

## Success at a Glance Queensland Government

### Objective

Manage a vast amount of information and ensure its fast and accurate accessibility to users throughout Queensland.

### Solution

Interwoven Web Content Management

### Implementation

The Interwoven solution now powers all departmental Websites, streamlining the management, contribution, and publication of online content.

### Results

Time-to-Web has accelerated and Web traffic has increased by 50% as the Department more effectively fulfills its mission to provide information resources to the public in a timely and accessible manner.

### About Queensland Department of Natural Resources

The vision of the Department of Natural Resources and Water (NRW) is 'managing Queensland's natural resources for today and tomorrow'.

The department manages and allocates the state's land and water resources, and manages native vegetation and the use and sale of native forest resources.

#### Key benefits offered by the Interwoven WCM Solution:

- Time-to-Web has accelerated from two weeks to same-day
- Web traffic has increased by 50%
- Business users can contribute content directly with no need for technical skills or assistance

#### About Interwoven

Interwoven is a global leader in content management solutions. Interwoven's software and services enable organizations to effectively leverage content to drive business growth by improving the customer experience, increasing collaboration, and streamlining business processes in dynamic environments.

### Interwoven WCM has helped the Department increase the speed, accuracy, and efficiency of its Website updates

The Queensland Department of Natural Resources, Mines, and Energy is responsible for managing and maintaining land, water, vegetation, mineral and energy resources throughout the state, and administering land and other titles. As part of this work, the Department produces hundreds of thousands of documents, forms, and media ranging from digital survey data to weed control information to explosives licenses—all of which must be made readily accessible to the community in a timely and accurate manner.

To encourage community self-service and save time and money for the state, the Department undertook to make more effective use of the Web. Interwoven TeamSite Web Content Management software met the Department's requirements for enterprise-class capabilities combined with ease of use to enable business areas to update their content quickly and easily without technical assistance. Following a successful pilot implementation, the solution was rolled out to 300 content contributors.

A standard template now ensures a consistent look and feel for all content, while automated workflow streamlines content contribution and approval. As a result, same-day publication is now the norm—a dramatic improvement over the two weeks previously required for updates. The increased accuracy and timeliness of site content is reflected in the larger audience it has attracted: visitor traffic has increased 50% since the introduction of TeamSite.

The Department also used the Interwoven solution to replace the separate intranets previously maintained and updated by regional offices with a single departmental site, greatly reducing business and technical overhead. Having improved the management and accessibility of its information resources, the Department can now focus on the quality of its content to make sure that the full potential of its website is realized.

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