

Case Study: Council of the Isles of Scilly

The Client

The Isles of Scilly consists of over 100 islands situated off the South West tip of Cornwall. The Council of the Isles of Scilly faces some unique challenges in providing services for the 2,130 residents who inhabit 5 of the islands as well as the considerable numbers of visitors who enjoy the scenery, flora and fauna.

The Opportunity

The Council of the Isles of Scilly required a website to allow it to improve communications with a variety of users including local residents, businesses, and tourists. They had to meet the requirements for electronic government as defined in the ODPM's Priority Service Outcomes and the e-Government Interoperability Framework.

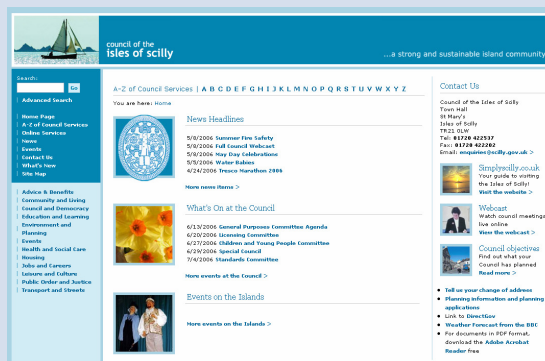
The implementation of the website had to be completed in a very short space of time and this had to include migration of some content and the creation of new content.

The Solution

Tagish was selected to implement its highly featured web content management system iSite because of Tagish's strong track record in the implementation of websites for Local Government customers.

The solution was designed to ensure the highest possible levels of usability and accessibility by Tagish's partners, the Centre for Design Research (www.cfd.r.co.uk) at the University of Northumbria.

The implementation of the project was split into three



phases to ensure that key outcomes were met in the minimum possible time and so that the risks associated with the project were minimised.

In addition to supplying and implementing the content management system, Tagish were also select to provide a fully hosted service from its state of the art hosting centre to provide enhanced facilities.

The Outcome

The new Council of the Isles of Scilly website was launched on 1st September 2005, receiving excellent reviews from all who had seen it. Just one month later the site was commended by independent website analysts SiteMorse on a 'massive' leap of 373 places to 16th in the league table of best-performing Local Government websites.

The site contains over 500 pages and over 1000 content items. Tagish are continuing to work with the Council of the Isles of Scilly to develop and enhance the services offered through the website.