



News Release

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Department of General Services debuts newly redesigned, more user-friendly website

~ Highlights include new look, navigation and mobile-first design ~

RICHMOND, VA – The Department of General Services (DGS) today announced the debut of the agency’s redesigned website, www.dgs.virginia.gov. The new website features updated, user-friendly content, simplified navigation and mobile-first design that makes it easier for customers and the public to quickly access the information they need.

“With such a diverse agency, visitors to our website could be looking to do anything from applying for permits, purchasing state-owned real estate, sending samples to our lab, or researching building or procurement regulations. Our new website is critical to help visitors accomplish these tasks easily. I’m pleased this new site will allow us to better serve the public and our customers,” **DGS Director Chris Beschler** said. “The enhanced mobile experience, streamlined navigation and updated content will allow visitors to easily get information and request the services they need.”

The new website marks the first substantial redesign of the agency’s website in at least a decade.

The new homepage provides various ways for users to quickly find information. In addition to a powerful new search feature, DGS added “I want to,” “I’m looking for,” and “I need to contact” tabs that highlight some of its most popular features. The top navigation bar allows users to go directly to any of the agency’s eight business units, or they can scroll through the “For Business,” “For Government,” or “For Citizens” pages to find DGS services and information specific to those audiences.

In addition to the improved look and streamlined navigation, new features include:

- Web forms that eliminate paperwork to apply for permits for special events, make it easier to request fleet vehicle maintenance, mail pickup and other services, and to provide customer feedback.
- Responsive design that allows content to be displayed properly on both computer monitors and mobile devices.
- Searchable lookups for customers to quickly find their DGS contacts for real estate transactions, building official reviews, procurement accounts, and more.
- Galleries to showcase surplus real estate available for sale, graphic design services, construction and renovation projects, DGS-maintained historic properties, and more.
- An A-Z index of laboratory services and a catalog of clinical analytical tests offered.

DGS graphic design, communications and information technology staff worked with project consultant Ameex Technologies to implement a new content management system and design new and improved features that make the site more intuitive for visitors and more manageable for back-end users.

DGS is responsible for providing laboratory, procurement, real estate, vehicle management, graphic design, engineering and architectural services, mail services at the seat of government, surplus property services and Capitol Square facility and grounds operations, security, and maintenance. Primarily serving state agencies, institutes of higher education, local governments, and nonprofits; the Department of General Services also serves the businesses and citizens of Virginia.

For more information or to browse the new website, visit www.dgs.virginia.gov.

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