Herefordshire Partnership e-Gateway

Information Architecture

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1. INTRODUCTION

1.1 PURPOSE OF THIS DOCUMENT

This document is the initial high level Information Architecture design for Herefordshire Partnership's e-Gateway online initiative. The purpose of this document is to:

- Capture output from initial workshops on content requirements.

- Define the initial taxonomy for the e-Gateway.

- Define the high-level site structure for the Herefordshire Partnership e-Gateway and Youth Portal.

The e-Gateway taxonomy and site structure for the e-Gateway and Youth Portal are based on the outputs from initial workshops and best practice based on similar sites being developed under the Government's initiative to allow all public services to be delivered electronically. The taxonomy and initial site structure have been designed to be an extensible framework to accommodate future modules, applications and target audiences. The site structure and taxonomy is expected to evolve throughout the lifecycle of the project.

1.2 NEXT STEPS

To take the initial Information Architecture design forward there is a requirement for a series of workshops with key content stakeholders to identify in greater detail the content areas to be included in the e-Gateway and Youth Portal. The output from these sessions will drive the final site structure and the taxonomy documentation based on the work carried out to date.

2. E-GATEWAY SITE STRUCTURE

2.1 APPROACH

The approach taken to the site structure of the e-Gateway is based on the following assumptions:

- The site structure will be driven by online services but will be released to an internal audience before launched to the public.

- Partnership services will be associated with a user's 'life events' such as birth, starting school or moving home.

- A key requirement is that users should be able to navigate to key online services by following a minimum number of links.

- Content will be provided that provides information for local residents and business.

- Information on the partnership and events happening in the local area will be available.

Appendix A captures the output from the initial workshops. The content requirements focus on the life events of birth and bereavement. Initial content requirements are also captured in Appendix B, which defines the initial e-Gateway taxonomy.

The taxonomy document does not include all content, but represents a categorisation of the content areas that might be available on the e-Gateway. The taxonomy document does not directly translate into a site structure.

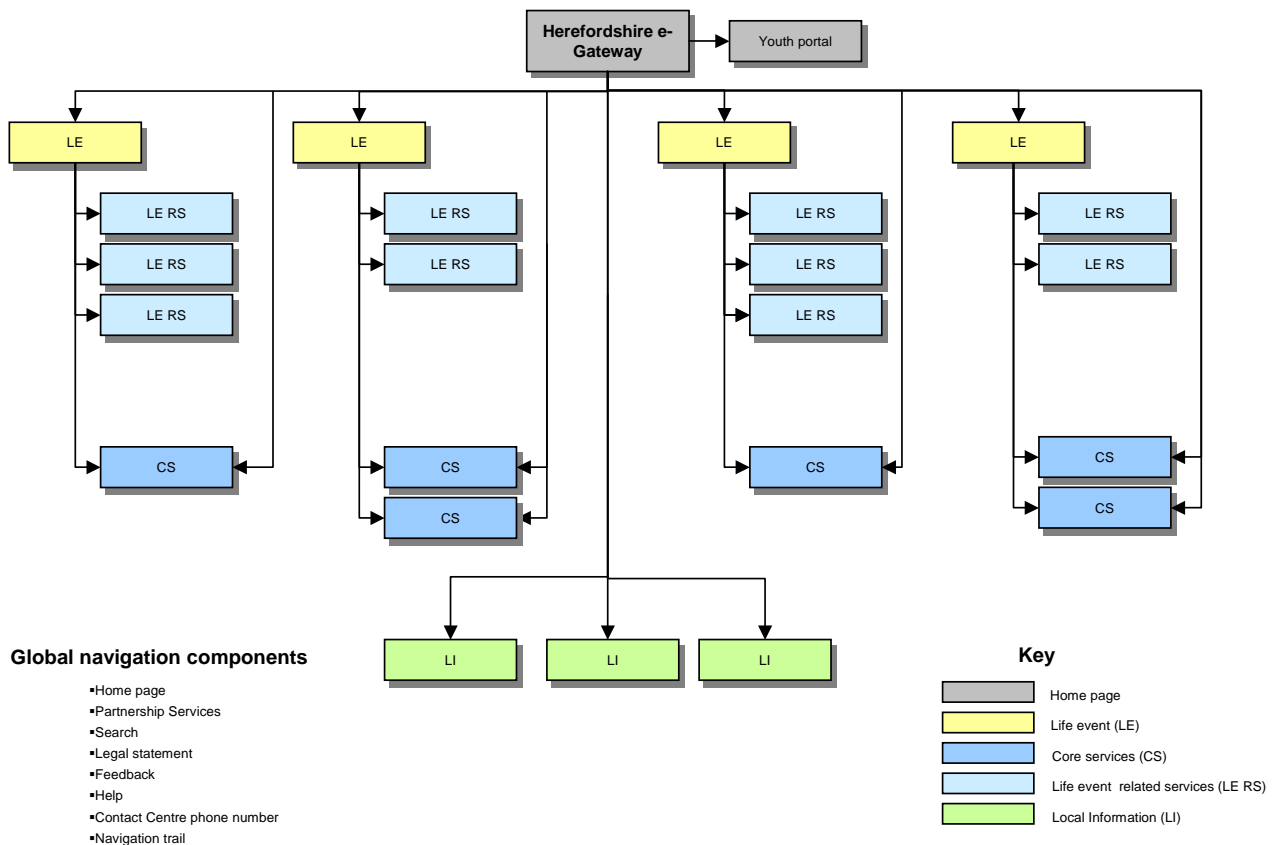## 2.2 FIGURE 1.0 - E-GATEWAY SITE STRUCTURE CONCEPTUAL DESIGN

Figure 1.0 represents the top two levels of navigation within the e-Gateway. The e-Gateway should provide a link to the youth portal, which will have its own distinct content and site structure whilst remaining a component of the e-Gateway.

The e-Gateway top tier structure will have three elements.

- Life events

- Core services

- Local information

Each of these top tier components will have its own hierarchy of information based on the type of content to be included within the portal.

2.3 ACCESS TO PARTNERSHIP SERVICES

The site structure enables uses to access online services via a minimum number of links. When users connect to the e-Gateway they will be able to access partnership service pages in one of three ways:

- Life events

  Life event pages should have direct links from the e-Gateway home page. Each Life event section will include content around a range of key life events (to be

defined) but may initially include content on birth and bereavement life events. Life events will provide the user with key 'what to do' information and advice for any given life event. Each life event page should also provide direct access to the key online services associated with that life event.

- Core services

  Core services are essentially online services that are 'frequently used' for example applying for planning permission online or paying council tax.

  Core services maybe associated with a number of life events but they should also be accessible directly from the home page. Enabling the user to access core services directly from the home page will help to ensure the minimum number of navigation steps are required to access key online services.

- All Services

  The 'All Services' page will include a comprehensive list of all the partnerships services categorised under departments or function. The partnership services page will be accessible from a global navigation component displayed on every page within the e-Gateway.

2.4   ACCESS TO PARTNERSHIP AND LOCAL INFORMATION

The site structure provides the user with access to information about the partnership and the local area. Local information pages will be directly accessible from the e-Gateway home page. Second tier navigation may include pages for tourism, local business services and pages about the council structure and member details.

2.5   GLOBAL NAVIGATION COMPONENTS

Global navigation components will be displayed on every page they include:

- Home page provides the user with a link to the home page

- Partnership Services is a link that takes the user to a page displaying all the partnerships services. This may include services categorised by Partnership functions/departments and may include: benefits, Electoral & Registration services, Environmental services, Housing, Social Services, Business services and Education.

- Search will allows the user to search the e-Gateway content

- Legal statement is a required link that will display the appropriate legal statement

- Feedback will display a page that allows the user to send comments to the council

- Help provides a link to frequently asked questions and other tips on using the portal

- Contact phone number

- Navigation trail will be a graphical representation of where the user is within the site hierarchy, it also enables the user to move to up a level within the site hierarchy

3. *YOUTH PORTAL SITE STRUCTURE*

3.1 APPROACH

The content requirements for the youth portal were gathered during workshop discussions. The conceptual model represents the high-level site structure, and is based on the following assumptions:

- The youth portal will be targeted at a different audience from that of the e-Gateway.

- The content areas will be based on topic areas relevant to the youth population.

- Topic areas should include content at both a national and local level.

- Users should be able to join discussion groups.

- Registration and logon functionality maybe required to access chat and discussion rooms.

3.2 FIGURE 2.0 - YOUTH PORTAL SITE STRUCTURE CONCEPTUAL DESIGN
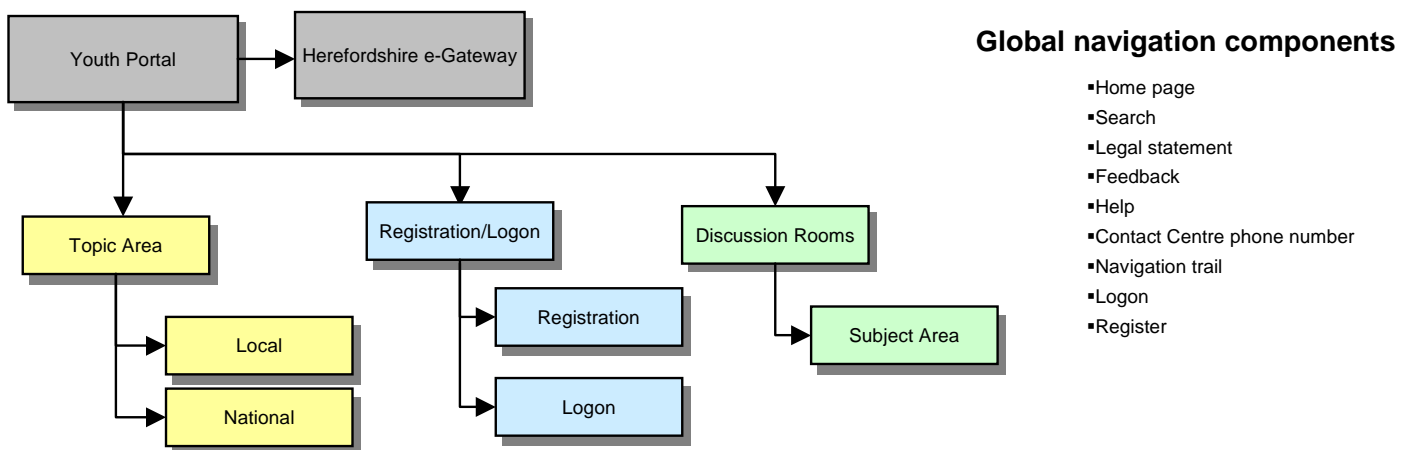
Figure 2.0 represents the top two levels of navigation for the youth portal. The top tier navigation of the youth portal will be dominated by topic area home pages. In addition logon/registration and direct access to the discussion room page should be available from the youth portal home page.

An analysis of the content requirements gathered from initial workshops (Appendix A) has identified the possible topic areas that could be included within the youth portal. The categorisations of initial content requirements are also captured within the e-gateway taxonomy documentation (Appendix B).

3.3 ACCESS TO TOPIC AREAS AND DISCUSSION ROOMS

Topic areas should be directly accessed from the youth portal home page and will include information at both a local and national level as well as information on how users can get involved locally and links to discussion threads on the topic area. The topic areas will also contain links to external sites where appropriate. Full access to the discussion rooms may require the users to register and or logon before they can create or add to an existing discussion thread.

3.4 GLOBAL NAVIGATION COMPONENTS

Global navigation components will be displayed on every page they include:

- Home page provides the user with a link to the home page

- Search will allows the user to search the e-Gateway content

- Legal statement is a required link that will display the appropriate legal statement

- Feedback will display a page that allows the user to send comments to the council

- Help provides a link to frequently asked questions and other tips on using the portal

- Contact phone number

- Navigation trail will be a graphical representation of where the user is within the site hierarchy. It enables the user to move up a level within the site hierarchy.

- If registration is required to use the discussion group functionality, the option to register should be available on every page. The option to logon from every page should also be available, unless the user is already logged on.

APPENDIX A: WORKSHOP OUTPUT - CONTENT REQUIREMENTS

ID	Content Area Requirements	Sub-service	Source	Life Event	Life Event Stage	Date
1	All information must be structured hierarchically: - what is happening on this subject locally - what is happening on this subject at a national level - how do I get involved? - (Optional) link to discussion thread to "have your say"		Youth Portal			12/12/2001
2	The system must include a community safety area that will cover problems within the community		Youth Portal			12/12/2001
3	The system must include caring about children section that will cover areas around fostering, contact info etc.		Youth Portal			12/12/2001
4	The system should include a health section that will cover general information. This section will predominately include external links to other health related sites. These links are yet to be determined.		Youth Portal			12/12/2001
5	The system should include reviews. Review areas are yet to be determined.		Youth Portal			12/12/2001
6	The system should include a music section		Youth Portal			12/12/2001
7	There must include a career section but all related information will be provided via links to Connexions.		Youth Portal			12/12/2001
8	The system must include a section about childcare information services e.g. Training. This section will mainly include links to external related sites. These links are yet to be determined.		Youth Portal			12/12/2001
9	The system must include an area about training I.e. How do I get involved?		Youth Portal			12/12/2001
10	The system must include a culture section that will cover areas around ethnic groups, travellers etc.		Youth Portal			12/12/2001
11	The system must include a disabilities section		Youth Portal			12/12/2001

12	The system must include a "What's on section" section.		Youth Portal			12/12/2001
13	The system should have a sport section. The system should be able to present/change sports on a seasonal basis. Some information should be included within the portal. It is not clear whether there will be external links to other sport related sites.		Youth Portal			12/12/2001
14	The system should include a raising your voice section. This area will include information that will help young people to find out ways of raising their voice for local government related issues for example.		Youth Portal			12/12/2001
15	(Optional) Transportation section		Youth Portal			12/12/2001
16	All related information around drugs should mainly be links to external sites. These links are yet to be determined.		Youth Portal			12/12/2001
17	(Optional) Games, Quizzes, Competitions		Youth Portal			12/12/2001
18	The system should include an education section. That will be general information. (Optional) Education course finder (Optional) School Guides		Youth Portal			12/12/2001
19	(Optional) Relationships section		Youth Portal			12/12/2001
20	(Optional) Legal section. Information around legal stuff.		Youth Portal			12/12/2001
21	The system may include a housing section. All relevant info will be provided via links to external sites. These links are yet to be determined.		Youth Portal			12/12/2001
22	Care pathway for last two days of life	Life Event	Portal	Bereavement	Preparing for death	13/12/2001
23	Macmillan nurses providing care for terminally ill and recently bereaved	Life Event	Portal	Bereavement	Preparing for death	14/12/2001
24	Palliative care service available	Life Event	Portal	Bereavement	Preparing for death	15/12/2001
25	Need to make a will	Life Event	Portal	Bereavement	Preparing for death	16/12/2001
26	Hospices	Life Event	Portal	Bereavement	Preparing for death	17/12/2001
27	GP training on when to refer to palliative care	Life Event	Portal	Bereavement	Preparing for death	18/12/2001

28	Attendance allowance	Life Event	Portal	Bereavement	Preparing for death	19/12/2001
29	Living wills - resuscitation policy	Life Event	Portal	Bereavement	Preparing for death	20/12/2001
30	Donors	Life Event	Portal	Bereavement	Preparing for death	21/12/2001
31	Patient Admin System in Hospitals updated	Life Event	Portal	Bereavement	At the time of death	22/12/2001
32	Hospitals ring GPs' to inform them of death (if died in hospital)	Life Event	Portal	Bereavement	At the time of death	23/12/2001
33	Written confirmation of death given to relatives	Life Event	Portal	Bereavement	At the time of death	24/12/2001
34	Bereavement pack issued by hospital to relatives	Life Event	Portal	Bereavement	At the time of death	25/12/2001
35	Need to register death with registrar	Life Event	Portal	Bereavement	At the time of death	26/12/2001
36	Director of Health releases body for funeral	Life Event	Portal	Bereavement	At the time of death	27/12/2001
37	Funeral directors (do I need one? What are they? How do I find one?)	Life Event	Portal	Bereavement	Immediately after death	28/12/2001
38	Coroner	Life Event	Portal	Bereavement	Immediately after death	29/12/2001
39	Inquest/post mortem	Life Event	Portal	Bereavement	Immediately after death	30/12/2001
40	Cemeteries and crematoriums	Life Event	Portal	Bereavement	Immediately after death	31/12/2001
41	Infoshop need to be able to help citizens through the process - fill in forms etc.	Life Event	Portal	Bereavement	How does it all work?	01/01/2002
42	Social worker attached to GP surgery	Life Event	Portal	Bereavement	How does it all work?	02/01/2002
43	Online request for help through the process and with forms	Life Event	Portal	Bereavement	How does it all work?	03/01/2002
44	Procedures - what to do when, schedule etc.	Life Event	Portal	Bereavement	How does it all work?	04/01/2002
45	Church and religious group	Life Event	Portal	Bereavement	Later after death	05/01/2002
46	(Future Requirement) User profile for clinicians around life events	Life Event	Portal	Bereavement	Later after death	06/01/2002

47	Notify external agencies - Banks -Passport -Driving Licence -Parking Permits -Utilities -Treasury Solicitor -Insurance -Employer -Libraries	Life Event	Portal	Bereavement	Later after death	07/01/2002
48	Inform all Departments -Revenues and Benefits -Council Tax -Housing -GP	Life Event	Portal	Bereavement	Later after death	08/01/2002
49	Medical Loans -Return of equipment and medicine -(District Nurses) -What to do with remaining Drugs	Life Event	Portal	Bereavement	Later after death	09/01/2002
50	Single person discount (council tenant)	Life Event	Portal	Bereavement	Later after death	10/01/2002
51	Benefits	Life Event	Portal	Bereavement	Later after death	11/01/2002
52	Inland Revenue	Life Event	Portal	Bereavement	Later after death	12/01/2002
53	Death Benefits -Burial Costs	Life Event	Portal	Bereavement	Later after death	13/01/2002
54	Electoral Roll	Life Event	Portal	Bereavement	Later after death	14/01/2002
55	Pension	Life Event	Portal	Bereavement	Later after death	15/01/2002
56	Education - Services and Equipment	Life Event	Portal	Bereavement	Later after death	16/01/2002
57	Family Support	Life Event	Portal	Bereavement	Later after death	17/01/2002
58	Bereavement Service (External Agency	Life Event	Portal	Bereavement	Later after death	18/01/2002

59	Support Groups in Hereford. Counselling. Macmillan nursing follow on ongoing support. In similar framework to accustomed.	Life Event	Portal	Bereavement	Later after death	19/01/2002
60	House clearance (Charity)	Life Event	Portal	Bereavement	Later after death	20/01/2002
61	Local Taxes	Life Event	Portal	Bereavement	Later after death	21/01/2002
62	Landlords	Life Event	Portal	Bereavement	Later after death	22/01/2002
63	Pets, RSPCA	Life Event	Portal	Bereavement	Later after death	23/01/2002
64	GP- Amend record for activate visit	Life Event	Portal	Bereavement	Later after death	24/01/2002
65	Mid wives - Book in visit	Life Event	Portal	Birth	Before Birth	25/01/2002
66	Drug Information	Life Event	Portal	Birth	Before Birth	26/01/2002
67	Multiple births	Life Event	Portal	Birth	Before Birth	27/01/2002
68	Pain Management	Life Event	Portal	Birth	Before Birth	28/01/2002
69	Screening and tests explained. Risks involved	Life Event	Portal	Birth	Before Birth	29/01/2002
70	Primary visit from health visitors	Life Event	Portal	Birth	Before Birth	30/01/2002
71	Antenatal	Life Event	Portal	Birth	Before Birth	31/01/2002
72	Adoption / Fostering	Life Event	Portal	Birth	Before Birth	01/02/2002
73	Contraception	Life Event	Portal	Birth	Before Birth	02/02/2002
74	Transport	Life Event	Portal	Birth	Before Birth	03/02/2002
75	Care pathways at birth	Life Event	Portal	Birth	At Birth	04/02/2002
76	Midwife Certificate	Life Event	Portal	Birth	At Birth	05/02/2002
77	Birth Registration	Life Event	Portal	Birth	At Birth	06/02/2002
78	Registration Death	Life Event	Portal	Birth	At Birth	07/02/2002
79	Family Assessment	Life Event	Portal	Birth	Benefits	08/02/2002

80	Entitlements -Dental Care -Prescriptions -Opticians	Life Event	Portal	Birth	Benefits	09/02/2002
81	Housing Benefit	Life Event	Portal	Birth	Benefits	10/02/2002
82	Family Credit	Life Event	Portal	Birth	Benefits	11/02/2002
83	Child care support	Life Event	Portal	Birth	Benefits	12/02/2002
84	CT Benefit ?	Life Event	Portal	Birth	Benefits	13/02/2002
85	Income support. Social Fund	Life Event	Portal	Birth	Benefits	14/02/2002
86	Housing(Related to council houses, Credit etc)	Life Event	Portal	Birth	Benefits	15/02/2002
87	Spina Bifida Support Groups	Life Event	Portal	Birth	Support	16/02/2002
88	Post Natal Depression Scoring ?	Life Event	Portal	Birth	Support	17/02/2002
89	Miscarriage Support Groups	Life Event	Portal	Birth	Support	18/02/2002
90	Downs Group Support	Life Event	Portal	Birth	Support	19/02/2002
91	Supporting breast feeding	Life Event	Portal	Birth	Support	20/02/2002
92	Still birth counselling	Life Event	Portal	Birth	Support	21/02/2002
93	HIV and AIDS Counselling	Life Event	Portal	Birth	Support	22/02/2002
94	National Childbirth Trust	Life Event	Portal	Birth	Support	23/02/2002
95	Family Special Needs	Life Event	Portal	Birth	Support	24/02/2002
96	Child Support Agency	Life Event	Portal	Birth	Support	25/02/2002
97	Other Children, Dogs	Life Event	Portal	Birth	Support	26/02/2002
98	Lone Parents advisors + Benefits	Life Event	Portal	Birth	Support	27/02/2002
99	Well women check up before and after death	Life Event	Portal	Birth	Support	28/02/2002
100	Legal Births	Life Event	Portal	Birth	Support	01/03/2002
101	Fathers support paternity leave	Life Event	Portal	Birth	Support	02/03/2002

102	NEO Natal 28 days	Life Event	Portal	Birth	After Birth	03/03/2002
103	Immunization contract and education	Life Event	Portal	Birth	After Birth	04/03/2002
104	Returning work -Options	Life Event	Portal	Birth	After Birth	05/03/2002

Today's Events

Youth Portal
    Community
        Links to discussion treads on local issues
        Support for residents with Disabilities
        Local organisations
    Health
        Sex education
        Caring for children
        Teenage pregnancy
    What's on?
        Music review
        Sport
        Club review
        Movies
    Training and education
        Course finder
        Institution finder
    Jobs and careers
    Drugs
    Culture
        Rural racism
        Fashion
        Body modification
        Tattooing
    Agony Aunt
    Games

Visitors
    History
    Accommodation
        Hotels
        Guest Houses
        Camping
    Maps
    Transport
        Buses
        Car Hire
        Taxis
        Trains
    Fitness and Health
    Restaurants
    Tourist Information Centres
    Weather

Business
    Personal Finance
    Business Advice
        Adviser Contact Details
        Adviser Accreditation
    Business Events

Funding
Tax
News / Press Releases
E – Business Services
Business Directory
FAQ
Investments
Our Programs
Partnership Programme
Developing Skills and Training
Societies and Clubs
Case Studies?

Emergency Services
Police
Fire
Ambulance

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Caring for Adults
Caring for Children
Choosing a school
Dealing with domestic violence
Death and Bereavement
Later after Death
Before Death
At time of death
Immediate After
How
Getting Married
Having a baby
Looking for a job
Moving Home

For Residents
Council Tax and Benefits
Older and Disability Services
Sports and Recreation
Town planning
Grants
Electoral and Registration Services
Environment Services
Health
Doctor Surgeries
Pharmacies
Mental health
Housing
Fostering
Adoption
Career and Caring
Parking and transport
Venues
Libraries Museums
Charity Work

Local organisations
How to get involved

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