RIVA

Shaping the Future of Effective Federal Digital Experiences

RIVA's Integrated Digital Experience (iDX) Framework

Today, government digital service users expect seamless, easy-to-use experiences across all digital touchpoints, mirroring the interactions in the private sector. To meet these expectations—and comply with Federal digital experience guidelines and regulations--it's crucial for agencies to implement an Integrated Digital Experience (iDX) strategy that creates and delivers optimal value to users across digital channels. RIVA specializes in helping federal agencies develop comprehensive digital experience solutions that encompass websites, mobile apps, social media, email communications, and more.

RIVA's iDX solution is designed to enhance user engagement, streamline digital content management, and deliver value-driven outcomes, all while ensuring the highest standards of security, compliance, and accessibility. At the heart of our approach is our Optimal Outcomes framework, which is rooted in human-centered design. This ensures that every digital interaction is seamless, efficient, and satisfying for the end-user. By focusing on outcomes over outputs, we help federal agencies achieve improved user satisfaction, increased engagement, and measurable success in their digital initiatives.

RIVA's Integrated Digital Experience (iDX) Delivery Framework

Human Centered Design (HCD) Methodology

User Experience Design
- User Research
- UX Design (USWDS)
- Visual Design
- Usability Testing
- Accessible (508) Design

Content Strategy
- Content Migration Strategy & Execution
- Information Architecture (IA)
- Content Development Planning & Operations

Digital Analytics
- Digital Analytics
- Program (DAP)
- Search and SEO
- CX Surveys & Metrics
- Data-Driven Continuous Improvement

Agile Delivery to maintain & adjust to exceed agency customer expectations.

Drupal Content Management Platform

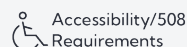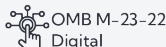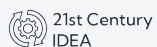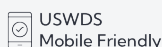Drupal™   ACQUIA   Akamai   Google Analytics   search.gov

- Legacy CMS to Drupal Migration
- Cloud & Infrastructure Strategy and Support
- Operations Support & Maintenance
- DR/COOP, Security, Backup, & ATO Support

Federal Digital Strategy & Standards

- USWDS Mobile Friendly
- 21st Century IDEA
- OMB M-23-22 Digital
- CX Executive Order
- Accessibility/508 Requirements
- CISO Security
- U.S. Web Design System (USWDS)
- WCAG Version 2.0, Level AA
- plainlanguage.gov

Benefits of an Integrated Approach

REGULATORY COMPLIANCE
Align with the 21st Century IDEA Act and OMB Digital First Experience guidelines, ensuring adherence to federal regulations.

OPERATIONAL EFFICIENCY
Streamlines web content management processes with Drupal to enhance productivity, stability, security, and performance.

CONSISTENT COMMUNICATIONS
Ensures cohesive and clear branding, messaging, and interactions across all digital platforms.

USER-CENTRIC DESIGN
Exceeds user expectations through intuitive and responsive user experience design using the U.S. Web Design System (USWDS).

TRANSPARENCY AND TRUST
Increases transparency and trust through consistent and reliable digital interactions.

Our Work

RIVA is the sole enterprise website services provider on a $50M Enterprise-Wide website, cloud, user experience (UX), and Drupal platform support contract for USDA.

In partnership with USDA Departmental Administration Information Technology Office (DAITO) RIVA provides managed services for USDA websites, the USDA enterprise Drupal CMS platform, and complete UX design and content strategy solutions, which are critical to their communications platforms used to disseminate information to the public.

Let's Connect

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