

# MARCHING TOWARDS RECONSTRUCTION

Fixing an Incredibly Broken Information System from the Inside-Out

## PROBLEM

### OUTDATED website & content

- Content has not been updated in years
- Difficult to navigate
- Poor back-end design

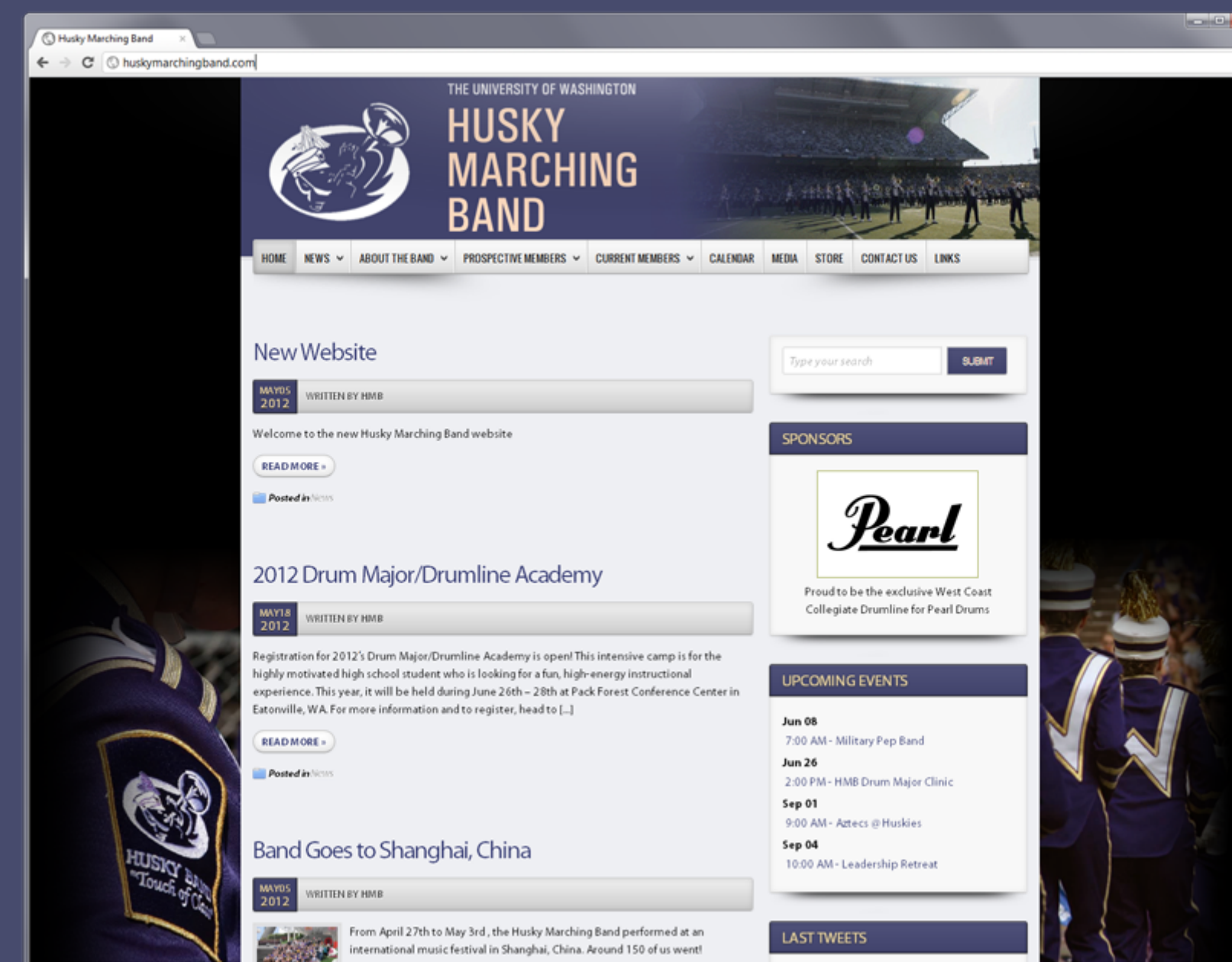
### INABILITY to fix & add new features

- No one with technical expertise
- Updates required excessive effort
- Unaddressed security concerns

### DISCONNECT of critical information

- Lost passwords
- Unable to access critical files
- Lack of instruction

## SOLUTION



### NEW look & feel

- Redesigned site layout
- Restructured sitemap and navigation
- Updated content

### FIXED features

- Rebuilt member directory
- Improved file management

### ADDED features

- Enabled secure files and pages
- Inserted twitter and event feeds
- New administrative tools

### OPTIMIZED information organization

- Compiled wiki user manual
- Educated client about infomanagement
- Simplified maintenance with WordPress

## PROCESS

### Survey & Interviews

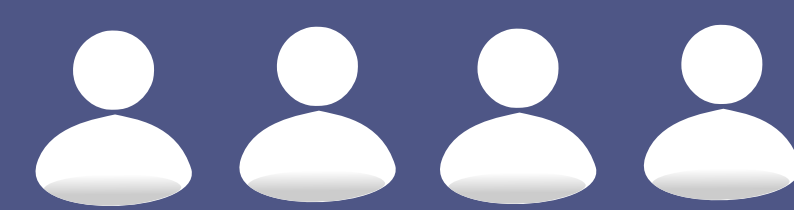
- 107 responses exposed main concerns
- Identified client's needs and expectations

### Design



WordPress chosen as site medium

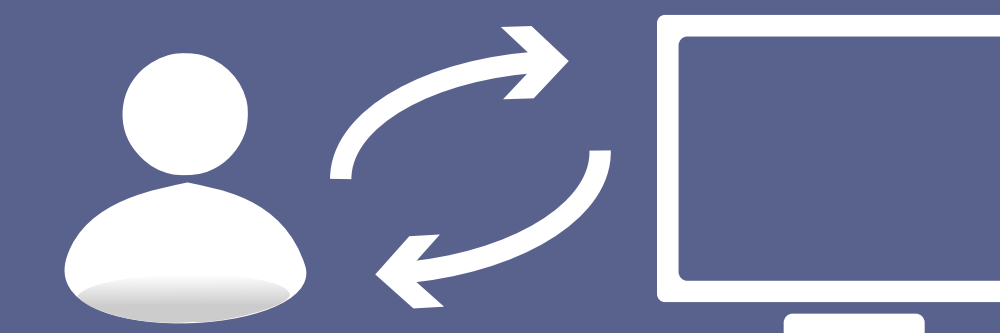
### Usability Tests



100% of users performed tasks faster on the new site

### Iteration

Applied user feedback to design



### Deployment



Official launch on June 25!