cimes

Transforming information into communication.

Web Development Capabilities

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We are committed to creating systems that utilize the most up-to-date technology and at the same time fit our clients' needs. With every project, we ascertain client needs and develop accordingly.

Organization Experience

Florida State University's Center for Information Management and Educational Services (CIMES) began developing dynamic Web-based knowledge management and information systems in 1997.

- Internet presence since 1992
- Web sites since 1994
- Knowledge management (KM) systems since 1997
- Web portals since 1999

CIMES has been a leading supplier of Web Development services to local, state, and national organizations. Our clients include

- Florida
    - Department of Community Affairs
    - Department of Education
    - Department of Elder Affairs
    - Department of Environmental Protection
    - Department of Health
    - Fish and Wildlife Conservation Commission
    - Florida Institute for the Commercialization of Public Research
    - Board of Governors
    - Florida State University
        - Film School
        - College of Medicine
- Our clients outside the state include:
    - California Department of Health
    - University of Maryland
    - Nebraska Department of Health
    - Special Libraries Association

FSU ITS Partnership

CIMES is a partner with the FSU Information Technology Services department to provide customized Web application development services to FSU departments.

Award Winning Products

CIMES' has received numerous APEX Awards for Publication Excellence. Recent awards include:

- **Corporate Capability & Identity Materials** - CIMES Brochure
- **Design and Illustration** – Priorities for Evaluating Instructional Materials: An Update of the Research
- **Electronic Media and Video** – REALM Web-based Training Modules

Web Development Team

As part of the Florida State University, CIMES is strategically positioned to recruit high-level talent in the Information Technology field. Drawing from FSU's schools and colleges of computer science, management of information systems, and information and communications, our team of Web developers are highly qualified and trained.

CIMES maintains a staff of information systems designers, managers, instructional designers, Web developers, visual designers, and usability testers. As a contracts-based organization, CIMES can expand staff whenever necessary based on project specifications.

CIMES also has a production department to assist with graphic design, editing, multimedia development, and writing as needed.

Project Management

Based on CIMES's many years of project management and development experience, we have developed proven tools and systems to help the client decide on the functional requirements for creating a customized system.

CIMES's work is performance-based so that each deliverable is reviewed and approved before an invoice is issued. CIMES uses field-validated standards and procedures for creating Web-based systems.

The following approaches and strategies are used to ensure clear communication and planning for each system:

- Inside/outside design and development teams are established. The inside team consists of the client-side subject matter experts (SME) who know what their stakeholders want. The outside team consists of the process experts who work closely with SMEs to create a customized system.
- A SharePoint project management site is established to facilitate communication and collaboration between CIMES and client team members.

Design/Development Model

The following is a breakdown of the design and development core process used by CIMES:

- Information discovery and analysis
- Information Architecture
- Creative layout
- Prototype
- Usability Testing
- Development
- Quality assurance
- Beta-testing
- Revisions
- Implementation
- Training
- Evaluation

Web Support Services

Due to the dynamic nature of Web-based systems, change is constant. Once a system is built, the cost for maintenance and ongoing development begins. Invariably, users will discover new ways in which their system can be used to support program management. To accommodate these programmatic needs, the system will require revision on a ongoing basis. The following is an outline of the major components of typical support services for a medium-sized Web-based system:

Web Hosting

This includes use of the network system for a firewall, virus detection software, development software, server space, software usage, backup software/hardware, and a high-speed Internet connection.

Maintenance/Troubleshooting

This mainly involves network administration and time spent doing the daily, weekly, and monthly backups; data recovery; and installing and upgrading software/hardware and patches.

Technical Assistance

There are two types of technical assistance:

- Customer help desk support—training, user assistance
- Programming, writing reports, revisions as requested, system enhancements (adding features, pages,etc.)

Administration/Management

The administration/management refers to the time spent by both sides in developing plans, deciding on revisions, solving problems, communicating with users, supervising and coordinating of inside/outside teams, and negotiating deliverables/services.

Product Showcase

College of Medicine - Web Site and Content Management System

Client: FSU College of Medicine

Purpose: To provide a high impact dynamic COM Web portal that effectively serves as the frontline of education, marketing, and outreach for

- Faculty
- Prospective and current students
- Staff
- Partners
- Donors
- News media
- General public

Innovation: CMS Framework

- Scalable, normalizes data, provides ability to quickly create a Web site using multiple content managers and creators, transferable to use for other projects and clients
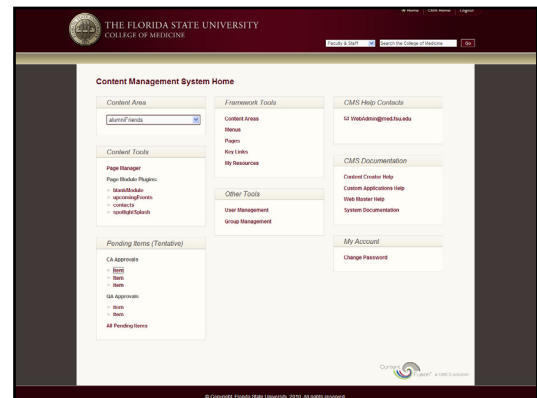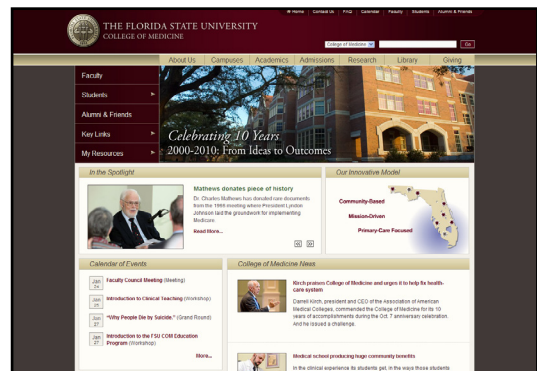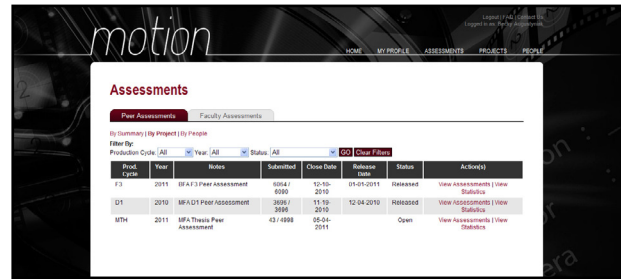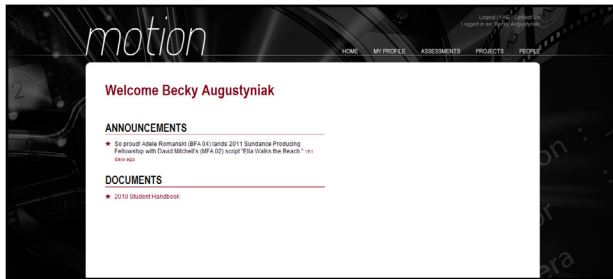
Film School - Film Project Portal

Client: FSU Film School

Purpose: Design and develop Motion, a portal where students, faculty, and alumni catalog,

schedule, and assess film projects.

- People
- Projects
- Assessments

Innovation: Provides an assessment tool that allows for the creation and management of customized assessment instruments by Film faculty and staff.


REALM Portal and WBT Modules

Client: Florida Department of Education

Purpose: Develop WBT to educate Florida's instructional materials adoption committee members on the priorities for evaluating materials for statewide adoption

Special features:

- Collaborative tools (calendaring, e-forums, glossary, notes, resources calendar and FAQ)
- Created training modules
- Tracks users training progress
- Admin area – ability to set up committees and manage content

Innovation: Integrated and interactive learning Web portal; provides user and content management control; provided the ability to conduct statewide training remotely rather than face-to-face.
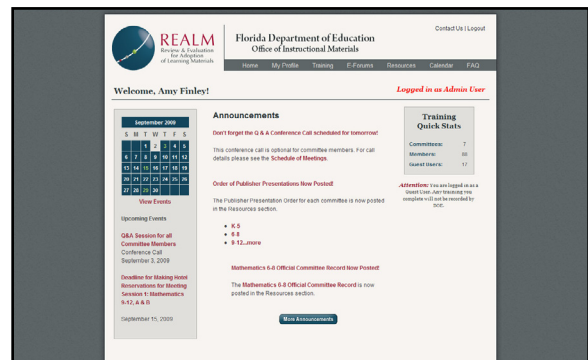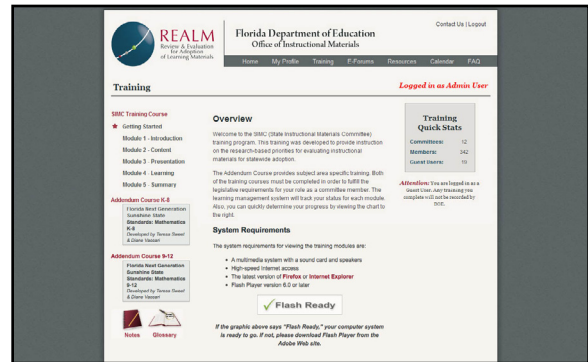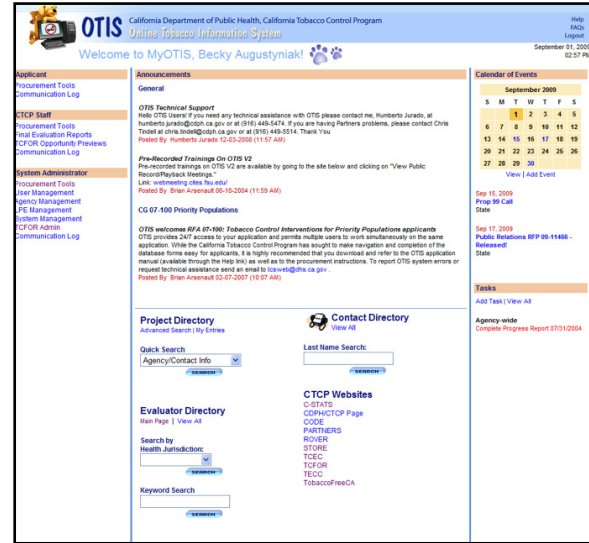
Online Tobacco Information System (OTIS)

Client: California Department of Public Health

Purpose: Developed a grants management portal that manages the procurement life cycle including:

- RFP announcement
- Application creation and submission
- Peer and agency review and selection
- Online training
- Contract management
- Reporting
- Closeout

22 modules and 13 user roles – supporting over 40 procurements

Sites include:

- TCFOR – Funding Opportunities and Resources
- OTIS – Online Tobacco Information System
- Rover Library Portal

Innovation: Provides client the ability to connect pieces of information together in ways that they couldn't before in addition to significant savings in time and money by transferring paper based processes to a web-based environment.

Funding Opportunities and Resources

Purpose: To consolidate access to information and resources about funding opportunities from the California Tobacco Control Program (CTCP) and California Department of Public Health (CDPH) into a single location. The Web site provides access to all procurements released by the California Tobacco Control Program including Requests for Applications (RFAs), Requests for Proposals (RFPs), Local Lead Agency Guidelines, and funding renewal instructions for currently funded agencies
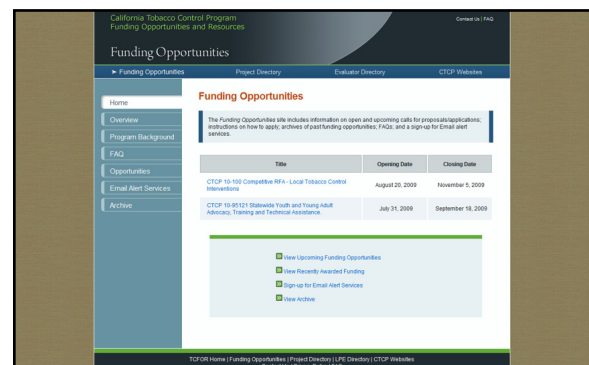

Innovation: Allows CTCP to publish and manage all content related to the procurement announcement process.

TRIP Portal and WBT Courses

Client: Department of Transportation

Purpose: Develop a competency model and a training portal for RCI Technician training (field work)

- Research
    - Job task analysis and curriculum evaluation
    - Developed the competency model, curriculum framework, and design document
- Training Courses
    - Beginning and intermediate WBT courses
    - Training portal strategy
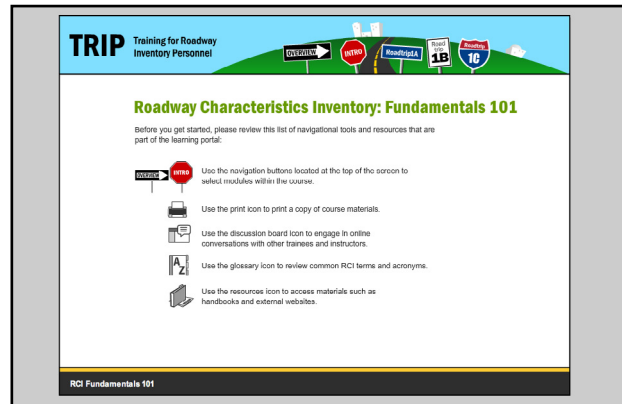
Innovation: Competency based training using a task centered approach; use of animation and simulation; portal – model for the department to build a community of practice.