



Transportation Safety Board of Canada

Swissair Flight 111 Investigation Report

As part of its work in providing the communications support for the Swissair Flight 111 accident investigation, NIVA developed a public website to view the final report and supporting technical information. The website provided multiple points of access and included multimedia files. Winner of an Award of Excellence, Society for Technical Communication, 2003.

Health Canada, Centre for Emergency Preparedness and Response

National Smallpox Contingency Plan Web Repository

NIVA converted Health Canada's *National Smallpox Contingency Plan* to online format, providing first responders with immediate access to critical information to respond to an outbreak of smallpox. The resulting website is Health Canada's first online emergency response plan.

Industry Canada

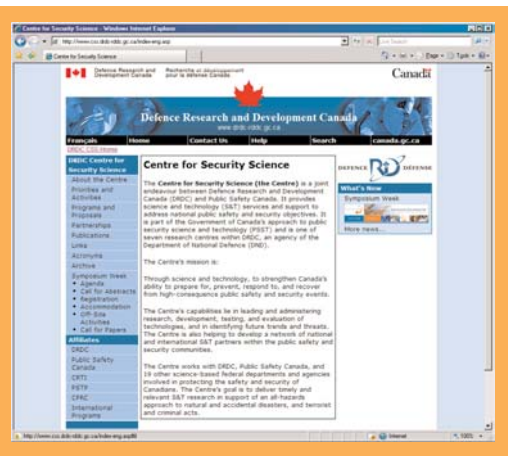
Strategic Policy Sector Website

NIVA was contracted by Industry Canada to develop an integrated web presence for the Strategic Policy Sector (SPS), a newly formed sector that brings together four branches and a directorate. We analysed the content for which the various organizations were responsible and interviewed the directors general of the branches, as well as the Assistant Deputy Minister for the sector. Working closely with the Communications and Marketing Branch to coordinate our design with the overall redesign of the Industry Canada website, we produced a concept that integrates the various organizations, while allowing them to remain responsible for their own material. By foregrounding the subject areas covered by the SPS, rather than its organizational structure, we have ensured that users of the site will be able to find the information they need even if they are not familiar with the sector. NIVA has developed a prototype of the SPS website and made several presentations to the SPS Management Committee.

Defence Research and Development Canada

Centre for Security Science Website

NIVA recently developed the CSS website, which includes two sub-sites for the CRTI and the Canadian PSTP. The project involved researching and writing top-level pages for CSS, CRTI, and PSTP, and substantively editing the content from the CRTI's original site. The new site, which is compliant with the federal government's Common Look and Feel 2.0 standards, will help promote the benefits of the Centre as a facilitator of science and technology research and knowledge.



Health Canada

Marketed Health Products Directorate, Information Repository for Selective COX-2 Inhibitor Drugs

The COX-2 family of drugs used to treat arthritis were withdrawn because of side effects. To provide public access to information about this issue, NIVA developed a bilingual website with an information architecture that enabled self-guided access to the data, which we also made available in PDF format.

Canadian Food Inspection Agency

Human Resources Site

NIVA conducted extensive consultation and developed a strategy aimed at improving the Agency's HR intranet site. NIVA wrote the content to respond to the needs of three target audiences: employees, managers, and HR professionals.

Transportation Safety Board of Canada Internet Site

NIVA redesigned the TSB's Internet site to comply with federal Common Look and Feel and Government Online standards. Work included reorganizing information on the site, drafting new content, enhancing functionality, and developing roles and responsibilities for site maintenance.

"HR and You has become a model for similar sites across the federal government."

— Department of Justice

Health Canada

Canada's Access to Medicines Regime

The Access to Medicines Regime was introduced to facilitate timely access to less expensive versions of patented pharmaceutical products that are urgently needed by developing countries to fight diseases such as AIDS, malaria, and tuberculosis. NIVA gathered content from existing reference materials and interviewed key participants of the initiative to assist in developing an information package targeted to eligible importing countries and pharmaceutical companies. The finished information package was converted to HTML for presentation on a website and on a CD-ROM.

Disaster Recovery Information Exchange

Websites for Ottawa and Toronto Chapters

NIVA was instrumental in taking the website of the Ottawa chapter of the Disaster Recovery Information Exchange to the next level. We edited the site's content, produced a new design, and coordinated the integration of a back-end system to automate membership registration, payment, and tracking. The new site was so successful that the Toronto chapter decided to pursue the same course, with NIVA again responsible for editing, design, and web page mark-up.

Department of Justice Canada

YCJA Explained

YCJA Explained was created to assist in the implementation of the *Youth Criminal Justice Act* (YCJA). It provides flow charts, explanatory text, and checklists on all aspects of the Act and contains over 1,600 files and some 2,000 links. Though presented in HTML, documents can be downloaded in PDF for printing.

Department of Justice Canada

HR and You

HR and You was a trend-setting site that supported the department's virtual human resources initiative. The site was structured according to a portal approach, allowing users to access information through three different user experiences—employees, managers, and HR professionals. The site became the model federal HR site by the Treasury Board Secretariat. After eight years, NIVA has recently been contracted to perform an assessment of the requirements for updating the site.



ICON International Inc.

Internet Site

ICON is one of North America's largest corporate trade organizations. NIVA reorganized ICON's website to reflect a new corporate positioning initiative, wrote all site content, and designed all web graphics.

Canadian Firearms Centre

Canadian Firearms Manual

The *Canadian Firearms Manual* is a comprehensive resource for law enforcement and judicial personnel that contains over 3,400 files and 8,300 links. Winner of an Award of Excellence, Society for Technical Communication, 1999.

Defence Research Development Canada

Chemical, Biological, Radiological-Nuclear (CBRN) Research and Technology Initiative (CRTI)

Using a range of documents and source material, NIVA developed a website to publicize the work of the CRTI. The website includes success stories and summaries of over 60 CRTI projects, as well as complete information about the CRTI and the process for applying for funding from it. NIVA also developed the French version. Winner of an Award of Excellence, Society for Technical Communication, 2008.

Canadian Hydrographic Service

CHS Online Information Library

The CHS Online Information Library (COIL) assists marine cartographers in the task of producing electronic navigation charts. The site contains over 10,000 hyperlinks to more than 5,000 pages and graphic images. NIVA also developed a process by which COIL authors can easily update files via the Internet.

Health Canada

Progressive Licensing Project Website

Health Canada's Therapeutic Products Directorate has embarked on a major initiative to develop a drug regulatory system for the future. NIVA was contracted to develop a website to communicate this initiative to the public and industry, and to solicit their input. For the Progressive Licensing Project website, we worked closely with Health Canada staff to edit and shape a large volume of text, produce flowcharts and a description of the current process, and develop interactive questionnaires to gather feedback. The material on the current process is also used for internal training purposes. For security reasons, the interactive pages had to be hosted on two separate servers, and NIVA ensured that they worked together seamlessly.