

VIRGINIA.GOV AGENCY INFORMATION AND SERVICES QUESTIONNAIRE

Thank you for taking the time to help build the information needed for the redesign of the Virginia.gov website.

We are asking each state agency to please complete the form below so we have comprehensive and accurate information to better highlight each executive, judicial, legislative and independent state agency and the services they provide.

The project team has carefully selected the questions below based on the redesign of the new website. This information will allow Virginia residents and others who visit Virginia.gov to find complete information on the services they need and who to contact for more information. Ultimately, this will continue to position Virginia.gov as a service-driven platform and state leader in digital government.

If you have any questions about the information requested or how it will be used, please contact the user experience architect for the project, Loren Williams, at Loren.Williams@vita.virginia.gov

* 1. State Agency Information

State Agency Name

Primary Mailing Address

Address 2

City/Town

State

Zip Code

Email Address

Phone Number

Primary Physical Address
(optional)

Address 2

City/Town

State

Zip Code

2. If this agency has multiple locations or customer service centers and wants to link to that information on the state agency website, please include the link below:



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* 1. What is your agency website URL address?

2. Hours of Operation

Monday

Tuesday

Wednesday

Thursday

Friday

3. Social Media

Please list the full URL for social media pages your state agency operates and would like to have included on Virginia.gov.

Social Media Link

4. Mobile Apps

Please list the full app store URL for any mobile apps the state agency operates and would like to have included on Virginia.gov.

Mobile App Link

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Please list a contact person below who can provide approval for the final information included on the Virginia.gov website.

* 1. State Agency Representative

First and Last Name

Email Address

Phone Number

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* 1. Agency Description and Summary of Services

This should be a brief summary in paragraph form about the agency and overall services offered. (300 word limit)

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In addition to an overview and summary of the services your agency provides, a list of the most common or frequently requested services will be listed alongside the state agency information. A service can be defined as an action requested by a person from the agency, to which the agency would respond.

For example, a person might want to "Renew My Vehicle Registration," which follows the definition of involving both an action by the person and the agency.

* 1. Name of Service

* 2. Description of Service

Please write a comprehensive description, including information used to respond to the most common questions asked/related to this service.

* 3. Website link for more information about the service

4. Service Contact *(optional)*

Name

Email Address

Phone Number

5. If there are more agency services to list, please click the blue 'Next' button below this question.

Otherwise, when there are no more agency services to list, please select 'Completed' in the drop-down list below.

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