

### **3.3 Deputy D.J.A. Wimberley of St. Mary of the Chief Minister regarding the update of the States websites:**

Given that the States website and the States Assembly website are undergoing a much needed update would the Chief Minister advise the Assembly of progress with the new website, what steps if any are being taken to consult with users, and when is the likely completion date?

#### **Senator T.A. Le Sueur (The Chief Minister):**

After a thorough selection process the States of Jersey appointed local company C5 Alliance as prime contractor to host, maintain and develop States of Jersey web services. The company will work with departments and customers to improve the States websites and make them more customer-focused, accessible and efficient. The first phase of this work started in January 2009 and local web consultants have started a programme of research to inform the development process of the gov.je website. On Monday, 11th May, 2,000 Jersey citizens were invited to participate in an online survey asking for feedback about the gov.je website. The deadline for this survey is 5.00 p.m. this coming Friday, 22nd May. The recipients of this invitation represent a demographically balanced sample of the Island population who volunteered to take part in online surveys. In addition to this survey, 2 focus group meetings will be held on Monday, 8th and Tuesday, 9th June to acquire more in-depth data about public perceptions of gov.je, typical user behaviour and future functional requirements. The volunteers who will take part in these 2 focus groups have been recruited through approaches to a variety of organisations and businesses in the Island so as to achieve representative democratic balance. The findings from the survey and the focus groups will be analysed and considered against research work undertaken in recent months into best practice in other jurisdictions in order to make the best informed decisions on the functionality and usability of the new gov.je website. A consultation process has started with key stakeholders, including States Members, and the target is to launch a new and resilient gov.je website by the end of 2009, hosted by a local company to ensure a resilient and uninterrupted service.