

Web Design, Usability, Accessibility

WebTools

<http://webtools.ca.gov>

Working with the California Department of Technology Services and eServices Office, **SymSoft Solutions** developed this award-winning website providing online resource guide for CA State Webmasters. The website provides templates, tools and guidelines for implementing the Ca.gov web standards for usability, accessibility and separation of content from presentation. WebTools is the winner of Best of California award for "Best Application Serving Multiple Jurisdictions" for year 2007.



Website Redesign

SymSoft Solutions has completed successful website redesign projects for many California state agencies. The projects involved:

- Usability analysis through surveys, usability testing and user interviews,
- Information architecture, development of visual design concepts based on unique needs of the department while meeting the Ca.gov visual design specifications,
- Translating the approved design concepts into Ca.gov template using XHTML and accessibility compliant markup,
- and migration of old content into the new information architecture using the approved design concepts.

Notable websites redesigned by **SymSoft Solutions** are:

- 🔗 California State Library: <http://www.library.ca.gov>
- 🔗 California Department of Transportation: <http://dot.ca.gov>
- 🔗 California Department of Alcohol and Drug Programs: <http://adp.ca.gov>
- 🔗 California State Controller's Office: <http://sco.ca.gov>
- 🔗 California Air Resource Board, Office of Climate Change: <http://arb.ca.gov/cc/cc.htm>
- 🔗 Calfed Bay Delta Program: <http://calwater.ca.gov>



Web Content Management

SymSoft Solutions has been doing extensive work in the area of Web Content Management Solutions (CMS). Our services range from helping the State Departments and Agencies to identify their business requirements related to the CMS, vendor-neutral review of various CMS products that meet the requirements, to the implementation of CMS products along with recommendations for web governance and business process. We have implemented various open source and commercial Web CMS products supporting Web 2.0 features.

California State Controller's Office (SCO)

<http://www.sco.ca.gov>

For California State Controller's Office, **SymSoft Solutions** is involved in their Public Website Redesign project. As part of this project, we identified the SCO business requirements, shortlisted the CMS products, invited demos of the products and helped the SCO with product selection. We provided different page design options for the SCO and finalized one option. We also provided Web Governance Framework for the SCO including standards and policies for website maintenance. We are currently implementing the RedDot CMS and providing training for the SCO staff. The new website will be live in February 2009.



Natomas Charter School Website

<http://le.natomascharter.org>

SymSoft Solutions created a dynamic Web 2.0 website for a local school using open source CMS, Drupal. The website offers many features including online forums for students and parents, photo galleries, videos, blogs, homework and sports calendars. The school admin staff and teachers are effectively managing this website using a user-friendly interface.



Ca.gov template in open source CMS

To evaluate and compare the capabilities of various open source CMS, SymSoft Solutions has implemented the Ca.gov template in following Content Management Systems.

- 🔗 **Drupal:** <http://dev1.symsoftsolutions.com/drupal>
- 🔗 **Joomla:** http://dev1.symsoftsolutions.com/joomla_ca
- 🔗 **DotNetNuke:** <http://demo.symsoftsolutions.com/dnn/webtools>
- 🔗 **Plone:** <http://dev3.symsoftsolutions.com>



Web Based Application/Online Services Development

CA Department of Alcohol and Drug Programs

<http://txworks.adp.ca.gov> (Treatment Providers Listing on Web)

SymSoft Solutions designed and developed the new version of "Treatment Works" website for California Department of Alcohol and Drug Programs. We reviewed the old website and identified the improvements for the Search capability and presentation on the web. Designed and developed the web-based search for treatment providers using ASP .NET. The application uses the new eServices template and follows the usability and accessibility standards including W3C standards for XHTML, CSS, WCAG guidelines and Section 508 compliance.

CA Department of Corrections and Rehabilitations: Madrid Patient Information Management System (MPIMS)

SymSoft Solutions provided consulting services for Oracle database administration, analysis and programming for the MPIMS application. The application is used for the management of the medical records, scheduling of the appointments and treatments for the inmates at the Pelican Bay State Prison. The assignment also included the development using J2EE framework and use of business intelligence tools.

CA State Library Research Bureau Reports Search and Admin application

<http://www.library.ca.gov/crb/CRBSearch.aspx>

SymSoft Solutions built an online search application for the CA State Library. This application allows the users to search through the California Research Bureau Reports. In addition to this search functionality, we also created an administrative interface for the library's administrative staff to enter the report information in a database. The search functionality uses this database to display the records matching search criteria. The application required migration of data from MS-Access to SQL Server. The application is developed in ASP.Net platform and uses the new Ca.gov design standards.

Colorado Motorist Information Insurance Database

<http://www.colorado.gov/driveinsured/index.html>

For our client, Colorado Interactive (a state portal managed by NIC Inc.), we developed a system to process vehicle insurance information sent electronically by insurance companies in EDI format. The system involved analysis of the complete solution, design, development and testing with the state and Insurance Companies. The system parses EDI files, validates them for correct syntax and business rules, stores and transmits information to state agencies, and matches the vehicle registrations with insurance



policies. We also build a J2EE based web application, which provides various business functions to insurance companies, Department of Motor Vehicles and portal staff.

Little Elfs

<http://www.littleelfs.com>

SymSoft Solutions built the web based application for Little Elfs to connect service providers to customers who need those services. The web based application provides a simple to interface for service providers to list their services on the website, so that potential customers can find them. The customers use similar interface to list their jobs and to find the right service provider in their area. The application also provides useful services such as online coupons and community calendar and provides online payment processing for merchants and an administrative web interface with reporting for Little Elfs staff.



California Broadband Initiative Collaboration Application

<http://www.dot.ca.gov/broadband>

SymSoft Solutions developed this application for the California Department of Transportation to support the governor's broadband initiative. The application is designed to encourage the collaboration amongst the broadband vendors and contractors. The application has been developed using PHP and Mysql. The application uses the Ca.gov design standards.

Payment Engine Integration with Colorado State Financial System

SymSoft Solutions provided analysis and development support to enhance the payment engine of the State portal managed by NIC Inc. to integrated it with the State's financial system. This was an enterprise-wide initiative for the Colorado State portal and the integrated solution is used by all applications for online payments.

Online Application Security Enhancements

SymSoft Solutions did security enhancements for a product (ACHPay) supporting electronic check payments used by various state portals hosted by NIC Inc. These updates were made to protect user's sensitive information, and address application vulnerabilities for SQL injection, cross-site scripting etc. These enhancements addressed issues at multiple levels, including strengthening user authentication and authorization, filtering malicious requests, using encryption for storing sensitive information etc.