GRANICUS

Government Experience Cloud

Services Catalog: Empowering Modern Digital Government

Getting Started

All solutions powered by Government Experience Cloud include ongoing Experience Services, providing your agency with a proactive, long-term strategic partner in the design, optimization, and continuous delivery of exceptional, human-centered citizen experiences.

Your Experience Partner

Contact your dedicated Experience Partner to guide you through the Catalog and to activate services specific to your goals and opportunity areas. The Services Catalog provides two tailored options designed to meet your needs:

Learning Library

Access our OnDemand services, which you and your team can complete at your own pace and schedule.

Expert Led Services

Engage with Granicus experts through live, interactive sessions, including in-person workshops, facilitated trainings, and best practice sessions.

Your access to the Services Catalog starts on day one.

Table of Contents

To implement the Government Experience Cloud and accelerate your digital transformation, Granicus provides a range of services redeemable using available credits.

Website Services

Deliver a resident-first experience with an ADA-compliant, mobile-friendly government website and CMS platform that easily connects people to information and services. Available with Service Cloud.

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-IAS	On-Demand Library: Understand the key strategies for your website's Information Architecture	On demand, self-guided lesson, taking you through the core inputs that make up a human centered information architecture. You'll see common best practices from other agencies, learn to review your data, test your structure and make data driven decisions. Receive a template to support you in the organization of your new site's content.	10
GXC-CRED-TR-WEB	On-Demand Library: Design Better Web Experiences	Unlock the full potential of your website by focusing on web usability. This course offers practical strategies to sustain and scale improvements as your website evolves.	10
GXC-CRED-SC-WEB	System Config: Websites	This service provides configuration support for the Granicus CMS. It includes consultation to help customers solve specific content setup or configuration scenarios within the standard functions of the CMS.	10
GXC-CRED-UX-GA4	UX Design: GA4 Report	This custom report provides insights into website performance and user behavior, including traffic sources and engagement metrics. Design to support organizational decisionmakers, the report includes data sourced from Google Analytics and it's used to support optimization strategies and data-driven decision-making.	10
GXC-CRED-CM-WEB	Content Migration: Websites	Content Migration Delivery: Your web implementation project manager will guide you through the timeline and overall strategy. Once this is defined, the content migration team will work to deliver the content. At the end, you will receive 50 Pages of content Migration.	25

Website Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-TT-WEB	Technical Training: Websites	This technical training focuses on CMS advanced technical topics, delivering hands-on instruction tailored for front end developers. It covers how to use HTML, CSS, and custom feature to modify specific CMS context, with guided exercises and real-world scenarios to ensure users are confident in modifying specific sections of the website. Training will be delivered online in a single session for up to three hours total and is designed to support front-end developers modify selected aspects of the front-end user experience.	25
GXC-CRED-TR-WEB	Training: Websites	Up to three (3) hours of virtual training delivered in a single session. Includes one 30-minute discovery call to determine a tailored training agenda.	25
GXC-CRED-UX-HEAT	UX Design: Heatmap Report	This custom report provides insights into user interactions and engagement patterns on the homepage, including click density, scroll behavior, hover activity, and attention distribution. Designed to support UX designers, marketers, and web developers, the report includes data from heatmapping tools and highlights areas of high engagement to inform homepage improvements and content placement opportunities.	25
GXC-CRED-WRK-WEB	Workflow: Websites	Up to four (4) hours of workflow optimization and one 30minute discovery call to determine tailored training agenda.	25
GXC-CRED-WEB-SECT	Website Homepage - Section Removal	Removal of a distinct part of a homepage that focuses on a specific topic or function contained within the header and the footer of the homepage.	40

Website Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-PR-WEB	**Platform Review: Websites**	This platform review focuses on evaluating your website and its current performance and alignment with your organizational goals. The review includes a governance review and a review of all tools on your public application layer. We provide actionable recommendations to improve efficiency and user satisfaction. Designed for users and stakeholders alike, this review helps inform system optimization.	**50**
GXC-CRED-UX-USERTEST	**UX Design: User Testing Report**	This custom report provides insights into user experience and website usability, including task completion rates, navigation efficiency, pain points, and user feedback. Designed to support business stakeholders and operational staff such as web designers and developers. The report includes observations from an unmoderated remote user testing study, where participants complete five predefined tasks on the website, and highlights patterns in user behavior, areas of friction and key takeaways to inform website improvements, design refinements, and strategic decision-making.	**80**
GXC-CRED-WEB-CUSTCONT	**Website Custom Content Lists and Types**	Modification of one content listing display, including the following: * Adding existing fields from the content type to display in the website front-end (i.e. News Items displaying News Category) * Removing existing text that is referenced from a content type's field - for example the default content type has a set of fields to display, but they only want specific ones to show (i.e. Remove the Description text) * Changing the presentation layout using the grid (i.e. from vertical lists to blocks)	**80**
GXC-CRED-WEB-HEAD	**Website Header Redesign**	Granicus will create the necessary design and code to modify the header layout by rearranging the existing header items. The scope of work also includes adding or removing elements. Any changes must conform to the current product constraints for these elements.	**80**

Website Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-WEB-WIDG	**Website Homepage - Widget Replacement**	Replacement of a single homepage widget with any other CMS built in widget. The new widget will occupy the existing area using the same dimensions. The widget's design will be consistent with the current website's overall look and feel.	**80**
GXC-CRED-GXG-W4WW	**GXG: Writing for the Web Workshop**	Training for website contributors on best practices for writing effective web content. Content is the most essential element of a website. We believe in using best practices to standardize and promote consistency. There's no better time to completely revamp your content than when you're updating your website and moving to a new CMS. We'll teach your team how to undeniably sound like your organization's voice and focus on the user, helping you mature your communications and services over time.	**100**
GXC-CRED-IAA	**Information Architecture Academy**	Updating your website's Information Architecture (IA) is key to improving the overall user experience. Our IA process involves website data analysis, user research and user testing, and other best practice methodologies that serve to seamlessly bridge your goals with user needs. This effort will result in a strategic and scalable approach to content priorities, the development of a navigation structure for your new site, and the creation of an actionable implementation strategy for your existing content.	**160**
GXC-CRED-HRC	**Website Homepage Redesign Concept**	Our homepage design concept offers a comprehensive approach to crafting a captivating and user-friendly homepage using the Granicus CMS design system. * This package does not include main navigation reorganization.	**180**

Website Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-IPB	**Website Dept Branding: Interior Page Custom Template**	This package provides a unique layout and design applied to the body of an interior page. Using custom-designed widgets, Granicus will produce a custom HTML layout limited to the body (i.e., excludes header and footer) of an internal page. Each widget will contain its unique set of configurable settings. Each custom page template will be built for reuse across all other interior pages on the same site.	**200**
GXC-CRED-GXG-IAA	**GXG: Information Architecture Academy**	Updating your website's Information Architecture (IA) is key to improving the overall user experience. Our IA process involves website data analysis, user research and user testing, and other best practice methodologies that serve to seamlessly bridge your goals with user needs. This effort will result in a strategic and scalable approach to content priorities, a development of a navigation structure for your new site, and the creation of an actionable implementation strategy for your existing content. Product Includes AI or ML. Product Includes AI or ML.	**200**
GXC-CRED-WEB-INTPG	**Website Dept Branding: Interior Page Custom Template**	This package provides a unique layout and design applied to the body of an interior page. Using custom designed widgets, Granicus will produce a custom HTML layout limited to the body (i.e., excludes header and footer) of an internal page. Each widget will contain its unique set of configurable settings. Each custom page template will be built for reuse across all other interior pages on the same site.	**200**
GXC-CRED-GXG-IA	**GXG: Information Architecture**	The Information Architecture (IA) service by the Granicus Experience Group improves website usability through data analysis, user research, and best practices. It includes a kickoff session, data audit, and one user engagement activity (card sort or tree test with up to 40 users). The final deliverable is a Recommendations & Implementation Report with a new IA map and page categorization strategy. Covers sites with up to 2,500 URLs. Does not include content audits, content creation, or document review. Must be completed within three months. Client provides users for testing.	**450**

Communications Services

Grow segmented audiences, drive effective multitouch communications, and provide actionable data insights for elevated government interactions and higher-quality engagement outcomes.

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-CB-BPFC	**Capacity Building: Best Practice for Communications**	Equip your team with the fundamentals of effective communication for websites and public participation, including tips for writing clear, trustworthy content that helps your community find what they need and builds lasting engagement.	**10**
GXC-CRED-OD-COPDO	**On-Demand Library: Create an Outreach Plan to Drive Outcomes**	On demand, self-guided lesson, taking you through a step by-step process and understanding the key components of a best-in class campaign plan. You'll be provided a campaign template, and work through each step in the process with instructions and examples from a communications expert.	**10**
GXC-CRED-SC-COMM	**System Config: Communications**	This service provides a 30-minute session to offer configuration support for your communications tool to ensure effective feature setup and adoption.	**10**
GXC-CRED-DCB	**Advanced Package: Drip Campaign Build**	Using your content, we will assist in the setup, activation and monitoring/analysis of up to 1 drip campaigns with assistance from a dedicated implementation consultant for up to 30 days.	**25**
GXC-CRED-DE-COM	**Design: Communications**	This service provides the design and development of up to 3 new communication templates tailored to fit current branding. It includes key design and functional components, built to ensure usability. The final product supports desired outcomes such as driving subscriptions and increasing effective communication.	**25**

Communications Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-SC-APDCB	**System Config: Advanced Package Drip Campaign Build**	Using your content, we will assist in the setup, activation and monitoring/analysis of up to 1 drip campaigns with assistance from a dedicated implementation consultant for up to 30 days.	**25**
GXC-CRED-TT-COM	**Technical Training: Communications**	This technical training focuses on engagement, delivering hands-on instruction tailored for platform administrators. It covers key functions, workflows, and features, with guided exercises and real-world scenarios to ensure users are confident in preparing engagement projects. Training covers up to two (2) 1-hour sessions, is delivered virtually and is designed to support adoption and user empowerment.	**25**
GXC-CRED-TR-COM	**Training: Communications**	Up to four (4) hours of virtual training and one 30-minute discovery call to determine tailored training agenda.	**25**
GXC-CRED-WRK-COM	**Workflow: Communications**	Up to four (4) hours of workflow optimization and one 30-minute discovery call to determine tailored training agenda.	**25**
GXC-CRED-PR-COM	**Platform Review: Communications**	This platform review focuses on communications evaluating your current configuration, usability, performance, and alignment with departmental or organizational goals. The review includes key components overview, what further opportunities you have for outreach and promotion. Designed for intermediate or experienced users of the platform, this review helps inform system optimization and utilization. Includes a discovery call (up to 1-hour) to establish goals and a presentation that documents findings	**50**

Communications Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-GAO	**Communications Cloud: Group add-on**	The addition of a department or agency to an existing Communications Cloud account. This involves a full implementation of a client to an existing Communications Cloud and up to 2 web-hosted training sessions.	**80**
GXC-CRED-SC-COMM GA	**System Config: Communications Cloud Group add-on**	The addition of a department or agency to an existing Communications Cloud account. This involves a full implementation of a client to an existing Communications Cloud and up to 2 web hosted training sessions.	**80**
GXC-CRED-GXG-AGS	**GXG: Audience Growth Strategy**	Conduct an experience audit to understand current state. Develop up to two (2) creative assets and copy as needed for audience capture points, such as text-to-subscribe, website overlays, partner widgets, signup boxes, and Granicus Network promotions. Determine online and offline capture points, including incorporating capture points into social media and other communications.	**100**

Sentiment & Feedback Services

Capture consented feedback at every digital touchpoint and turn insights into fast, data-backed decisions. These services are available with Engagement Cloud and Service Cloud.

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-SC-ENGCLT	**System Config: Engagement Closing the Loop Template**	This service provides configuration support for a project template to close the loop following an engagement project. The template can be modified by users to fit specific project needs.	**5**
GXC-CRED-SC-ENGLTPT	**System Config: Engagement Long Term Plan template**	This service provides configuration support for a project template for a long-term engagement plan. The template can be modified by users to fit specific project needs.	**5**
GXC-CRED-SC-ENGPT	**System Config: Engagement Project Template**	This service provides configuration support for a project template for any kind of project. The template can be modified by users to fit specific project needs.	**5**
GXC-CRED-TR-ENG	**Training: Engagement 30-Min Ad Hoc (or ongoing) Support**	Meet with one of our Engagement trainers for up to a 30-minute Ad Hoc Q&A training session on your engagement sit.	**5**
GXC-CRED-EDD	**Engagement Tools: Deeper Dive**	Develop an understanding of the engagement tools available to meet common and creative use cases. We will walk you through your top 3 initiatives for the year and discuss recommended tool usage and campaign design.	**10**

Sentiment & Feedback Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-CB-CIBCE	**Capacity Building: Creating internal buy-in for community engagement**	Learn techniques to align internal stakeholders, secure leadership support, and create a shared vision for impactful and sustainable community engagement efforts.	**10**
GXC-CRED-CB-DFEA	**Capacity Building: Digital first engagement approaches**	Explore modern tools and digital strategies to reach, involve, and activate communities through online platforms, social media, and virtual engagement channels.	**10**
GXC-CRED-CB-GUFKP	**Capacity Building: Gearing Up for a Key Project**	Receive tailored guidance on preparing teams, timelines, and engagement strategies to ensure successful execution of major public participation initiatives.	**10**
GXC-CRED-CB-HEAPDE	**Capacity Building: How to establish a community panel for deliberative engagement**	Explore how to set up effective community panels, including deliberative panels, with practical steps, case studies, and best practices.	**10**
GXC-CRED-CB-IAEDHRP	**Capacity Building: Inclusive approaches to engage diverse and harder-to-reach population groups**	Discover best practices for designing inclusive engagement strategies that prioritize accessibility, cultural sensitivity, and equitable representation.	**10**

Sentiment & Feedback Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-CB-IRRBP	**Capacity Building: Is registration really a barrier to participation**	Unpack the impact of registration on participation with data insights, real case studies, and practical tips for creating smoother sign-up experiences.	**10**
XC-CRED-CB-MCM	**Capacity Building: Managing conflict and mediation**	Develop practical skills to navigate disagreement, address tension, and foster respectful dialogue in challenging community engagement settings.	**10**
GXC-CRED-CB-TSECE	**Capacity Building: Ten steps to effective community engagement planning**	Learn a clear, practical approach to planning effective community engagement, from setting goals to closing the loop.	**10**
GXC-CRED-CB-WBPCE	**Capacity Building: What is the best practice for community engagement?**	Gain a clear introduction to community engagement and best practice frameworks that define excellence in public engagement.	**10**
GXC-CRED-CB-WES	**Capacity Building: Writing effective surveys - what do you need to know?**	Learn how to create effective surveys that ask the right questions, collect useful data, and support strong community engagement outcomes.	**10**

Sentiment & Feedback Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-EM-DDET	**Engagement Mentoring: Developing community engagement plans - project specific**	Hands-on mentoring to explore the engagement tool spectrum, best practice usage and selection to maximize community involvement.	**10**
GXC-CRED-EM-DCEPP	**Engagement Mentoring: Developing community engagement plans - project specific**	Advice on developing your engagement plans aligned with the goals of a specific project or initiative	**10**
GXC-CRED-EM-DCEPF	**Engagement Mentoring: Developing community engagement policies, frameworks, and toolkits; Rolling out internal awareness campaigns**	Advice on building organizational engagement standards, frameworks, and toolkits, coupled with internal awareness efforts to ensure alignment and adoption.	**10**
GXC-CRED-EM-EMTSD	**Engagement Mentoring: Engagement methodologies and tool selection for digital or hybrid engagement approach**	Choosing appropriate engagement methodologies and platforms for digital, in person, or hybrid formats to enhance reach and inclusivity.	**10**
GXC-CRED-EM-MPRIEE	**Engagement Mentoring: Monitoring project reports to improve engagement efforts**	Review and analysis of engagement metrics and reports to assess impact, identify gaps, and refine strategies for better community participation.	**10**

Sentiment & Feedback Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-OD-AEQC	**On-Demand Library Asking Engaging Questions Course**	Asking Engaging Questions Course.	**10**
GXC-CRED-OD-CEESC	**On-Demand Library Creating Effective Engagement Surveys Course**	Creating Effective Engagement Surveys Course.	**10**
GXC-CRED-EM-DDET	**Engagement Mentoring: Deeper Dive into Engagement Tools**	Hands-on mentoring to explore the engagement tool spectrum, best practice usage and selection to maximize community involvement.	**10**
GXC-CRED-OD-EEC	**On-Demand Library Engagement Examples Course**	On demand, self-guided lesson, taking you through the core components of well-designed example engagement projects.	**10**
GXC-CRED-OD-LUDE	**On-Demand Library Leveling Up Your Digital Engagement**	This course is organized around a nine question Digital Maturity Quiz. Learn where to focus your efforts and find concrete starting points to grow your engagement strategy and mature your digital presence.	**10**

Sentiment & Feedback Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-SC-ENG	**System Config: Engagement**	This service provides a 30-minute session to offer configuration support for your engagement tool to ensures effective feature setup and adoption.	**10**
GXC-CRED-TR-ENG-1HAHS	**Training: Engagement 1-Hour Ad Hoc Support**	Meet with one of our Engagement trainers for up to a 60-minute Ad Hoc Q&A training session on your engagement site.	**10**
GXC-CRED-TR-ENG-CUST	**Training: Engagement Custom Training**	Meet with one of our Engagement trainers for up to a 60-minute training session on your engagement site	**10**
GXC-CRED-TR-ENG-HUB	**Training: Engagement Hub Admin Training**	Meet with one of our Engagement trainers for up to a 60-minute training session on setup of hubs on your engagement site.	**10**
GXC-CRED-TR-ENG-PABT	**Training: Engagement Project Admin/Building Training**	Meet with one of our Engagement trainers for up to a 60-minute introductory training session on setup of a project on your engagement site.	**10**

Sentiment & Feedback Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-TR-ENG-PABS	**Training: Engagement Project Advice/Build Support**	Meet with one of our Engagement trainers for up to a 60-minute Q&A session on setup of a specific project on your engagement site.	**10**
GXC-CRED-TR-ENG-RAA	**Training: Engagement Reporting and analytics**	Meet with one of our Engagement trainers for up to a 60-minute session on the reporting and analysis features of your engagement site.	**10**
GXC-CRED-TR-ENG-SAT	**Training: Engagement Site admin Training**	Meet with one of our Engagement trainers for up to a 60-minute introductory training session on site administrator capabilities on your engagement site.	**10**
GXC-CRED-TR-ENG-TDD	**Training: Engagement Tools Deeper Dive**	Develop an understanding of the engagement tools available to meet common and creative use cases. We will walk you through your top 3 initiatives for the year and discuss recommended tool usage and campaign design.	**10**
GXC-CRED-EM-SRCUP	**Engagement Mentoring: Site Review - Content, UX, and Participation**	Evaluation of your engagement site focusing on content quality, user experience, and participation patterns, with actionable recommendations for improvement.	**15**

Sentiment & Feedback Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-TR-CAPT	**Training: Custom/Additional Product Training**	Up to 1 90-minute session or 2 1-hour sessions of product training, providing a balance of product knowledge and industry best practices to a specific audience. Trainings are delivered online.	**15**
GXC-CRED-CR-ESRD	**Custom Report: Engagement site review dashboard**	This custom report provides insights into your engagement site analytics. Report generated after a 1-hour discovery session to determine key goals and a presentation that documents findings	**20**
GXC-CRED-CM-ENG	**Content Migration: Engagement**	Migration of existing content into a project. Includes only static pages and material.	**25**
GXC-CRED-CR-ESAD	**Custom Report: Engagement survey analysis dashboard**	This custom report provides insights into one survey. Report generated after a 1-hour discovery session to determine key goals and a presentation that documents findings.	**25**
GXC-CRED-DE-ENG	**Design: Engagement**	This service provides the design and development of up to 1 new engagement template tailored to fit current branding. It includes key design and functional components. This template does not include building a survey.	**25**

Sentiment & Feedback Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-TT-ENG	**Technical Training: Engagement**	This technical training focuses on engagement, delivering hands-on instruction tailored for platform administrators. It covers key functions, workflows, and features, with guided exercises and real-world scenarios to ensure users are confident in preparing engagement projects. Training covers up to two (2) 1-hour sessions and is delivered virtually and is designed to support adoption and user empowerment.	**25**
GXC-CRED-TR-ENG	**Training: Engagement**	Up to four (4) hours of virtual training and one 30-minute discovery call to determine tailored training agenda.	**25**
GXC-CRED-WRK-ENG	**Workflow: Engagement**	Up to four (4) hours of workflow optimization and one 30-minute discovery call to determine tailored training agenda.	**10**
GXC-CRED-CR-EABDR	**Custom Report: Engagement annual benchmarking dashboard and report**	Custom Report: Engagement annual benchmarking dashboard and report	**40**
GXC-CRED-PR-ENG	**Platform Review: Engagement**	This platform review focuses on engagement evaluating your current configuration, usability, performance, and alignment with departmental or organizational goals. The review includes key components overview, what further opportunities you have for outreach and feedback. Designed for intermediate or experienced users of the platform, this review helps inform system optimization and utilization. Includes a discovery call (up to 1-hour) to establish goals and a presentation that documents findings.	**50**

Forms & Workflow Services

Quickly replace outdated, paper-based forms with intuitive, step-by-step online forms and responsiveworkflows—for a better resident experience. Services available with Service Cloud.

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-OD-BFDF	On-Demand Library: Build Frictionless Digital Forms	On demand, self-guided lesson, taking you Through the core components of well-designed digital forms. You'll learn form design best practices, how to establish a question protocol and how to test your new digital forms.	10
GXC-CRED-SC-ENGLTPT	System Config: Forms Templates	This service provides configuration support for Forms & Workflow tool and template library.	25
GXC-CRED-TT-FAW	Technical Training: Forms & Workflows	Up to four (4) hours of virtual technical training and one 30-minute discovery call to determine tailored training agenda.	25
GXC-CRED-TR-FAW	Training: Forms & Workflows	Up to four (4) hours of virtual training and one 30-minute discovery call to determine tailored training agenda.	25
GXC-CRED-CR-FAW	Custom Report: Forms & Workflows	This custom report provides insights into current-state form processes, including accessibility, demand, and back-office workflow. Designed to inform and guide based on highest impact to constituents, the report includes click data via Google Analytics (as available), and highlights key focus areas using high-level process mapping, to inform the future state of form creation, submission, and processing. Report generated after a maximum of three 1-hour discovery sessions.	30

Forms & Workflow Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-SC-FADD	**System Config: Forms add-on**	This service provides configuration support for Forms & Workflow. It includes setup of additional purchased form capacity.	**40**
GXC-CRED-SC-FSPC	**System Config: Forms SharePoint Connector**	This service provides configuration support for the Forms & Workflow SharePoint Connector.	**40**
GXC-CRED-SC-FSA	**System Config: Forms Storage add-on**	This service provides configuration support for Forms & Workflow. It includes updates to your subscription limit for storage space.	**40**
GXC-CRED-SC-FUA	**System Config: Forms Users add-on**	This service provides configuration support for Forms & Workflow. It includes updates to your subscription limit for staff user accounts.	**40**
GXC-CRED-SC-FWTA	**System Config: Forms Workflow Tool add-on**	This service provides configuration support for Forms & Workflow. It includes updates to your subscription to allow access to the Workflow feature in your forms.	**40**

Forms & Workflow Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-TR-FAW-CUST	**Training: Forms & Workflows Custom Training**	Up to four (3) hours of virtual training and one 1-hour discovery call to determine tailored training agenda for Forms & Workflow.	**40**
GXC-CRED-TR-FAW-END	**Training: Forms & Workflows End User**	This end-user training focuses on Forms & Workflow, delivering hands-on instruction for reviewers, reporters, and admins. It covers user roles & responsibilities, the form review process, and site administration, with guided exercises and real-world scenarios to ensure users are confident using Forms & Workflow.	**40**
GXC-CRED-WRK-FAW	**Workflow: Forms & Workflows Optimization**	Up to three (3) hours of workflow optimization working sessions, and one 1hour discovery call to determine tailored agenda.	**40**
GXC-CRED-PR-FPR	**Platform Review: Forms & Platform Reviews**	This platform review focuses on evaluating your current forms and response process, usability, performance, and alignment with departmental or organizational goals. The review includes key components overview, what further opportunities you have for digital transformation and efficiency. Designed for intermediate or experienced users of the platform, this review helps inform system optimization and utilization. Includes a discovery call (up to 1-hour) to establish goals and a presentation that documents findings	**50**
GXC-CRED-SC-FAZU	**System Config: Forms Azure SSO Connector**	This service provides configuration support for Forms & Workflow. It includes updates to your subscription to allow access to the Azure AD Connector functionality.	**140**

Forms & Workflow Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-DD-FAWES	**Design and Development: Forms & Workflows – Essentials**	Forms & Workflow Build & Configuration Services for custom form creation - Tier 1 - 40 hours	**160**
GXC-CRED-SC-FAPI	**System Config: Forms API Calls add-on**	This service provides configuration support for Forms & Workflow. It includes updates to your subscription to increase the limit for the number of API calls per hour you can make.	**180**
GXC-CRED-GXG-DSA	**GXG: Digital Service Academy**	With our Digital Services Academy, your team will learn how to build and design forms from a user's perspective, equipping them with the ability to design online forms which are customer friendly.	**300**
GXC-CRED-DD-FAWEN	**Design and Development: Forms & Workflows – Enhanced**	Forms & Workflow Build & Configuration Services for custom form creation - Tier 2 - 120 hours	**500**
GXC-CRED-CR-FAW	**Design and Development: Forms & Workflows – Advanced**	Forms & Workflow Build & Configuration Services for custom form creation - Tier 3 - 200 hours	**880**

Records Request Management (Enhanced) Services

Shift from reactive to proactive records request management with built-in, expert services that continually drive efficiency and adapt to your evolving requirements. Available with Operations Cloud.

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-SC-RR	**System Config: Records Request**	Engage with an Implementation team member to do one of the following: Portal Branding Updates, Add / Update Retention Schedules, Custom Field Updates, Updates to Letterhead and Email Templates.	**10**
GXC-CRED-CR-RR	**Custom Report: Records Request**	Engage with an Implementation Team Member to update existing custom reports or create new custom reports up to four (4) hours.	**20**
GXC-CRED-TT-RR	**Technical Training: Records Request**	Up to four (4) hours of virtual training and one 30-minute discovery call to determine tailored training agenda on Administrative Tasks in the Records Request Management tool.	**25**
GXC-CRED-TR-RR	**Training: Records Request**	Up to four (4) hours of virtual training and one 30-minute discovery call to determine tailored training agenda on processing records requests as a staff user.	**25**
GXC-CRED-WRK-RR	**Workflow: Records Request**	Up to four (4) hours of workflow optimization and one 30-minute discovery call to determine configuration tailored training agenda.	**25**

Records Request Management (Enhanced) Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-PR-RR	**Platform Review: Records Request**	Implementation will review current system to identify improvements to current process and make Best Practice recommendations to the customer as well as implement approved changes. Up to ten (10) hours.	**50**
GXC-CRED-DE-RR	**Design: Records Request**	Implementation will review current system to identify improvements to current process and make Best Practice recommendations to the customer as well as implement approved changes. Up to twenty (20) hours.	**100**
GXC-CRED-DM-RR	**Data Migration: Records Request**	Import Legacy Data into Records Request Management system. Data must be in a single delimited file. This does not include attachments.	**120**
GXC-CRED-SU-RR	**Supplementary: Records Request**	Tailored intake forms that capture all necessary and unique details needed for response to other types of public records requests; plus management and tracking that follows different workflows, escalations, and due date calculations.	**150**

Service Request Management Services

Simplify service request management with resident-focused case management, automated workflows, mobile self-service, and real-time insights to better understand needs. Available with Service Cloud.

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-SC-SRM	**System Config: Service Request Management**	Professional Services for consulting work according to the terms in the scope of work. It includes services like Project Management, and Implementation Consulting (up to two hours). The work is always scoped.	**10**
GXC-CRED-CR-SRM	**Custom Report: Service Request Management**	Power BI reports can be developed depending on customer´s requirements. The work is always scoped.	**20**
GXC-CRED-TT-SRM	**Technical Training: Service Request Management**	Custom training based on customer´s requirements (up to four hours). The training is always scoped.	**25**
GXC-CRED-TR-SRM	**Training: Service Request Management**	Up to four (4) hours of virtual training and one 30-minute discovery call to determine tailored training agenda.	**25**
GXC-CRED-WRK-SRM	**Workflow: Service Request Management**	Up to four (4) hours of workflow optimization and one 30-minute discovery call to determine tailored training agenda.	**25**

Service Request Management Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-PR-SRM	**Platform Review: Service Request Management**	Implementation fee for standard integration (Cityworks, Accela, Amanda, Lucity Cartegraph, Avaya) over and above what their subscription includes (one standard integration if Essentials and two if Enterprise).	**50**
GXC-CRED-SU-SRM	**Supplementary: Service Request**	Add a new request type into Service Request Management.	**50**
GXC-CRED-DE-SRM	**Design: Service Request Management**	This service provides design time for customer custom requests (new workflows for example). Scoping Required.	**100**
GXC-CRED-DM-SRM	**Data Migration: Service Request Management**	Scoping is required to define what could be migrated and how many years (requests, comments, attachments, etc.)	**120**

Agenda & Meeting Services

Drive toward operations efficiency, accessibility, sustainability, and public trust goals with products designed specifically for the public sector and decades of partnering with government. Available with Operations Cloud

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-SC-AMM	**System Config: Agenda & Meeting Management**	3 hours of Agenda PE to update system configurations such as Departments, Meeting Bodies, Meeting Body Members, Meeting Locations, and Agenda Items.	**10**
GXC-CRED-SC-AMME	**System Config: Agenda & Meeting Management (Enterprise)**	3 hours of Agenda LE or Agenda OE to update system configurations such as Departments, Meeting Bodies, Meeting Body Members, Meeting Locations, and Agenda Items.	**10**
GXC-CRED-TT-AMM	**Technical Training: Agenda & Meeting Management**	Up to four (4) hours of workflow optimization and one 60-minute discovery call to determine workflow modifications changes for Agenda PE.	**25**
GXC-CRED-TT-AMME	**Technical Training: Agenda & Meeting Management (Enterprise)**	Up to four (3) hours of workflow optimization and one 60-minute discovery call to determine workflow modifications changes for Agenda LE or Agenda OE.	**25**
GXC-CRED-TR-AMM	**Training: Agenda & Meeting Management**	Up to four (4) hours of virtual training and one 30-minute discovery call to determine tailored training agenda for Agenda PE.	**25**

Agenda & Meeting Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-TR-AMME	**Training: Agenda & Meeting Management (Enterprise)**	Up to four (4) hours of virtual training and one 30-minute discovery call to determine tailored training agenda for Agenda LE or Agenda OE.	**25**
GXC-CRED-WRK-AMM	**Workflow: Agenda & Meeting Management**	Up to four (4) hours of workflow optimization and one 30-minute discovery call to determine tailored training agenda.	**25**
GXC-CRED-WRK-AMME	**Workflow: Agenda & Meeting Management (Enterprise)**	Up to three (3) hours of workflow optimization based on one 60-minute discovery call to determine workflow modifications changes for Agenda LE or Agenda OE. Should additional hours be necessary, supplementary credits may also be required.	**25**
GXC-CRED-PR-AMM	**Platform Review: Agenda & Meeting Management**	This platform review focuses on communications evaluating your current configuration, usability, performance, and alignment with departmental or organizational goals for Agenda PE. The review includes key components overview of legislative processes, templates, and workflow. Designed for subject matter experts on the platform, this review helps inform system optimization and utilization. Includes a discovery call (up to 1-hour) to establish goals and a presentation that documents findings.	**50**
GXC-CRED-PR-AMME	**Platform Review: Agenda & Meeting Management (Enterprise)**	This platform review focuses on communications evaluating your current configuration, usability, performance, and alignment with departmental or organizational goals for Agenda LE or Agenda OE. The review includes key components overview of legislative processes, templates, and workflow. Designed for subject matter experts on the platform, this review helps inform system optimization and utilization. Includes a discovery call (up to 1-hour) to establish goals and a presentation that documents findings.	**50**

Agenda & Meeting Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-DE-AMM	**Design: Agenda & Meeting Management**	Modifications to or creation of new Cover Sheets, Agendas, and Minutes reports for Agenda PE.	**100**
GXC-CRED-DE-AMME	**Design: Agenda & Meeting Management (Enterprise)**	Modifications to or creation of new Cover Sheets, Agendas, and Minutes reports for Agenda LE or Agenda PE.	**100**
GXC-CRED-DM-AMM	**Data Migration: Agenda & Meeting Management**	Basic data migration involves the transition and staging of audio/video content, agendas, minutes documents, and metadata (meeting body names, dates, times) from the legacy platform to the target platform. Customers are always given the opportunity to validate the data before the project is considered complete to ensure data integrity.	**120**
GXC-CRED-DM-AMME	**Data Migration: Agenda & Meeting Management (Enterprise)**	Basic data migration service involves the transition and staging of audio/video content, agendas, minutes and metadata (meeting body names, data, times) from the legacy platform to the target platform. Customers are always given the opportunity to validate the data before the project is considered complete to ensure data integrity.	**120**

Video Services

Stream and share high-quality, reliable, accessible, secure, and cost-effective video recordings of public meetings while building public trust, transparency, and informed participation in the legislative process. Available with Operations Cloud.

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-SC-VID	**System Config: Video**	Up to 4 hours of remote modifications, redesign, configuration work for specific partially managed or fully managed video hardware changes for equipment currently in use by a client. Remote work will normally be for but not limited to, CG (computer graphic) updates, video switcher configuration, or adding PiP (picture in picture) configuration and design functionality for a hardware system.	**10**
GXC-CRED-DD-VID	**Design and Development: Video**	Up to 3 discovery and design calls with client regarding modifications, redesign, configuration work for specific partially managed or fully managed video changes for equipment currently in use by a client. Call will normally be about, but not limited to, CG (computer graphic) updates, video switcher configuration, or adding PiP (picture in picture) configuration and design functionality for an hardware system.	**10**
GXC-CRED-PR-VID	**Platform Review: Video**	Onsite review and testing of a current client's hardware system for partially managed or fully managed video. This can also be used for onsite installation or tech onsite service call. Credits cover travel and labor. Additional costs may be required for hardware separately.	**45**
GXC-CRED-CM-VID	**Content Migration: Video**	Migration of video content from client's previous vendor into partially managed or fully managed streaming system and archive. Priced per year of content to migrate.	**60**

Boards and Commissions Services

Manage advisory boards and committees with the most robust, end-to-end workflows and the most complete and convenient public portal. Available with Operations Cloud.

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-SC-BC	System Config: Boards & Commissions	3 hours - Updates to Boards and Commissions configuration	10
GXC-CRED-CR-BC	Custom Report: Boards & Commissions	Up to 2 new custom reports based on customer request and confirmation of scope by the design team.	20
GXC-CRED-TT-BC	Technical Training: Boards & Commissions	Up to two (2) hours of virtual training and one 30-minute discovery call to determine tailored training agenda.	25
GXC-CRED-TR-BC	Training: Boards & Commissions	Up to four (4) hours of virtual training and one 30minute discovery call to determine tailored training agenda.	25
GXC-CRED-WRK-BC	Workflow: Boards & Commissions	Up to four (4) hours of workflow optimization and one 30-minute discovery call to determine tailored training agenda.	25

Boards and Commissions Services

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-PR-BC	**Platform Review: Boards & Commissions**	Operations Cloud review of the Boards and Commissions solution to assess for improvements and make recommendations for optimization.	**50**
GXC-CRED-DE-BC	**Design: Boards & Commissions**	Updates to or creation of 2 new reports needed for Boards and Commissions	**100**
GXC-CRED-DM-BC	**Data Migration: Boards & Commissions**	Import legacy data into Boards and Commissions to have access to historical data from a previous system used prior to buying Boards and Commissions.	**120**

Overall Strategy

Further optimize your Government Experience Cloud solutions with deep data insights, a platform review, onsite support, extended training, workshops, Granicus University courses and more.

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-EM-DDET	**Engagement Mentoring: Developing community engagement plans - project specific**	Hands-on mentoring to explore the engagement tool spectrum, best practice usage and selection to maximize community involvement.	**10**
GXC-CRED-DPM	**On-Demand Library: Understand key metrics of your digital presence**	On demand, self guided lesson, taking you through how to measure the outcomes of your digital experiences. You'll learn definitions and public sector benchmarks for core digital KPIs. You receive a template to support your development of a measurement program.	**10**
GXC-CRED-CPT	**Custom/Additional Product Training**	Up to (1) 90-minute session or (2) 1-hour sessions of product training, providing a balance of product knowledge and industry best practices to a specific audience. Trainings are delivered online.	**10**
GXC-CRED-OD-DMS	**On-Demand Library: Develop a Multichannel Strategy**	On demand, self-guided lesson, breaking down the Granicus Experience Group's strategic framework so that you're enabled to build a multichannel experience. The session will guide you through goal setting, audience understanding, journey mapping, content needs and how to measure success for your initiative.	**10**
GXC-CRED-PR-PLAT	**Platform Review**	One of our technical consultants will review your use of the modules within your GXC solution looking at the services and projects you are running, what integrations you currently have in place, and identify further opportunities you have for use of the latest platform features. All findings and recommendations will be documented and shared with you via a presentation.	**25**

ID	SERVICE	DESCRIPTION	CREDITS
GXC-CRED-FS-TT	**Field Support: Troubleshooting and Testing**	Three days of onsite troubleshooting and testing with a Technical Support Specialist (travel and related expenses billed separately). This service is designed for complex systems requiring hands on assistance to address operational challenges, identify customization needs, and define a resolution path in collaboration with the customer.	**80**
GXC-CRED-OD-AGS	**On-Demand Library: Audience Growth Strategy**	Conduct an experience audit to understand current state. Develop up to two (2) creative assets and copy as needed for audience capture points, such as text to subscribe, website overlays, partner widgets, signup boxes, and Granicus Network promotions. Determine online and offline capture points, including incorporating capture points into social media and other communications.	**100**
GXC-CRED-GXG-4HVEC	**GXG: 4-Hour Virtual Experience Center**	The 4-Hour Virtual Experience Center by the Granicus Experience Group (GXG) helps organizations align culture, strategy, and technology through a custom, design-thinking workshop. It includes a 30-minute preworkshop Insights Session, up to five stakeholders, and two GXG facilitators. The engagement delivers key findings and five strategic recommendations. Must be scheduled within six months and is sold as a firm fixed price.	**250**
GXC-CRED-ECW	**Experience Center Workshop**	Successful digital initiatives require more than just the right technology. Organizations also need the right strategy and culture. GXG's Experience Center workshops are designed to solve customers' unique pain points and enable progress toward an achievable goal. The GXG team of strategic designers will facilitate a virtual workshop with a series of design thinking and brainstorming activities to better understand a customer's current state and foster alignment across teams. Together we will co-create a new path forward for customer experience and digital transformation	**300**
GXC-CRED-DSA	**Digital Service Academy**	With our Digital Services Academy, your team will learn how to build and design forms from a user's perspective, equipping them with the ability to design online forms which are customer friendly	**300**
GXC-CRED-GXG-DSU	**GXG: Digital Services University**	An intensive curriculum which equips your staff with the essential principles and practices of digital service design on Granicus technology. The DSU curriculum content covers contemporary teaching in design thinking for digital services, human centered future state blueprinting, UX writing for Granicus forms, UAT and much more. DSU graduates are left with the ability to build end-to-end digital services which are centered on the needs of the customer, design out inefficiency and improve the customer experience. *in person ONLY	**750**

GRANICUS

Ready to unlock a service?

Contact your Experience Partner to get started, and check availability in your market, as some services may not be available in all regions.

Contact us:

✉ experiencepartners@granicus.com