

# NEWS



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**FOR IMMEDIATE RELEASE**  
**April 26, 2010**  
**Release # 04 08 10**

## **CITY OF SUNNYVALE LAUNCHES NEW WEB SITE**

SUNNYVALE, Calif. – Following a six-month redesign effort, the City of Sunnyvale will launch its new Web site Wednesday (April 28) morning. The site, which has been totally redesigned, utilizes tools and an organizational structure to make it easier for visitors to find the information they are seeking.

“One of the features of the Web site is a newly-designed drop-down menu system,” explained Adam Levermore, who coordinated the redesign project. “The new menus will be more comprehensive, provide more complete information and be better organized than in the previous Web site.” Levermore also pointed out the linkage between the Web site and the City’s customer response management (CRM) system. “When a visitor moves to a contact page, they will be taken into the CRM system. CRM allows questions, complaints and other communications to be tracked to ensure a timely and complete response is provided to the public. “

Another key feature of the new site is that each page will list whom to contact for more information on the topics presented on that page. Convenient page tabs will list not only the department and division responsible for the information, but also will present a list of quick links to allow a visitor to get more related information.

The City’s Web site will still be found at [www.sunnyvale.ca.gov](http://www.sunnyvale.ca.gov), and is scheduled to become active Wednesday morning. During the first day of operation users may find the

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search functions operating slowly as the more than 500 pages on the site are indexed. This issue should resolve itself with the first 24 hours of operation.

For more information about the Web site, contact the City's Communications Division at (408) 730-7535, or e-mail *Communications@ci.sunnyvale.ca.us*.

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