00   Calculated based on your pr

Back   Save

Powered by OpenForms

Create a dynamic landing page that assembles relevant useful based on the customers interests, needs or requests
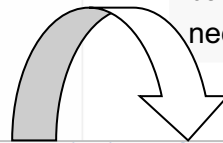
Thank you for your animal registration

You should receive a confirmation letter and registration tags within the next two weeks.

You can find more information and events about caring for your animals below.

Events for animal owners

Pet owner information session

Get tips on keeping your indoor cat happy and entertained, or your dog safe at the park.

Pet show

Debonair dogs and kitted-out kitties will step out in style for fun and prizes.

Teach your cat to swim day

Did you know 30% of cats love to play in water? See if you have a soggy moggy by bringing them to Waves Pool.

Pet perfect parks

Central Park

Point Russell's main park, Central Park provides a range of activity areas,

Mount Tomah Trail

The Mount Tomah walking trail and outdoor sports ground provide families

Monet's Summer Garden

Inspired by the works of French artist Monet, this garden is a visual feast of

Designed with Government, for Government

OpenCities is a platform your City/County will never outgrow. Why? Because unlike custom built solutions that require continual, expensive development effort to keep current, OpenCities continually evolves to ensure you always provide a cutting edge digital experience for your users, regardless of what new device comes our way tomorrow.

And unlike other platforms where new functions and best practices usually mean additional development dollars, or waiting until your end-of-contract refresh period, OpenCities is a true SaaS platform, which means as soon as new innovations are built by us, they can be released to you.

OpenCities is always expanding our platform, and as our customer you have direct influence on our product roadmap. Along with a community of local government users across the world, your suggestions and feedback result in a cycle of continuous innovation and improvement, focused exclusively on building the tools and capabilities you need to better serve your community via digital.

What's more, as the range of digital capabilities offered by OpenCities grows alongside each quarterly release, the usefulness and value of the platform will only increase for your City, as compared to custom built solutions that only become more and more redundant over time.
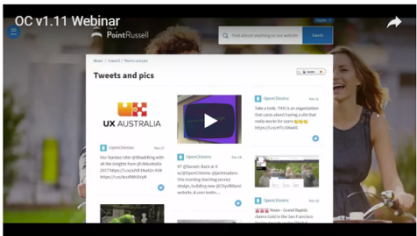
That's the power of a solution built with Cities, for Cities.

- Front-end updates – We constantly update your user experience to conform to new browsers, devices and accessibility standards

- Back-end updates – We regularly release new features that increase the digital capabilities of your subject matter experts

- Product roadmap – Through our ideas board and voting system, our cusotmer community shapes our product roadmap to ensure we're building features directly relevant to local government

- Community – OpenCities includes a local government user community, which means you're in good company

A cutting edge design system

Using our design system, you can rapidly deliver a beautiful intranet that upholds your visual branding and creative objectives, whilst ensuring a future-proof digital experience that continually evolves with new devices and modern UX practices.

OpenCities offers proven, mobile ready, accessibility compliant design system that can be adapted with your creative branding, photography and styleguide without the need for bespoke HTML/web development.

With all design elements controlled via our theme builder, OpenCities doesn't just accelerate the initial setup of your site, but also gives you a more agile and iterative way to continually evolve your intranet in response to your user needs.

There's no need to wait two or three years and then pay for a visual refresh – you can experiment and securely preview design or layout changes with real content, within hours, and without the need for a separate development and testing environment.

- Design Wizard – Setup and evolve your site design using a drag and drop theme builder, without any development skills required

- Share – Share your design elements throughout your site to accelerate setup of additional departmental sites
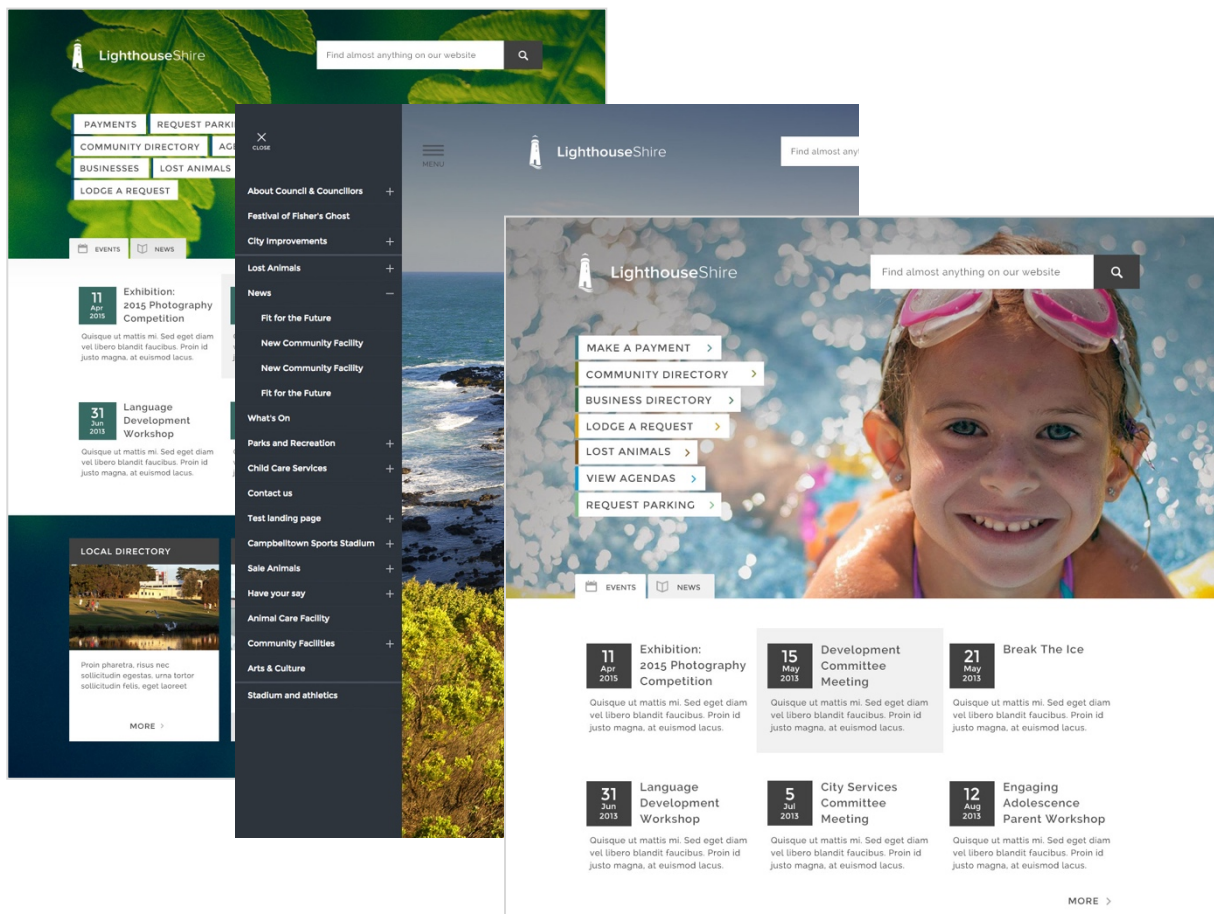
Intranet management made simple

Inspired by the simplicity and usability of modern web applications, OpenCities provides an easy to use interface that empowers non-technical people to get involved in digital publishing, and allows you to decentralize intranet contribution to more people across the organization.

A personalized dashboard helps subject matter experts from each department to keep track of their tasks and pages, or start publishing new content (such as news, events, parks, facilities, jobs and more) in one click. OpenCities handles the layout, styling and syndication of content to all the right destinations without any extra work for the publisher.

- Unlimited users – Decentralize web publishing to as many people as you need, without any extra fees.
- Templates for Content consistency - Anyone can use the OpenCities content templates to produce consistently elegant web pages
- Roles and Permissions - Give each person the correct access, whether that is an intern who only uses an event creation shortcut or the head of Communications who needs full access.
- Notifications - Email notifications trigger next steps in the workflow and keep everyone informed of progress.

Accessibility compliant

Every block in the OpenCities theme builder meets the highest accessibility standards outlined in WCAG 2.0 AA. What's more, all blocks support modern web development practices, such as mobile first and responsive frameworks.

Our blocks and designs are easy to adapt to support the diverse scope and needs of government digital services. OpenCities is the only citizen service portal to validate our entire solution against official WCAG 2.0 AA compliance, via Vision Australia – Australia's peak body for the vision impaired.

From ensuring compliance of all templates and functions, through to automated checks for common content errors made by web publishers, OpenCities leads the way in ensuring accessible digital experiences.

- Section 508 / WCAG 2.0 AA – All functions are tested and certified AA Compliant by Vision Australia

- Content checker - OpenCities let's publishers check their content against potential accessibility issues during the publishing process

- Updates – As new accessibility best practices emerge, OpenCities updates your intranet to ensure its continually achieving compliance
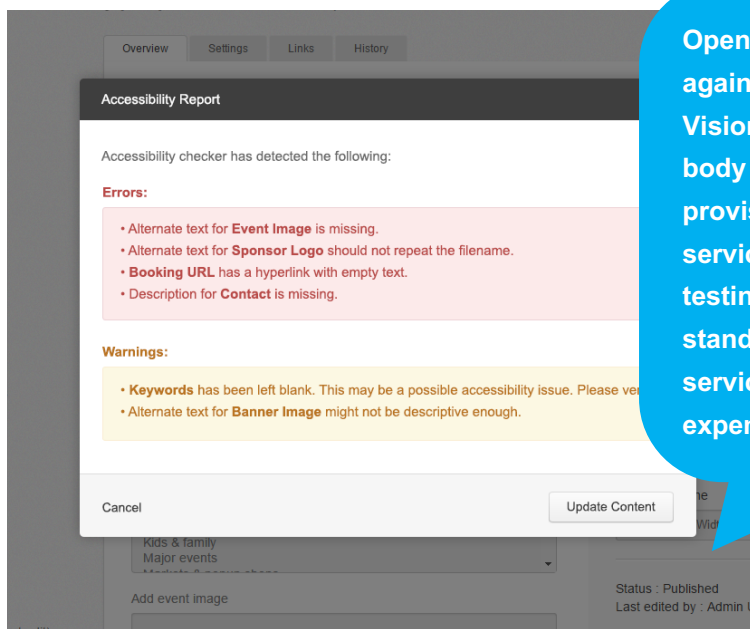
OpenCities is audited annually against WCAG 2.0 AA standards by Vision Australia – Australia's peak body and industry leader for the provision of digital accessibility services. By including ongoing testing and validation as a standard part of the OpenCities service, you don't need to invest in expensive 3rd party testing.

Better collaboration = better content

OpenCities allows more people to take ownership of their intranet content, whilst embedding the quality assurance checks you need to maintain a consistently beautiful experience. These include:

- **Roles & Permissions** - Assign access rights to define who can create, view or modify content across your global and local sites. These access rights can be applied to any type of content, or intranet sections, ensuring people only manage what they are responsible for.

- **Collaboration** – Prior to publishing content to a formal workflow approval, publishers can use the OpenCities review functionality to invite subject matter experts to see and comment on the work-in-progress page, making content collaboration quick and easy.

- **Workflows** - Automate approval workflows to ensure content that needs review goes to the right people for approval before it is published. What's more, approvers don't need to log into the system to view, comment on and approval content, allowing more people to get involved in workflow approval.

- **Version compare** – Alongside review notes from the publisher, in-line visual markup makes it easy for workflow approvers to quickly see exactly what's changed between different versions of content.

- **No broken links, ever** – Move or rename pages as much as you like. OpenCities updates all inbound link references so publishers can freely update your site without worrying about creating broken links or impacting bookmarks.

- **History** – OpenCities retains all previous versions of content, and allows you to easily see how the intranet looked at any point in time from a simple tab in the admin dashboard, or roll-back to a any previous version of content, files or images.

- **Links management** – OpenCities prevents authors from archiving or deleting pages with inbound links. Instead, authors can easily redirect inbound links to another page, or send out a notification to the publishers of other pages asking them to change their link.

- **Reminders** – OpenCities reminds subject matter experts when their content is due for review or approaching expiry, as well as when either internal users or intranet users have ranked and provided feedback on their content.

New digital capabilities, one click away

As OpenCities releases new features and functions during our quarterly upgrades, intranet managers can easily review, test and activate entirely new digital capabilities within a matter of minutes.

As a SaaS platform, your city doesn't need to worry about setting up development or testing environments for trialling new functions and capabilities. Because all modules released don't introduce any customization, OpenCities delivers an agile plug and play model and upgrade process.

All modules inherit your visual design, style guide, tags, and business rules, further reducing the needs for extensive configuration or setup effort, and ensuring new modules work effortlessly with your existing setup.

Integration with your systems

OpenCities offers an open and flexible interface that can integrate with other systems and data sources, such as a CRM or Document management systems.

OpenCities offers a set of Web Services to allow content creation / import, retrieval / export and searching and filtering of content through the OpenCities Web Services API, as outlined below.

1. CRM or other 3rd party system, it may need to be configured with its Web Service or its API exposed in such a way that other systems can interact with it for integration purposes.

2. The 3rd party bridge can be built by your in-house developers or any other preferred development partner. These may integrate primarily by pushing data to or pulling data from OpenCities Admin Web Services.

3. The OpenCities Web Services APIs create / update / and delete content as well as allow searching and filtering from the content repository.

4. Site visitors can browse and interact with content regardless of where it originated.

We also expose options for integration via Web Services in order to allow you to develop integrations in-house or by using a preferred provider or the vendors of these 3rd party systems for the build and maintenance of the integration.

OpenCities has integrated with various CRM vendors and regularly works with data coming from or going to GIS and back office systems, connecting either via the OpenForms area (enabling digital services) or pulling data from GIS or similar data repositories into areas of OpenCities.

Our OpenForms Web Services API allows for programmatic retrieval of form submissions in a standard format. We continue enhancing this with the ability to fetch data from 3rd party systems, such as CRM or GIS as well as others while the form is being filled in. Data already entered can be passed in as parameters and the request may be fired off for data retention purposes only, for retrieval of relate data, for validation of entered data or any combination of the above.

Active Directory integration

Authenticate and personalize the intranet experience based on your user credentials, via single sign-on. Please see the diagram below that details we integrate with Microsoft Active Directories. We require the client to install a small web service that will allow sync and handle AD based authentication attempts.
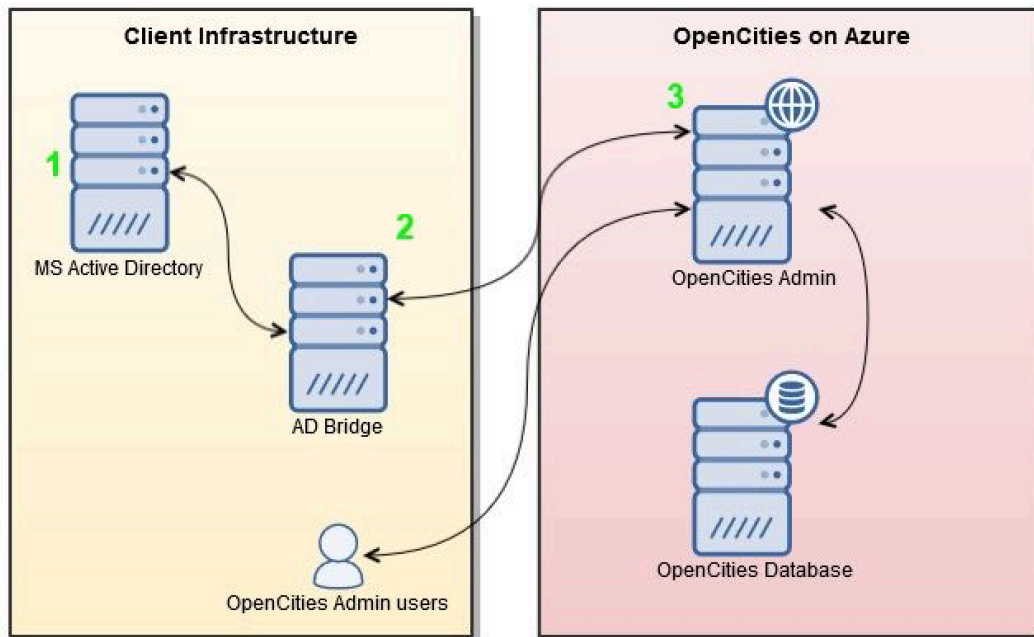
1. MS Active Directory must be configured with at least one user account which will be used to run the AD Bridge software and will have permissions to query the AD groups and organizational units

2. The AD Bridge software must be installed on a server able to run web applications as it is a Web Service which will need to be accessible from your OpenCities instance on Azure. The two primary functions of this bridge are to sync users from your AD based on predefined group membership as administrative users into your OpenCities on Azure and to authenticate users logging in to OpenCities Admin on Azure.

It is recommended that all communication between remote software components is carried out via SSL.

3. The OpenCities CMS application synchronizes with the AD Bridge Web Services on a regular basis to import or update users originating in your AD based on rules configured in the OpenCities Admin interface. Users logging in to OpenCities Admin are also authorized against the AD Bridge Web Service.

Please note that if you wish to utilize authentication via the AD Bridge, the server running the AD Bridge web services must be available and connected.

If the AD Bridge is unavailable for any reason, you will not be able to log in with the user accounts originating from AD. In this instance we recommend having at least one non-AD user with a permission set sufficient to perform content management operation.

More than just technical support

How can you succeed in decentralizing intranet ownership to more people, whilst ensuring a consistently great experience for your end users? How can you be confident that your teams fully leverage the capabilities in OpenCities to achieve your digital transformation goals?

These are just some of the challenges that OpenCities helps you address through our Customer Success team. Much more than a traditional technical helpdesk, our Customer Success team proactively works towards empowering your teams to achieve more with OpenCities via:

- **Detailed documentation** – Our online knowledge bank provides all of the help materials and documentation your team needs to get productive with OpenCities, in an intuitive and easy to read format supported by screenshots and examples.

- **Regular learning opportunities** – Every major new function we release is supported by webinar sessions that help your teams understand how to best leverage these new capabilities. We go beyond the 'how' and discuss the 'why' to ensure your teams apply our best thinking to your Cities problems.

- **Community support** – Our community forums provides a place for your team to share your ideas or get help from peers in local governments across the world. A range of forums help guide discussions based on themes such as website or intranet best practices, digital service transformation, and more.

- **Online helpdesk** – When your teams need a bit of personalized help, or if something is not quite right with our system, our easy to use helpdesk makes it easy to lodge a ticket and get rapid assistance from our team until the issue is resolved.

- **Usergroups** – Every year we bring together peers from each region for a day of sharing and inspiration. Guided by the OpenCities team, we present a summary of our highlights from the year gone, innovative case studies, and a preview of upcoming features for the coming year.

Enterprise grade hosting

OpenCities has partnered with Microsoft to ensure we provide the fastest, most secure, most trusted and scalable digital experience for your community. This commitment is backed by a 99% uptime guarantee and service level agreement. OpenCities is hosted in the Microsoft Azure cloud (AzureGov in the U.S.) environment, with facilities situated in in North America, in full compliance with Data Sovereignty Laws.

The Data Center is a Tier 1 security, fully redundant, managed network infrastructure with on-site power backup and generators, multiple telecom and network providers and 24x7 monitoring. The facilities have state of the art Disaster Recovery services including on-line status monitoring, event notification, with twice daily back ups.

The hosting environment exceeds all the standard requirements for effective data hosting, including automated software updates, server management and monitoring, multi-tiered software architecture, database updates and security patches, antivirus management and updates, server-class hardware, redundant firewall solutions, high performance servers and SAN.

- **99.9% Uptime performance guarantee -** Our hosting service comes with a uptime service level agreement to ensure your information and services are always available for your community. If we don't meet our performance guarantee, we refund you a portion of your monthly fees.

- **Security -** As society's digital footprint continues to expand, the threat of malicious activity online becomes more pervasive. Given the amount of personal data required in government transactions, the risk to the public can be significant. OpenCities encrypts all forms with SSL to ensure security.

- **Trusted reliability -** Microsoft Azure Gov delivers 62 Compliance offerings. More than any other cloud provider. That's why 90% of Fortune 500 companies use the Microsoft Cloud. With OpenCities & Azure, you're in safe hands.

Service level agreement

OpenCities provides a Service Level Agreement for every one of our customer engagements. The Priority rating provides clarity on the levels for every type of issue, a resolution path and timeframe. OpenCities provides ample notice in advance of scheduled maintenance or downtime, with regular maintenance is generally performed off peak hours. Support is available via email and telephone during regular business hours, with emergency support available at any time, 24/7, to resolve urgent issues.

OpenCities provides a guarantee of 99.9% uptime availability, calculated monthly. In a typical 30 day/720 hour month, this equates to no more than 1 hour of downtime per month (not inclusive of Scheduled Maintenance and emergency maintenance).

Severity level & measure	Resolution process	Resolution target
Priority 1 – Downtime (Your intranet or critical intranet features are experiencing Downtime)	● Reportable 24 x 7 via Telephone ● Acknowledgement and assignment of the problem for resolution within an hour.	Within 4 hours.
Priority 2 – Urgent (Important publishing functionality fails to work as intended, and there is no workaround available - you cannot publish content to the site).	● Reportable 24 x 7 via Online helpdesk, or ● Telephone during business hours (7x6 PT). ● Acknowledgement and assignment of the problem for resolution within one business day.	Provide a workaround to the problem or release a Version Update to fix the problem by close of next business day.

Priority 3 – High (Important publishing functionality fails to work as intended, but workarounds are available)	1. Reportable 24 x 7 via Online helpdesk. 2. Acknowledgement and assignment of the problem for resolution within one business day.	Scheduled or next Version Update.
Priority 4 – Normal (Functionality is not working as intended)	1. Reportable 24 x 7 via Online helpdesk. 2. Acknowledgement and assignment of the problem for resolution within 3 business days	Within specified Version Update.

Create simpler, more actionable content

OpenCities provides a new approach to publishing more effective and actionable intranet content. Landing pages allow you to lead users to the right information, form or online service, with minimal clicks, simply by asking them the right questions. Page sections automatically truncate overly long & complex pages into a table of contents and smaller, more navigable chunks based on headings.

According to the multiple sources (Harvard University, The Literacy Project), the average North American adult reads at a 7th or 8th grade level. Intranet text must be clear and concise. Avoiding technical or government jargon makes your text as easy to understand as possible.

Your readability score can tell you how many people will be able to comprehend your content. And a content review tool flags potential accessibility errors in the content, alongside a page readability score to bring attention to pages that could benefit from simpler words. Built in tools for creating clear, consistent content include:

- Page types for Landing and General pages, as well as template pages for specific content types.

- The ability to automatically divide long pages into easily navigable sections, including the ability to add section headings

- Test the readability of your content and receive suggested improvements
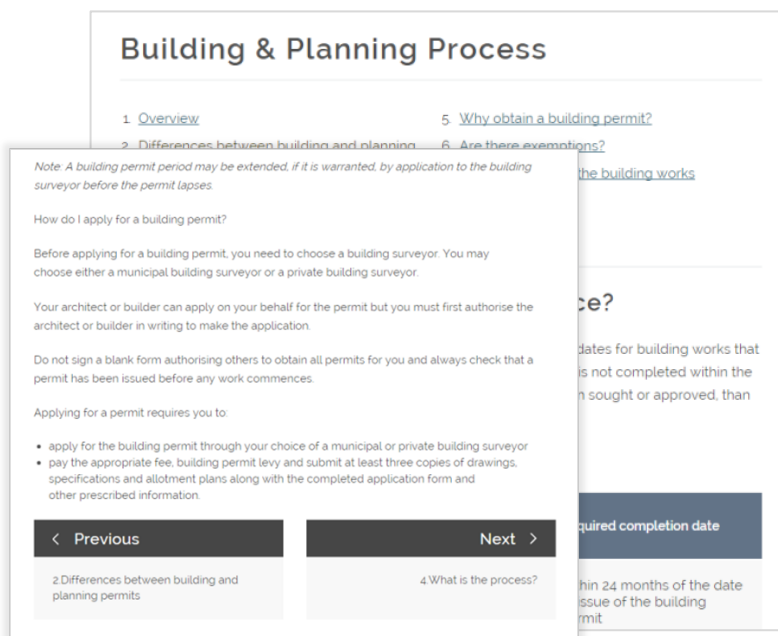
Easily manage your digital library

Manage all your intranet assets in one place. OpenCities provides file and document libraries that help you visually organize, manage and re-use thousands of digital assets across all your sites. You can store text, documents, PDF files, images, videos, and more, all with full metadata for better accessibility compliance and security.

Upload files individually, or use the bulk import facility to ingest thousands of files, images and folders into the system automatically, bypassing time consuming manual loading.

Or, if your City uses a compatible Document and Records Management system, you can use our DMS Bridge to connect OpenCities to your DMS and maintain a single source of truth.

What's more, OpenCities doesn't just store your files, it provides full lifecycle management. This includes version control, workflows, metadata, comments and more. In the case of images, you can also crop, resize and touch-up images – reducing the need for additional software.

- Bulk import – Bulk import large numbers of files from a .ZIP file

- Permissions - Control who can see and use specific assets, make assets site specific or usable across all sites powered by OpenCities

- Versioning - Manage version histories on documents, compare version changes or roll back to older versions.

- Usage report - See which files are being used across your intranets and where.

- DMS Integration - Using our DMS Bridges, syndicate files from your DMS system into OpenCities
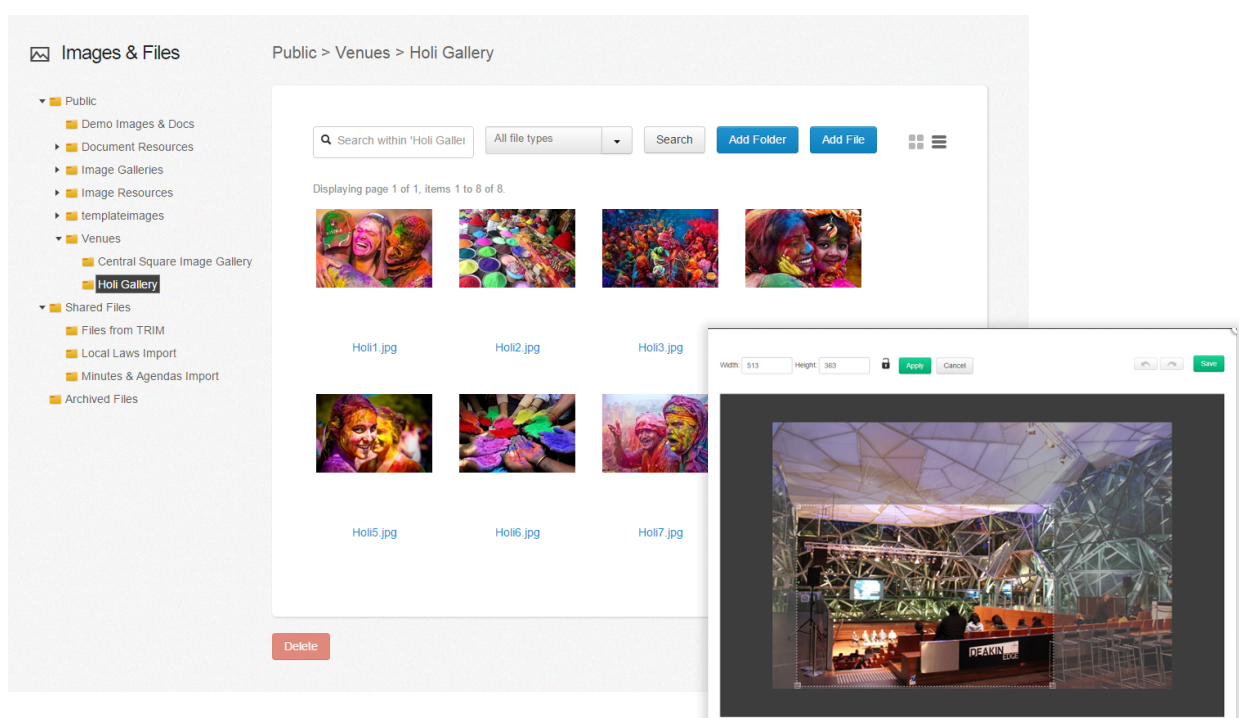
Effortlessy deliver digital services

By using the digital services module in OpenCites, you can help City workers better understand the steps and processes involved in city services. This capability provides a perfect solution for a city services catalogue, that elevates service explainer content beyond a traditional general page or PDF file, into a highly structured set of steps, processes and instructions.

In conjunction with OpenForms, you can also go beyond instructional content and completely digitize the service or transaction process as well.

Complete the transformation with web services, which allow you to submit requests captured in OpenCities directly into your CRM system, eliminating the time and effort to re-key requests and increasing turn-around for your customers.

OpenCities can turns clunky manual processes into intuitive online transactions, digitize your forms and automate your manual processes, all without a single line of coding.

- Services template – Present your services in a beautiful, easy to understand way, with step by step options for residents to follow

- Create Fillable Forms – See following page

- Web services – Connect forms with your current internal systems

- Accessibility friendly – Ensure visually challenged users can complete forms

City of Austin Leave Request

Employee Information

Employee Name (last, first, MI

Employee ID (as required by department)

Department

Department Section / Work Group

I request leave as specified by the appropriate code below.

Type of Leave (code)
Leave Codes: asterisk (*) indicates that certification or documentation may be required.

Number of Hours (0.25, 0.50, 0.75, or full hours only)

From Date: (mm/dd/yyyy)

To Date: (mm/dd/yyyy)

Beginning Time (indicate a.m. / p.m.)

Ending Time (indicate a.m. / p.m.)

Do you need to enter another request?
○ Yes

Convert static PDFs to interactive forms

The OpenForms builder helps Cities to digitize paper and PDF forms and make them available as accessibility friendly, mobile ready online forms that your customers can complete and submit online.

OpenForms provides non-technical people with the ability to create multi-section forms, branching and logic that can show or hide questions or sections based on a customer's previous answers, as well as take payments and submit requests into popular CRM systems via web services and bridges.

- Report and Notify – Digitize reports of everything from barking dogs to pot holes

- Payments – Create payments for applications, tickets, registrations, etc

- Smart Logic – Create forms that show questions & sections based on previous answers

- Multi-section forms – Create multi-stage forms that prompt and inform the user

- Drag & drop interface – Intuitive interface makes it easy for anyone can create a form for their department or service

Publish more structured information

OpenCities makes it easier for subject matter experts to create and manage all kinds of City specific information types. Templates for the most consistent types of content on government sites make it easy to create and publish quality content in the style of your intranet. Our easy-to-use content editing interface means that anyone who can use MS Word can update your intranet and will feel comfortable using the OpenCities editing interface.

When publishers paste content into our editor, OpenCities strips the formating to produces clean and accessible content that matches the visual style guide of that site. Regardless of whether you are pasting content from MS Word, PDF files, other intranets or creating content directly in the OpenCities editor you can be confident that it will look beautiful and consistent.

A small example of content templates include:

- Departments - The departments directory makes it easy to showcase your departments, the things each department is responsible for, and who leads it. With this module, people can better understand the unique functions each department contributes to making their community a better place.

- Forms & Policies - By bundling and presenting individual documents together based on themes and topics, this directory makes it easy for people to find all of the documents that are relevant to their query, assembled in one convenient place.

- Meetings, minutes & agendas - Simplify the way you present your minutes & agendas. OpenCities automatically generates the layouts and indexes each meeting so residents can search and filter meetings on keyword, meeting type and date. Agendas, minutes and attachments are neatly presented and can be accessed individually, or customers can choose to click the 'download all' button and OpenCities will zip the files and provide them as one convenient bundle.

Drive greater internal engagement

OpenCities helps you engage city workers on key city projects or initiatives through online discussion spaces, initiative directories, polls & surveys and more. A range of engagement options mean you can scale your internal consultation up or down depending on project and outcome.

A collaborative approach creates a greater sense of ownership of the outcomes, uncovering issues that traditional top-down approaches might overlook. The Engagment Module powers forums and discussion spaces can be quickly setup to enable richer conversations and deeper engagement with stakeholders, and automatically promoted in key areas of your intranet to drive participation.

The only sustainable city is one co-created by everyone. OpenCities allows you to do just that.

- Forums – Showcase the Cities initiatives and plans
- Questionnaires & Surveys – Gather feedback using OpenCities forms
- Threaded discussions – Engage more deeply via moderated online discussions

Social media ready

Using the social media integration capability, you can pull your social media channels you're your intranet, providing City staff with a one-stop view of all City news and communications, both internal and external.

Simply setup your accounts, and publishers or site managers can easily create any number of embeds, controlling presentation and layout, inbound feeds, number of items displayed and more. Or, push content published in OpenCities out to your social media channels to reduce publish effort.