

Enhanced User-friendly Experience of Govt Portal for Citizens



CASE STUDY

TECHFORCE BUILDS A USER-FRIENDLY PORTAL FOR NSW ELECTORAL COMMISSION TO FACILITATE ELECTORAL DISCLOSURES

» About the Customer

At NSW State and local government elections, electoral participants, including political parties, candidates, third-party campaigners and political donors were required to disclose information to the NSW Electoral Commission (NSWEC) about political donations made and received, and electoral expenditure incurred, which the NSWEC then published on its website.



» Project Description

This project was for the NSWEC's public website for disclosures by electoral participants and donors. The existing platform for the publication of disclosures was using a legacy application. Among other issues, it was slow and did not present a user-friendly interface.

There was also a significant change in legislation, with the introduction of new electoral funding laws aimed at providing members of the public more meaningful and timely information on political donations in the lead up to the 2019 NSW State election.

With the legacy platform not extendable, new legislation in place, and the NSW State election approaching, it was time for our next challenging project.

» Key Challenges Faced

The following were the challenges faced:

- A change in legislation required the Portal to be rebuilt from its earlier state. It was quite a challenging task as the system supported both external users to interact with the data and also internal users to review, process and update the disclosure information.
- To enable search and filter for stakeholders based on different input criteria, based on existing support in the SearchDecs portal
- Ability to select any stakeholder and view summary and details of the disclosure information from the search results.
- Disclosure Search Criteria to be limited to one financial year as defined in the Reporting Period such as Pre-Election, Half-Yearly, Annual Expenditure and Donations.

» Solution Provided

The solution provided to the NSWEC was multi-faceted requiring new solutions for Design (UI & UX), Functionality (search, drilldown and visual interaction), Technology (using Salesforce platform) and Performance (quicker page loads, search results and navigation between pages).

The user interface for the new platform was re-designed from scratch to support custom and enhanced search, analysis of the data, and to provide visual representation along with transaction details. The end product had a much improved UI with better visualisation and faster site speed.

The previous portal's front end was built on a third-party Dot Net platform. TechForce developed the new platform front end on Salesforce to ensure seamless data integration. The new front end was built using Force.com with modern web frameworks and libraries. There was no previous reference data available for testing and tighter deadlines to develop and deploy the improved version, making it all the more challenging.

We also recommended architectural changes to deliver improved visual representation. There were functional enhancements including a new navigation and export data options. We implemented a data categorisation and visualisation system, which allowed summaries to be displayed in a more user-friendly manner. Easier to understand charts, the ability to view data in different ways and accessibility-based design meant that the new portal enabled users to access the data in a much better way.

The final delivered solution was a significant improvement on the legacy system and was successfully delivered prior to the NSW 2019 State Election.

» Technologies Used

The FDCLite Disclosure Publication portal was developed using:

- force.com sites,
- Visualforce pages along with javascript libraries,

- Apex classes along with SOSL / SOQL (Search and Query Language) it faced in Salesforce objects

» Salesforce Products Used

- Core Platform
- Sites and Portals

» Outcomes and Benefits

TechForce and the NSWEC worked together in a combined project team to design, develop, test, and implement the system. We developed a Portal for Online Registration and Disclosure System. TechForce worked with the NSWEC business teams to re-build the customer's public-facing system to deliver greater capability, better user experience, web accessibility implementation, device and browser compatibility.

We were able to deliver the capabilities for the NSWEC to publish pre-election disclosures and half-yearly disclosures, as required by the new legislation, in a timely and transparent manner, with a significantly improved stakeholder experience.