

Municode Web – Features Summary

Feature	Comments/Description
Agenda Management	<p>Our website comes standard with the ability to easily post meeting agendas and minutes. We also offer a best-in-class, full-featured meeting and agenda management solution (Municode MEETINGS) that integrates seamlessly with the website calendar. Our MEETINGS solution includes agenda-item workflow approval, auto-generation of full agenda packet with PDF Bookmarks/links to the agenda item detail, voting/roll call, meeting minute creation, and integration with video/audio.</p>
Alerts & Emergency Notification	<p>We provide a notifications and alerts feature as well as an optional email subscription/notification feature.</p> <p>We also allow web page postings to social media such as Facebook and Twitter. We do not provide text alerts.</p>
Approval Rights	<p>Our solution is configured with granular role-based permissions and each user is required to login with a unique userID and password. We also offer a two-factor authentication option using Google Authenticate.</p> <ul style="list-style-type: none"> ☑ All staff create and edit content using the same CMS – regardless of microsite / specialty site. ☑ Our solution includes fine-grained role-based permissions for content authoring as well as webmaster administrative controls. ☑ Site administrators can manage all staff roles / permissions from one common interface and restrict content authoring based on microsite ☑ Each microsite (department/board/committee) can control its own homepage, its own sub-menu, sub-calendar, contact info, etc. The header and global navigation will stay intact on every page top ensure a seamless user experience, but the main content area will be customizable. ☑ Our editing solution is among the most user-friendly in the industry, and we lock down the style options that a typical staff member can modify to provide a consistent, template-based page display. ☑ We provide two options for pages – standard pages and custom pages. Standard pages are template-driven to ensure a consistent look across all pages. Staff only receive the ability to create standard pages by default. ☑ We also offer an “Advanced Editor” role that allows users with that role to create custom HTML pages.
Archive Center	<p>Our solution provides a complete audit history of each page update (date/time, user) and the ability to view the pages at each date/timestamp. You can also revert to any previous version of a page.</p> <p>The version control record occurs at the page-level and maintains document versions as documents are updated/deleted within a page.</p> <p>For site-level rollback, we provide this service as part of our standard hosting and support agreement. We save daily, weekly, monthly, and annual backups.</p>

Automatic Expirations	We provide the ability to provide publish-on and publish-off dates for any web pages and associated files/images should you wish to have them auto-removed from public visibility.
Broken Links Finder	Our solution includes a broken links finder that detects broken links and provides a report that allows you to resolve those issues.
Browser-Based Administration	Our solution is completely browser-based.
Calendar	<p>We have a robust calendar and meeting management solution that allows for the following features</p> <p>Master Calendar and Sub-calendars</p> <ul style="list-style-type: none"> Individual Community Events and Meetings are displayed on a master calendar as well as sub-calendars for each department, board, committee, or commission. <p>Meeting Archives</p> <ul style="list-style-type: none"> All meetings automatically get added to a meeting archive that is filterable by committee or department. <p>Upcoming Events/Meetings</p> <ul style="list-style-type: none"> Upcoming events and meetings are displayed within each specific department/committee. In addition, a master list of upcoming events can be displayed on the home page. <p>Easily create calendar events</p> <ul style="list-style-type: none"> Each calendar event is its own web page with the option of including file attachments, text, photos, and links. <p>Email Notifications</p> <ul style="list-style-type: none"> When integrated with our email subscription feature, calendar event 'reminder' email notifications can be sent to subscribers based on category. <p>Google/Outlook/iCal</p> <ul style="list-style-type: none"> Our calendaring solution allows you to import calendar events into iCal or Google.
Citizen Sourcing Tool	We provide this feature via our online form submission tool.
Content Preview	Yes, content preview is included
Content Scheduling / Publish/Unpublish / Delete	<p>We provide the ability to provide publish-on and publish-off dates for web pages and associated files/images should you wish to have them auto-removed from public visibility.</p> <p>Most local government organizations do not want to delete pages due to record retention and public request laws. As a result, we recommend that pages be unpublished but not deleted.</p> <p>Deleting a page removes its record from the website database. We do allow for the deleting of pages, but this is an administrative task.</p>
Departmental Home Pages	Each department/board/committee gets its own microsite, or site-within-a-site. A department can control its own homepage, its own sub-menu, sub-calendar, contact

	<p>info, etc. The header and global navigation will stay intact on every page to maintain a consistent user experience, but the main content area will be customizable.</p> <p>Should you wish to have exceptions to the rule, we do provide the option of designing and implementing a separate ‘specialty sub-site graphic design’ for special sites that might require a unique look, feel, and navigation.</p>
Directories, Listing for Staff and Business	<p>Our staff directory comes standard and includes the ability to store and maintain organizational contact information in the website database and to display that data in multiple formats.</p> <p>In addition to a master staff directory and departmental sub-directories, you can customize each page with one or more points of contact relevant to that page. When a change is made to an individual contact’s information, those changes are automatically propagated throughout the site.</p> <p>We also offer an optional business directory that is integrated with Google Maps and allows for filtering for specific businesses.</p> <p>Please see https://www.ci.durham.nh.us/directory as an example.</p>
Document Center	<p>Yes, a document center is included, and we index the contents of each file for searchability. We have the best search engine in the industry.</p>
E-Notifications	<p>We provide your site visitors a full subscribe/unsubscribe capability by category. You create one or more lists for visitors to subscribe to, and you can send email notifications to those users directly via the website. You can also schedule automatic daily or weekly emails based on configurable criteria. We do not offer SMS notifications.</p>
Facility Management	<p>Yes, this is an optional feature. We are happy to provide a demo to confirm if this meets your requirements.</p>
Forward to a Friend	<p>We have this feature, but typically keep it disabled due to security issues. We can discuss the pros/cons of enabling such a feature.</p>
Frequently Asked Questions (FAQ)	<p>We have one of the most intuitive Frequently Asked Questions (FAQs) solutions in the industry. As you add questions and answers for different departments/categories, those FAQs are automatically added to a master list. You also can embed specific FAQs within any web page. When an FAQ is updated or added, the update is automatically applied to all sections of the website where that category of FAQs is referenced.</p>
GIS Mapping	<p>We have the capability to integrate with 3rd party applications, and we also offer built-in directories integrated with Open Street Maps and Google Maps</p> <p>Examples:</p> <p>Project Directory: https://www.losaltosca.gov/projects</p> <p>Parks and Trails Directory: https://www.cityofvancouver.us/parksites</p> <p>Business Directory: https://www.ci.durham.nh.us/directory</p> <p>Economic Development Property Directory: http://www.cityofestacada.org/biz/properties</p>

HTML Code	We offer an “Advanced Editor” role that allows users with that role to create custom HTML pages.
Integration	<p>As a base offering, we allow for connecting with external systems via direct links, embed codes, or iframes. We can also embed RSS feeds from external systems into your site and create outbound RSS feeds of your website content for use by external systems.</p> <p>We can provide quotes for more advanced API integrations with specific systems. We would need to discuss those requirements in more detail to provide custom quotes.</p>
Intranet/Extranet (Private Pages)	We offer the ability to have private pages right on your public-facing website that are restricted to logged in staff members. We also offer the option to add a separate/stand-alone intranet/extranet with LDAP.
Intuitive Navigation	<p>We implement several techniques to ensure an intuitive path to your content.</p> <ol style="list-style-type: none"> 1. <u>Home Page Design</u> – we work on an intuitive home page layout that emphasizes search, key action buttons, a main navigational menu, and news/hot topic displays. 2. <u>Search</u> – we ensure that search is a prominent design element and that search results are relevant/accurate 3. <u>Sitemap / menu navigation</u> - in addition to a user-centric and/or service-centric main navigational menu, we also allow each department/committee to have its own sub-navigation menu.
LDAP Integration	LDAP integration is an optional feature.
Levels of Rights/Permissions	<p>Our solution is configured with granular role-based permissions and each user is required to login with a unique userid and password. We also offer a two-factor authentication option using Google Authenticate.</p> <ul style="list-style-type: none"> ☑ All staff create and edit content using the same CMS – regardless of microsite / specialty site. ☑ Our solution includes fine-grained role-based permissions for content authoring as well as webmaster administrative controls. ☑ Site administrators can manage all staff roles / permissions from one common interface and restrict content authoring based on microsite ☑ Each microsite (department/board/committee) can control its own homepage, its own sub-menu, sub-calendar, contact info, etc. The header and global navigation will stay intact on every page top ensure a seamless user experience, but the main content area will be customizable. ☑ Our editing solution is among the most user-friendly in the industry, and we lock down the style options that a typical staff member can modify to provide a consistent, template-based page display. ☑ We provide two options for pages – standard pages and custom pages. Standard pages are template-driven to ensure a consistent look across all pages. Staff only receive the ability to create standard pages by default. ☑ We also offer an “Advanced Editor” role that allows users with that role to create custom HTML pages.

Live Edit	Yes, included.
Mobile-Friendly	<p>Our solution is designed with tablets, smartphones, laptops, and desktops in mind. Our websites adjust to the screen size used to view it.</p> <p>We ensure that your website will work on any browser version that represents 0.5% or more usage per the latest W3C browser stats:</p> <ul style="list-style-type: none"> • http://www.w3schools.com/browsers <p>For example, based on January 2018 stats we commit to supporting Opera version O49, Safari S10-S11, Firefox FF52; FF57; FF58, IE11, Edge 15-16, and Chrome C57+.</p>
Multi-Lingual Support	We provide integration with Google Translate.
News & Announcements / News Releases	We provide the capability to have a News section that is filterable by press release date. We also provide the ability to provide publish-on and publish-off dates for any web pages (including news pages) should you wish to have them auto-removed from public visibility.
Online Forms	<p>We provide a tool to create unlimited online-fillable web forms. You will be able to:</p> <ul style="list-style-type: none"> • create forms, permits, applications, and surveys that site visitors can submit online. • send email notifications to the person submitting the form as well as the form owner immediately upon form submission. • IP address of person submitting the form is automatically captured • ability to create form 'templates' with common fields • form results stored in the database. • export form results to spreadsheet or CSV and then use for mail merge, further analysis, etc. • Integrate with the municodePAY payment portal if desired. • create custom forms with acknowledgement fields, terms of service, and electronic signature.
Online Job Postings and Application	We offer the ability to post job openings through our online webform building tool. We do not offer the public the ability to create logins with online profiles.
Online Payments	Yes, we offer online payments through our preferred partner Point N Pay.
Photo Center	<p>Our solution auto-scales and re-sizes images to be of web-friendly size. Our solution comes with a standard photo album slideshow feature.</p> <p>Here is an example of a photo gallery page: http://www.wrangell.com/photos</p>
Printable Pages	Yes, included.
Real Estate Management	<p>Yes, we provide a commercial/industrial properties locator that acts much like a mini real-estate site.</p> <p>Please see an example here: http://www.cityofestacada.org/biz/properties</p>

Request Tracking/Customer Service	Yes, our optional Citizen 311 feature includes this functionality.
Responsive Design	Yes, we implement a mobile-friendly website using the latest responsive design techniques.
RFP/RFQ/Bid Posting	We offer a basic bid/RFP posting feature included with our standard package. We also offer a more robust, stand-alone bid management solution that manages vendor profiles and auto-generates the plan holders/bidders list for each bid/RFP.
Rotating Photos/Banners	You will have the opportunity to easily change out background images at any time. You will also have the option to include multiple background images at the same time and have the website browser randomly load a different background image each time.
RSS Feeds	Our solution provides for outbound RSS feeds for upcoming events, news items, job postings, and Bids/RFPs. We can create custom feeds as needed.
Quick Links	We offer multiple ways to accomplish this requirement: <ul style="list-style-type: none"> • How Do I Mega Menu example: https://www.tualatinoregon.gov/ • Find it Fast on home page: http://www.cityofvancouver.us/ • “I Want To” dropdown on inner page: http://www.cityofvancouver.us/cm0
Security	<p>Our solution is quite secure, and we take cyber security seriously. Your website will be secure from multiple perspectives:</p> <p><u>Data Center</u> - We host your website in a secure data center with a high-availability network architecture. The data center is manned 24x7x365. Your website is maintained using firewalls, load balancers, multiple web application servers, and a database server. We apply security updates to the entire web server stack on a regular basis.</p> <p><u>Data transmission</u> - We guarantee up to 1 Terabyte of data transfer per month.</p> <p><u>Redundant high-availability failover (optional)</u> - We have the capability of providing premium hosting service levels by offering a mirrored copy of your site on a separate infrastructure and geographic location. We would need to talk through the required service levels and bandwidth to provide pricing for this item.</p> <p><u>Web CMS software security</u> - We apply security updates to your Drupal-based CMS whenever updates are posted. Your website is built on Drupal software that has the confidence of millions of websites in both the private sector and public sector, including whitehouse.gov, the City of Boston and the City of Los Angeles. Several built-in security mechanisms are in place to prevent cross-site scripting attacks.</p> <p><u>Web transmission security</u> - Your website is secured with SSL to encrypt transmission of data. We SSL-enable every page on your website for maximum security.</p> <p><u>User authentication security</u> - Our solution is configured with granular role-based permissions, and each user is required to login with a unique user id and password.</p>

	<p>We also offer a two-factor authentication option using Google Authenticator if that should be something you are interested in pursuing.</p> <p><u>Data Backup</u> - We back up your data in multiple geographic locations. We backup daily, weekly, monthly, and up to 7 years of annual data backups.</p> <p><u>Guaranteed Uptime</u> - Municode guarantees web server uptime of 99.95%. In the event this service level is not met within a given month, you will receive a credit for that month's service</p>
Single-Sign-On (SSO) Integration	We offer LDAP / Active directory integration
Site Search	<p>Our Drupal-based solution includes a powerful search engine that is among the best in the industry. We also provide an enhanced search capability at no extra charge which allows for:</p> <ul style="list-style-type: none"> • Indexing of file attachments (content of PDFs, Office documents, agendas, minutes, etc.). • Filtering search results by date. • Filtering search results by department/committee.
Site Statistics	We integrate with Google Analytics as part of our standard service.
Sitemap & Breadcrumbs	<p>We use multiple techniques to improve the site's information architecture and make content easy to find on your website.</p> <ul style="list-style-type: none"> • High-level sitemap: with you on a high-level sitemap that is targeted by user type. • Detailed sitemap: sitemap auto-updates as navigational links change over time. • Breadcrumbs: available to add to your design upon request. • Create a page once, have it displayed in multiple locations. We implement an industry-leading capability that allows a page to be created once but automatically displayed in multiple locations on the website. • Menus: <ul style="list-style-type: none"> ○ In addition to a main organizational mega menu, each department, board, and committee would have its own microsite or site-within-a-site. This includes a home page, sub-menu, sub-calendars, and much more. ○ Everything is role-based, so departmental staff will only have access to their respective department sub-menus. ○ Our advance menu solution allows you to move an entire sub-section of your menu tree to a different section of a menu. The child links properly stay connected to a parent link should the parent link be moved. ○ Our solution also provides the capability to create links within any page, and we have multiple options for the way in which those links are created. Examples include: <ul style="list-style-type: none"> ▪ Add links within department sub-menus. ▪ Add links within the body text of a page. ▪ Add links using a "Related Links" section of each page.

Social Media Interface	<p>We provide options to leverage social media in multiple ways.</p> <ul style="list-style-type: none"> • A “Share This” capability exists to push web page posts to Facebook, Twitter, and other social media channels. • We provide the capability to embed social feeds within your website if desired. • We provide the capability to add social icons to your home page. • We provide the capability to add department-specific social icons and feeds to department sub-pages.
Spellcheck	Our editor has a spellcheck capability.
Spotlight	A spotlight feature can be incorporated into your custom graphic design.
Third Party Integration	<p>As a base offering, we allow for connecting with external systems via direct links, embed codes, or iframes. We can embed RSS feeds from external systems into your site and create outbound RSS feeds of your website content for use by external systems.</p> <p>We can provide quotes for more advanced API integrations with specific systems. We would need to discuss those requirements in more detail to provide custom quotes.</p>
Training	We offer different training options for both basic user training and advanced user training as well as a training session on content strategy and authoring best practices. We have options to complete training in person, via web teleconference, or through our video training series.
Unique Department Home Page	<p>Each department/board/committee gets its own microsite, or site-within-a-site. A department can control its own homepage, its own sub-menu, sub-calendar, contact info, etc. The header and global navigation will stay intact on every page to maintain a consistent user experience, but the main content area will be customizable.</p> <p>Should you wish to have exceptions to the rule, we do provide the option of designing and implementing a separate ‘specialty sub-site graphic design’ for special sites that might require a unique look, feel, and navigation.</p>
Video Center	<p>We offer multiple options for integrating audio and video into your website. Some are standard while others would require a custom quote.</p> <ul style="list-style-type: none"> • Upload audio files for meetings [standard] • YouTube and Vimeo integration with auto-embed (standard) • 3rd party meeting audio/video integration via iFrame (i.e. Granicus, Accela IQM2, BoardDocs, Sire, AV CaptureAll, iCompass, Swagit, etc.) [standard] • Accela meeting audio via API integration (optional) • Additional 3rd party integrations in progress (Swagit)
Web-Friendly URLs	You have an unlimited ability to provide such friendly URLs with redirect functionality. It can be accomplished directly from our browser-based interface.