**Subject:** LEP.gov
**From:** "Gillick, Larry" <larry_gillick@IOS.DOI.GOV>
**Reply To:** Gillick, Larry
**Date:** Mon, 1 May 2017 12:47:51 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1318 bytes) , text/html (2140 bytes)

Hello! Does anyone on this list run LEP.gov or know who does? I have a question...

Please feel free to reply off-list.

Larry
---
Larry Gillick
Acting Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) / (b) (6) (c)
**Drupal Questions?**
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
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http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff

**Subject:** Problems With YouTube Captioning
**From:** (b) (6) @OSRHE.EDU>
**Reply To:** (b) (6)
**Date:** Mon, 1 May 2017 17:12:39 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (2240 bytes) , text/html (5 kB)

Has anyone had problems with YouTube captioning defaulting to their auto-generated captions instead of the captioning files you've uploaded? We've never had this problem before, but I uploaded some vids on Friday night, along with their captioning files, and in the player, it either uses the YouTube captions or doesn't show that captions are available at all (even though it shows the CC symbol in the Video Manager). All our previous videos are working just fine (using our captions). I deleted and redid one of the uploads, but it didn't help. By Saturday, two of nine videos were working properly (with our captions), but this morning, one of those was back to playing the YouTube captions. I've looked over the process numerous times and even compared screens to our previous videos, and I can't find anything set up differently. I'm at a loss… Thanks in advance for any insight you can offer.

~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

(b) (6)
*Communications Coordinator III*
*Oklahoma State Regents for Higher Education*
*655 Research Parkway, Oklahoma City, OK*
*PO Box 108850*
*Oklahoma City, OK 73101-0850*
(b) (6)
*(fax)*
(b) (6) *@osrhe.edu*
*www.okhighered.org*

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~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~

**Subject:** USAJOBs.gov's search RSS: gone forever?
**From:** (b) (6), (b) (7)(C)@USCIS.DHS.GOV>
**Reply To:**
**Date:** Mon, 1 May 2017 17:22:03 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (2346 bytes) , text/html (8 kB)

Hello to our OPM colleagues.

You used to have a wonderful feature on usajobs.gov that let someone do a search and then create an RSS feed of that search. For several years, across two agencies, I've used that feed to drive multiple channels: automated daily emails with new listings, job listings on our website, and Twitter feeds. Here at USCIS, for example, the daily email has 31,000 subscribers. I seem to remember from my time at EPA that they had even more email subscribers.

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Thanks!

(b) (6), (b) (7)(C)
**Chief of E-Communications | *OComm***
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
USCIS English - USCIS.gov | Facebook: /USCIS | Twitter: @USCIS | Instagram: @USCIS | YouTube: /USCIS
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| | |
|---|---|
| **Subject:** | Re: USAJOBs.gov's search RSS: gone forever? |
| **From:** | "Thibodeau, Dan" <Dan.Thibodeau@OPM.GOV> |
| **Reply To:** | Thibodeau, Dan |
| **Date:** | Mon, 1 May 2017 13:30:01 -0400 |
| **Content-Type:** | multipart/related |
| **Parts/Attachments:** | text/plain (4 kB) , text/html (13 kB) , image001.jpg (13 kB) , image002.png (13 kB) , image003.png (13 kB) , image004.png (13 kB) , image005.png (13 kB) , image006.png (13 kB) |

Hi Jeffrey,

We do have a couple of options outside of RSS that you could use. Your best bet may be the API found at https://developer.usajobs.gov/API-Reference. For any questions, you can also reach out to our agency help desk at recruiter-help@usajobs.gov.

Dan Thibodeau, USAJOBS Deputy Program Manager
U.S. Office of Personnel Management, ES IT PMO
Office: 202-606-1563 Cell: (b) (6)

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
**Sent:** Monday, May 01, 2017 1:22 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

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**Subject:** Re: USAJOBs.gov's search RSS: gone forever?
**From:** (b) (6) <(b) (6) @HAWAII.GOV>
**Reply To:** (b) (6) @HAWAII.GOV
**Date:** Mon, 1 May 2017 07:56:56 -1000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (4 kB) , text/html (7 kB)

I rather RSS than social media.

I always thought that RSS was the lowest cost, least intrusive, option for both provider and consumer. Isn't it just a plain web page?

Don't the modern content manager systems automate it, eg. WordPress feeds?

Personally, as a consumer, I do my own aggregation, and I like that.

Does anyone use WordPress feeds or anything similar?

"What is RSS

... Wouldn’t it be nice if you could tell your favorite websites to let you know every time they update? Well, this is exactly what RSS does. RSS allows users to keep track of their favorite websites without having to manually visit the website each time."
http://www.wpbeginner.com/beginners-guide/what-is-rss-how-to-use-rss-in-wordpress/

I find RSS more appealing than mechanism likes "following" in flickr.com or "channels" in youtube.com. It's easier on my mailbox too.

Or is the difficulty training/maintaining the content submitter?

I don't get it. I have always felt RSS the most considerate way for a provider to "get my number".

Happy Monday,
(b) (6)

From: (b) (6), (b) (7)(C) @USCIS.DHS.GOV>
To: <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,
Date: 05/01/2017 07:24 AM
Subject: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

---

Hello to our OPM colleagues.

You used to have a wonderful feature on usajobs.gov that let someone do a search and then create an RSS feed of that search. For several years, across two agencies, I’ve used that feed to drive multiple channels: automated daily emails with new listings, job listings on our website, and Twitter feeds. Here at USCIS, for example, the daily email has 31,000 subscribers. I seem to remember from my time at EPA that they had even more email subscribers.

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| | |
|---|---|
| Subject: | Re: USAJOBs.gov's search RSS: gone forever? |
| From: | "Thibodeau, Dan" <Dan.Thibodeau@OPM.GOV> |
| Reply To: | Thibodeau, Dan |
| Date: | Mon, 1 May 2017 14:02:25 -0400 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (6 kB) , text/html (16 kB) , image001.jpg (16 kB) , image002.png (16 kB) , image003.png (16 kB) , image004.png (16 kB) , image005.png (16 kB) , image006.png (16 kB) |

Hi (b) (6)

Just to add onto this one. If you were using the RSS feed to be notified of updates, meaning new jobs posting since that's the only place the RSS feed was, you can set up a saved search through your USAJOBS account as well. When setting it up, you can select your notification frequency. While this of course wouldn't be the best method for agencies as in Jeffrey's question, it could certainly assist an individual user.

Dan Thibodeau, USAJOBS Deputy Program Manager
U.S. Office of Personnel Management, ES IT PMO
Office: 202-606-1563 Cell: (b) (6)

**From:** (b) (6) [mailto:(b) (6) @HAWAII.GOV]
**Sent:** Monday, May 01, 2017 1:57 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

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Happy Monday,

(b) (6)

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To: <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,
Date: 05/01/2017 07:24 AM
Subject: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

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| | |
|---|---|
| **Subject:** | Re: USAJOBs.gov's search RSS: gone forever? |
| **From:** | "Albert, Donavan -FS" <dalbert@FS.FED.US> |
| **Reply To:** | Albert, Donavan -FS |
| **Date:** | Mon, 1 May 2017 18:19:41 +0000 |
| **Content-Type:** | multipart/related |
| **Parts/Attachments:** | text/plain (6 kB) , text/html (22 kB) , image007.png (7 kB) , image008.png (7 kB) , image009.png (7 kB) , image010.png (7 kB) , image011.jpg (7 kB) , image012.png (7 kB) , image013.png (7 kB) , image014.png (7 kB) , image015.png (7 kB) , image016.png (7 kB) |

Hi -

We recently stepped through the process of building an MVP product on our site using the USAJobs API. It worked pretty well for us, so thank you for the API reference guide. We plan on making a few more adjustments here soon. We like offering a list of USFS opportunities directly on our site, especially since we see a fair amount of 'job seeker' traffic for temporary/seasonal positions as well as for permanent.

https://www.fs.fed.us/working-with-us/jobs

Much thanks,

Donavan

**Donavan W. Albert**
**National Web Manager**

**Forest Service**
**Office of Communication**

**p: 202-205-1407**
**f: 202-205-0885**
**dalbert@fs.fed.us**

1400 Independence Ave, SW, Mailstop 1111
Washington, DC 20250
www.fs.fed.us

**Caring for the land and serving people**

---

**From:** Thibodeau, Dan [mailto:Dan.Thibodeau@OPM.GOV]
**Sent:** Monday, May 01, 2017 1:30 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

Hi [redacted]

We do have a couple of options outside of RSS that you could use. Your best bet may be the API found at https://developer.usajobs.gov/API-Reference. For any questions, you can also reach out to our agency help desk at recruiter-help@usajobs.gov.

Dan Thibodeau, USAJOBS Deputy Program Manager
U.S. Office of Personnel Management, ES IT PMO
Office: 202-606-1563 Cell: [redacted]

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
**Sent:** Monday, May 01, 2017 1:22 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

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Thanks!

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| | |
|---|---|
| **Subject:** | Re: USAJOBs.gov's search RSS: gone forever? |
| **From:** | (b) (6) <(b) (6) @HAWAII.GOV> |
| **Reply To:** | (b) (6) @HAWAII.GOV |
| **Date:** | Mon, 1 May 2017 09:02:22 -1000 |
| **Content-Type:** | multipart/related |
| **Parts/Attachments:** | text/plain (8 kB) , text/html (17 kB) , image/jpeg (17 kB) , image/png (17 kB) , image/png (17 kB) , image/png (17 kB) , image/png (17 kB) , image/png (17 kB) |

Thanks Dan Thibodeau. I think the last time I visited a US government job site was more than 10 years ago. I expected little. I was not surprised.

Not sure what you mean by an RSS search. What I'm used to is a subscription to a website, then whenever the website adds a "new" RSS feed, my aggregator has a chance to compares to my history. I don't have to search. When I turn on my aggregator, it compares notes with the website RSS feed, and if the feed is new, downloads the feed.

To me, once I set the subscription, it's a no-brainer, even better than a mailbox, because the aggregator waits for my signal to go out and compare dates and request the feed.

I manually aggregate with Mozilla Thunderbird. Prior to that, I used to pay Radio Userland. I think it was $10/mth, and worth it. After they quit, I found it simpler to do my own aggregation, plus I don't have to "log in" another time.

Maybe it's quaint, but I'm beginning to think that more and more web technology has moved away from my preferences as a consumer of both information and goods and services. Maybe it's because I don't fit the right profile.

One on my long-standing subscriptions is - https://www.schneier.com/blog/atom.xml

Take care,
(b) (6)

From: "Thibodeau, Dan" <Dan.Thibodeau@OPM.GOV>
To: <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,
Date: 05/01/2017 08:03 AM
Subject: Re: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

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Hi (b) (6)

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Dan Thibodeau, USAJOBS Deputy Program Manager
U.S. Office of Personnel Management, ES IT PMO
Office: 202-606-1563 Cell: (b) (6)

**From:** (b) (6) [mailto:(b) (6) @HAWAII.GOV]
**Sent:** Monday, May 01, 2017 1:57 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

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| | |
|---|---|
| Subject: | Re: USAJOBs.gov's search RSS: gone forever? |
| From: | "Walker, Stephen" <Stephen.Walker4@VA.GOV> |
| Reply To: | Walker, Stephen |
| Date: | Mon, 1 May 2017 14:14:04 -0500 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (8 kB) , text/html (22 kB) , image001.jpg (22 kB) , image002.png (22 kB) , image003.png (22 kB) , image004.png (22 kB) , image005.png (22 kB) , image006.png (22 kB) |

To add my vote for restoring the RSS feature and the use case. We are/were using the RSS feed internally on a WordPress-based intranet site to list career specific feeds and it is one of the most popular features. The API does give you some additional flexibility if you're hand coding a website, but the simplicity of using a plugin (e.g., RSS Aggregator) makes the service far more portable and consumable by the masses.

Steve

// SIGNED //

Stephen M. Walker

***IT Strategic Communication***
***Technical Services***
Office of Information and Technology
Department of Veterans Affairs
*https://vaww.oit.va.gov/*
https://www.oit.va.gov
Phone: 681.242.4152
Hours: 0600-1630 Tues-Fri

---

**From:** Thibodeau, Dan [mailto:Dan.Thibodeau@OPM.GOV]
**Sent:** Monday, 01 May, 2017 2:02 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [EXTERNAL] Re: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

Hi (b) (6)

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Dan Thibodeau, USAJOBS Deputy Program Manager
U.S. Office of Personnel Management, ES IT PMO
Office: 202-606-1563 Cell: (b) (6)

**From:** (b) (6) [mailto:(b) (6) @HAWAII.GOV]
**Sent:** Monday, May 01, 2017 1:57 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

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I don't get it. I have always felt RSS the most considerate way for a provider to "get my number".

Happy Monday,

(b) (6)

From: (b) (6), (b) (7)(C) @USCIS.DHS.GOV>
To: <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,
Date: 05/01/2017 07:24 AM
Subject: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

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Thanks!

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**Chief of E-Communications** | ***OComm***
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)

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| Subject: | Re: USAJOBs.gov's search RSS: gone forever? |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Mon, 1 May 2017 19:35:38 +0000 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (9 kB) , text/html (26 kB) , image001.jpg (26 kB) , image002.png (26 kB) , image003.png (26 kB) , image004.png (26 kB) , image005.png (26 kB) , image006.png (26 kB) |

Stack2RSS might be useful. It's a small Python app that converts API queries to RSS feeds. It's currently used to convert the Stack Exchange API but could be modified for other APIs.

https://github.com/nathan-osman/stack2rss

All opinions are my own and do not reflect the opinions of my agency.

Dr. William Brantley
ETD | OHR | USPTO
571.270.5447

---

**From:** Walker, Stephen [mailto:Stephen.Walker4@VA.GOV]
**Sent:** Monday, May 01, 2017 3:14 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

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Thanks!

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| | |
|---|---|
| Subject: | Re: Three good tips for better government websites |
| From: | "Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV> |
| Reply To: | Wilcox, Lisa- ERS |
| Date: | Tue, 2 May 2017 12:50:20 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (8 kB) , text/html (22 kB) |

I am catching up on the listserv activity, but I can't like this enough Gwen!!

**Lisa G. Wilcox** / IT Specialist (Internet)
lgwilcox@ers.usda.gov / 202-999-9619
**USDA ERS**
Office: 202-694-5574 / Fax: 202-245-4781
www.ers.usda.gov

**From:** Gwynne Kostin - TAF [mailto:gwynne.kostin@GSA.GOV]
**Sent:** Wednesday, April 12, 2017 4:33 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Three good tips for better government websites

So there's this (my emphasis):

> For example, many cities struggle to build citizen-centric sites where information is organized around user needs rather than agency needs. **The result is inconsistencies** as users look up information on city parks, trash removal and transportation, since each of these functions is typically run by a different organization. **The solution here is stronger accountability,** so that government agencies have clear performance criteria for their websites and are held responsible if they do not meet these benchmarks.

Naw, bruh. Wrong solution.

A 21st century solution is to unlock this content from a "site." We continue to be shackled to this metaphor of a *place* to go.This is not helpful. We need to make a different investment for the future.

So **the solution here** is to make information available so it can be served in multiple formats--so that Google results can pick up your hours of operation and display them in a card, so that an aggregator can pick up related content and pull it together in an app, so that Alexa answers the question, so that it surfaces easily in a social search, so you can even post it on a website with it's dwindling visits, so you can feed your contact centers, and, most importantly, so you update it in one spot and it promulgates itself.

Practically speaking, there has been some terrific work from people in this community on structured content models as well as syndication beyond a site (I wish all gov content was available via API).

Time to break out of old, webpage-centric thinking. ::ducks::

https://i.giphy.com/S39bz599O0W9G.gif

cheers,
Gwynne

---
**GWYNNE KOSTIN**
Senior Advisor, Office for Products and Programs
Technology Transformation Service
U.S. General Services Administration

www.digitalgov.gov
on Twitter @digital_gov

---

1800 F Street, NW
Washington, DC 20405

On Wed, Apr 12, 2017 at 3:45 PM, Trefzger, William (OS/ASPA) <William.Trefzger@hhs.gov> wrote:

> Interesting take from the author of the ITIF study. While I thought that study wasn't bad, it was quite possible for a site to score high in all of their categories while not meeting its goals (assuming some had been set) or without serving users well either. The ITIF study captured important things, but they didn't necessarily inform all aspects of user satisfaction.
>
> So the solution is we all need to "partner" with IDEO? I think he meant to say they "paid" IDEO. If building good websites is just remembering three things, then why pay a high-priced design firm?
>
> Anyway, the third point I love. Websites (or at least web content) should have expiration dates. Great idea.
>
> Thanks for sharing
>
> ---
>
> **From:** Brantley, William [mailto:William.Brantley@USPTO.GOV]
> **Sent:** Wednesday, April 12, 2017 1:10 PM
> **To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> **Subject:** [CONTENT-MANAGERS-L] Three good tips for better government websites
>
> I thought this was a good article with some great tips and examples.
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>
> One personal observation: in many conversations that I have had with developers and content managers, there is great emphasis placed on the relative merits of the tools. Such as Drupal versus WordPress; Ruby versus Python; CMS versus static site generators. These discussions are important to the folks who build and manage the sites. However, the end user doesn't care about the particular technology. The end user just wants a site that works. I bring this up because shifting to design thinking to construct a site will work much better if the initial focus is not on the technology being used.
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> All opinions are my own and does not reflect the opinions of my agency.
>
> Dr. Bill Brantley
> (Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
> HR Specialist (Development)
> Enterprise Training Division
>
> Office of Human Resources
> U.S. Patent and Trademark Office

571.270.5447
William.Brantley@USPTO.gov

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**Subject:** Re: Three good tips for better government websites
**From:** (b) (6) @HHSC.STATE.TX.US>
**Reply To:**
**Date:** Tue, 2 May 2017 14:04:14 +0000
**Content-Type:** multipart/related
**Parts/Attachments:** text/plain (10 kB) , text/html (38 kB) , image001.png (4 kB)

Ditto! And how did I miss this originally?

Gwen, that "solution" you're responding to reminds me of the old poster that reads, "The beatings will continue until morale improves."

I'll stop now before I start a rant. Have a great day!

(b) (6)
*EIR Accessibility Coordinator*
*Texas Health & Human Services Commission*
(b) (6)
(b) (6) @hhsc.state.tx.us

TEXAS Health and Human Services

Making electronic information and services accessible to people with disabilities is everyone's job. I am here to help.

---

**From:** Wilcox, Lisa- ERS [mailto:LGWILCOX@ERS.USDA.GOV]
**Sent:** Tuesday, May 02, 2017 7:50 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Three good tips for better government websites

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lgwilcox@ers.usda.gov / 202-999-9619
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cheers,
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**GWYNNE KOSTIN**
Senior Advisor, Office for Products and Programs
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U.S. General Services Administration

www.digitalgov.gov
on Twitter @digital_gov
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Thanks for sharing

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| | |
|---|---|
| Subject: | Re: USAJOBs.gov's search RSS: gone forever? |
| From: | "Wood, Tim (Federal)" <twood@DOC.GOV> |
| Reply To: | Wood, Tim (Federal) |
| Date: | Tue, 2 May 2017 15:30:54 +0000 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (7 kB) , text/html (24 kB) , image007.png (7 kB) , image008.png (7 kB) , image009.png (7 kB) , image010.png (7 kB) , image011.jpg (7 kB) , image012.png (7 kB) , image013.png (7 kB) , image014.png (7 kB) , image015.png (7 kB) , image016.png (7 kB) |

Hi Donavan,
Can you share the code or modules/concepts use to build the MVP with what looks like Drupal 7?

Thanks,
#----------#

Tim Wood, IT Specialist
Office of the Chief Information Officer
U.S. Department of Commerce
Phone: 202-482-5945
Cell: (b) (6)
twood@doc.gov

---

**From:** Albert, Donavan -FS <dalbert@FS.FED.US>
**Sent:** Monday, May 1, 2017 2:19:41 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

Hi -

We recently stepped through the process of building an MVP product on our site using the USAJobs API. It worked pretty well for us, so thank you for the API reference guide. We plan on making a few more adjustments here soon. We like offering a list of USFS opportunities directly on our site, especially since we see a fair amount of 'job seeker' traffic for temporary/seasonal positions as well as for permanent.

https://www.fs.fed.us/working-with-us/jobs

Much thanks,

Donavan

**Donavan W. Albert**
**National Web Manager**

**Forest Service**
**Office of Communication**

**p: 202-205-1407**
**f: 202-205-0885**
**dalbert@fs.fed.us**

1400 Independence Ave, SW, Mailstop 1111
Washington, DC 20250
www.fs.fed.us

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---

**From:** Thibodeau, Dan [mailto:Dan.Thibodeau@OPM.GOV]

**From:** Thibodeau, Dan [mailto:Dan.Thibodeau@OPM.GOV]
**Sent:** Monday, May 01, 2017 1:30 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

Hi Jeffrey,

We do have a couple of options outside of RSS that you could use. Your best bet may be the API found at https://developer.usajobs.gov/API-Reference. For any questions, you can also reach out to our agency help desk at recruiter-help@usajobs.gov.

Dan Thibodeau, USAJOBS Deputy Program Manager
U.S. Office of Personnel Management, ES IT PMO
Office: 202-606-1563 Cell: (b) (6)

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
**Sent:** Monday, May 01, 2017 1:22 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

Hello to our OPM colleagues.

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It seems that in your recent redesign, you dropped that service. I'm not here to complain; we all have to make decisions based on resource use and the benefit that results. But I did want to let you know that service was used by at least two agencies, and ask whether there's any chance I could talk you into reinstating it?

Thanks!

(b) (6), (b) (7)(C)
**Chief of E-Communications** | ***OComm***
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
USCIS English - USCIS.gov | Facebook: /USCIS | Twitter: @USCIS | Instagram: @USCIS | YouTube: /USCIS
**USCIS Español -** USCIS.gov/ES | Facebook: /USCIS.ES | Twitter: @USCIS_ES | Instagram: @USCIS_ES.

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|---|---|
| Subject: | Re: USAJOBs.gov's search RSS: gone forever? |
| From: | "Albert, Donavan -FS" <dalbert@FS.FED.US> |
| Reply To: | Albert, Donavan -FS |
| Date: | Tue, 2 May 2017 16:48:20 +0000 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (8 kB) , text/html (30 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB) , image005.jpg (7 kB) , image006.png (7 kB) , image007.png (7 kB) , image008.png (7 kB) , image009.png (7 kB) , image010.png (7 kB) |

Howdy Tim –

Our IT organization will gladly share. Brad Smith or Raj Lal, who are on this list, will reach out to you. And, you're right, we built this in D7.

Donavan

**Donavan W. Albert**
**National Web Manager**
**Forest Service**
**Office of Communication**
**p: 202-205-1407**
**f: 202-205-0885**
**dalbert@fs.fed.us**
1400 Independence Ave, SW, Mailstop 1111
Washington, DC 20250
www.fs.fed.us
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---

**From:** Wood, Tim (Federal) [mailto:twood@doc.gov]
**Sent:** Tuesday, May 02, 2017 11:31 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV; Albert, Donavan -FS <dalbert@fs.fed.us>
**Subject:** Re: USAJOBs.gov's search RSS: gone forever?

Hi Donavan,
Can you share the code or modules/concepts use to build the MVP with what looks like Drupal 7?

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Tim Wood, IT Specialist
Office of the Chief Information Officer
U.S. Department of Commerce
Phone: 202-482-5945
Cell: (b) (6) [redacted]
twood@doc.gov

---

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**Sent:** Monday, May 1, 2017 2:19:41 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] USAJOBs.gov's search RSS: gone forever?

Hi -

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Much thanks,

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Thanks!

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unications | *OComm*
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
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| | |
|---|---|
| **Subject:** | Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] two-way feedback mechanisms (per OMB M-17-06) |
| **From:** | "Tuscher, Joshua" <Joshua.Tuscher@VA.GOV> |
| **Reply To:** | Tuscher, Joshua |
| **Date:** | Thu, 4 May 2017 10:47:59 -0400 |
| **Content-Type:** | multipart/mixed |
| **Parts/Attachments:** | text/plain (5 kB) , image001.png (5 kB) , image002.png (5 kB) , image003.png (5 kB) |

Me as well.

From: "Maher, Mary - ERS" <MEMAHER@ERS.USDA.GOV<mailto:MEMAHER@ERS.USDA.GOV>>
Reply-To: "Maher, Mary - ERS" <MEMAHER@ERS.USDA.GOV<mailto:MEMAHER@ERS.USDA.GOV>>
Date: Thursday, April 20, 2017 at 1:23 PM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV<mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV<mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>>
Subject: [EXTERNAL] Re: [CONTENT-MANAGERS-L] two-way feedback mechanisms (per OMB M-17-06)

I'd also be interested in how others are approaching this

Mary Maher
Chief, Web Services Branch
Information Services Division
USDA's Economic Research Service
202.694.5126 | memaher@ers.usda.gov<mailto:memaher@ers.usda.gov>

From: Lakroune, Amy [mailto:Amy.Lakroune@FHFA.GOV]
Sent: Thursday, April 20, 2017 10:22 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV<mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] two-way feedback mechanisms (per OMB M-17-06)

Seeking ideas and guidance – how is your agency is addressing the requirement in OMB M-17-06 re: providing the public (a) two-way feedback mechanism available via www.[agency].gov/data<http://www.[agency].gov/data>.
Any materials would be greatly appreciated!

Amy L. Lakroune | Senior Communications Specialist/Webmaster | Federal Housing Finance Agency (FHFA) | (202) 649.3031 | www.fhfa.gov<http://www.fhfa.gov/>

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<https://www.youtube.com/channel/UCoKP7Om6nsRkEav9yInFekw>
[cid:image003.png@01D2B9D9.4EC5E6C0] <https://www.linkedin.com/company/354523>

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| | |
|---|---|
| Subject: | Looking for a Google contact |
| From: | "Francine Krasowska (CENSUS/ADCOM FED)" <Francine.Krasowska@CENSUS.GOV> |
| Reply To: | Francine Krasowska (CENSUS/ADCOM FED) |
| Date: | Thu, 4 May 2017 16:27:14 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (2357 bytes) , text/html (3709 bytes) |

Does anyone on this list have a contact at Google who either deals with federal websites, or might be able to answer a question about how their search results quick charts are presented? Just in case someone here might also already know the answer to my question, here is the issue:

If you type into Google search "population of [a specific US geography such as 'madison, wi' or 'montgomery county md']" or, alternatively, "[geography] population", you will most of the time get a graph of that place's population over time, with the following footnote: "Sources include: United States Census Bureau." The footnote links to a reference page that has moved. I believe that these graphs are created using a template, or code that builds a template, and that source note is hard-coded in. Some of my colleagues believe that the source note is derived from wherever Google is getting the data. In either case, we need to get Google to fix it, because it is generating 404s.

If you can share a Google contact likely to help, or a definitive solution because you've had a similar issue, I would hugely appreciate it.

Thanks in advance,

**Francine Krasowska,** Customer Metrics Analyst, Center for New Media & Promotion, U.S. Census Bureau
Office 301-763-9272 francine.krasowska@census.gov
census.gov Connect with us on Social Media

---

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**Subject:** Q: Seeking FAQs db recommendations
**From:** Beth Martin <Beth.Martin@FAA.GOV>
**Reply To:** Beth.Martin@FAA.GOV
**Date:** Thu, 4 May 2017 17:41:55 +0000
**Content-Type:** text/plain
**Parts/Attachments:** text/plain (33 lines)

Asking for a friend...

Other than using RightNow as a public-facing FAQs database manager, are there other recommended options? Digitalgov's TOS page doesn't list any tools of that nature, from what I can tell, but I found Zendesk (or Zendesk-similar) in use by at least two agency sites.

Thanks in advance!

- Beth

Beth A. Martin
Office: (202) 267-4750
beth.martin@faa.gov

Federal Aviation Administration
Office of Communications (AOC)

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**Subject:** Re: Seeking FAQs db recommendations
**From:** "Dine, Brooke (NIH/NLM) [E]" <dine@MAIL.NIH.GOV>
**Reply To:** Dine, Brooke (NIH/NLM) [E]
**Date:** Fri, 5 May 2017 13:16:41 +0000
**Content-Type:** text/plain
**Parts/Attachments:** text/plain (69 lines)

Hi Beth,

NLM migrated to Parature last year which is our customer service portal. We released our knowledge base of FAQs in December and are in the process deleting the duplicates form our website. My colleague Wanda Whitney manages the project and would be happy to tell you more about it.

Regards,
Brooke

.....
Brooke Dine
Head, Web & Information Management Unit
Public Services Division
National Library of Medicine
https://www.nlm.nih.gov
301.402.3468
brooke.dine@nih.gov

-----Original Message-----
From: Beth Martin [mailto:Beth.Martin@FAA.GOV]
Sent: Thursday, May 04, 2017 1:42 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Q: Seeking FAQs db recommendations

Asking for a friend...

Other than using RightNow as a public-facing FAQs database manager, are there other recommended options? Digitalgov's TOS page doesn't list any tools of that nature, from what I can tell, but I found Zendesk (or Zendesk-similar) in use by at least two agency sites.

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Federal Aviation Administration
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**********

**Subject:** How people access our websites by device
**From:** (b) (6), (b) (7)(C)@USCIS.DHS.GOV>
**Reply To:**
**Date:** Fri, 5 May 2017 16:34:34 +0000
**Content-Type:** multipart/mixed
**Parts/Attachments:** text/plain (2286 bytes) , text/html (9 kB) , Devices Used On Federal Websites.xlsx (26 kB)

Hi everyone.

I was just poking around https://analytics.usa.gov/ and discovered the data page: https://analytics.usa.gov/data/

I was curious how our site's device split (desktop vs. mobile vs. tablet) compared to the gov't-wide average, so I pulled down the federal data. Attached is the resulting spreadsheet covering the last three months. It's updated every day, so today's file covers Feb. 4 – May 4.

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| | | | |
| USCIS | | | |
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(b) (6), (b) (7)(C)
munications
*Office of Communications* | U.S. Citizenship and Immigration Services
20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
@uscis.dhs.gov
USCIS English - USCIS.gov | Facebook: /USCIS | Twitter: @USCIS | Instagram: @USCIS
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The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

**Subject:** Anyone using a public website for employee communications?
**From:** (b) (6), (b) (7)(C) @HQ.DHS.GOV>
**Reply To:**
**Date:** Fri, 5 May 2017 16:59:19 +0000
**Content-Type:** multipart/related
**Parts/Attachments:** text/plain (8 kB) , text/html (6 kB) , image001.jpg (8 kB)

Happy Friday!

Quick question – I'm wondering if there are any agencies out there that are using a public website (.gov website available to the general public) for internal employee communications. In short, does anyone have any experience with providing "intranet"-type content as a section of their public .gov website (or separate website).

We're trying to address an issue here at DHS where a significant portion of our workforce can't access our intranet site for employee communications because the site is available only when logged into the DHS network (and they don't have regular access – think TSA and CBP officers in the field)… wondering if anyone has any experience that they can share.

Thanks!

(b) (6), (b) (7)(C)

U.S. Department of Homeland Security

Office of Public Affairs
Director of Web Communications

(Voice) (b) (6), (b) (7)(C)
(Cell) (b) (6), (b) (7)(C)
hq.dhs.gov

Homeland Security

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**Subject:** Re: Anyone using a public website for employee communications?
**From:** "Albert, Donavan -FS" <dalbert@FS.FED.US>
**Reply To:** Albert, Donavan -FS
**Date:** Fri, 5 May 2017 17:19:54 +0000
**Content-Type:** multipart/related
**Parts/Attachments:** text/plain (8 kB) , text/html (12 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB) , image005.png (7 kB) , image006.jpg (8 kB)

Hi Matt –

https://www.fs.fed.us/inside-fs

Donavan

**Donavan W. Albert**
**National Web Manager**
**Forest Service**
**Office of Communication**
**p: 202-205-1407**
**f: 202-205-0885**
**dalbert@fs.fed.us**
1400 Independence Ave, SW, Mailstop 1111
Washington, DC 20250
www.fs.fed.us
**Caring for the land and serving people**

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@HQ.DHS.GOV]
**Sent:** Friday, May 05, 2017 12:59 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Anyone using a public website for employee communications?

Happy Friday!

Quick question – I'm wondering if there are any agencies out there that are using a public website (.gov website available to the general public) for internal employee communications. In short, does anyone have any experience with providing "intranet"-type content as a section of their public .gov website (or separate website).

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U.S. Department of Homeland Security

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---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

**Subject:** CORRECTION: How people access our websites by device
**From:** (b) (6), (b) (7)(C) USCIS.DHS.GOV>
**Reply To:**
**Date:** Fri, 5 May 2017 17:34:20 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (3308 bytes) , text/html (16 kB)

Whoops!

I flipped our Spanish percentages, which is significant because our Spanish site flips the norms: 2/3 of people come on mobile devices.

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(b) (6), (b) (7)(C)
**Chief of E-Communications** | ***OComm***
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
USCIS English - USCIS.gov | Facebook: /USCIS | Twitter: @USCIS | Instagram: @USCIS
**USCIS Español -** USCIS.gov/ES | Facebook: /USCIS.ES | Twitter: @USCIS_ES | Instagram: @USCIS_ES

---

**From:** (b) (6), (b) (7)(C)
**Sent:** Friday, May 05, 2017 12:35 PM
**To:** Fedweb; FCN (FCN@LIST.NIH.GOV)
**Subject:** How people access our websites by device

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**Subject:** Re: How people access our websites by device
**From:** Jillian Buttecali <jillian.g.buttecali@FRB.GOV>
**Reply To:** Jillian Buttecali <jillian.g.buttecali@FRB.GOV>
**Date:** Fri, 5 May 2017 17:35:25 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (3691 bytes) , text/html (12 kB)

All,

I'm wondering- how does analytics.usa.gov filter out bot traffic, malicious traffic, ect. from the collected data before pushing it to the live data dashboard?

Regards,

**Jillian Buttecali**
U.S. Currency Education Program
Board of Governors of the Federal Reserve System
Office: 202-973-7375
**uscurrency.gov**

---

**From:** (b) (6), (b) (7)(C) [mailto(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
**Sent:** Friday, May 5, 2017 12:35 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] How people access our websites by device

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This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

**Subject:** Re: How people access our websites by device
**From:** Timothy Lowden - TAA <timothy.lowden@GSA.GOV>
**Reply To:** Timothy Lowden - TAA <timothy.lowden@GSA.GOV>
**Date:** Fri, 5 May 2017 13:38:33 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (4 kB) , text/html (12 kB)

Interesting insights regarding your Spanish language users vs. your English users, Jeffrey!

I wanted to point out that the agency pages on analytics.usa.gov (accessed by the dropdown at the top) also present the mobile/desktop/tablet breakdown for sites belonging to that agency. Site-specific device breakdowns are accessible via the actual Google Analytics interface, but often the agency summaries can provide some interesting insight, as well. For example, HHS sites have more mobile visits (49%) than desktop (46%) in the last 90 days, whereas agencies like DOD still see sites dominated by desktop traffic (71%).

You can also use those agency-wide breakdowns to compare against your specific site. In Jeffrey's USCIS case, the data he found in Google Analytics for the English site is along the lines of the greater DHS averages (56% desktop, 40% mobile), but the Spanish version skews more desktop.

In any case, this kind of data can definitely help understand your users and their needs, as well as potentially alert us to issues accessing content on certain devices.

Thanks for the note, Jeffrey.

Best,

Tim

On Fri, May 5, 2017 at 12:34 PM, (b) (6), (b) (7)(C) [redacted]@uscis.dhs.gov> wrote:

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[redacted] **uscis.dhs.gov**

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--
**Tim Lowden**
Program Manager
Digital Analytics Program (DAP)
Technology Transformation Service
U.S. General Services Administration

---

This message was sent to the Web Content Managers Forum, a community of government employees who

**Subject:** Update: Federal AI Personal Assistant Pilot
**From:** Justin Herman - TAE <justin.herman@GSA.GOV>
**Reply To:** Justin Herman - TAE <justin.herman@GSA.GOV>
**Date:** Fri, 5 May 2017 13:39:35 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (5 kB) , text/html (7 kB)

Greetings Web Content Managers,

I hope all is well and productive where you are. I'm pleased to make an update on our inter-agency communities' Federal AI Personal Assistant Pilot and identify next steps and where needs still exist.

As many of you know, the pilot was launched to test and evaluate public service information integration into consumer-available AI Personal Assistants (IPAs) -- and in the process lay a strong foundation for opening our programs to self-service programs in the home, mobile devices, automobiles and further developed by U.S. businesses.

We hoped to attract a pilot cohort of six agencies with diverse missions and resources, demonstrate practical use cases, and recommend next steps for tackling this emerging field of citizen services. We received more than 6X the declared interest from agencies, who as of this morning continue to reach out to participate (not counting our state, local and international colleagues who have also reached out), and industry partners continue to join the effort, from MITRE to Oracle's Adaptive Intelligent Applications department (in addition to Amazon Alexa, Google Assistant, Microsoft Cortana, and Facebook Messenger's chatbot service.)

It has been nothing short of exciting and overwhelming to discover how many of our missions are primed and ready to move into this space with clear purpose and resources -- enough so that this effort will most certainly not only become a permanent presence, but will look forward and outward to expanding in complexity and scope thanks to the determined contributions of innovators and stewards like yourself.

But first thing is first -- *we need to get this initial pilot phase done and in the books*. I've seen things this week, pretty incredible new program management services built based on ideas from the pilot, that I didn't think we'd see created until much later phases. **As of today we are freezing new entries into the pilot, streamlining the number of concepts down to those ready to advance, and moving on so we can begin the work of institutionalizing this experience for all our colleagues and partners who want to take advantage.** There will be plenty more where this came from.

Here's what you can do:

- Visit the Federal AI Personal Assistant Pilot wiki on Github
- Review participating concepts and agencies
- Please email me your Github user name and " #PilotUsername " in the subject if:
  - your agency has a participating concept
  - has a placeholder page but hasn't expanded their concept yet (if not, they may be paused from the pilot til a later time)
  - your agency is not listed but you can help suggest improvements in concepts or resources
- Register for our hackathon for the AI Personal Assistant Pilot, Wednesday May 17
  - Participating concepts will be expected to prepare their projects as much as they can in advance of the hackathon along with the cohort community
  - Specialists from both federal agencies and the innovative platforms opened in the pilot will be present to help tie lose ends and answer questions
  - Attendees do not need to be present the entire day -- they need to be present as little or long as they need to complete their pilot concepts.
  - I'm told a robot will be there. So there's also that.

Next week we are analyzing compliance considerations for this emerging field, and finalizing the combination of business cases and available data.

Thanks again to all of you who stepped forward and proved that the federal government is not only open to emerging citizen technologies, not only ready to test -- we are ready and determined to work together across agencies and with innovative U.S. businesses and startups to make the benefits of tomorrow a real and responsive service for citizens today.

Best regards,
Justin

**Justin "Doc" Herman**
Emerging Citizen Technology Program (AI, VR/AR, Social)
Innovation Portfolio -- Technology Transformation Service
U.S. General Services Administration

---

**Subject:** Re: How people access our websites by device
**From:** Timothy Lowden - TAA <timothy.lowden@GSA.GOV>
**Reply To:** Timothy Lowden - TAA <timothy.lowden@GSA.GOV>
**Date:** Fri, 5 May 2017 13:50:07 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (5 kB) , text/html (14 kB)

Jillian:

The DAP program takes as many steps as possible to filter out non-human traffic. Google Analytics gives admins the ability to turn on a filter to remove traffic from known bots and spiders, which we enable for all DAP profiles. This comes from a list kept by the IAB that Google purchases and implements.

Additionally, after reports that people were spoofing Amazon to cause bot traffic in our systems, we also implemented a filter to eliminate that traffic.

It's an ever evolving battle, but we actively filter out any bot traffic we can identify.

Hope that helps.

Tim

On Fri, May 5, 2017 at 1:35 PM, Jillian Buttecali <jillian.g.buttecali@frb.gov> wrote:

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> I'm wondering- how does analytics.usa.gov filter out bot traffic, malicious traffic, ect. from the collected data before pushing it to the live data dashboard?
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> Regards,
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>
> U.S. Currency Education Program
>
> Board of Governors of the Federal Reserve System
>
> Office: 202-973-7375
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> **uscurrency.gov**
>
> ---
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> **Sent:** Friday, May 5, 2017 12:35 PM
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> **Subject:** [CONTENT-MANAGERS-L] How people access our websites by device

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**Tim Lowden**
Program Manager

Subject: Re: How people access our websites by device
From: Jillian Buttecali <jillian.g.buttecali@FRB.GOV>
Reply To: Jillian Buttecali <jillian.g.buttecali@FRB.GOV>
Date: Fri, 5 May 2017 17:55:49 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (21 kB)

Awesome! This is what I was looking for.

Thank you for the quick response-

**Jillian Buttecali**
U.S. Currency Education Program
Board of Governors of the Federal Reserve System
Office: 202-973-7375
**uscurrency.gov**

**From:** Timothy Lowden - TAA [mailto:timothy.lowden@gsa.gov]
**Sent:** Friday, May 5, 2017 1:50 PM
**To:** Jillian Buttecali <jillian.g.buttecali@frb.gov>
**Cc:** content-managers-l <CONTENT-MANAGERS-L@listserv.gsa.gov>
**Subject:** Re: [CONTENT-MANAGERS-L] How people access our websites by device

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Hi everyone.

I was just poking around https://analytics.usa.gov/ and discovered the data page: https://analytics.usa.gov/data/

I was curious how our site's device split (desktop vs. mobile vs. tablet) compared to the gov't-wide average, so I pulled down the federal data. Attached is the resulting spreadsheet covering the last three months. It's updated every day, so today's file covers Feb. 4 – May 4.

Then I looked at our own Google Analytics.

Here's what I found:

| | Desktop | Mobile | Tablet |
|---|---|---|---|
| Federal | 57% | 38% | 5% |
| | | | |
| USCIS | | | |
| English | 55% | 41% | 4% |
| Spanish | 67% | 28% | 5% |

(b) (6), (b) (7)(C)
**Chief of E-Communications**
***Office of Communications*** | U.S. Citizenship and Immigration Services
20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) **@uscis.dhs.gov**
USCIS English - USCIS.gov | Facebook: /USCIS | Twitter: @USCIS | Instagram: @USCIS
**USCIS Español -** USCIS.gov/ES | Facebook: /USCIS.ES | Twitter: @USCIS_ES | Instagram: @USCIS_ES

---

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>
> This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

--
**Tim Lowden**
Program Manager

| | |
|---|---|
| Subject: | Re: two-way feedback mechanisms (per OMB M-17-06) |
| From: | Philip Ashlock - TAA <philip.ashlock@GSA.GOV> |
| Reply To: | Philip Ashlock - TAA <philip.ashlock@GSA.GOV> |
| Date: | Fri, 5 May 2017 14:30:08 -0400 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (21 kB) , text/html (72 kB) , image002.png (72 kB) , image001.png (72 kB) , image003.png (72 kB) |

Hi Folks,

I'm Phil Ashlock with Data.gov and I've been involved with the M-13-13 open data policy for the past few years. I'm sorry not to respond sooner, but I've provided an overview of options and what other agencies are doing below as well as some additional context on this policy.

The short answer is that if you don't already have a two-way feedback mechanism, Data.gov can get you set up with our Help Desk tool. More details below.

With regard to the policy, note that this isn't really a new requirement. As M-17-06 says, this is "Consistent with OMB Memorandum M-13-13" - the open data policy that agencies have been implementing since 2013. However, this particular aspect of providing a public two-way feedback mechanism has seen somewhat spotty implementation across agencies. Also note that while M-13-13 technically only applies to the CFO-Act agencies, we encourage everyone to follow it as a best practice. And while M-17-06 is generally defined as being applicable across all executive branch agencies, my understanding is that the "Provide Open Data Public Engagement" portion that draws from M-13-13 is actually still only a requirement for CFO-Act agencies. I believe this has been conveyed by OMB thru conversations at the web council, but if you need more clarification I can put you in touch with Justin Grimes at OFCIO or you can email infopolicy-oira@omb.eop.gov. I don't know what the timeline looks like for evaluating agency implementation of M-17-06, but agencies have been reviewed for M-13-13 quarterly since 2013 and those evaluations, including the scoring on Public Engagement, are posted publicly at https://labs.data.gov/dashboard/offices. The last evaluation was based on the state of implementation on February 28th and the next quarterly evaluation will be based on implementation as of May 31st.

As far as your options for providing a two-way feedback mechanism, again the short answer is that if you don't already have a customer service tool and workflow that's well integrated across your agency, then I recommend you use the Help Desk tool provided by Data.gov. You might be asking why each agency is asked to provide this mechanism if Data.gov is providing something already and my interpretation is that this is because 1) Even with our tool each agency is still responsible for the actual public engagement behind it and providing the final response and 2) If agencies have a customer service or public engagement tool/process for this which is (or could be) better integrated and institutionalized then they should be encouraged to use that. One point of clarification to note is that with M-13-13 the concept of a "two-way" feedback mechanism is one which acts more like a public forum where, to the extent practicable, the responses to feedback are also posted publicly.

Data.gov does still typically act as the initial point of entry for public inquiries so we do take responsibility for being as responsive as we can, but usually that means doing our best to delegate to the proper point of contact at the agency who can provide the answer. The main options for feedback with our Help Desk tool are to report a problem with an existing dataset and to request a new dataset. These options are both available from our contact page, but the page for each dataset in the catalog also includes the option to report a problem as well as a use case or success story that can be directly associated with the specific dataset. These options are built into Data.gov, so they're present regardless of the feedback mechanism (or lack thereof) in place by the agency. We currently connect these public inquiries to the appropriate agency via email in a somewhat manual process, but we are in the early stages of onboarding agencies so they can login to the administrative interface for the Help Desk tool better manage and respond to their inquires directly. For agencies that have their own

separate preferred tool, the goal is to be able to integrate directly with those via our API in the future.

###

The Help Desk tool is still a work in progress and we've yet to publish good documentation for how agencies can implement it, but for now I'll just share that here via email. Before I go into detail, let me first stress that you not simply link to data.gov/contact as many agencies are currently doing. Not only will this likely confuse your users, but it also puts more work on the Data.gov staff to determine which agency the user was coming from. Instead you should only use the Help Desk URL specifically associated with your agency or with a specific dataset.

The Help Desk tool is powered by an API and if you'd like richer integration on your website we can work with you to do that, but otherwise the easiest way to incorporate it on your [agency.gov]/data page is to simply provide links to the different Help Desk pages associate with your agency or dataset. We're currently using a set of numerical agency IDs from the Federal Agency Directory API to associate these requests with your agency, but we'll be moving to a more human readable ID in the future. A list of agency IDs is copied at the bottom of this email.

To preselect your agency for a dataset being requested, you can add the parameter "agency_name" to the URL for the dataset request form and then just add your agency ID. Here's an example with the ID for GSA (49048)

https://www.data.gov/data-request/?agency_name=49048

To preselect the URL for a dataset that has a problem, you can add the parameter "media_url" to the URL for the issue reporting form and then just append the dataset URL. Here's an example:

https://www.data.gov/issue/?media_url=https://catalog.data.gov/dataset/national-stock-number-extract

To preselect the URL for a dataset that has a success story or notable use case, you can add the parameter "media_url" to the URL for the issue reporting form and then just append the dataset URL. Here's an example:

https://www.data.gov/story/?media_url=https://catalog.data.gov/dataset/national-stock-number-extract

For requests that have been received and moderated, you can also provide links to URLs that show the current status of these requests. Here you can actually use a human readable agency abbreviation for the ID. Here are example URLs for GSA:

Issues: https://www.data.gov/issues/?agency_responsible=GSA
Requests: https://www.data.gov/requests/?agency_responsible=GSA

This concludes the overview of how to provide links to the Data.gov Help Desk.

###

To highlight a few agencies that are using other tools and doing a great job:

- For HHS, their hhs.gov/data page redirects to healthdata.gov which has a prominent "Feedback" link in the navigation as well as feedback buttons on each dataset in the catalog. The website is powered by the DKAN Drupal distribution. There's also a more robust methodology driven by MediaWiki and GitHub documented at ddod.healthdata.gov, but this seems to have been largely inactive for the past year.
- For SSA, there are a few links on ssa.gov/data to their active IdeaScale account and a page with a synthesis of results from their ongoing Customer Feedback Process

synthesis of results from their ongoing Customer Feedback Process.

- I'd also like to note a few places where I've seen what appears to be a well structured process and ticketing system for responding to public requests about data. This may not be visible from their respective /data pages nor available in the public "two-way" type of forum I described earlier, but from personal experience I've seen very responsive customer centric mechanisms in place at the Department of Education and the Census Bureau.

Other tools that agencies are using include GitHub Issues, the Open Data StackExchange tagged for your agency, and features available as part of the Socrata SaaS.

I spent some time doing an updated evaluation for each agency which I'll make available for reference as part of OMB's May 31st quarterly review, but if you'd like me to directly share my current feedback for your agency's reference to a feedback mechanism on your /data page just let me know.

I know that's a lot, so congrats if you made it this far and please let me know if you have any questions.

Best,
Phil

--
Philip Ashlock
Chief Architect, Data.gov
U.S. General Services Administration

Agency IDs and Abbreviations

| Agency ID | Agency Abbr | Agency Name |
|---|---|---|
| 49015 | USDA | Department of Agriculture |
| 52668 | DOC | Department of Commerce |
| 49229 | DOD | Department of Defense |
| 49018 | Ed | Department of Education |
| 49019 | DOE | Department of Energy |
| 49021 | HHS | Department of Health and Human Services |
| 49022 | DHS | Department of Homeland Security |
| 49023 | HUD | Department of Housing and Urban Development |
| 52686 | DOJ | Department of Justice |
| 49028 | DOL | Department of Labor |
| 49033 | DOI | Department of the Interior |
| 49034 | Treas | Department of the Treasury |
| 49035 | DOT | Department of Transportation |
| 48027 | VA | Department of Veterans Affairs |
| 49039 | EPA | Environmental Protection Agency |
| 49048 | GSA | General Services Administration |
| 49476 | NASA | National Aeronautics and Space Administration |
| 52640 | NSF | National Science Foundation |
| 52645 | NRC | Nuclear Regulatory Commission |
| 48112 | OPM | Office of Personnel Management |
| 48139 | SBA | Small Business Administration |

| | | |
|---|---|---|
| 46159 | SBA | Small Business Administration |
| 49057 | SSA | Social Security Administration |
| 52583 | USAID | U.S. Agency for International Development |

On Tue, Apr 25, 2017 at 3:43 PM, (b) (6), (b) (7)(C) @uscis.dhs.gov> wrote:

> At USCIS we have a simple on-page feedback, Yes/No. it works really well https://www.uscis.gov/greencard bottom of the page. Esp. useful for our authors to see what people are saying when they are editing their pages.
>
> (b) (6), (b) (7)(C)
>
> **Web Content Editor**
>
> ***Office of Communications*** | U.S. Citizenship and Immigration Services
>
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> Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
>
> **@uscis.dhs.gov**
>
> English: Website: http://uscis.gov | Twitter: http://twitter.com/uscis | Facebook: http://facebook.com/uscis | Instagram: @USCIS
>
> Español: Sitio Web: http://uscis.gov/es | Twitter: http://twitter.com/uscis_es | Facebook: https://www.facebook.com/uscis.es | Instagram: @USCIS_ES
>
> ---
>
> **From:** (b) (6) [mailto:(b) (6)@STATE.GOV]
> **Sent:** Tuesday, April 25, 2017 3:26 PM
>
> **To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> **Subject:** Re: [CONTENT-MANAGERS-L] two-way feedback mechanisms (per OMB M-17-06)
>
> We also do a similar thing (up arrow "promote"/down arrow "demote") for our "Sounding Board" regarding the possible implementation of new ideas at State, with an option for comments below each idea.
>
> (b) (6)
>
> **Program Analyst • HR/CSHRM/CD • U.S. Department of State**
>
> 2401 E Street, Washington, DC 20037 | Phone: (b) (6) | Email: (b) (6)@state.gov

This email is UNCLASSIFIED.

---

**From:** Larrimore, Laura [mailto:Laura.Larrimore@USPTO.GOV]
**Sent:** Tuesday, April 25, 2017 2:58 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] two-way feedback mechanisms (per OMB M-17-06)

Hello,

The USPTO website has a "Thumbs up/ Thumbs down" option on nearly all pages. Once you pick helpful/not helpful, you also get the option to give more substantive written comments. This feedback is collected at the page level, which allows us to know how customers feel about a specific page, rather than the whole site. This gives us good granular feedback such as the ability to look across our most postitive/negatively reviewed content to see if there are patterns, such as the use a particular layout template that people find confusing.

However, in addition to this we also deploy a traditional website survey run by Foresee, which is a multi-question survey about the whole website experience (site speed, content, design, task completion etc.).

Hope this additional information is helpful,

~Laura

Senior Digital Strategist

United States Patent and Trademark Office

---

**From:** Krasowska, Francine
**Sent:** Tuesday, April 25, 2017 10:01 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] two-way feedback mechanisms (per OMB M-17-06)

I too am very interested in this info.

Also — are there any feds out there whose agency website includes, as its primary customer satisfaction measurement, a simple binary indicator like thumbs up/down icons, smiley vs. frowny face, or the like? I assume this would be augmented with fields for the two-way part of the communication, but I'm interested in seeing any ways federal agency sites are handling this outside of multi-question surveys. Thanks!

**Francine Krasowska,** Customer Metrics Analyst, Center for New Media & Promotion, U.S. Census Bureau
Office 301-763-9272 francine.krasowska@census.gov
census.gov Connect with us on Social Media

---

**From:** Maher, Mary - ERS <MEMAHER@ERS.USDA.GOV>
**Sent:** Thursday, April 20, 2017 1:23 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] two-way feedback mechanisms (per OMB M-17-06)

I'd also be interested in how others are approaching this

**Mary Maher**

Chief, Web Services Branch

Information Services Division

USDA's Economic Research Service

202.694.5126 | memaher@ers.usda.gov

---

**From:** Lakroune, Amy [mailto:Amy.Lakroune@FHFA.GOV]
**Sent:** Thursday, April 20, 2017 10:22 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] two-way feedback mechanisms (per OMB M-17-06)

Seeking ideas and guidance – how is your agency is addressing the requirement in OMB M-17-06 re: providing the public (a) two-way feedback mechanism available via www.[agency].gov/data.

Any materials would be greatly appreciated!

Amy L. Lakroune | Senior Communications Specialist/Webmaster | Federal Housing Finance Agency (FHFA) | (202) 649.3031 | www.fhfa.gov

*Follow FHFA on Twitter, YouTube and LinkedIn*

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**Subject:** Re: [Non-DoD Source] [CONTENT-MANAGERS-L] CORRECTION: How people access our websites by device
**From:** (b) (6) <(b) (6) @NRO.MIL>
**Reply To:** (b) (6) @NRO.MIL
**Date:** Fri, 5 May 2017 18:38:32 +0000
**Content-Type:** multipart/signed
**Parts/Attachments:** text/plain (5 kB) , text/html (21 kB) , smime.p7s (5 kB)

Thanks for the useful information. Now if my office would only attempt to understand the importance of this type of data. Baby steps. ☺

Do you know if there is a similar tool for social media accounts? A free tool other than the analytics sections of those platforms. On another note, I was able to find demographic information on the PEW webpage for the Instagram platform. However, I wanted a deeper analytic dive (not just female traffic prevails over their male counterparts for this platform but what were they looking for or how were they using Insta?) and couldn't find a free resources for that.

Lastly, do you know if there are reoccurring meet-ups within the government whereby data is the topic?

Thanks and happy cinco!

---

(b) (6)
NRO, Public Affairs Officer
Check out the lastest NRO happenings at:
Facebook: https://www.facebook.com/NationalReconnaissanceOffice
Twitter: https://twitter.com/NatReconOfc
NRO Website: www.nro.gov

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C) @USCIS.DHS.GOV]
**Sent:** Friday, May 05, 2017 1:34 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [Non-DoD Source] [CONTENT-MANAGERS-L] CORRECTION: How people access our websites by device

All active links contained in this email were disabled. Please verify the identity of the sender, and confirm the authenticity of all links contained within the message prior to copying and pasting the address to a Web browser.

---

Whoops!

I flipped our Spanish percentages, which is significant because our Spanish site flips the norms: 2/3 of people come on mobile devices.

| | Desktop | Mobile | Tablet |
|---|---|---|---|
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| USCIS English | 55% | 41% | 4% |

| | | | |
|---|---|---|---|
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(b) (6), (b) (7)(C)
**Chief of E-Communications |*OComm***
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**From:** (b) (6), (b) (7)(C)
**Sent:** Friday, May 05, 2017 12:35 PM
**To:** Fedweb; FCN (FCN@LIST.NIH.GOV)
**Subject:** How people access our websites by device

Hi everyone.

I was just poking around Caution-https://analytics.usa.gov/ < Caution-https://analytics.usa.gov/ > and discovered the data page: Caution-https://analytics.usa.gov/data/ < Caution-https://analytics.usa.gov/data/ >

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**Chief of E-Communications**
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**USCIS Español -**USCIS.gov/ES < Caution-http://www.uscis.gov/ES > | Facebook:/USCIS.ES < Caution-http://facebook.com/uscis.es > | Twitter:@USCIS_ES < twitter.com/uscis_es > |Instagram:@USCIS_ES < Caution-https://www.instagram.com/uscis_es/ >

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*To unsubscribe, follow the directions above for the digest, butchange the message text to read: signoff

content-managers-l

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**Subject:** Re: Update: Federal AI Personal Assistant Pilot
**From:** "Centner, Teri" <mcen@LOC.GOV>
**Reply To:** Centner, Teri
**Date:** Fri, 5 May 2017 15:55:17 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (6 kB) , text/html (15 kB)

Is the city of Los Angeles one of the state, local and international colleagues you mentioned?
"…despite freeing up staff to handle more involved issues, Chip is a harbinger of what's next for artificial intelligence (AI), not a mere chatbot, said Michael Donlan, Microsoft's vice president of U.S. state and local government."
http://www.govtech.com/computing/Los-Angeles-Microsoft-Unveil-Chip-New-Chatbot-Project-Centered-on-Streamlining.html

teri :)

**From:** Justin Herman - TAE [mailto:justin.herman@GSA.GOV]
**Sent:** Friday, May 05, 2017 1:40 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Update: Federal AI Personal Assistant Pilot

Greetings Web Content Managers,

I hope all is well and productive where you are. I'm pleased to make an update on our inter-agency communities' Federal AI Personal Assistant Pilot and identify next steps and where needs still exist.

As many of you know, the pilot was launched to test and evaluate public service information integration into consumer-available AI Personal Assistants (IPAs) -- and in the process lay a strong foundation for opening our programs to self-service programs in the home, mobile devices, automobiles and further developed by U.S. businesses.

We hoped to attract a pilot cohort of six agencies with diverse missions and resources, demonstrate practical use cases, and recommend next steps for tackling this emerging field of citizen services. We received more than 6X the declared interest from agencies, who as of this morning continue to reach out to participate (not counting our state, local and international colleagues who have also reached out), and industry partners continue to join the effort, from MITRE to Oracle's Adaptive Intelligent Applications department (in addition to Amazon Alexa, Google Assistant, Microsoft Cortana, and Facebook Messenger's chatbot service.)

It has been nothing short of exciting and overwhelming to discover how many of our missions are primed and ready to move into this space with clear purpose and resources -- enough so that this effort will most certainly not only become a permanent presence, but will look forward and outward to expanding in complexity and scope thanks to the determined contributions of innovators and stewards like yourself.

But first thing is first -- *we need to get this initial pilot phase done and in the books*. I've seen things this week, pretty incredible new program management services built based on ideas from the pilot, that I didn't think we'd see created until much later phases. **As of today we are freezing new entries into the pilot, streamlining the number of concepts down to those ready to advance, and moving on so we can begin the work of institutionalizing this experience for all our colleagues and partners who want to take advantage.** There will be plenty more where this came from.

Here's what you can do:

- Visit the Federal AI Personal Assistant Pilot wiki on Github
- Review participating concepts and agencies
- Please email me your Github user name and " #PilotUsername " in the subject if:

    - your agency has a participating concept
    - has a placeholder page but hasn't expanded their concept yet (if not, they may be paused from the pilot til a later time)
    - your agency is not listed but you can help suggest improvements in concepts or resources

- Register for our hackathon for the AI Personal Assistant Pilot, Wednesday May 17

    - Participating concepts will be expected to prepare their projects as much as they can in advance of the hackathon along with the cohort community
    - Specialists from both federal agencies and the innovative platforms opened in the pilot will be present to help tie lose ends and answer questions
    - Attendees do not need to be present the entire day -- they need to be present as little or long as they need to complete their pilot concepts.
    - I'm told a robot will be there. So there's also that.

Next week we are analyzing compliance considerations for this emerging field, and finalizing the combination of business cases and available data.

Thanks again to all of you who stepped forward and proved that the federal government is not only open to emerging citizen technologies, not only ready to test -- we are ready and determined to work together across agencies and with innovative U.S. businesses and startups to make the benefits of tomorrow a real and responsive service for citizens today.

Best regards,
Justin

**Justin "Doc" Herman**
Emerging Citizen Technology Program (AI, VR/AR, Social)
Innovation Portfolio -- Technology Transformation Service
U.S. General Services Administration

---

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**Subject:** Re: [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

**From:** (b) (6) SARMY HQDA ASA MRA (US)" MAIL.MIL>

**Reply To:** Welther, Michael S CIV USARMY HQDA ASA MRA (US)

**Date:** Mon, 8 May 2017 13:06:24 +0000

**Content-Type:** text/plain

**Parts/Attachments:** text/plain (108 lines)

That is interesting data.

I work on the US Army recruiting website and our main audience is ages 18-24 -- although we get some "influencers" that are older -- but according to our data, the younger people understandably prefer the phones....Our breakdown is

Mobile: 53.7%
Desktop: 42%
Tablet: 4.3%

VR,
(b) (6)
Goarmy.com

-----Original Message-----
From: (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
Sent: Friday, May 05, 2017 12:35 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

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**Subject:** Re: [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device
**From:** "Brantley, William" <William.Brantley@USPTO.GOV>
**Reply To:** Brantley, William
**Date:** Mon, 8 May 2017 13:25:23 +0000
**Content-Type:** text/plain
**Parts/Attachments:** text/plain (136 lines)

I'm interested by your tablet statistic. It would seem that tablets would be at a greater percentage than desktops based on my observations of other user stats.

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Dr. William Brantley
ETD | OHR | USPTO
571.270.5447

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From: (b) (6) USARMY HQDA ASA MRA (US) [mailto:(b) (6) @MAIL.MIL]
Sent: Monday, May 08, 2017 9:06 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

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| | |
|---|---|
| **Subject:** | Re: [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device |
| **From:** | "Brantley, William" <William.Brantley@USPTO.GOV> |
| **Reply To:** | Brantley, William |
| **Date:** | Mon, 8 May 2017 13:40:16 +0000 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (7 kB) , text/html (15 kB) |

It is true that tablet traffic is declining from a high peak usage a couple of years ago. However, tablet usage should still be in the high-to-mid 30s rather than dropping so low (<5%) if GlobalWebIndex is correct.

http://blog.globalwebindex.net/chart-of-the-day/tablet-usage-declines/

All opinions are my own and do not reflect the opinions of my agency.

Dr. William Brantley
ETD | OHR | USPTO
571.270.5447

**From:** Timothy Lowden - TAA [mailto:timothy.lowden@gsa.gov]
**Sent:** Monday, May 08, 2017 9:31 AM
**To:** Brantley, William <William.Brantley@USPTO.GOV>
**Subject:** Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

Can you elaborate on this Bill? Tablet traffic across the board is quite low.

Tim

On Mon, May 8, 2017 at 9:25 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

> I'm interested by your tablet statistic. It would seem that tablets would be at a greater percentage than desktops based on my observations of other user stats.
>
> All opinions are my own and do not reflect the opinions of my agency.
>
> Dr. William Brantley
> ETD | OHR | USPTO
> 571.270.5447
>
> -----Original Message-----
> From: (b) (6) USARMY HQDA ASA MRA (US)
> [mailto:(b) (6) @MAIL.MIL]
> Sent: Monday, May 08, 2017 9:06 AM
> To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> Subject: Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device
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Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

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--
**Tim Lowden**
Program Manager
Digital Analytics Program (DAP)

| | |
|---|---|
| **Subject:** | Re: [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device |
| **From:** | "Brantley, William" <William.Brantley@USPTO.GOV> |
| **Reply To:** | Brantley, William |
| **Date:** | Mon, 8 May 2017 13:44:10 +0000 |
| **Content-Type:** | text/plain |
| **Parts/Attachments:** | text/plain (176 lines) |

I agree. Depending on the ease of the task, I often prefer to quickly complete it on my smartphone rather than fire up the desktop.

However, I noticed that I am doing more and more on my Kindle Fire including some code editing.

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Dr. William Brantley
ETD | OHR | USPTO
571.270.5447

-----Original Message-----
From: Williams, David A.
Sent: Monday, May 08, 2017 9:38 AM
To: Brantley, William <William.Brantley@USPTO.GOV>
Cc: Williams, David A. <david.williams@USPTO.GOV>
Subject: RE: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

William,
I'm a lurker on the list. I think mobile use is highly dependent on the audience, nature of the information the website provides and the mobile friendliness of the website. For www.uspto.gov: we run just under 80% desktop. It's been coming down over the years, but not a quickly as industry average.
-David

-----Original Message-----
From: Brantley, William
Sent: Monday, May 08, 2017 9:25 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

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| | |
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| **Subject:** | Re: [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device |
| **From:** | "Corey, Pamela L (Fed)" <pamela.corey@NIST.GOV> |
| **Reply To:** | Corey, Pamela L (Fed) |
| **Date:** | Mon, 8 May 2017 14:03:48 +0000 |
| **Content-Type:** | text/plain |
| **Parts/Attachments:** | text/plain (76 lines) |

I agree with David. The amount of traffic a website gets from mobile and/or tablet, I believe, depends largely on the type of content you serve, not the quality of the content.

Our www.nist.gov site is mostly desktop users. We launched a responsive, mobile friendly, site late last year but the numbers haven't really changed much. But maybe, given some more time, it will. We'll have to wait and see.

2017 to date:
Desktop = 81%
Mobile = 16%
Tablet = 3%

2016 (after the switch to the new Drupal responsive site):
Desktop = 79%
Mobile = 17%
Tablet = 3%

2016 (January - September - before the switch to the responsive site):
Desktop = 83%
Mobile = 14%
Tablet = 3%

Pam
---
Pamela Corey
IT Specialist / Information Coordinator
NIST
Physical Measurement Laboratory
301-975-2170

-----Original Message-----
From: Brantley, William [mailto:William.Brantley@USPTO.GOV]
Sent: Monday, May 08, 2017 9:44 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

I agree. Depending on the ease of the task, I often prefer to quickly complete it on my smartphone rather than fire up the desktop.

However, I noticed that I am doing more and more on my Kindle Fire including some code editing.

All opinions are my own and do not reflect the opinions of my agency.

Dr. William Brantley
ETD | OHR | USPTO
571.270.5447

-----Original Message-----
From: Williams, David A.
Sent: Monday, May 08, 2017 9:38 AM
To: Brantley, William <William.Brantley@USPTO.GOV>
Cc: Williams, David A. <david.williams@USPTO.GOV>
Subject: RE: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

William,
I'm a lurker on the list. I think mobile use is highly dependent on the audience, nature of the information the website provides and the mobile friendliness of the website. For www.uspto.gov: we run just under 80% desktop. It's been coming down over the years, but not a quickly as industry average.
-David

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| | |
|---|---|
| Subject: | Re: [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Mon, 8 May 2017 14:04:25 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (11 kB) , text/html (24 kB) |

Fair point. Frankly, I do find the usage statistics a bit mixed. Take this article:
http://www.smartinsights.com/mobile-marketing/mobile-marketing-analytics/mobile-marketing-statistics/

Yes, tablet (and desktop) usage is declining. However, conversion rates are higher for desktop and tablets than smartphones according to the same analysis. So, are people just browsing on the smartphones and then waiting until they are at a desktop/tablet to engage the site?

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Dr. William Brantley
ETD | OHR | USPTO
571.270.5447

---

**From:** Thomas, Mark [mailto:Mark.Thomas@ofr.treasury.gov]
**Sent:** Monday, May 08, 2017 9:53 AM
**To:** Brantley, William <William.Brantley@USPTO.GOV>
**Subject:** RE: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

I would posit that GlobalWebIndex is not “correct” in that it isn’t measuring the same thing. Their results stem from the question “In the past month, on which of the following devices have you accessed the internet,” which doesn’t take into account how often any particular device is used. It’s not directly comparable to web analytics.

Mark Thomas

**Mark Thomas**
**Associate Director, Applications Development**
Office of Financial Research
U.S. Department of the Treasury
(d) 202.927.8375 (m) (b) (6)

---

**From:** Brantley, William [mailto:William.Brantley@USPTO.GOV]
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**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

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http://blog.globalwebindex.net/chart-of-the-day/tablet-usage-declines/

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Dr. William Brantley
ETD | OHR | USPTO

ETD | OHR | USPTO
571.270.5447

**From:** Timothy Lowden - TAA [mailto:timothy.lowden@gsa.gov]
**Sent:** Monday, May 08, 2017 9:31 AM
**To:** Brantley, William <William.Brantley@USPTO.GOV>
**Subject:** Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

Can you elaborate on this Bill? Tablet traffic across the board is quite low.

Tim

On Mon, May 8, 2017 at 9:25 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

> I'm interested by your tablet statistic. It would seem that tablets would be at a greater percentage than desktops based on my observations of other user stats.
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> All opinions are my own and do not reflect the opinions of my agency.
>
> Dr. William Brantley
> ETD | OHR | USPTO
> 571.270.5447
>
> -----Original Message-----
> From: (b) (6) USARMY HQDA ASA MRA (US)
> [mailto:(b) (6) @MAIL.MIL]
> Sent: Monday, May 08, 2017 9:06 AM
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> Subject: Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device
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>
> VR,
> (b) (6)
> Goarmy.com
>
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> From: (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C) @USCIS.DHS.GOV]
> Sent: Friday, May 05, 2017 12:35 PM
> To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

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Then I looked at our own Google Analytics.

Here's what I found:

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| Federal | 57% | 38% | 5% |
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(b) (6), (b) (7)(C)

Chief of E-Communications

Office of Communications | U.S. Citizenship and Immigration Services

20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529

Office:(b) (6), (b) (7)(C) Mobile:(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@uscis.dhs.gov < Caution-mailto(b) (6), (b) (7)(C)@uscis.dhs.gov >

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--
**Tim Lowden**
Program Manager
Digital Analytics Program (DAP)
Technology Transformation Service
U.S. General Services Administration

---

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**Subject:** Re: [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device
**From:** "Bronson, Samuel (OS/ASPA)" <Samuel.Bronson@HHS.GOV>
**Reply To:** Bronson, Samuel (OS/ASPA)
**Date:** Mon, 8 May 2017 14:05:03 +0000
**Content-Type:** text/plain
**Parts/Attachments:** text/plain (202 lines)

With government websites, it's rare to see a high percentage of tablet usage. This does not necessarily conflict with overall tablet usage rates, though. Device usage varies heavily depending on variables like task and time-of-day. Tablet usage surges after working hours, as not many users bring these devices to work or use them during working hours. There are many other variables as well, but we can't expect the aggregate device category distribution to match our individual sites.

Thanks.

Sam Bronson
Office: (202) 260-6502
Mobile: (b) (6) [redacted]

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Sent: Monday, May 08, 2017 9:44 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
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ETD | OHR | USPTO
571.270.5447

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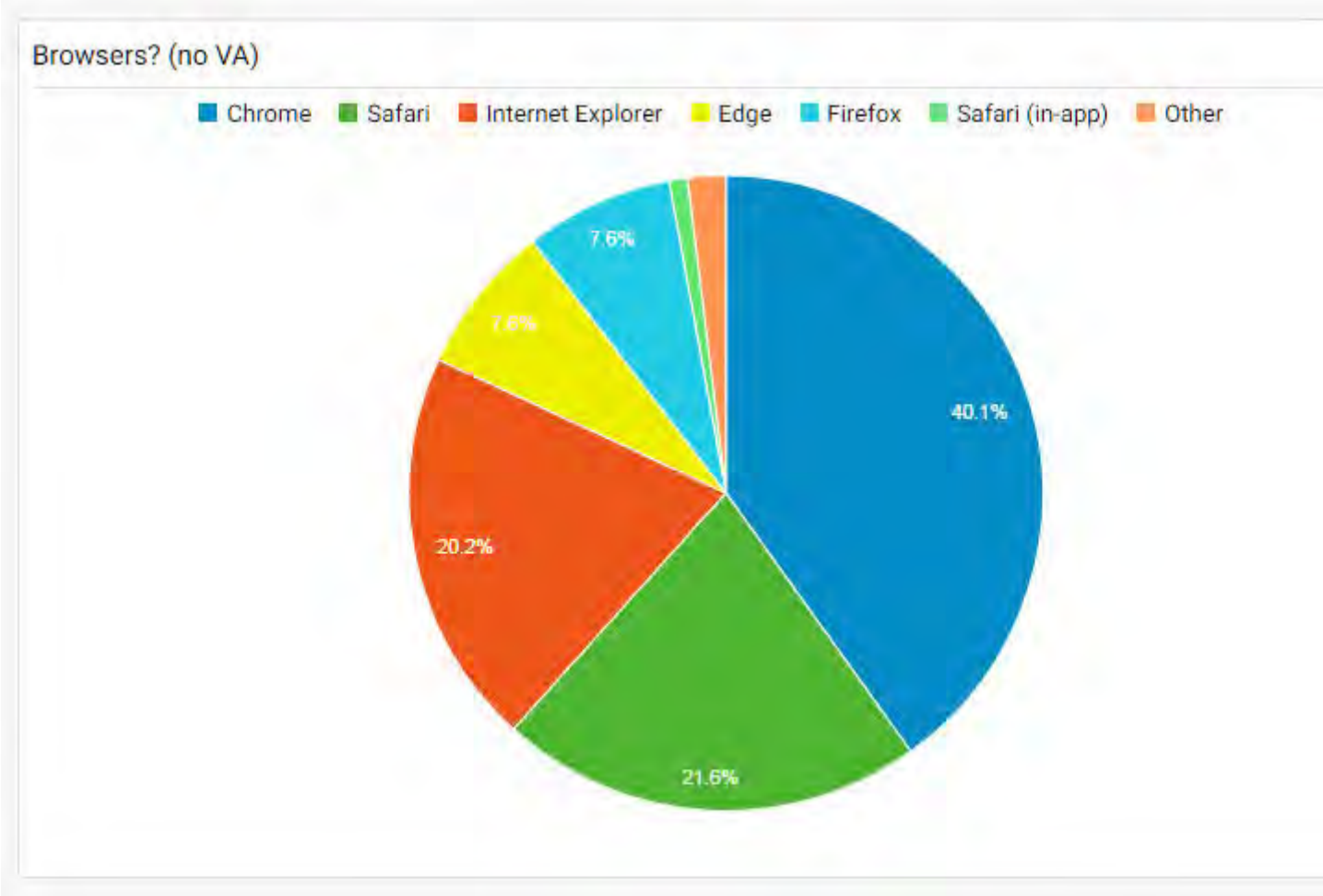
**Subject:** Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device
**From:** "Walker, Stephen" <Stephen.Walker4@VA.GOV>
**Reply To:** Walker, Stephen
**Date:** Mon, 8 May 2017 12:11:16 -0500
**Content-Type:** multipart/related
**Parts/Attachments:** text/plain (9 kB) , text/html (21 kB) , image001.png (65 kB)

I so not think there was ever a time that VA websites and public facing applications were above 10% tablet usage with the past year being just under 8%. As others have seen, mobile usage has grown and is now close 30%. These numbers exclude internal traffic which pushes the desktop numbers higher.




Steve

// SIGNED //

Stephen M. Walker

***IT Strategic Communication***
***Technical Services***
Office of Information and Technology
Department of Veterans Affairs
*https://vaww.oit.va.gov/*
https://www.oit.va.gov
Phone: 681.242.4152
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| | | | |
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(b) (6), (b) (7)(C)

Chief of E-Communications

Office of Communications | U.S. Citizenship and Immigration Services

20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529

Office:(b) (6), (b) (7)(C) Mobile:(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@uscis.dhs.gov < Caution-mailto:(b) (6), (b) (7)(C)@uscis.dhs.gov >

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Digital Analytics Program (DAP)
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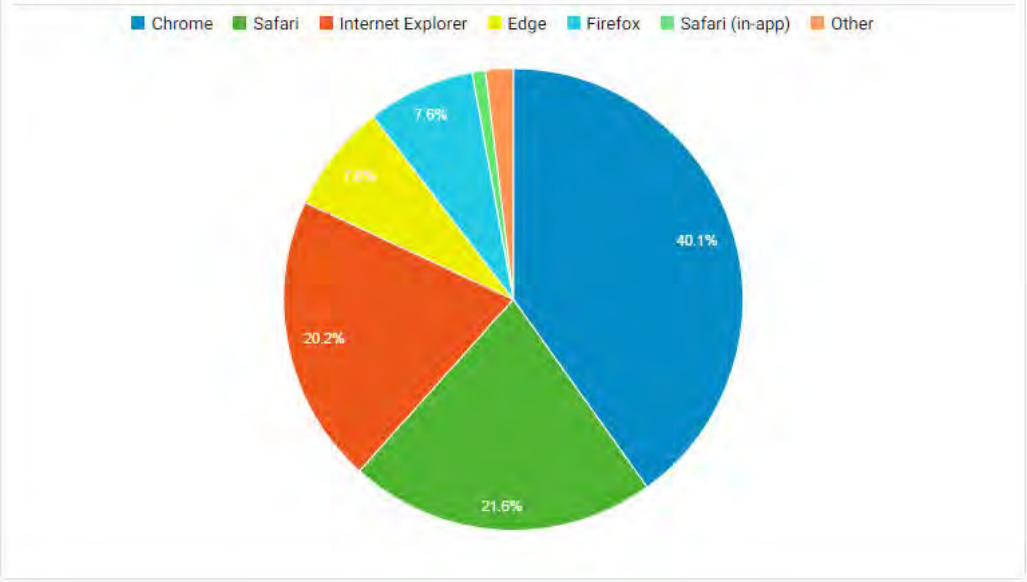
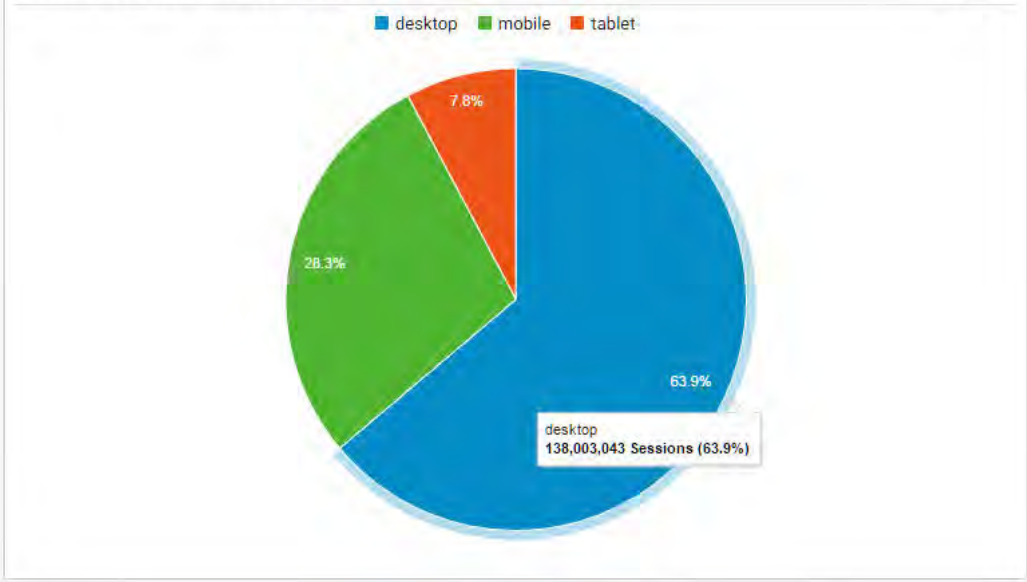
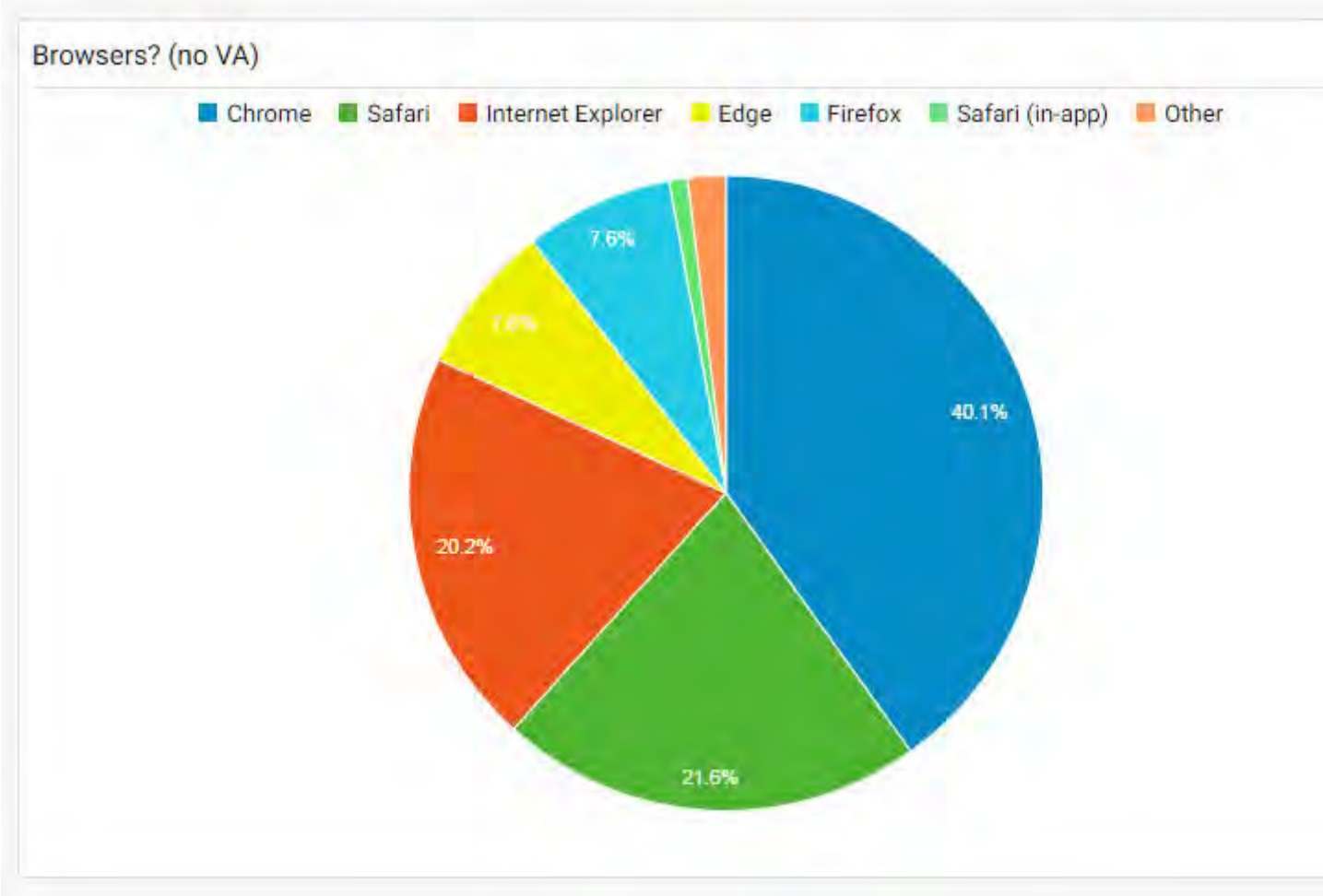



Sessions by Device Category (No VA)



| | |
|---|---|
| **Subject:** | Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device |
| **From:** | "Walker, Stephen" <Stephen.Walker4@VA.GOV> |
| **Reply To:** | Walker, Stephen |
| **Date:** | Mon, 8 May 2017 12:18:15 -0500 |
| **Content-Type:** | multipart/related |
| **Parts/Attachments:** | text/plain (9 kB) , text/html (21 kB) , image001.png (65 kB) |

I do not think there was ever a time when tablet usage exceeded 10% for VA websites. Ove the past year, tablet traffic accounted for just under 8% of the total. As others have seen, mobile usage has grown, and is now close 30%. These numbers exclude internal traffic which pushes the desktop numbers higher.




Steve

// SIGNED //

Stephen M. Walker

***IT Strategic Communication***
***Technical Services***
Office of Information and Technology
Department of Veterans Affairs
*https://vaww.oit.va.gov/*
https://www.oit.va.gov
Phone: 681.242.4152
Hours: 0600-1630 Tues-Fri

**From:** Brantley, William [mailto:William.Brantley@USPTO.GOV]
**Sent:** Monday, 08 May, 2017 9:40 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [EXTERNAL] Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

It is true that tablet traffic is declining from a high peak usage a couple of years ago. However, tablet usage should still be in the high-to-mid 30s rather than dropping so low (<5%) if GlobalWebIndex is correct.

http://blog.globalwebindex.net/chart-of-the-day/tablet-usage-declines/

All opinions are my own and do not reflect the opinions of my agency.

Dr. William Brantley
ETD | OHR | USPTO
571.270.5447

**From:** Timothy Lowden - TAA [mailto:timothy.lowden@gsa.gov]
**Sent:** Monday, May 08, 2017 9:31 AM
**To:** Brantley, William <William.Brantley@USPTO.GOV>
**Subject:** Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

Can you elaborate on this Bill? Tablet traffic across the board is quite low.

Tim

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> I'm interested by your tablet statistic. It would seem that tablets would be at a greater percentage than desktops based on my observations of other user stats.
>
> All opinions are my own and do not reflect the opinions of my agency.
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> Dr. William Brantley
> ETD | OHR | USPTO
> 571.270.5447
>
> -----Original Message-----
> From: (b) (6) USARMY HQDA ASA MRA (US)
> [mailto:michael.s.welther.civ@MAIL.MIL]
> Sent: Monday, May 08, 2017 9:06 AM
> To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> Subject: Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device
>
> That is interesting data.
>
> I work on the US Army recruiting website and our main audience is ages 18-24 -- although we get some "influencers" that are older -- but according to our data, the younger people understandably prefer the phones....Our breakdown is

Mobile: 53.7%
Desktop: 42%
Tablet: 4.3%

VR,
(b) (6)
Goarmy.com

-----Original Message-----
From: (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
Sent: Friday, May 05, 2017 12:35 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

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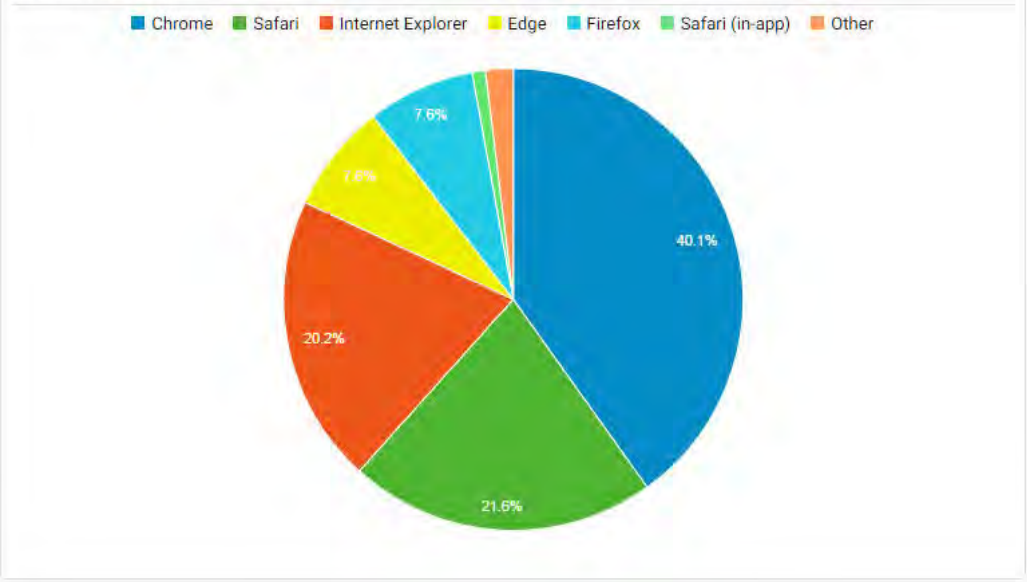


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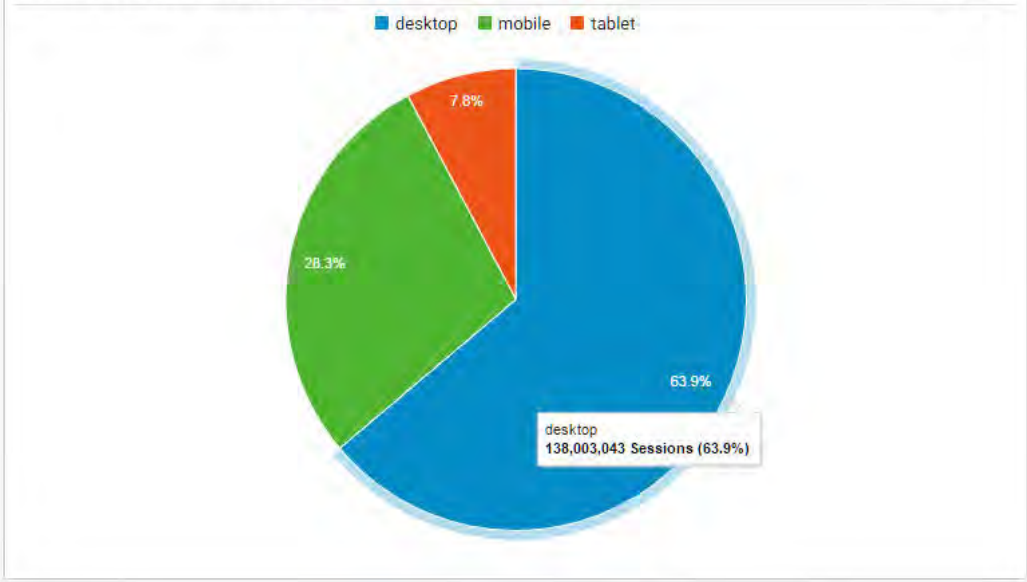

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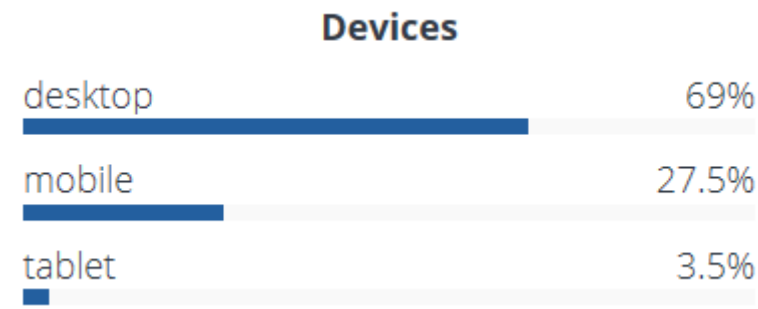
|---|---|
| **Subject:** | Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device |
| **From:** | (b) (6) COOKCOUNTYIL.GOV> |
| **Reply To:** | (b) (6) (Bureau of Technology) |
| **Date:** | Mon, 8 May 2017 21:37:08 +0000 |
| **Content-Type:** | multipart/related |
| **Parts/Attachments:** | text/plain (11 kB) , text/html (29 kB) , image001.png (65 kB) , pastedImage.png (6 kB) |

You can find our device analytics here: http://analytics.cookcountyil.gov (shout out to DAP/GSA/18F for the code!).

Cook County Analytics | Cook County web traffic.

analytics.cookcountyil.gov

Analytics data for Cook County. This is an alpha version.




Always interesting to see how the numbers compare.
Hope it's helpful!
(b) (6)

(b) (6) | Information Technology Communications Manager
Cook County | Bureau of Technology | Application Development and Management
p: (b) (6) e: (b) (6) @cookcountyil.gov

---

**From:** Walker, Stephen <Stephen.Walker4@VA.GOV>
**Sent:** Monday, May 8, 2017 12:11:16 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] [EXTERNAL] Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

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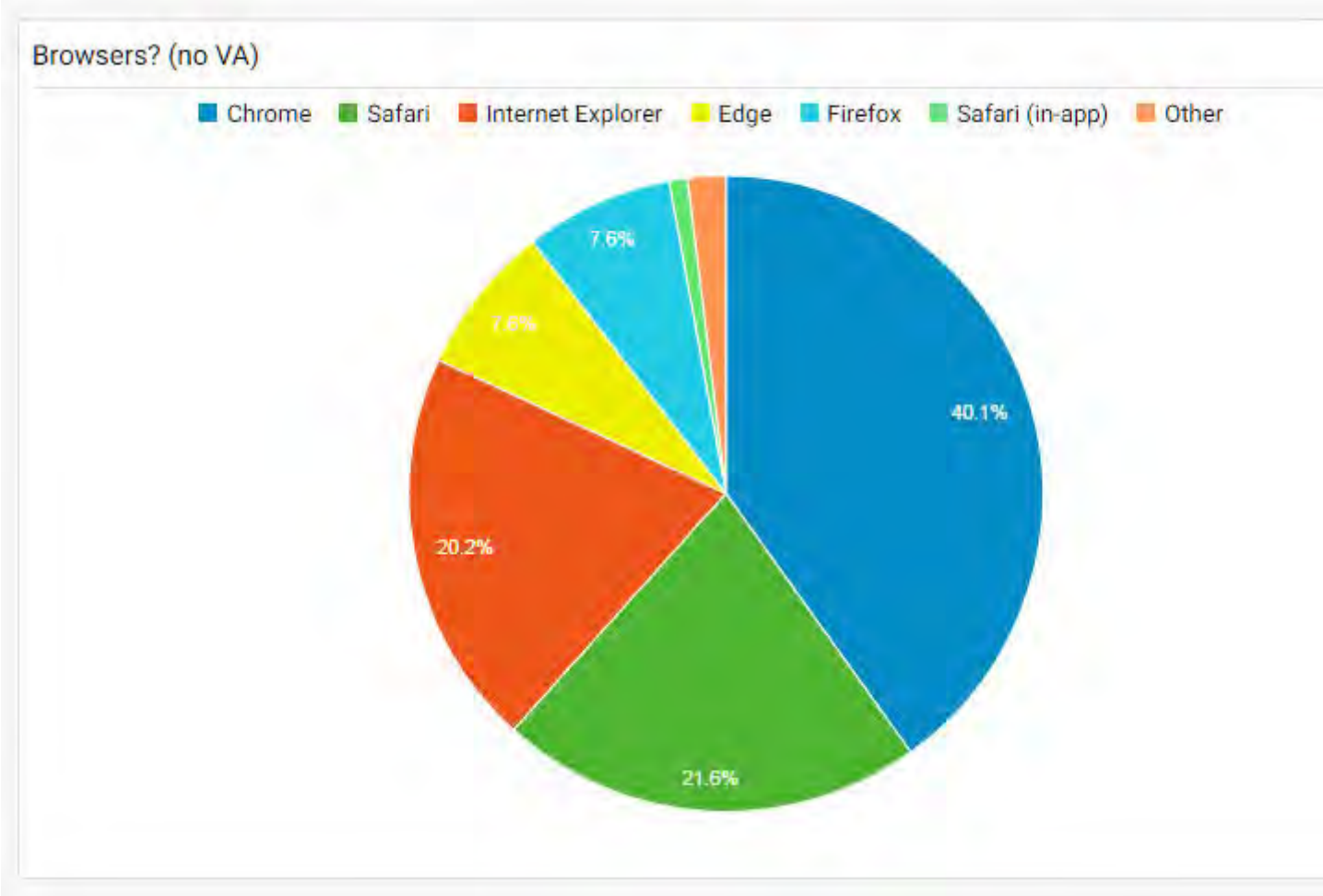


Steve

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*https://vaww.oit.va.gov/*
https://www.oit.va.gov
Phone: 681.242.4152
Hours: 0600-1630 Tues-Fri

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> VR,
> (b) (6)
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> From: (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C) @USCIS.DHS.GOV]

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Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] How people access our websites by device

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Office:([redacted] Mobile:([redacted]

[redacted]@uscis.dhs.gov < Caution-mailto[redacted]@uscis.dhs.gov >

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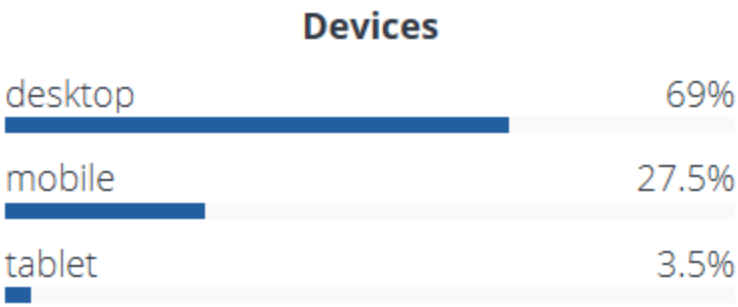
Devices
desktop
69%
mobile
27.5%
tablet
3.5%

**Subject:** 508 Compliance Testing
**From:** (b) (6), (b) (7)(C) OIG.DOC.GOV>
**Reply To:**
**Date:** Wed, 10 May 2017 19:28:27 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1370 bytes) , text/html (3394 bytes)

Greetings, Public Service Community!

I was wondering if anyone has had any experience with Compliance Sheriff as a Section 508 Compliance/Accessibility tool. I realize that DHS offers a free tool.

(b) (6), (b) (7)(C)
ter)
Office of Chief Information Officer
Office of Inspector General
U.S. Department of Commerce
1401 Constitution Avenue NW
Washington, DC 20230
Email: (b) (6), (b) (7)(C) @oig.doc.gov

---

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The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

| | |
|---|---|
| Subject: | GOVDELIVERY alternative: JangoMail? |
| From: | Jacob White <jacob.white@EXIM.GOV> |
| Reply To: | Jacob White <jacob.white@EXIM.GOV> |
| Date: | Thu, 11 May 2017 16:08:18 +0000 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (21 kB) , text/html (6 kB) , image001.png (21 kB) |

I've seen this topic before, but not seen much on it. Govdelivery is a bit pricey for us given how small we are and that we don't take full advantage of all of its features.

Does anyone else use **JangoMail**? Or have you done any research on it?

Thanks,

**Jacob White, PMP** | Director, Digital Engagement, Communications

Export-Import Bank of the United States
811 Vermont Ave. NW | Washington, DC 20571
202.565.3933 | jacob.white@exim.gov
Twitter | LinkedIn | YouTube

EXPORT-IMPORT BANK OF THE UNITED STATES

*Reducing Risk. Unleashing Opportunity.*

---

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| | |
|---|---|
| Subject: | Re: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Anyone using a public website for employee communications? |
| From: | (b) (6) <(b) (6) @NRO.MIL> |
| Reply To: | (b) (6) @NRO.MIL |
| Date: | Thu, 11 May 2017 16:16:16 +0000 |
| Content-Type: | multipart/signed |
| Parts/Attachments: | text/plain (6 kB) , text/html (19 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB) , image005.jpg (8 kB) , smime.p7s (5 kB) |

Hi and sorry for the delay.

I'm on rotation from NGA to the NRO. At a recent meeting at NGA, I am pretty sure that I heard the JDA team mention they use their public facing webpage to message those who do not have access to NGA information. You may want to reach out to (b) (6), classified email @(b) (6) @coe.ic.gov. If you find out anything, please share with the group.

V/r,

(b) (6)
NRO, Public Affairs Officer
Check out the lastest NRO happenings at:
Facebook: https://www.facebook.com/NationalReconnaissanceOffice
Twitter: https://twitter.com/NatReconOfc
NRO Website: www.nro.gov

**From:** Albert, Donavan -FS [mailto:dalbert@FS.FED.US]
**Sent:** Friday, May 05, 2017 1:20 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Anyone using a public website for employee communications?

All active links contained in this email were disabled. Please verify the identity of the sender, and confirm the authenticity of all links contained within the message prior to copying and pasting the address to a Web browser.

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---

Hi Matt –

Caution-Caution-https://www.fs.fed.us/inside-fs < Caution-Caution-https://www.fs.fed.us/inside-fs >

Donavan

**Donavan W. Albert**
**National Web Manager**

**Forest Service**
**Office of Communication**

**p: 202-205-1407**
**f: 202-205-0885**
**dalbert@fs.fed.us < Caution-Caution-mailto:dalbert@fs.fed.us >**

1400 Independence Ave, SW, Mailstop 1111
Washington, DC 20250
Caution-Caution-www.fs.fed.us < Caution-Caution-http://www.fs.fed.us >
< Caution-Caution-http://usda.gov/ > < Caution-Caution-https://twitter.com/forestservice > < Caution-Caution-http://facebook.com/USDA >

**Caring for the land and serving people**

---

**From:** (b) (6), (b) (7)(C) [Caution-Caution-mailto:(b) (6), (b) (7)(C)@HQ.DHS.GOV]
**Sent:** Friday, May 05, 2017 12:59 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Anyone using a public website for employee communications?

Happy Friday!

Quick question – I'm wondering if there are any agencies out there that are using a public website (.gov website available to the general public) for internal employee communications. In short, does anyone have any experience with providing "intranet"-type content as a section of their public .gov website (or separate website).

We're trying to address an issue here at DHS where a significant portion of our workforce can't access our intranet site for employee communications because the site is available only when logged into the DHS network (and they don't have regular access – think TSA and CBP officers in the field)… wondering if anyone has any experience that they can share.

Thanks!

(b) (6), (b) (7)(C)

U.S. Department of Homeland Security

Office of Public Affairs
Director of Web Communications

(Voice) (b) (6), (b) (7)(C)
(Cell) (b) (6), (b) (7)(C)
[redacted]@hq.dhs.gov < Caution-Caution-mailto:(b) (6), (b) (7)(C)@hq.dhs.gov >

Homeland Security

---

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The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff

content-managers-l

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| | |
|---|---|
| Subject: | API-First Drupal Talk and Distributed Content |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Thu, 11 May 2017 21:26:00 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1519 bytes) , text/html (4 kB) |

Following up on Gwynne Kostin's comments about distributed content - https://www.fourkitchens.com/webinars/future-of-content-management-cms/

Todd Ross Nienkerk gave this talk at the recent DrupalCon but there was an issue with the YouTube video.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

---

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The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

| | |
|---|---|
| Subject: | Interesting report on multi-generational learning in the workplace |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Fri, 12 May 2017 13:55:55 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1698 bytes) , text/html (4 kB) |

I don’t agree with the overgeneralizations about the generations – really stretching the point to fit the clickbait “Marcia, Marcia, Marcia” title.

However, I do like the concepts of the personal learning ecosystem and the enterprise learning ecosystem. Those should have been the focus of the paper.

http://www.donohuelearning.com/wp-content/uploads/2017/04/Final-White-Paper-Marcia-Moment-Copyright-Donohue-Learning-1.pdf

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

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| | |
|---|---|
| Subject: | How the United Nations built (and measured) its data marketplace |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Fri, 12 May 2017 14:42:43 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1440 bytes) , text/html (4 kB) |

Great case study - https://blog.mixpanel.com/2017/05/04/united-nations-data-marketplace/?utm_campaign=Data%2BElixir&utm_medium=email&utm_source=Data_Elixir_131

All opinions are my own and do not reflect the opinions of my agency.

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(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

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**Subject:** Re: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Anyone using a public website for employee communications?
**From:** "(b) (6)" <(b) (6)@NSA.GOV>
**Reply To:** (b) (6)
**Date:** Fri, 12 May 2017 16:05:29 +0000
**Content-Type:** multipart/signed
**Parts/Attachments:** text/plain (7 kB) , smime.p7s (6 kB)

Try this: APAN - All Partners Access Network: https://www.apan.org/

v/r

(b) (6)

==========
(U//FOUO) (b) (6)
USCYBERCOM
CDG J614 Web Team Lead
(b) (6)

-----Original Message-----
From: (b) (6) [mailto:(b) (6)@NRO.MIL]
Sent: Thursday, May 11, 2017 12:16 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Anyone using a public website for employee communications?

Hi and sorry for the delay.

I'm on rotation from NGA to the NRO. At a recent meeting at NGA, I am pretty sure that I heard the JDA team mention they use their public facing webpage to message those who do not have access to NGA information. You may want to reach out to Lauren McCann, classified email @ Lauren.M.McCann@coe.ic.gov <mailto:Lauren.M.McCann@coe.ic.gov> . If you find out anything, please share with the group.

V/r,

(b) (6)

NRO, Public Affairs Officer

Check out the lastest NRO happenings at:

Facebook: https://www.facebook.com/NationalReconnaissanceOffice <https://www.facebook.com/NationalReconnaissanceOffice>

Twitter: https://twitter.com/NatReconOfc <https://twitter.com/NatReconOfc>

NRO Website: www.nro.gov <http://www.nro.gov>

From: Albert, Donavan -FS [mailto:dalbert@FS.FED.US]
Sent: Friday, May 05, 2017 1:20 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Anyone using a public website for employee communications?

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---

Hi [redacted]

Caution-Caution-https://www.fs.fed.us/inside-fs <
Caution-Caution-https://www.fs.fed.us/inside-fs >

Donavan

Donavan W. Albert
National Web Manager

Forest Service

Office of Communication

p: 202-205-1407
f: 202-205-0885
dalbert@fs.fed.us <mailto:dalbert@fs.fed.us> <
Caution-Caution-mailto:dalbert@fs.fed.us >

1400 Independence Ave, SW, Mailstop 1111 Washington, DC 20250
Caution-Caution-www.fs.fed.us < Caution-Caution-http://www.fs.fed.us > <
Caution-Caution-http://usda.gov/ > <
Caution-Caution-https://twitter.com/forestservice > <
Caution-Caution-http://facebook.com/USDA >

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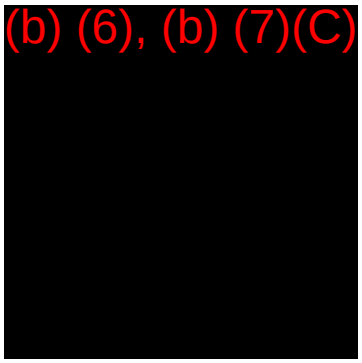
From: (b) (6), (b) (7)(C) [Caution-Caution-mailto:(b) (6), (b) (7)(C)@HQ.DHS.GOV]
Sent: Friday, May 05, 2017 12:59 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
<mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] Anyone using a public website for employee communications?

Happy Friday!

Quick question - I'm wondering if there are any agencies out there that are using a public website (.gov website available to the general public) for internal employee communications. In short, does anyone have any experience with providing "intranet"-type content as a section of their public .gov website (or separate website).

We're trying to address an issue here at DHS where a significant portion of our workforce can't access our intranet site for employee communications because the site is available only when logged into the DHS network (and they don't have regular access - think TSA and CBP officers in the field). wondering if anyone has any experience that they can share.

Thanks!




U.S. Department of Homeland Security

Office of Public Affairs

Director of Web Communications

(Voice) (b) (6), (b) (7)(C)
(Cell) (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C)@hq.dhs.gov <mailto:(b) (6), (b) (7)(C)@hq.dhs.gov> <
Caution-Caution-mailto:matthew.harmon@hq.dhs.gov >

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**********

| | |
|---|---|
| **Subject:** | Online Graphic Collaborative Workspace? |
| **From:** | James Jones <jjones@FEC.GOV> |
| **Reply To:** | James Jones <jjones@FEC.GOV> |
| **Date:** | Fri, 12 May 2017 16:12:41 +0000 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (1365 bytes) , text/html (2872 bytes) |

I'm looking for recommendations on an online resource where multiple people easily interact with uploaded images in a whiteboard-type environment. Not just see the art but interact with it as well. I'm developing floor plans and would like to give others the opportunity to interact with the designs. Move walls, change room numbers, etc. Does anyone know of such a resource with federal-approved TOS?

Thanks!

---

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**Subject:** Drupal 7 / Microsoft Dynamics 2016 integration
**From:** (b) (6), (b) (7)(C)@HQ.DHS.GOV>
**Reply To:**
**Date:** Fri, 12 May 2017 17:26:43 +0000
**Content-Type:** multipart/related
**Parts/Attachments:** text/plain (7 kB) , text/html (8 kB) , image002.png (7 kB)

Hi all,

Does anyone have an example of a Drupal (preferably for Drupal 7) / Microsoft Dynamics 2016 integration in the Federal space?

Thanks!

(b) (6), (b) (7)(C)

[redacted]
Web Content Management as a Service and Enterprise Content Delivery as a Service
IT Specialist | Platform Software and Services | Information Sharing and Services Office (IS2O)
Department of Homeland Security | Office of the Chief Information Officer (OCIO)
(b) (6), (b) (7)(C) (**c**) | (b) (6), (b) (7)(C)@hq.dhs.gov (**e**) Room (b) (6), (b) (7)(C)

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Subject: Re: Online Graphic Collaborative Workspace?
From: (b) (6) OMB.EOP.GOV>
Reply To:
Date: Fri, 12 May 2017 19:07:03 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2780 bytes) , text/html (6 kB)

James,

You're welcome to use Gliffy on MAX.gov for this.

First create a test page here: https://community.max.gov/x/6BQ (or in any more appropriate space that you have access to).

Then edit the page and choose insert/gliffy diagram/floorplan (bottom left).

Here's the help page: https://community.max.gov/x/pgA7Bw

(b) (6)

---

**From:** James Jones [mailto:jjones@FEC.GOV]
**Sent:** Friday, May 12, 2017 12:13 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Online Graphic Collaborative Workspace?

I'm looking for recommendations on an online resource where multiple people easily interact with uploaded images in a whiteboard-type environment. Not just see the art but interact with it as well. I'm developing floor plans and would like to give others the opportunity to interact with the designs. Move walls, change room numbers, etc. Does anyone know of such a resource with federal-approved TOS?

Thanks!

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Subject: Re: Anyone using a public website for employee communications?
From: (b) (6) (Bureau of Technology)" @COOKCOUNTYIL.GOV>
Reply To: Bureau of Technology)
Date: Fri, 12 May 2017 20:46:19 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (4 kB) , text/html (13 kB) , image001.jpg (8 kB)

(b) (6), (b) (7)(C)

We do have some limited employee facing content on our public site, also because it is not always easy or consistent to get to everyone internally. There was also some info (like benefits, timekeeping) that was useful for employees to have access to at home easily.
We are in the process of migrating to an internal site platform that will help this, but in the meantime, we DID add content to the public site so everyone could access and put it into its own Service Category grouping.
Hope that helps!

https://www.cookcountyil.gov/service-categories/employee-services

## Employee Services | CookCountyIL.gov

www.cookcountyil.gov

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(b) (6) | Information Technology Communications Manager
Cook County | Bureau of Technology | Application Development and Management
p: (b) (6) e: (b) (6) cookcountyil.gov

---

**From:** (b) (6), (b) (7)(C) @HQ.DHS.GOV>
**Sent:** Friday, May 5, 2017 11:59:19 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Anyone using a public website for employee communications?

Happy Friday!

Quick question – I'm wondering if there are any agencies out there that are using a public website (.gov website available to the general public) for internal employee communications. In short, does anyone have any experience with providing "intranet"-type content as a section of their public .gov website (or separate website).

We're trying to address an issue here at DHS where a significant portion of our workforce can't access our intranet site for employee communications because the site is available only when logged into the DHS network (and they don't have regular access – think TSA and CBP officers in the field)… wondering if anyone has any experience that they can share.

Thanks!

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

U.S. Department of Homeland Security

Office of Public Affairs
Director of Web Communications

(Voice) (b) (6), (b) (7)(C)
(Cell) (b) (6), (b) (7)(C)
[redacted] hq.dhs.gov

---

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---

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| | |
|---|---|
| Subject: | Turn Every Google Form Into A Chatbot |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Thu, 18 May 2017 13:25:57 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1463 bytes) , text/html (4 kB) |

Thought this was cool but I am not endorsing the service. Just passing it along for informational purposes - https://chatbotsmagazine.com/turn-every-google-form-into-a-chatbot-29887667cc07

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

---

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**Subject:** Re: Anyone using a public website for employee communications?
**From:** "Tillman, Andrea (MARAD)" <andrea.tillman@DOT.GOV>
**Reply To:** Tillman, Andrea (MARAD)
**Date:** Thu, 18 May 2017 15:50:06 +0000
**Content-Type:** multipart/related
**Parts/Attachments:** text/plain (4 kB) , text/html (10 kB) , image001.jpg (8 kB)

Sorry to jump in so late. The solution to your problem will be largely dependent upon the communication needs. Is it purely social media, where employees a communicating anything on their minds? In which case a site like Govloop might be appropriate (public but more focused audience) or a restricted access Facebook site. Is it more of a collaborative need? In which case maybe OMB's MAX site may work really well. If there are concerns about controlling public access to the communication, you may be able to create a public facing SharePoint site attached to the existing public facing agency site, where employees must use credentials to access, but the security is more relaxed.

Regards,

Andrea Tillman
Human Resources Specialist (Benefits)
Service Area: Last names starting with A - K
Department of Transportation
Maritime Administration
Office of Human Resources

Email: andrea.tillman@dot.gov
ShrarePoint site:
http://my.dot.gov/personal/addot_andrea_tillman/Shared%20Documents/Forms/AllItems.aspx
Location: HQ-W28-219
Office Phone: 202-366-4138
Fax: 202-366-3791

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@HQ.DHS.GOV]
**Sent:** Friday, May 05, 2017 12:59 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Anyone using a public website for employee communications?

Happy Friday!

Quick question – I'm wondering if there are any agencies out there that are using a public website (.gov website available to the general public) for internal employee communications. In short, does anyone have any experience with providing "intranet"-type content as a section of their public .gov website (or separate website).

We're trying to address an issue here at DHS where a significant portion of our workforce can't access our intranet site for employee communications because the site is available only when logged into the DHS network (and they don't have regular access – think TSA and CBP officers in the field)… wondering if anyone has any experience that they can share.

Thanks!

(b) (6), (b) (7)(C)

U.S. Department of Homeland Security

Office of Public Affairs
Director of Web Communications

(Voice) (b) (6), (b) (7)(C)
(Cell) (b) (6), (b) (7)(C)
hq.dhs.gov

(b) (6), (b) (7)(C) .ans.gov

Homeland Security

---

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---

Subject: Data.gov Contact
From: (b) (6), (b) (7)(C) @USDOJ.GOV>
Reply To:
Date: Thu, 18 May 2017 17:51:29 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1150 bytes) , text/html (3396 bytes)

Sorry to hit the group with this but I am looking for a contact at Data.gov to help fix an issue related to our data sets.

(b) (6), (b) (7)(C)
Writer/Editor
National Institute of Justice
(b) (6), (b) (7)(C)
NIJ.gov

---

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**Subject:** Re: Data.gov Contact
**From:** Gray Brooks <gray.brooks@GSA.GOV>
**Reply To:** Gray Brooks <gray.brooks@GSA.GOV>
**Date:** Fri, 19 May 2017 14:46:31 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (2495 bytes) , text/html (5 kB)

Following up to send you info off thread, Lee.

Gray

---


{
 "team": "18F",
 "company": "GSA",
 "cell": "(b) (6) 5",
 "links": [{
  "name": "/Developer Program",
  "url": "https://pages.18f.gov/API-All-the-X"
 }, {
  "name": "US Government API listserve",
  "url": "https://bit.ly/apilistservedc"
 }]
}


On Thu, May 18, 2017 at 1:51 PM, (b) (6), (b) (7)(C) @usdoj.gov> wrote:

> Sorry to hit the group with this but I am looking for a contact at Data.gov to help fix an issue related to our data sets.
>
> (b) (6), (b) (7)(C)
>
> Writer/Editor
>
> National Institute of Justice
>
> (b) (6), (b) (7)(C)
>
> NIJ.gov

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managers-l digest
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**Subject:** Re: Anyone using a public website for employee communications?
**From:** (b) (6) @AZLIQUOR.GOV>
**Reply To:** @AZLIQUOR.GOV>
**Date:** Mon, 22 May 2017 15:45:55 +0000
**Content-Type:** multipart/related
**Parts/Attachments:** text/plain (5 kB) , text/html (13 kB) , image001.jpg (8 kB)

The State of Arizona uses Facebook-at-Work

---

**From:** Tillman, Andrea (MARAD) [mailto:andrea.tillman@DOT.GOV]
**Sent:** Thursday, May 18, 2017 8:50 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Anyone using a public website for employee communications?

Sorry to jump in so late. The solution to your problem will be largely dependent upon the communication needs. Is it purely social media, where employees a communicating anything on their minds? In which case a site like Govloop might be appropriate (public but more focused audience) or a restricted access Facebook site. Is it more of a collaborative need? In which case maybe OMB's MAX site may work really well. If there are concerns about controlling public access to the communication, you may be able to create a public facing SharePoint site attached to the existing public facing agency site, where employees must use credentials to access, but the security is more relaxed.

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Human Resources Specialist (Benefits)
Service Area: Last names starting with A - K
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Email: andrea.tillman@dot.gov
ShrarePoint site:
http://my.dot.gov/personal/addot_andrea_tillman/Shared%20Documents/Forms/AllItems.aspx
Location: HQ-W28-219
Office Phone: 202-366-4138
Fax: 202-366-3791

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@HQ.DHS.GOV]
**Sent:** Friday, May 05, 2017 12:59 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Anyone using a public website for employee communications?

Happy Friday!

Quick question – I'm wondering if there are any agencies out there that are using a public website (.gov website available to the general public) for internal employee communications. In short, does anyone have any experience with providing "intranet"-type content as a section of their public .gov website (or separate website).

We're trying to address an issue here at DHS where a significant portion of our workforce can't access our intranet site for employee communications because the site is available only when logged into the DHS network (and they don't have regular access – think TSA and CBP officers in the field)… wondering if anyone has any experience that they can share.

Thanks!

(b) (6), (b) (7)(C)

U.S. Department of Homeland Security

Office of Public Affairs
Director of Web Communications

(Voice) (b) (6), (b) (7)(C)
(Cell) (b) (6), (b) (7)(C)
[redacted]hq.dhs.gov

Homeland Security

---

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**Subject:** Anyone running distance learning programs?
**From:** "Andrea Sigritz (XCI)" <andrea.sigritz@GSA.GOV>
**Reply To:** Andrea Sigritz (XCI)
**Date:** Tue, 23 May 2017 10:48:23 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1963 bytes) , text/html (2730 bytes)

Good morning!

As a result of a recent DigitalGov user interview, we're compiling a resource about agencies' distance learning programs and want to hear from any anyone running such programs. We'd like to know any lessons learned, tips, etc., to prevent others from starting from scratch.

Please email me off list, thanks!

And if you'd like to participate in a user interview for DigitalGov, let me know. We want to find out more about your pain points and hurdles so we can update our offerings.

Thanks,
Andrea

--
Andrea Sigritz
DigitalGov.gov & U.S. Web Design Standards
Technology Transformation Service (TTS)
U.S. General Services Administration
andrea.sigritz@gsa.gov
Follow us @Digital_Gov
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| | |
|---|---|
| Subject: | WCMS Technologies |
| From: | "Albert, Donavan -FS" <dalbert@FS.FED.US> |
| Reply To: | Albert, Donavan -FS |
| Date: | Wed, 24 May 2017 14:39:13 +0000 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (7 kB) , text/html (7 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB) |

Howdy -

I apologize if this has already been asked or exists somewhere…but, has research been conducted and aggregated within the federal space on what web content management systems technologies are currently in-use and at which agency (government-wide)? Seems like this sort of market research would be pretty handy for folks to have or know about.

This information exist within MAX?

Donavan

**Donavan W. Albert**
**National Web Manager**

**Forest Service**
**Office of Communication**

**p: 202-205-1407**
**f: 202-205-0885**
**dalbert@fs.fed.us**

1400 Independence Ave, SW, Mailstop 1111
Washington, DC 20250
www.fs.fed.us

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| | |
|---|---|
| Subject: | HTML training? |
| From: | "Strothers, Letha E" <Letha.E.Strothers@HUD.GOV> |
| Reply To: | Strothers, Letha E |
| Date: | Wed, 24 May 2017 14:49:28 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1346 bytes) , text/html (5 kB) |

Does anyone have a good FREE or inexpensive resource for really basic HTML training? I have a team that needs to know how to recognize codes and do minor edits within code.

Thanks!

Letha Strothers
Deputy Web Management Officer
Office of Public Affairs
U.S. Dept of HUD
202-402-4731
Web Management Resources
Web Contacts

---

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| | |
|---|---|
| **Subject:** | Re: WCMS Technologies |
| **From:** | "Andrea Sigritz (XCI)" <andrea.sigritz@GSA.GOV> |
| **Reply To:** | Andrea Sigritz (XCI) |
| **Date:** | Wed, 24 May 2017 10:50:32 -0400 |
| **Content-Type:** | multipart/related |
| **Parts/Attachments:** | text/plain (4 kB) , text/html (9 kB) , image002.png (9 kB) , image001.png (7 kB) , image003.png (7 kB) , image004.png (7 kB) |

Hi Albert,

We have a page on DigitalGov with that information: https://www.digitalgov.gov/resources/content-management-systems-used-by-government-agencies/

We update as agencies let us know what they are using. So if anyone needs to update their entry please let us know: digitalgov@gsa.gov

Thanks,
Andrea

On Wed, May 24, 2017 at 10:39 AM, Albert, Donavan -FS <dalbert@fs.fed.us> wrote:

> Howdy -
>
> I apologize if this has already been asked or exists somewhere…but, has research been conducted and aggregated within the federal space on what web content management systems technologies are currently in-use and at which agency (government-wide)? Seems like this sort of market research would be pretty handy for folks to have or know about.
>
> This information exist within MAX?
>
> Donavan
>
> **Donavan W. Albert**
> **National Web Manager**
> **Forest Service**
>
> **Office of Communication**
>
> p: 202-205-1407
> f: 202-205-0885
> dalbert@fs.fed.us
>
> 1400 Independence Ave, SW, Mailstop 1111
> Washington, DC 20250
> www.fs.fed.us
>
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--
Andrea Sigritz
DigitalGov.gov & U.S. Web Design Standards
Technology Transformation Service (TTS)
U.S. General Services Administration
andrea.sigritz@gsa.gov
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Join a DigitalGov Community of Practice
Check out our DigitalGov Services

---

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**Subject:** Re: HTML training?
**From:** (b) (6) @OMB.EOP.GOV>
**Reply To:**
**Date:** Wed, 24 May 2017 14:56:59 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (2770 bytes) , text/html (7 kB)

I like Interneting is Hard. Really straightforward tutorials with great illustrations of abstract concepts.

(b) (6)
OMB Evidence Team
(b) (6) @omb.eop.gov
202-395-3940

---

**From:** Strothers, Letha E [mailto:Letha.E.Strothers@HUD.GOV]
**Sent:** Wednesday, May 24, 2017 10:49 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] HTML training?

Does anyone have a good FREE or inexpensive resource for really basic HTML training? I have a team that needs to know how to recognize codes and do minor edits within code.

Thanks!

Letha Strothers
Deputy Web Management Officer
Office of Public Affairs
U.S. Dept of HUD
202-402-4731
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**Subject:** Re: HTML training?
**From:** (b) (6) @OMB.EOP.GOV>
**Reply To:**
**Date:** Wed, 24 May 2017 14:58:41 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (3094 bytes) , text/html (8 kB)

Oops, didn't hyperlink the link correctly. Here's the URL: https://internetingishard.com/

(b) (6)

---

**From:** (b) (6) EOP/OMB
**Sent:** Wednesday, May 24, 2017 10:57 AM
**To:** 'Strothers, Letha E' <Letha.E.Strothers@HUD.GOV>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** RE: HTML training?

I like Interneting is Hard. Really straightforward tutorials with great illustrations of abstract concepts.

(b) (6)

OMB Evidence Team
(b) (6) @omb.eop.gov
(b) (6)

---

**From:** Strothers, Letha E [mailto:Letha.E.Strothers@HUD.GOV]
**Sent:** Wednesday, May 24, 2017 10:49 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
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| | |
|---|---|
| Subject: | Re: WCMS Technologies |
| From: | "Wood, Tim (Federal)" <twood@DOC.GOV> |
| Reply To: | Wood, Tim (Federal) |
| Date: | Wed, 24 May 2017 14:59:35 +0000 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (4 kB) , text/html (10 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB) |

Hi Donavan,
Here is a list maintained on DigitalGov, but it seems a little outdated. (Looks like Andrea beat me to this bit.)
https://www.digitalgov.gov/resources/content-management-systems-used-by-government-agencies/

Ben Balter also wrote some software and did an analysis back in 2011, but the site with the data is no longer available online. His blog post is still available and the software still published, plus it was used as the basis for https://github.com/dhs-ncats/pshtt which is what powers https://pulse.cio.gov.

#----------#

Tim Wood, IT Specialist
Office of the Chief Information Officer
U.S. Department of Commerce
Phone: 202-482-5945
Cell: (b) (6)
twood@doc.gov

---

**From:** Albert, Donavan -FS <dalbert@FS.FED.US>
**Sent:** Wednesday, May 24, 2017 10:39:13 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] WCMS Technologies

Howdy -

I apologize if this has already been asked or exists somewhere…but, has research been conducted and aggregated within the federal space on what web content management systems technologies are currently in-use and at which agency (government-wide)? Seems like this sort of market research would be pretty handy for folks to have or know about.

This information exist within MAX?

Donavan

**Donavan W. Albert**
**National Web Manager**

**Forest Service**
**Office of Communication**

**p: 202-205-1407**
**f: 202-205-0885**
**dalbert@fs.fed.us**

1400 Independence Ave, SW, Mailstop 1111
Washington, DC 20250
www.fs.fed.us

**Caring for the land and serving people**

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---

Subject: Re: HTML training?
From: (b) (6) <Neville@WAPA.GOV>
Reply To:
Date: Wed, 24 May 2017 15:20:35 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (4 kB) , text/html (10 kB) , image001.jpg (10 kB)

I like Code Academy: https://www.codecademy.com/

Sincerely,

(b) (6)
**MP|Public Affairs Specialist**
Western Area Power Administration
Department of Energy
(O) (b) (6) |(M) (b) (6) (b) (6)@wapa.gov

#WAPAturns40

---

**From:** (b) (6) EOP/OMB [mailto:(b) (6) @OMB.EOP.GOV]
**Sent:** Wednesday, May 24, 2017 8:57 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [EXTERNAL] Re: [CONTENT-MANAGERS-L] HTML training?

I like Interneting is Hard. Really straightforward tutorials with great illustrations of abstract concepts.

(b) (6)
OMB Evidence Team
(b) (6) @omb.eop.gov
(b) (6)

---

**From:** Strothers, Letha E [mailto:Letha.E.Strothers@HUD.GOV]
**Sent:** Wednesday, May 24, 2017 10:49 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] HTML training?

Does anyone have a good FREE or inexpensive resource for really basic HTML training? I have a team that needs to know how to recognize codes and do minor edits within code.

Thanks!

Letha Strothers
Deputy Web Management Officer
Office of Public Affairs
U.S. Dept of HUD
202-402-4731
Web Management Resources
Web Contacts

---

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| | |
|---|---|
| Subject: | Re: HTML training? |
| From: | "Minton, Vern T." <Vern.Minton@VA.GOV> |
| Reply To: | Minton, Vern T. |
| Date: | Wed, 24 May 2017 15:21:47 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (2476 bytes) , text/html (6 kB) |

www.htmldog.com

---

**From:** Strothers, Letha E [mailto:Letha.E.Strothers@HUD.GOV]
**Sent:** Wednesday, May 24, 2017 10:49 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [EXTERNAL] [CONTENT-MANAGERS-L] HTML training?

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http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

| | |
|---|---|
| Subject: | Why federal agencies should adopt enterprise bots |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Wed, 24 May 2017 15:26:42 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1714 bytes) , text/html (4 kB) |

3 Reasons Enterprise Should Join in on the Bot Trend - https://chatbotsmagazine.com/3-reasons-enterprise-should-join-in-on-the-bot-trend-435b77811719

I had written earlier about why federal agencies need to increase adoption of enterprise apps to improve internal agency processes, so enterprise bots are a natural progression - https://www.digitalgov.gov/2016/01/27/the-data-briefing-improving-the-federal-government-through-mobile-apps/

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

---

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**Subject:** Re: HTML training?
**From:** "Hutcherson, Clay R" <clay.r.hutcherson@HUD.GOV>
**Reply To:** Hutcherson, Clay R
**Date:** Wed, 24 May 2017 15:29:56 +0000
**Content-Type:** multipart/related
**Parts/Attachments:** text/plain (5 kB) , text/html (13 kB) , image001.jpg (13 kB)

You can also try https://www.w3schools.com/ for free tutorial content.

Clay Hutcherson
Department of Housing and Urban Development
Clay.R.Hutcherson@hud.gov

---

**From:** (b) (6) [mailto:(b) (6)@WAPA.GOV]
**Sent:** Wednesday, May 24, 2017 11:21 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] HTML training?

I like Code Academy: https://www.codecademy.com/

Sincerely,

(b) (6)
**PMP|Public Affairs Specialist**
Western Area Power Administration
Department of Energy
(O) (b) (6) |(M) (b) (6) @wapa.gov

#WAPAturns40

---

**From:** (b) (6) EOP/OMB [mailto:(b) (6) @OMB.EOP.GOV]
**Sent:** Wednesday, May 24, 2017 8:57 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [EXTERNAL] Re: [CONTENT-MANAGERS-L] HTML training?

I like Interneting is Hard. Really straightforward tutorials with great illustrations of abstract concepts.

(b) (6)
Team
(b) (6) @omb.eop.gov
(b) (6)

---

**From:** Strothers, Letha E [mailto:Letha.E.Strothers@HUD.GOV]
**Sent:** Wednesday, May 24, 2017 10:49 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] HTML training?

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Thanks!

Letha Strothers
Deputy Web Management Officer
Office of Public Affairs
U.S. Dept of HUD
202-402-4731
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**Subject:** Re: HTML training?
**From:** "Burke, Jennifer" <Jennifer.Burke@SSS.GOV>
**Reply To:** Burke, Jennifer
**Date:** Wed, 24 May 2017 15:38:57 +0000
**Content-Type:** multipart/related
**Parts/Attachments:** text/plain (5 kB) , text/html (14 kB) , image001.jpg (14 kB)

I use Code Academy, too. I will also google the code I am looking for.

**Jennifer Burke**
*Public Affairs Specialist * Reasonable Accommodation Officer*
Public and Intergovernmental Affairs
Selective Service System | National Headquarters

---

**From:** (b) (6) [mailto:(b) (6)@WAPA.GOV]
**Sent:** Wednesday, May 24, 2017 11:21 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] HTML training?

I like Code Academy: https://www.codecademy.com/

Sincerely,

(b) (6)
**PMP|Public Affairs Specialist**
Western Area Power Administration
Department of Energy
(O) (b) (6) |(M) (b) (6) (b) (6)@wapa.gov

#WAPAturns40

---

**From:** (b) (6) EOP/OMB [mailto:(b) (6) @OMB.EOP.GOV]
**Sent:** Wednesday, May 24, 2017 8:57 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [EXTERNAL] Re: [CONTENT-MANAGERS-L] HTML training?

I like Interneting is Hard. Really straightforward tutorials with great illustrations of abstract concepts.

(b) (6)
OMB Evidence Team
(b) (6) @omb.eop.gov
202-395-3940

---

**From:** Strothers, Letha E [mailto:Letha.E.Strothers@HUD.GOV]
**Sent:** Wednesday, May 24, 2017 10:49 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] HTML training?

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Thanks!

Letha Strothers

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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff

| | |
|---|---|
| Subject: | Re: HTML training? |
| From: | (b) (6) <(b) (6) @HAWAII.GOV> |
| Reply To: | (b) (6) @HAWAII.GOV |
| Date: | Wed, 24 May 2017 08:50:04 -1000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (4 kB) , text/html (7 kB) |

Greetings Letha Strothers,

Many good replies before mine. I'm happy to seem someone interested in the basics and not a application. There's hope yet ....

Years ago, I struggled to learn about web pages. I tried many avenues, and I suspect, I have a developed an uncommon philosophy about learning about a web page.

Question 1: Does "good FREE or inexpensive resource for really basic HTML" exclude CSS?
I believe in Eric Meyer's earlier books for beginners. Try and find -

* http://www.ericmeyeroncss.com/ - Eric Meyer on CSS, and
* http://more.ericmeyeroncss.com/ - More Eric Meyer on CSS

I'm not really up with a lot of new stuff nowadays, some I can't even spell correctly, but I believe 'learning HTML primarily without CSS selectors' or 'learning CSS primarily without learning HTML block|inline', is not worth it. In that case, just use a ready-made content management system exclusively in the GUI and raise your tolerance coefficient.

If you are learning HTML, I suggest an early introduction to a page with no CSS. Do it in Notepad, or some plain text editor, and save it as UTF8. Then, open it in different web browsers. Then interweave the introduction of HTML elements and CSS selectors, allowing one to see the relationship of the developing formats. Ask them to make changes, and watch it break. Take a look at the options to UTF8. Why are there options?

Question 2: Where will "recognize codes and do minor edits within code" happen?

This is a Who question.

If your students are typists and not the subject-matter-expert/authoring-environment-user, it may not be worth the time. In my experience, over the last 20 years, less and less of the upstream people have learned enough of the digital writing process to guide the boots-on-the-ground. The upstream people make all the difference, especially if they are not the students.

Question 3: Are students to be page-based or site-based?

In my experience, "learning HTML" had always presented every browser as the same on every web page, or every change in the web page made a difference in the page on the web.

Page-based is user-friendly. Site-based is technical, or less just say more wordy. Don't be afraid to expose your students and their mentors to the real world. Some apparently really simple stuff is hard or inconsistent across the internet's interface. Maybe it's changed, but one fine example would be hanging-indents.

Enough said. A worthy effort.

Good luck,
(b) (6)

From: "Strothers, Letha E" <Letha.E.Strothers@HUD.GOV>
To: <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,
Date: 05/24/2017 04:50 AM
Subject: [CONTENT-MANAGERS-L] HTML training?

---

Does anyone have a good FREE or inexpensive resource for really basic HTML training? I have a team that needs to know how to recognize codes and do minor edits within code.

Thanks!

**Letha Strothers**
Deputy Web Management Officer
Office of Public Affairs
U.S. Dept of HUD
202-402-4731
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Subject: Re: HTML training?
From: (b) (6) INTERSTATECOMPACT.ORG>
Reply To: INTERSTATECOMPACT.ORG>
Date: Wed, 24 May 2017 19:16:55 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3914 bytes) , text/html (10 kB)

Hi Letha,

My local public library website offers its members free access to courses at Lynda.com. I've not taken this course, but Lynda has a nearly 6 hour HTML Essential Training course (https://www.lynda.com/Web-Development-tutorials/HTML-Essential-Training/170427-2.html).

Overall, it may be overkill but, I suspect the first 5 chapters may contain all your team needs, if your local public library offers its members a similar service.

Hope this helps,

(b) (6)
Website Analyst
ICAOS / Interstate Commission for Adult Offender Supervision
http://www.interstatecompact.org
t: (b) (6)
f: (b) (6)

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---

**From:** "Strothers, Letha E" <Letha.E.Strothers@HUD.GOV>
**Reply-To:** "Strothers, Letha E" <Letha.E.Strothers@HUD.GOV>
**Date:** Wednesday, May 24, 2017 at 10:49 AM
**To:** "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
**Subject:** [CONTENT-MANAGERS-L] HTML training?

Does anyone have a good FREE or inexpensive resource for really basic HTML training? I have a team that needs to know how to recognize codes and do minor edits within code.

Thanks!

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| | |
|---|---|
| Subject: | Re: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] WCMS Technologies |
| From: | (b) (6) <(b) (6) @NRO.MIL> |
| Reply To: | (b) (6) @NRO.MIL |
| Date: | Wed, 24 May 2017 20:46:58 +0000 |
| Content-Type: | multipart/signed |
| Parts/Attachments: | text/plain (6 kB) , text/html (17 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB) , smime.p7s (5 kB) |

Hi there and to piggy back off of Andrea, do you have similar info for hosting platforms and the accreditation standards adherence by agencies.

I recently discovered the BUILTWITH. Want to know an agencies "Technology" profile (i.e., CMS , hosting provider, IT framework)? Search the dot gov agency web address to find out at https://builtwith.com.

Good luck.

(b) (6)
NRO, Public Affairs Officer
(b) (6) (secure)
(b) (6) (open)

**From:** Andrea Sigritz (XCI) [mailto:andrea.sigritz@GSA.GOV]
**Sent:** Wednesday, May 24, 2017 10:51 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [Non-DoD Source] Re: [CONTENT-MANAGERS-L] WCMS Technologies

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---

Hi Albert,

We have a page on DigitalGov with that information: Caution-Caution-https://www.digitalgov.gov/resources/content-management-systems-used-by-government-agencies/ < Caution-Caution-https://www.digitalgov.gov/resources/content-management-systems-used-by-government-agencies/ >

We update as agencies let us know what they are using. So if anyone needs to update their entry please let us know: digitalgov@gsa.gov < Caution-Caution-mailto:digitalgov@gsa.gov >

know: digitalgov@gsa.gov < Caution-Caution-mailto:digitalgov@gsa.gov >

Thanks,
Andrea

On Wed, May 24, 2017 at 10:39 AM, Albert, Donavan -FS <dalbert@fs.fed.us < Caution-Caution-mailto:dalbert@fs.fed.us > > wrote:
Howdy -

I apologize if this has already been asked or exists somewhere…but, has research been conducted and aggregated within the federal space on what web content management systems technologies are currently in-use and at which agency (government-wide)? Seems like this sort of market research would be pretty handy for folks to have or know about.

This information exist within MAX?

Donavan

**Donavan W. Albert**
**National Web Manager**

**Forest Service**
**Office of Communication**

**p: 202-205-1407 < tel:(202)%20205-1407 >**
**f: 202-205-0885 < tel:(202)%20205-0885 >**
**dalbert@fs.fed.us < Caution-Caution-mailto:dalbert@fs.fed.us >**

1400 Independence Ave, SW, Mailstop 1111
Washington, DC 20250
Caution-Caution-www.fs.fed.us < Caution-Caution-http://www.fs.fed.us >
< Caution-Caution-http://usda.gov/ > < Caution-Caution-https://twitter.com/forestservice > < Caution-Caution-http://facebook.com/USDA >

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---

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--
Andrea Sigritz
DigitalGov.gov & U.S. Web Design Standards < Caution-Caution-https://standards.usa.gov/ >
Technology Transformation Service (TTS)
U.S. General Services Administration
andrea.sigritz@gsa.gov < Caution-Caution-mailto:andrea.sigritz@gsa.gov >
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| | |
|---|---|
| Subject: | Re: HTML training? |
| From: | "Harms, Linda D -FS" <ldharms@FS.FED.US> |
| Reply To: | Harms, Linda D -FS |
| Date: | Wed, 24 May 2017 21:03:08 +0000 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (5 kB) , text/html (17 kB) , image001.png (6 kB) , image004.jpg (6 kB) , image005.jpg (6 kB) |

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**Linda Harms**
**R3 Regional Web Manager**
**USDA Forest Service**
**Southwestern Region – Regional Office**
**Public Affairs Office**

**P: 505-842-3296**
**ldharms@fs.fed.us**

333 Broadway SE
Albuquerque, NM 87102
www.fs.fed.us

**Caring for the land and serving people**

---

**From:** (b) (6) [mailto:(b) (6)@INTERSTATECOMPACT.ORG]
**Sent:** Wednesday, May 24, 2017 1:17 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] HTML training?

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Hope this helps,

(b) (6)
Website Analyst
ICAOS / Interstate Commission for Adult Offender Supervision
http://www.interstatecompact.org
t: (b) (6)
f: (b) (6)

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**From:** "Strothers, Letha E" <Letha.E.Strothers@HUD.GOV>

**Reply-To:** "Strothers, Letha E" <Letha.E.Strothers@HUD.GOV>
**Date:** Wednesday, May 24, 2017 at 10:49 AM
**To:** "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
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Letha Strothers
Deputy Web Management Officer
Office of Public Affairs
U.S. Dept of HUD
202-402-4731
Web Management Resources
Web Contacts

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| | |
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| Subject: | Re: HTML training? |
| From: | Toni Bonitto - TAE <toni.bonitto@GSA.GOV> |
| Reply To: | Toni Bonitto - TAE <toni.bonitto@GSA.GOV> |
| Date: | Thu, 25 May 2017 12:38:00 -0400 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (9 kB) , text/html (30 kB) , image005.jpg (30 kB) , image004.jpg (30 kB) , image001.png (6 kB) |

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We also ask for your e-mail address, which is used to provide you with library information ONLY, including notice of items on hold or due, and information about library services and activities.

**More info / Apply online / Download PDF application to bring to a branch**:
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## 2) Lynda.com login options:

You will need your DC Library Card number and PIN to log in (reset PIN page)

- https://www.lynda.com/portal/sip?org=dclibrary.org
- Download the app: https://www.lynda.com/apps

:-)
- Toni

---

**Toni Bonitto**
Innovation Specialist, Acting Editorial Lead, Acting Platform Lead
**DigitalGov**
**U.S. General Services Administration (GSA)**
**Technology Transformation Service (TTS)**
**Office of Products & Programs (OP&P)**
1800 F Street NW
Washington, D.C. 20405

GSA Cell: (b) (6)
Email: toni.bonitto@gsa.gov

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**Subject:** Ever Wanted to make it to Drupal GovCon but there's no travel funds?
**From:** (b) (6) STATE.GOV>
**Reply To:**
**Date:** Thu, 25 May 2017 17:23:51 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (2940 bytes) , text/html (5 kB)

We might be able to help. https://www.drupalgovcon.org/scholarships

We all know gov travel dollars are minimal at best from local to state to fed and even our international government orgs, it's just not a budget priority, making come out to DC to attend Drupal GovCon nearly impossible. Trust us, we understand.

BUT – we have Travel Awards!!!

Drupal4Gov is able to offer a few scholarships to cover travel costs to Drupal GovCon so that we can get more folks from out of town to the conference. You have to agree to volunteer some time supporting the conference, but we always work with volunteers to maximize their ability to get to the sessions and/or training they want to attend.

The conference is free. We have 3 full days of sessions as well as FREE training each day. It's the kind of training that would cost you hundreds of dollars to attend. We'll be announcing the training courses in the next few weeks. Drupal GovCon is the leading Government Drupal event hosted anywhere in the world. We've had govies from Paraguay, Nigeria, Hennepin County, Boulder Colorado, state universities, Canada, UK, even the great State of Missouri among attendees.

Conference is Mon-Wed at NIH in Bethesda, MD. Jul 31 – Aug 2.

Scholarship info and link to form is at:
https://www.drupalgovcon.org/scholarships

DC folks – you should register! It's free!!!
https://www.drupalgovcon.org/ticket-info

Just a reminder, we're a volunteer lead organization, funding for scholarships comes from previous hold over funds from previous events. We earmark money left over from past years to make travel awards possible. We also work hard all year round to create programing that can help all of us succeed in our day to day jobs. It's a labor of love for the entire 34 member volunteer planning committee. And you're welcome to volunteer for the event or even for next year's committee!

Volunteering is fun and hopefully rewarding. So, want to volunteer, let us know: https://www.drupalgovcon.org/get-involved

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| | |
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| Subject: | Re: HTML training? |
| From: | Inoue Sherprina S <Sherprina.Inoue@IRS.GOV> |
| Reply To: | Inoue Sherprina S <Sherprina.Inoue@IRS.GOV> |
| Date: | Thu, 25 May 2017 18:16:15 +0000 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (11 kB) , text/html (50 kB) , image001.png (6 kB) , image002.jpg (6 kB) , image003.jpg (6 kB) |

I'm in New York, my local library also offers free access to Lynda.com. So I would suspect most public libraries has that program.

Thanks.

Sherprina
Webmaster, Large Business & International | 516-576-7243 | eFax: 1-866-855-3934

**From:** Toni Bonitto - TAE [mailto:toni.bonitto@GSA.GOV]
**Sent:** Thursday, May 25, 2017 12:38 PM
**To:** CONTENT-MANAGERS-L@listserv.gsa.gov
**Subject:** Re: [CONTENT-MANAGERS-L] HTML training?

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Subject: Putting a superscript in a web product name - what is the impact?
From: "Wendling, Dan (NIH/NLM) [E]" <wendlingd@MAIL.NLM.NIH.GOV>
Reply To: Wendling, Dan (NIH/NLM) [E]
Date: Thu, 25 May 2017 20:27:58 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1363 bytes) , text/html (13 kB)

Hello, I was asked if a group can use a superscripted character into their web product name, for example as Quick<sup>3</sup> for a 'Quick3' with the 3 as superscript. This would appear in <title> and <body> of all pages in the microsite.

Do you know specific reasons not to do this, risks of doing it, etc.? Authoritative resources about it?

Search engine treatment?

Dan Wendling, National Library of Medicine

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**Subject:** Email subscription services
**From:** "Stevenson, Christine (OS/ASPA)" <Christine.Stevenson@HHS.GOV>
**Reply To:** Stevenson, Christine (OS/ASPA)
**Date:** Fri, 26 May 2017 12:52:02 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1421 bytes) , text/html (4045 bytes)

Hi all,

Happy Friday! If you're using an email subscription service (like GovDelivery), please let me know what tool you're using. I'd also be interested to hear the good, bad, and the ugly.

You can email me directly at christine.stevenson@hhs.gov.

Thanks,
Christine

**Christine Stevenson**
Digital Communications Division - ASPA
U.S. Department of Health and Human Services
Office: (202) 260-1326
christine.stevenson@hhs.gov

---

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| **Subject:** | Re: Putting a superscript in a web product name - what is the impact? |
| **From:** | Dawn McCleskey - TAD <dawn.mccleskey@GSA.GOV> |
| **Reply To:** | Dawn McCleskey - TAD <dawn.mccleskey@GSA.GOV> |
| **Date:** | Fri, 26 May 2017 10:20:23 -0400 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (3547 bytes) , text/html (7 kB) |

Hi Dan, there's almost no discussion of how superscript affects SEO, generally, but a fair amount of discussion from a number of years ago about how <title> tags don't like inline styles. Have you tried it yet? For general search, not necessarily titles, in my experience, Google strips non-text characters - a search for "word1 word2" can contain results for "word1, word2" and "word1_word2" as well. They appear to use the stripped version for search and the original for display, leaving formatting tags (b, i, sup, etc.) out of their snippets. You'd want to experiment with both <sup> and  including an inline vertical alignment style. I see Wikipedia contains both approaches, for molecule pages, for instance.

Do you have access to Google Search Console (nee Google Webmaster Tools)? If so, you could use their Fetch As Google tool on a page on NLM that already includes superscript, or subscript, to see how they're seeing that code.

Dawn

DigitalGo Search

**Dawn Pointer McCleskey**
Program Manager, DigitalGov Search, GSA
dawn.mccleskey@gsa.gov | 443-671-7522
Contact the team: search@support.digitalgov.gov | 202-505-5315

http://search.digitalgov.gov

On Thu, May 25, 2017 at 4:27 PM, Wendling, Dan (NIH/NLM) [E] <wendlingd@mail.nlm.nih.gov> wrote:

> Hello, I was asked if a group can use a superscripted character into their web product name, for example as Quick<sup>3</sup> for a 'Quick3' with the 3 as superscript. This would appear in <title> and <body> of all pages in the microsite.
>
> Do you know specific reasons not to do this, risks of doing it, etc.? Authoritative resources about it?
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> Search engine treatment?
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> Dan Wendling, National Library of Medicine

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| Subject: | Re: Putting a superscript in a web product name - what is the impact? |
| From: | "(b) (6) " <(b) (6) @HHSC.STATE.TX.US> |
| Reply To: | (b) (6) (HHSC/DADS) |
| Date: | Tue, 30 May 2017 22:41:35 +0000 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (8 kB) , text/html (43 kB) , image001.png (4 kB) |

The HTML5 specification is the place to go for answers to questions like this. I'm just not sure it gives the answer that I'm pretty sure is supposed to be there.

The title element of a web page is part of the metadata of the page and entails no formatting. Inline styles are irrelevant. The specification says that the content model for the title is "text." (The content model gives us insight into the kind of information the element can contain.)

I was hoping to find a definitive statement that only Unicode characters are allowed when the content model is text. Instead I found this:

> "**Text**, in the context of content models, means either nothing, or `Text` nodes. Text is sometimes used as a content model on its own, but is also phrasing content, and can be inter-element whitespace (if the `Text` nodes are empty or contain just space characters).
>
> "`Text` nodes and attribute values must consist of Unicode characters, must not contain U+0000 characters, must not contain permanently undefined Unicode characters (noncharacters), and must not contain control characters other than space characters. This specification includes extra constraints on the exact value of `Text` nodes and attribute values depending on their precise context."

That first sentence troubles me—"text" can mean nothing in this context? That is not helpful at all. Although "text node" is not defined, I suspect that the title element is one. If so, then only Unicode characters, not HTML elements or codes or other entries, are allowed as content.

In other words, you may use Quick<sup>3</sup> as the title, but the <, sup, >, and / will be read as text characters, not as components of an HTML tag. In other words, you won't see Quick$^3$ in the browser tab. You'll see the keystrokes you entered—Quick<sup>3</sup>.

The other potential approach, which is to use the Unicode character for a superscript 3 instead of <sup>3</sup>, won't work, either, because that is actually a U+0000 character. (It's U+00B3.)

To get something that looks like Quick$^3$ to appear in the browser tab, they could make an image of that text and add that image as their site's favicon. Then the tab would look something like this, where the text with an orange background represents the favicon:

| Quick$^3$ | Quick3 |
|---|---|

In doing this research, I came to realize something else that is kind of interesting:

- <title> is an element of HTML.
- All elements of HTML may have global attributes associated with them.
- One of the global attributes is also called title.
- So <title title="Wrong">Right</title> is actually valid, under the HTML specification.

If you put that in the metadata of your page, what should a screen reader that complies with the specification announce?

The actual answer probably is not as interesting as the question. (Sorry that I couldn't wait until Friday to ask.)

(b) (6)

*EIR Accessibility Coordinator*
*Texas Health & Human Services Commission*
(b) (6)
(b) (6) @hhsc.state.tx.us

TEXAS Health and Human Services

Making electronic information and services accessible to people with disabilities is everyone's job. I am here to help.

**From:** Dawn McCleskey - TAD [mailto:dawn.mccleskey@GSA.GOV]
**Sent:** Friday, May 26, 2017 9:20 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Putting a superscript in a web product name - what is the impact?

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| | |
|---|---|
| Subject: | Interested in learning Python? |
| From: | DigitalGov University <digitalgovu@GSA.GOV> |
| Reply To: | DigitalGov University <digitalgovu@GSA.GOV> |
| Date: | Thu, 1 Jun 2017 13:36:14 -0400 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1488 bytes) , text/html (2628 bytes) |

Hello,

We've heard from a number of people that they are interested in learning Python — and we happen to have people here who are exceptional at teaching Intro to Python. If you are interested, can you please email us off list and let us know why are you interested in python and how this would apply to your day to day work?

Thanks!
Janelle

--

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| **Subject:** | ACTION: The Federal Agency Customer Experience Act of 2017 (S. 1088) - PROVIDE YOUR COMMENTS! |
| **From:** | "Bronson, Samuel (OS/ASPA)" <Samuel.Bronson@HHS.GOV> |
| **Reply To:** | Bronson, Samuel (OS/ASPA) |
| **Date:** | Thu, 1 Jun 2017 19:10:24 +0000 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (2513 bytes) , text/html (5 kB) |

Hi, Everyone.

If you haven't already seen it, The Federal Agency Customer Experience Act of 2017 (S. 1088) is a Senate Bill that would mandate all agencies to use a standardized set of customer satisfaction survey questions that would be developed by OMB/GSA.

I don't know how everyone else feels, but I take great issue with this effort as it would derail all the strategy and work that has gone into developing survey questions specific to our content and users, and negatively impact our current KPI measurement process. Questions specific to top-tasks, audience identification, as well as content-specific questions, would take a back seat to a set of one-size-fits-all questions developed by OMB and GSA.

The bill allows for agencies to add their own questions after the required set, but that's a good way to increase abandonment rates and limit the number of short, effective surveys we can use. Not to mention the sunk costs from the efforts of digital analytics programs and content staff who rely on quality VoC data.

Anyhow, I just stumbled on this and, thankfully, will be getting comments to our legal POCs in time.

I encourage everyone to get a hold of this bill and provide your comments through the appropriate channels at your respective agencies.

This is not like DAP, where you can run your own analytics code side-by-side with the DAP code without any issues; this WILL impact you and your users if it gets mandated!

Thanks.

**Sam Bronson**
Digital Analytics Manager
U.S. Department of Health and Human Services
Office: (202) 260-6502
Mobile: (b) (6) [redacted]

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**Subject:** Re: ACTION: The Federal Agency Customer Experience Act of 2017 (S. 1088) - PROVIDE YOUR COMMENTS!
**From:** Dana Allen-Greil <dana.allen-greil@NARA.GOV>
**Reply To:** Dana Allen-Greil <dana.allen-greil@NARA.GOV>
**Date:** Thu, 1 Jun 2017 15:19:25 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (4 kB) , text/html (12 kB)

Sam,

Thanks for sharing your thoughts on this. I read the proposal differently, assuming that this new mandate could be implemented in addition to any existing customer experience analytics techniques we already use to improve the user experience of--and customer satisfaction with--our online offerings.

I see a benefit to this proposal in that parts of the organization that do not systematically collect this type of information (read: non-digital service and information departments) will also be measured.

Please help me understand where this document says we can't do this in addition to existing measurement tools?

Thanks!

Dana

**Dana Allen-Greil**
Acting Director of Digital Engagement +
Web and Social Media Branch Chief
Office of Innovation

On Thu, Jun 1, 2017 at 3:10 PM, Bronson, Samuel (OS/ASPA) <Samuel.Bronson@hhs.gov> wrote:

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| **Reply To:** | Bronson, Samuel (OS/ASPA) |
| **Date:** | Thu, 1 Jun 2017 19:37:46 +0000 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (7 kB) , text/html (20 kB) |

Hi, Dana.

I would make two points:

1. How many surveys do you think it is wise to solicit to a given user in a given session? From my perspective, we do not want to overburden users with multiple survey invitations, nor do we want them answering surveys of 10 or more questions. We have run experiments and seen abandonment rates rise with the number of additional questions added, which is why we intentionally keep the number of questions low. Data quality and sample size are critical, and being forced to choose to burden users with multiple surveys or overload a single one with too many questions is not a scenario I see as positive.

2. The bill does not offer an option for those not already collecting feedback; rather, it seems to apply across the board, as outlined in "Sec. 6. Customer Experience Data Collection." Section C reads, "… each covered agency shall collect voluntary feedback across all platforms or channels through which the covered agency interacts with individuals or other entities to deliver information or services …"

If you take this as an honest effort to make some improvements, you still have to ask why they didn't do any research to what agencies are currently doing. What's working; what's not? How advanced are some of the implementations already in use. What types of analysis are underway and how do certain types of questions and collections methods support those analyses.

As I understand it, not all relevant parties at GSA even saw this one coming.

**Sam Bronson**
Office: (202) 260-6502
Mobile: (b) (6)

**From:** Dana Allen-Greil [mailto:dana.allen-greil@nara.gov]
**Sent:** Thursday, June 01, 2017 3:19 PM
**To:** Bronson, Samuel (OS/ASPA); CONTENT-MANAGERS-L@listserv.gsa.gov
**Subject:** Re: [CONTENT-MANAGERS-L] ACTION: The Federal Agency Customer Experience Act of 2017 (S. 1088) - PROVIDE YOUR COMMENTS!

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| **Reply To:** | Dana Allen-Greil <dana.allen-greil@NARA.GOV> |
| **Date:** | Thu, 1 Jun 2017 16:10:33 -0400 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (8 kB) , text/html (23 kB) |

Sam,

I definitely agree it doesn't behoove anyone to have multiple surveys (and, in fact, this proposal says we can only solicit feedback once per interaction). The proposal also states that GSA/OMB will "develop a set of standardized questions for use by covered agencies" (it doesn't say this full set of questions are *required* but perhaps this is implied...I originally read this as essentially a menu of questions we could select from). In addition, agencies can optionally add their own questions. With regards to the number of questions, the proposal is clear that there shouldn't be more than 10. I suppose we'll have to see what GSA/OMB come up with and whether we can pick and choose (and align/merge with what we already do into one survey) or are forced into a one-size-fits-all set of required survey questions that would make it impossible to coordinate with our existing survey methodologies.

To clarify what I meant about the benefit I see to this proposal: I would like to see other parts of my organization collecting customer satisfaction data and this proposal ensures that all channels (not just digital) will be measured by law.

You make very fair points about due diligence regarding existing/best practices as well as consulting the leaders in digital government who are already doing this work. No argument from me! I'm mostly just trying to ascertain how concerned I really need to be about this proposal. I think we all want a measurement strategy that is (a) useful in actually informing improvements to our services; (b) a good user experience; and (c) easy for us to align/merge with our existing practices.

Thanks for the discussion starter!

Best,

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| Reply To: | Bronson, Samuel (OS/ASPA) |
| Date: | Thu, 1 Jun 2017 20:29:12 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (11 kB) , text/html (24 kB) |

I appreciate your perspective and your candor.

Hopefully, more folks get a chance to read this bill and reach their own conclusions.

Keep in mind, though, that we don't have to wait and see, we can provide comments and concerns at this time.

---

**From:** Dana Allen-Greil <dana.allen-greil@nara.gov>
**Sent:** Thursday, June 1, 2017 4:10:33 PM
**To:** Bronson, Samuel (OS/ASPA)
**Cc:** CONTENT-MANAGERS-L@listserv.gsa.gov
**Subject:** Re: [CONTENT-MANAGERS-L] ACTION: The Federal Agency Customer Experience Act of 2017 (S. 1088) - PROVIDE YOUR COMMENTS!

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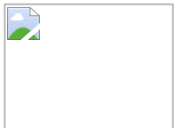

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> **Sam Bronson**
>
> Office: (202) 260-6502
>
> Mobile: (b) (6)
>
> **From:** Dana Allen-Greil [mailto:dana.allen-greil@nara.gov]
> **Sent:** Thursday, June 01, 2017 3:19 PM

**To:** Bronson, Samuel (OS/ASPA); CONTENT-MANAGERS-L@listserv.gsa.gov
**Subject:** Re: [CONTENT-MANAGERS-L] ACTION: The Federal Agency Customer Experience Act of 2017 (S. 1088) - PROVIDE YOUR COMMENTS!

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U.S. Department of Health and Human Services

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| **Subject:** | Re: ACTION: The Federal Agency Customer Experience Act of 2017 (S. 1088) - PROVIDE YOUR COMMENTS! |
| **From:** | "Bronson, Samuel (OS/ASPA)" <Samuel.Bronson@HHS.GOV> |
| **Reply To:** | Bronson, Samuel (OS/ASPA) |
| **Date:** | Fri, 2 Jun 2017 13:57:48 +0000 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (13 kB) , text/html (34 kB) |

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**Sent:** Friday, June 02, 2017 9:20 AM
**To:** Bronson, Samuel (OS/ASPA); CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Cc:** Verma, Rohit (CDC/OD/OADC); Casanova, Alex (CDC/OD/OADC)
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| | |
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| Subject: | Origami Building Blocks |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Fri, 2 Jun 2017 14:05:05 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1493 bytes) , text/html (4 kB) |

Not really related to content management but, I thought this was cool and appropriate for a Friday quick read.
https://www.fastcodesign.com/90126134/this-mit-students-origami-building-blocks-could-make-you-more-creative

All opinions are my own and do not reflect the opinions of my agency.

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HR Specialist (Development)
Enterprise Training Division

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| **From:** | Philip Ashlock - TAA <philip.ashlock@GSA.GOV> |
| **Reply To:** | Philip Ashlock - TAA <philip.ashlock@GSA.GOV> |
| **Date:** | Fri, 2 Jun 2017 13:26:51 -0400 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (12 kB) , text/html (33 kB) |

If it's helpful, I've also provided US Code diffs of the changes to the PRA to make it more clear how it changes PRA, but essentially it defines "voluntary feedback" and adds that as an exemption to PRA under 3518(c)(1) - https://www.law.cornell.edu/uscode/text/44/3518

§3502. Definitions
http://bl.ocks.org/philipashlock/raw/ff3ad93e5e7c5ed43ec49ee5c87084b6/#s1088

§3518. Effect on existing laws and regulations
http://bl.ocks.org/philipashlock/raw/c24c934fd90ada7d77690c244bfe1551/#s1088

Or if you'd rather view it as a diff within Title 44 all as one document:

§3502. Definitions
http://bl.ocks.org/philipashlock/raw/18f3642622194c7f89c8c0a8250f79cd/#s1088-3502

§3518. Effect on existing laws and regulations
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| **Subject:** | Re: Origami Building Blocks |
| **From:** | (b) (6) <(b) (6) @HAWAII.GOV> |
| **Reply To:** | (b) (6) @HAWAII.GOV |
| **Date:** | Fri, 2 Jun 2017 07:58:22 -1000 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (3099 bytes) , text/html (4 kB) |

Thanks much. Makes sense to me. Then again, I like maths, eg. the Platonic solids. And there are only five. Known since antiquity. So why? Why only five? And there's never more than six in four dimensions. No "dark" regular polytopes. Somehow somewhere somestuff can be simple.
- https://en.wikipedia.org/wiki/Platonic_solid

Neat the attention to what a student did. My only concern is that "thinking out of the box" seems to only get press around graduate school types ... and beyond. So what about middle school? Too young to be creative? No media value?

'Nuff philosophy.

Happy Friday.

From: "Brantley, William" <William.Brantley@USPTO.GOV>
To: <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,
Date: 06/02/2017 04:06 AM
Subject: [CONTENT-MANAGERS-L] Origami Building Blocks

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| | |
|---|---|
| Subject: | Open Opportunity: Looking for UX-savvy innovators to help create personas and journey maps for Better Government Program |
| From: | "Dine, Brooke (NIH/NLM) [E]" <dine@MAIL.NIH.GOV> |
| Reply To: | Dine, Brooke (NIH/NLM) [E] |
| Date: | Fri, 2 Jun 2017 21:01:52 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (2395 bytes) , text/html (5 kB) |

Hi all,

I'm co-leading the Better Government Program's Content Team with Michelle Ramsden and we need your help! Do you like creating personas and customer journey maps? Then, we've got the micro-detail for you! Complete details at https://openopps.digitalgov.gov/tasks/641.

Description:
The Better Government Program is looking for 1-2 UX-savvy innovators this summer! You would support the content team by refining five personas and creating journey maps, which will be used to develop content for the Better Government's Innovation Toolkit. The target deadline is August 15, 2017. The work will involve about 2-4 hours per week and can be done remotely.

The five personas include innovators across all levels of government from senior government executive to new federal employees. The journey maps will represent each persona's experiences with innovation in their government organization.

The Better Government Program helps create a better relationship between government and the public. Learn more about the program at the Better Government Program's GitHub site at https://github.com/18F/better-government/.

If you have questions about this opportunity, please contact me at brooke.dine@nih.gov.

Regards,
Brooke

.....

Brooke Dine
Head, Web & Information Management Unit
Public Services Division
National Library of Medicine
https://www.nlm.nih.gov
301.402.3468
brooke.dine@nih.gov

---

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Subject: Re: Looking for a Google contact
From: "Grama, Lakshmi (NIH/NCI) [E]" <lgrama@MAIL.NIH.GOV>
Reply To: Grama, Lakshmi (NIH/NCI) [E]
Date: Mon, 5 Jun 2017 20:13:54 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3702 bytes) , text/html (8 kB)

I am also looking for a Google contact to address an issue with a location listing for the National Cancer Institute. Is there a federal government contact at Google for search listings?

---

**From:** Francine Krasowska (CENSUS/ADCOM FED) [mailto:Francine.Krasowska@CENSUS.GOV]
**Sent:** Thursday, May 04, 2017 12:27 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Looking for a Google contact

Does anyone on this list have a contact at Google who either deals with federal websites, or might be able to answer a question about how their search results quick charts are presented? Just in case someone here might also already know the answer to my question, here is the issue:

If you type into Google search "population of [a specific US geography such as 'madison, wi' or 'montgomery county md']" or, alternatively, "[geography] population", you will most of the time get a graph of that place's population over time, with the following footnote: "Sources include: United States Census Bureau." The footnote links to a reference page that has moved. I believe that these graphs are created using a template, or code that builds a template, and that source note is hard-coded in. Some of my colleagues believe that the source note is derived from wherever Google is getting the data. In either case, we need to get Google to fix it, because it is generating 404s.

If you can share a Google contact likely to help, or a definitive solution because you've had a similar issue, I would hugely appreciate it.

Thanks in advance,

**Francine Krasowska,** Customer Metrics Analyst, Center for New Media & Promotion, U.S. Census Bureau
Office 301-763-9272 francine.krasowska@census.gov
census.gov Connect with us on Social Media

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| | |
|---|---|
| **Subject:** | Anyone else using content models in government? |
| **From:** | "Geiler, Christen (OS/ASPA)" <Christen.Geiler@HHS.GOV> |
| **Reply To:** | Geiler, Christen (OS/ASPA) |
| **Date:** | Thu, 8 Jun 2017 11:55:25 +0000 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (2513 bytes) , text/html (11 kB) |

Is your agency using content models to create flexible and reusable content? HHS currently has over 20 models—and the list continues to grow. In an effort to promote collaboration and help others use content models, HHS is sharing some of their content models via GitHub (**https://github.com/HHS**).

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## Additional information on content models

- https://www.digitalgov.gov/tag/content-models/
- https://www.digitalgov.gov/tag/open-and-structured-content-models/
- https://www.digitalgov.gov/2016/02/04/does-content-syndication-work/
- https://www.digitalgov.gov/2015/08/24/the-content-corner-modular-design-and-structured-content/

Christen Geiler
ASPA Digital
Health and Human Services
Phone: 202-260-4355
Mobile: (b) (6)

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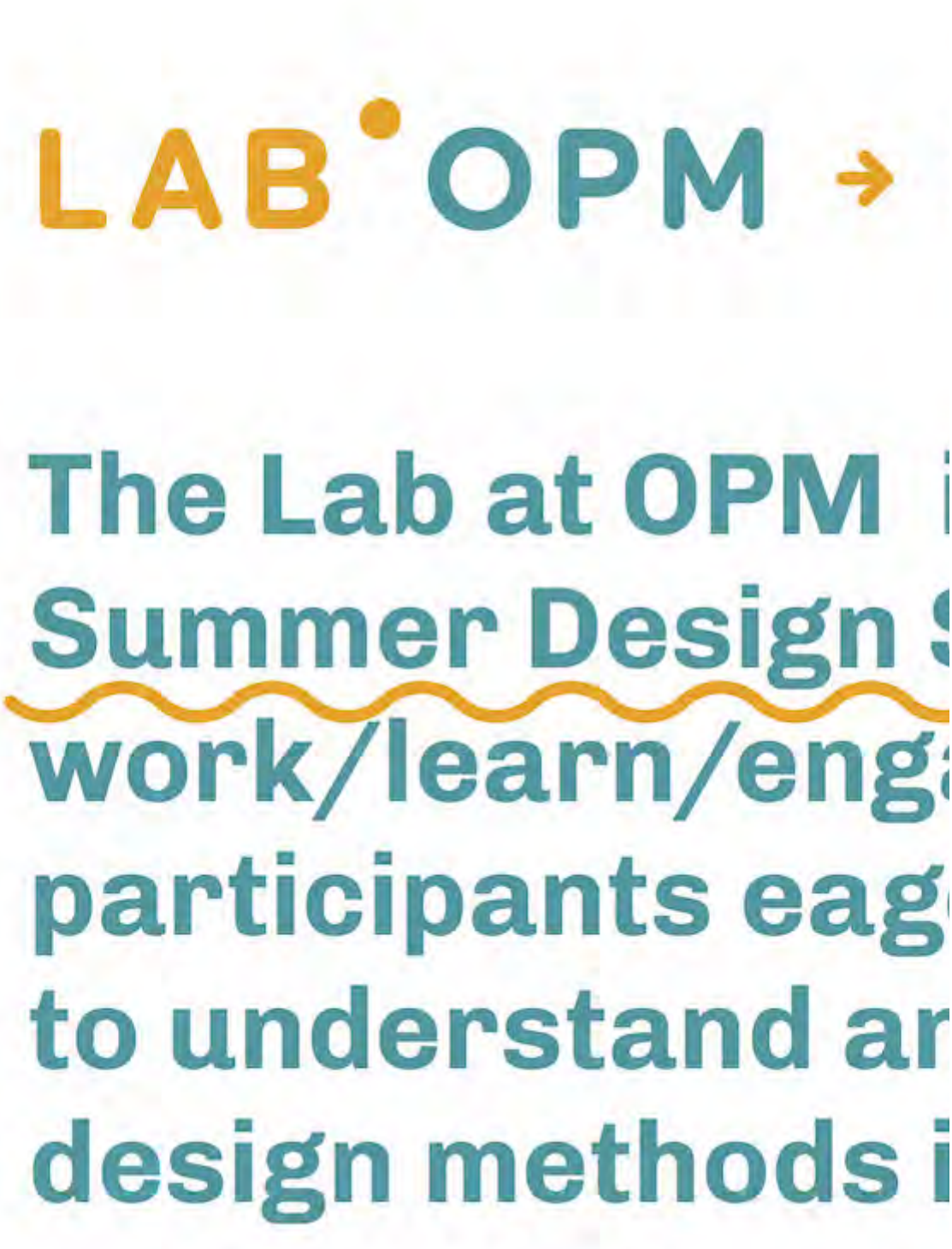
| | |
|---|---|
| Subject: | Announcing Summer Design School 2017 \| Save the Date |
| From: | "Thomas, Elaine" <Elaine.Thomas@OPM.GOV> |
| Reply To: | Thomas, Elaine |
| Date: | Thu, 8 Jun 2017 07:59:40 -0400 |
| Content-Type: | multipart/mixed |
| Parts/Attachments: | text/plain (1 MB) , text/html (1 MB) , image001.png (1 MB) , SDS - Save the Date.pdf (1 MB) |



| | |
|---|---|
| **When?** | Monday |
| **Where?** | The Lab<br>Additior |
| **Why?** | Becaus<br>of teach<br>human- |
| **How?** | A mix o<br>formal a<br>non-gov<br>space fo |
| **Who?** | Open to |

**How much?** Standar
minute
40 seat

## Week Overview

| | Mon 7/24 | T |
|---|---|---|
| 9–10am | Welcome block | |
| 10am–12pm | Off-site Kickoff | |
| 12–1pm | | |
| 1–3pm | | |
| 3–5:30pm | | Site V |

**SAVE THE DATE: SUMMER DESIGN SCHOOL 2017**
The Lab at OPM is launching the Summer Design School 2017, a week-long work/learn/engage event for government participants eager to experience new ways to understand and apply human-centered design methods in government.
Monday July 24 through Friday July 28, 2017
Standard registration is $500 for the week. Last- minute registration is $750 for the week. Maximum of 40 seats available on a first-come, first-serve basis.
**If you're interested, please email lab@opm.gov as soon as possible.

---

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LAB OPM → SUMMER DESIGN SCHOOL 2017

# The Lab at OPM is launching the Summer Design School 2017, a week-long work/learn/engage event for government participants eager to experience new ways to understand and apply human-centered design methods in government.

| | |
|---|---|
| **When?** | Monday July 24 through Friday July 28, 2017 |
| **Where?** | The Lab at OPM will be the home base. Additional locations and site visits through the week. |
| **Why?** | Because it is time to experiment with new ways of teaching, learning, and engaging with human-centered design in the public sector. |
| **How?** | A mix of structured and unstructured offerings: formal and informal content delivery, site visits to non-government innovation hubs, studio work time, space for collaboration and networking, etc. |
| **Who?** | Open to government employees. |
| **How much?** | Standard registration is $500 for the week. Last-minute registration is $750 for the week. Maximum of 40 seats available on a first-come, first-serve basis. |

## Week Overview

| | Mon 7/24 | Tue 7/25 | Wed 7/26 | Thu 7/27 | Fri 7/28 |
|---|---|---|---|---|---|
| **9–10am** | Welcome block | | | | |
| **10am–12pm** | Off-site Kickoff | Content Sessions | | | |
| **12–1pm** | *Lunch* | | | | |
| **1–3pm** | Studio Sessions | | | | Final Present-ations |
| **3–5:30pm** | Site Visits / Alternative Content | | | | |

| | |
|---|---|
| Subject: | Re: Anyone else using content models in government? |
| From: | Dawn McCleskey - TAD <dawn.mccleskey@GSA.GOV> |
| Reply To: | Dawn McCleskey - TAD <dawn.mccleskey@GSA.GOV> |
| Date: | Thu, 8 Jun 2017 10:04:56 -0400 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (4 kB) , text/html (12 kB) |

Hear hear! And the rise of virtual assistants is another reason to start thinking about format-free content.

There's a webinar coming up folks may be interested in, about decoupling content management from presentation: https://www.fourkitchens.com/knowledge/webinars/the-future-of-the-cms/ - it's interesting to think about designing and writing content once for consumption through multiple interface types.

Best,
Dawn

DigitalGo Search

**Dawn Pointer McCleskey**
Program Manager, DigitalGov Search, GSA
dawn.mccleskey@gsa.gov | 443-671-7522
Contact the team: search@support.digitalgov.gov | 202-505-5315

http://search.digitalgov.gov

On Thu, Jun 8, 2017 at 7:55 AM, Geiler, Christen (OS/ASPA) <Christen.Geiler@hhs.gov> wrote:

> Is your agency using content models to create flexible and reusable content? HHS currently has over 20 models—and the list continues to grow. In an effort to promote collaboration and help others use content models, HHS is sharing some of their content models via GitHub (**https://github.com/HHS**).
>
> If you are also using content models, please email the **uswebdesignstandards@gsa.gov** and share your experiences. We want to know what's worked and what hasn't across government.
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Christen Geiler

ASPA Digital

Health and Human Services

Phone: 202-260-4355

Mobile: (b) (6)

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Subject: Re: Anyone else using content models in government?
From: (b) (6) <(b) (6) @UCIA.GOV>
Reply To: (b) (6) <(b) (6) @UCIA.GOV>
Date: Thu, 8 Jun 2017 16:26:41 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4033 bytes) , text/html (16 kB)

Hello!

Thank you for sending; I've looked that what HHS does and it is a great idea, but I have two questions:

1.) How does one go about actually implementing this across an entire Agency? Who did you work with? Did it cut costs? How did you advocate for it?
2.) Has anyone tried this in a classified environment on an internal network – the goal being to push authoritative content to internal customers automatically?

Best,

(b) (6), (b) (7)(C)

---

**From:** Geiler, Christen (OS/ASPA) [mailto:Christen.Geiler@HHS.GOV]
**Sent:** Thursday, June 08, 2017 7:55 AM
**To:** CONTENT-MANAGERS-L@listserv.gsa.gov
**Subject:** [CONTENT-MANAGERS-L] Anyone else using content models in government?

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Subject: Re: Anyone else using content models in government?
From: "(b) (6)" <(b) (6)@STATE.GOV>
Reply To: (b) (6)
Date: Thu, 8 Jun 2017 16:43:39 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (18 kB)

We will be have at least one session and a key note on this topic at Drupal GovCon July 31-August 2nd.

We're almost sold out for tickets (last I looked we had less than 200 tickets remaining). And it's still a free event.

https://www.drupalgovcon.org/ticket-info

And tomorrow, June 9th, the Travel Award (we pay for your travel costs to come out to GovCon) closes. So, if you want to meet other Govies from around the country and some new faces from other countries, try for one of the travel awards. https://www.drupalgovcon.org/scholarships

(b) (6)

**From:** Dawn McCleskey - TAD [mailto:dawn.mccleskey@GSA.GOV]
**Sent:** Thursday, June 08, 2017 10:05 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Anyone else using content models in government?

Hear hear! And the rise of virtual assistants is another reason to start thinking about format-free content.

There's a webinar coming up folks may be interested in, about decoupling content management from presentation: https://www.fourkitchens.com/knowledge/webinars/the-future-of-the-cms/ - it's interesting to think about designing and writing content once for consumption through multiple interface types.

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DigitalGo Search

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**Subject:** Re: Anyone else using content models in government?
**From:** (b) (6) <(b) (6) @HAWAII.GOV>
**Reply To:** (b) (6) @HAWAII.GOV
**Date:** Thu, 8 Jun 2017 08:39:47 -1000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (6 kB) , text/html (11 kB)

>> the rise of virtual assistants is another reason to start thinking about format-free content.

Where does the content model initiative need to root and grow? Is it in operations?

I wonder if anyone has tried convincing a content creator to polish their content into a plain text outline, eg. in Notepad. To me, that kind of cooperation requires a breed of the old-fashioned writer. I suspect it grows harder and harder to find those in our networks.

I guess for me, in an information technology services office, it's easy to understand the value of content models. I guess it's like reusable glass jars, or (pause) structured programming or (pause) modular development. Or, content management systems. Or, a brown roux in the kitchen.

But isn't this kind of like trying to get everybodys to write 'good' english? As compared to more pretty-er print?

Seems to me whether its a help-ticket how-to, long-form journalism, a screenplay, a play, or even a silent movie, ground-up enthusiasm can really help. Compared to top-down creativity. Even if it's modern, cool, and cloudy.

I wonder what "out of context" means in content models. Could that be satire? Or is it a hack?

Happy Thursday.
(b) (6)

From: Dawn McCleskey - TAD <dawn.mccleskey@GSA.GOV>
To: <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,
Date: 06/08/2017 04:08 AM
Subject: Re: [CONTENT-MANAGERS-L] Anyone else using content models in government?

---

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Subject: Free Training during Drupal GovCon!
From: "Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To: Dearie, Jessica
Date: Fri, 9 Jun 2017 14:40:39 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (7 kB) , text/html (53 kB)

Remember – you have to be registered for Drupal GovCon to attend one of these trainings – register soon – tickets are going fast!
https://www.drupalgovcon.org/

**Subject:** Free Training during Drupal GovCon!

# Free Training during Drupal GovCon!

## Learn from the best!

From our start with Capital Camp to the iterations of Drupal Government Days to Drupal GovCon, we've worked to provide amazing cutting edge training and this year is no different.

Training class sizes are limited. So, you will need to sign up for the training using the links provided to each of the training classes.

We want this to be a great experience for our trainers and attendees, so please, **Help Us** out and ONLY register for training you will attend and appropriate for your individual skill level.

Please note, you must be registered for Drupal GovCon in order to attend ANY TRAINING sessions. Use the links below to register for the course you are interested!

## Monday, July 31st

- **9am-4pm** offered by Last Call Media
  Getting Real About Agile: Full Day Workshop

- **9am-12pm** offered by Debug Academy
  When, why, and how - Custom entities using Drupal Console
  (Registration coming soon!)

- **1pm-4pm** offered by Mobomo
  Local Drupal 8 Development with Containers

- **1pm-4pm** offered by Debug Academy
  Object Oriented programming for Drupal (Registration coming soon!)

## Tuesday, August 1st

- **9am-12pm** offered by Evolving Web
  Planning Your Migration to Drupal 8

- **1pm-4pm** offered by Civic Actions
  DKAN Open Data Workshop

- **1pm-4pm** offered by WeKnow
  Course TBD

## Wednesday, August 2nd

- **9am-4pm** offered by Forum One
  Component Based Theming with Twig in Drupal 8

- **9am-4pm** offered by FigLeaf Software
  Module Development with Drupal 8

- **9am-4pm** offered by ELMS:LN
  Introduction to Web Components Development

**Grab Your Training Spot Today!**

---

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| | |
|---|---|
| Subject: | Learning from Failure Now has a Museum |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Fri, 9 Jun 2017 20:46:40 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1377 bytes) , text/html (4 kB) |

https://www.fastcodesign.com/90128299/what-designers-can-learn-from-the-museum-of-failure-yes-it-exists

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

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Subject: Seeking graphic design intern
From: Tim Walker <Tim.Walker@FRB.GOV>
Reply To: Tim Walker <Tim.Walker@FRB.GOV>
Date: Tue, 13 Jun 2017 20:09:48 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (15 kB)

Hi everyone -

If you know anyone that might be interested, we're looking for a paid graphic design intern for this fall (full details below).

Forward along as you will, and let me know if you have any questions.

**Graphic Design Intern(OIG)-20326**
**Primary Location**
: DC-Washington
**Employee Status**
: Temporary
**Overtime Status**
: Non-exempt
**Job Type**
: Internship
**Travel**
: No
**Shift**
: Day Job
Years of Experience Required: 0
Education Required: Some College
Relocation Provided: No
Salary Grade Low: 20
**Posting Date**
: Jun 6, 2017
**Position Description**
The Office of Inspector General (OIG) of the Federal Reserve Board (Board) and Consumer Financial Protection Bureau (CFPB) conducts audits and evaluations of the Board and CFPB's programs and operations to assess and promote economy, efficiency, and effectiveness in these programs and operations, while helping to prevent and detect fraud, waste, and abuse. The Graphic Design Intern will help audit and evaluation teams translate their data and information into powerful visuals and drive communication in both reports and other division messaging channels (website landing pages, social media platforms, etc.). The Graphic Design Intern will also help design and publish content for a variety of other external products (special publications, outreach materials, etc.) and internal communications (digital signage, intranet products, etc.). In all work, the Graphic Design Intern will help ensure that designs follow and extend our branding guidelines.
**Position Requirements**

- Fall 2017 Intern
- Strong oral and written communication skills
- Excellent visual stylistic sense (balance, tone, placement). Infographics and data visualization skills, including the ability to translate complex data and technical text into informative, easy-to-understand visuals (graphics, charts, etc.) and infographics.
- Graphic design experience, in both digital and print media, and excellent software skills with InDesign, Photoshop, Illustrator, Acrobat, etc.
- Animation, and web design skills a plus

- Ability to work independently in a deadline-sensitive environment
- Preferred major in graphic design, art, branding, or related fields, as either a graduate or undergraduate student.
- Portfolio and two letters of recommendation required.

**We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, or application, membership, or service in the uniformed services.**

**Tim Walker**
Sr. Writer-Editor | Office of Inspector General
Board of Governors of the Federal Reserve System | Consumer Financial Protection Bureau
p: 202-452-3430 | c(b) (6), (b) (7)(C) f: 202-973-5044 | tim.walker@frb.gov

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**Report fraud:** OIG Hotline | 800-827-3340 | oighotline@frb.gov
**Learn more:** oig.federalreserve.gov | oig.consumerfinance.gov

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**Subject:** Fwd: Tracking DAP on Subdomains
**From:** Gray Brooks <gray.brooks@GSA.GOV>
**Reply To:** Gray Brooks <gray.brooks@GSA.GOV>
**Date:** Wed, 14 Jun 2017 14:43:28 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (4 kB) , text/html (12 kB)

Howdy, folks.

In working with the Digital Analytics Program (DAP), we assembled a number of open source datasets to assemble a list of federal website subdomains to help better visual the federal web presence. We've had a list of .gov websites for a number of years now, but that just included www.agencyx.gov not blog.agencyx.gov, calendar.agencyx.gov, etc.

You can read more in Tim's email to the DAP points of contact a few weeks ago (below), checkout the methodology here, or go straight to the main results here.

Whether for your agency or any wider .gov analysis you want to do, I hope its useful.

Gray B.

---


```
{
 "team": "18F",
 "company": "GSA",
 "cell": (b) (6) ",
 "links": [{
  "name": "/Developer Program",
  "url": "https://api-all-the-x.18f.gov"
 }, {
  "name": "US Government API listserve",
  "url": "https://bit.ly/apilistservedc"
 }]
}
```


---------- Forwarded message ----------
From: **Timothy Lowden - TAA** <timothy.lowden@gsa.gov>
Date: Mon, May 22, 2017 at 11:01 AM
Subject: Tracking DAP on Subdomains

Hi DAP POCs:

In working with you all over the last few months, we've gotten quite a few inquiries about methods to track DAP adoption across subdomains. While pulse.cio.gov is currently only offering tracking on second-level domains for DAP implementation, my GSA colleague Gray Brooks has generously spent some time putting together a resource that we hope will be helpful to you.

As you'll see in the documentation in the README, subdomains were gathered from various publicly accessible sources, combined, de-duped, cleared of redirects, and cleaned with a far-from-perfect "ignore" list (that was created by human eyes scanning the list) designed to remove some staging/test environments. Then we ran that list against a report from DAP itself.

The resulting file is our best approximation at DAP tracking on subdomains across government. It's a snapshot in time and is not a perfect resource, but we thought it might assist you all as a guide. It might also help you identify subdomains you were previously unaware of.

Please note the following:

1. We're sure this is not an exhaustive list of subdomains, but it's what we could gather from public sources.

2. The ignore list was created by human eye, and is just a way to remove some known culprits for non-public sites (e.g. staging.agency.gov, uat.agency.gov, etc). There are still plenty of hostnames in the list that may not resolve or are behind firewalls.

Many thanks to Gray Brooks for his effort in making this happen and meticulously documenting the steps he took to arrive at the final list. We hope that you all find it useful for your own recordkeeping. In the coming days, we plan on sharing this project on some of the other listserves so that folks can self-identify domains and reach out to us, as well.

Please let us know if you feel this is a helpful resource. We'd love to hear your comments!

Best,

Tim

--
**Tim Lowden**
Program Manager
Digital Analytics Program (DAP)
Technology Transformation Service
U.S. General Services Administration

---

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| | |
|---|---|
| Subject: | Library of Congress Site |
| From: | "Taylor, Meagan (CEOSH)" <Meagan.Taylor@VA.GOV> |
| Reply To: | Taylor, Meagan (CEOSH) |
| Date: | Tue, 20 Jun 2017 15:23:36 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1208 bytes) , text/html (3374 bytes) |

Good morning everyone,

I am interested in finding a POC for the Library of Congress website, if you are on this listerv will you email me?

Best,
Meagan Taylor

U.S. Department of Veterans Affairs
VHA Center for Engineering and Occupational Safety and Health
Web Operations Manager

---

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| | |
|---|---|
| Subject: | Adobe Creative Cloud Procurement Vehicles |
| From: | James Jones <jjones@FEC.GOV> |
| Reply To: | James Jones <jjones@FEC.GOV> |
| Date: | Wed, 21 Jun 2017 14:50:29 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1581 bytes) , text/html (3118 bytes) |

I'm researching federal licensing of Adobe Creative Cloud and am looking for procurement vehicles through which we might obtain licenses at rates lower than those quoted at retail. If you're using CC, could you please help by sharing 1) how many people in your agency use it, 2) do you have individual accounts or do you have multiple licenses, and 3) did you obtain it through a larger contract and, if so, which one? I'm a creative, not procurement, so my grasp of this stuff is tenuous at best but I seem to remember that there were contracts out there for this sort of thing. Any advice would be appreciated!

---

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**Subject:** Re: Adobe Creative Cloud Procurement Vehicles
**From:** "Johnson, DeRon" <deron_m_johnson@IOS.DOI.GOV>
**Reply To:** Johnson, DeRon
**Date:** Wed, 21 Jun 2017 11:12:20 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (3318 bytes) , text/html (4 kB)

Here at DOI our Office of Chief Information Officer (OCIO) went through procurement and secured a BPA with a company that provided license agreements with Adobe for their entire software catalog. The prices were far less than what you would pay for retail. They came on a 12,6,3 months 1st year sliding pay, with year two being a fixed price. Doing a BPA might be your best course of action if you have many users on Adobe within FEC. If only a few, then perhaps retail may be more cost effective. Work with your CIO and Procurement office.

DeRon M. Johnson
Web Content Manager
Office of the Assistant Secretary for
Policy, Management & Budget
U.S. Department of the Interior
1849 C Street, NW 5020
Washington, DC 20240
202.208.3687: Direct
deron_m_johnson@ios.doi.gov

On Wed, Jun 21, 2017 at 10:50 AM, James Jones <jjones@fec.gov> wrote:

> I'm researching federal licensing of Adobe Creative Cloud and am looking for procurement vehicles through which we might obtain licenses at rates lower than those quoted at retail. If you're using CC, could you please help by sharing 1) how many people in your agency use it, 2) do you have individual accounts or do you have multiple licenses, and 3) did you obtain it through a larger contract and, if so, which one? I'm a creative, not procurement, so my grasp of this stuff is tenuous at best but I seem to remember that there were contracts out there for this sort of thing. Any advice would be appreciated!
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>
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---

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| | |
|---|---|
| **Subject:** | Good program for increasing diversity in government speaking events |
| **From:** | "Brantley, William" <William.Brantley@USPTO.GOV> |
| **Reply To:** | Brantley, William |
| **Date:** | Wed, 21 Jun 2017 16:20:29 +0000 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (1357 bytes) , text/html (4 kB) |

https://gds.blog.gov.uk/2017/06/21/breaking-in-a-new-generation-of-public-speakers/

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Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

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**Subject:** App for real time shuttle bus schedules
**From:** (b) (6), (b) (7)(C) @USDOJ.GOV>
**Reply To:** (b) (6), (b) (7)(C)
**Date:** Thu, 22 Jun 2017 12:54:16 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1424 bytes) , text/html (41 kB)

Good morning,
DOJ is considering acquiring an app that will provide real time arrival and departure schedules for the shuttle buses that move employees between 10 or so buildings in downtown DC.

Are any of you aware of a reasonably priced COTS products that would do this?

Thanks very much,

(b) (6), (b) (7)(C)

Content Manager, Justice.gov
DOJ | JMD | OCIO | Collaboration and Web Services
(b) (6), (b) (7)(C)@usdoj.gov
Office (b) (6), (b) (7)(C)
Cell (b) (6), (b) (7)(C)

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**Subject:** Re: App for real time shuttle bus schedules
**From:** "Shirey, John" <Shirey.John@EPA.GOV>
**Reply To:** Shirey, John
**Date:** Thu, 22 Jun 2017 13:10:56 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (3521 bytes) , text/html (8 kB)

Could you look into adding it to one or several of the myriad of apps that are out there already. My local transit system in the Raleigh/Durham/Chapel Hill area of NC uses Transloc and Rider on my iPhone. Transloc has a list of scores of university and town systems in its list.

Alas, it also advises that it needs to be updated, as it will “not work in future versions of the OS.”

Anyway – I suspect there are several choices out there. I like the way Transloc works. Rider shows next bus, I think.

--
**John Shirey**
US EPA OEI/OIM/WCSD
Correspondence: 109 Alexander Drive (MD N127-05), RTP, NC 27711
UPS/FedEx: 4930 Old Page Rd, Durham NC 27703
Office: N115N
Office/cell: (b) (6)
**Google Voice: 919-355-8817**
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**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USDOJ.GOV]
**Sent:** Thursday, June 22, 2017 8:54 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] App for real time shuttle bus schedules

Good morning,
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| | |
|---|---|
| Subject: | Re: App for real time shuttle bus schedules |
| From: | "Williams, David A." <david.williams@USPTO.GOV> |
| Reply To: | Williams, David A. |
| Date: | Thu, 22 Jun 2017 13:45:16 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (4 kB) , text/html (10 kB) |

It looks like WMATA (DC's public transit) uses open source OneBusAway: https://buseta.wmata.com/wiki/Developers/Index for https://buseta.wmata.com/.
-David

---

**From:** Shirey, John [mailto:Shirey.John@EPA.GOV]
**Sent:** Thursday, June 22, 2017 9:11 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] App for real time shuttle bus schedules

Could you look into adding it to one or several of the myriad of apps that are out there already. My local transit system in the Raleigh/Durham/Chapel Hill area of NC uses Transloc and Rider on my iPhone. Transloc has a list of scores of university and town systems in its list.

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US EPA OEI/OIM/WCSD
Correspondence: 109 Alexander Drive (MD N127-05), RTP, NC 27711
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> **Subject:** [CONTENT-MANAGERS-L] App for real time shuttle bus schedules
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Subject: Re: App for real time shuttle bus schedules
From: "Larrimore, Laura" <Laura.Larrimore@USPTO.GOV>
Reply To: Larrimore, Laura
Date: Thu, 22 Jun 2017 14:59:34 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (14 kB)

I used to work for American University, and we had a system in place that showed the busses on a map. It used a GPS tracker inside the bus to relay that info. It was several years ago, so I dug up their recent page: http://bus.streeteagleweb.com/BusViewer.aspx. It appears to be using something called Smart Traxx – here's their app: https://play.google.com/store/apps/details?id=com.insight.smarttraxx&hl=en

Given that universities are running small bus systems similar to yours on small-ish budgets, it might be worth investigating what universities are using.

~Laura

---

**From:** Williams, David A.
**Sent:** Thursday, June 22, 2017 9:45 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] App for real time shuttle bus schedules

It looks like WMATA (DC's public transit) uses open source OneBusAway: https://buseta.wmata.com/wiki/Developers/Index for https://buseta.wmata.com/.
-David

---

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**Sent:** Thursday, June 22, 2017 9:11 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] App for real time shuttle bus schedules

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**John Shirey**
US EPA OEI/OIM/WCSD
Correspondence: 109 Alexander Drive (MD N127-05), RTP, NC 27711
UPS/FedEx: 4930 Old Page Rd, Durham NC 27703
Office: N115N
Office/cell: (b) (6)
**Google Voice: 919-355-8817**
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---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USDOJ.GOV]
**Sent:** Thursday, June 22, 2017 8:54 AM

**Sent:** Thursday, June 22, 2017 8:54 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] App for real time shuttle bus schedules

Good morning,
DOJ is considering acquiring an app that will provide real time arrival and departure schedules for the shuttle buses that move employees between 10 or so buildings in downtown DC.

Are any of you aware of a reasonably priced COTS products that would do this?

Thanks very much,

(b) (6), (b) (7)(C)

Content Manager, Justice.gov
DOJ | JMD | OCIO | Collaboration and Web Services
(b) (6), (b) (7)(C)@usdoj.gov
Office (b) (6), (b) (7)(C)
Cell (b) (6), (b) (7)(C)

---

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| | |
|---|---|
| Subject: | Re: App for real time shuttle bus schedules |
| From: | "Morin, Gary (NIH/OD) [E]" <moring@MAIL.NIH.GOV> |
| Reply To: | Morin, Gary (NIH/OD) [E] |
| Date: | Thu, 22 Jun 2017 15:06:06 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (7 kB) , text/html (19 kB) |

Cathy, you might want to check with NIH Office of Research Services https://www.ors.od.nih.gov/pes/dats/NIHShuttleServices/Pages/shuttle.aspx. Midpage, there's information on its "GPS-based arrival time Information"
The National Cancer Institute seems to use a separate service for its Shady Grove Shuttle and for its NCI-Frederick location. Contact information is on that same page.

**Gary M. Morin, Program Analyst**
**NIH Office of the Chief Information Officer**

**6555 Rock Spring Drive, Suite 300, Room 3NE-28**
**Bethesda, MD. 20817, Mail Stop: 4801**

**(301) 402-3924 Voice, (301) 451-9326 TTY/NTS**
**(240) 200 5030 Videophone; (301) 402-4464 Fax**

NIH Section 508: http://508.nih.gov, NIH Section 508 Coordinators list: https://ocio.nih.gov/ITGovPolicy/NIH508/Pages/Section508Coordinators.aspx

**NIH Section 508 Team: mailto:Section508Help@mail.nih.gov?subject=Section 508 Help or, for Section 508 Guidance, http://www.hhs.gov/web/508/index.html**

Consider the environment. Please don't print this e-mail unless you really need to.

WHAT IF THE FIRST QUESTION WE ASKED WAS, "WHAT IS SO UNIQUE ABOUT THIS SITUATION THAT IT JUSTIFIES EXCLUSION? INSTEAD OF, "HOW MUCH DOES IT COST TO MAKE IT ACCESSIBLE?

---

**From:** Williams, David A. [mailto:david.williams@USPTO.GOV]
**Sent:** Thursday, June 22, 2017 9:45 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] App for real time shuttle bus schedules

It looks like WMATA (DC's public transit) uses open source OneBusAway: https://buseta.wmata.com/wiki/Developers/Index for https://buseta.wmata.com/.
-David

---

**From:** Shirey, John [mailto:Shirey.John@EPA.GOV]
**Sent:** Thursday, June 22, 2017 9:11 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] App for real time shuttle bus schedules

Could you look into adding it to one or several of the myriad of apps that are out there already. My local transit system in the Raleigh/Durham/Chapel Hill area of NC uses Transloc and Rider on my iPhone. Transloc has a list of scores of university and town systems in its list.

Alas, it also advises that it needs to be updated, as it will "not work in future versions of the OS."

Anyway – I suspect there are several choices out there. I like the way Transloc works. Rider shows next bus, I think.

--
**John Shirey**
US EPA OEI/OIM/WCSD
Correspondence: 109 Alexander Drive (MD N127-05), RTP, NC 27711
UPS/FedEx: 4930 Old Page Rd, Durham NC 27703
Office: N115N
Office/cell: (b) (6)
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Thanks very much,

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Content Manager, Justice.gov
DOJ | JMD | OCIO | Collaboration and Web Services
(b) (6), (b) (7)(C)@usdoj.gov
Office (b) (6), (b) (7)(C)
Cell (b) (6), (b) (7)(C)

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**Subject:** Google Anaylytics Security Concerns
**From:** (b) (6) @NAVY.EDU>
**Reply To:** (b) (6) @NAVY.EDU>
**Date:**
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1701 bytes) , text/html (2551 bytes)

Good afternoon,
DON is considering using Google Analytics (free version) for collecting site information for some of our "private" systems - that is to say our systems that run on non-classified web but are behind controlled access.
I'm looking for some help in understanding:
The security implications? can they be mitigated?
Is there another free solution?
Is this just a really bad idea?

Does an enterprise version of google analytics allow for mitigation?

--

Very respectfully,
(b) (6)
Lieutenant, U.S. Navy
Navy Office of Information
Room 4B463, 1200 Navy Pentagon
Washington, DC 20350-1200
COML (b) (6) | DSN (b) (6)
(b) (6) @Navy.Mil | (b) (6) @navy.edu
@(b) (6)

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Subject: Re: App for real time shuttle bus schedules
From: Will Slack <william.slack@GSA.GOV>
Reply To: Will Slack <william.slack@GSA.GOV>
Date: Thu, 22 Jun 2017 13:35:24 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (12 kB)

I really like OneBusAway; it would be interesting to look for vendors willing to operate and contribute to the existing codebase.

-Will

**Will Slack**
18F Products and Platforms, TTS
(b) (6) (c) - william.slack@gsa.gov

On Thu, Jun 22, 2017 at 9:45 AM, Williams, David A. <david.williams@uspto.gov> wrote:

> It looks like WMATA (DC's public transit) uses open source OneBusAway: https://buseta.wmata.com/wiki/Developers/Index for https://buseta.wmata.com/.
>
> -David

---

**From:** Shirey, John [mailto:Shirey.John@EPA.GOV]
**Sent:** Thursday, June 22, 2017 9:11 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] App for real time shuttle bus schedules

Could you look into adding it to one or several of the myriad of apps that are out there already. My local transit system in the Raleigh/Durham/Chapel Hill area of NC uses Transloc and Rider on my iPhone. Transloc has a list of scores of university and town systems in its list.

Alas, it also advises that it needs to be updated, as it will "not work in future versions of the OS."

Anyway – I suspect there are several choices out there. I like the way Transloc works. Rider shows next bus, I think.

--

**John Shirey**

US EPA OEI/OIM/WCSD
Correspondence: 109 Alexander Drive (MD N127-05), RTP, NC 27711
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**Sent:** Thursday, June 22, 2017 8:54 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] App for real time shuttle bus schedules

Good morning,

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(b) (6), (b) (7)(C)

Content Manager, Justice.gov

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(b) (6), (b) (7)(C)@usdoj.gov

Office (b) (6), (b) (7)(C)

Cell (b) (6), (b) (7)(C)

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**Subject:** Re: Google Anaylytics Security Concerns
**From:** (b) (6) @OMB.EOP.GOV>
**Reply To:**
**Date:** Thu, 22 Jun 2017 17:49:07 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (3258 bytes) , text/html (9 kB)

We've been using Google Analytics for some of our public-facing sites, but for security reasons we set up an internally hosted version of PiWik (https://piwik.org/) for our non-public applications.

Thanks,
(b) (6), OMB
Chief, Budget Systems Branch
Policy Lead, BFELoB/MAX.gov

https://go.max.gov/presentations
https://go.max.gov/authentication
https://go.max.gov/security
https://go.max.gov/pricing

**From:** (b) (6) [mailto:(b) (6) @NAVY.EDU]
**Sent:** Thursday, June 22, 2017 12:58 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Google Anaylytics Security Concerns

Good afternoon,
DON is considering using Google Analytics (free version) for collecting site information for some of our "private" systems - that is to say our systems that run on non-classified web but are behind controlled access.
I'm looking for some help in understanding:
The security implications? can they be mitigated?
Is there another free solution?
Is this just a really bad idea?

Does an enterprise version of google analytics allow for mitigation?

--

Very respectfully,
(b) (6)
Lieutenant, U.S. Navy
Navy Office of Information
Room 4B463, 1200 Navy Pentagon
Washington, DC 20350-1200
COML (b) (6) | DSN (b) (6)
(b) (6) @Navy.Mil | (b) (6) @navy.edu
@(b) (6)

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digest
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**Subject:** Google Hosted Libraries (JavaScript files)
**From:** "Hessling, Michael" <Hessling.Michael@EPA.GOV>
**Reply To:** Hessling, Michael
**Date:** Thu, 22 Jun 2017 18:14:33 +0000
**Content-Type:** text/plain
**Parts/Attachments:** text/plain (24 lines)

https://developers.google.com/speed/libraries/

Does anyone use these hosted libraries for their websites? If so, how do you navigate the terms of agreement (they seem pretty tame, but who knows: https://developers.google.com/speed/libraries/terms).

~Mike

**********
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**********

| | |
|---|---|
| Subject: | Quick survey on your content sharing/API abilities |
| From: | Jessica Milcetich - TABA <jessica.milcetich@GSA.GOV> |
| Reply To: | Jessica Milcetich - TABA <jessica.milcetich@GSA.GOV> |
| Date: | Fri, 23 Jun 2017 09:37:27 -0400 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1900 bytes) , text/html (2506 bytes) |

Hi everyone,

At USA.gov/GobiernoUSA.gov, we're looking at ways we can make sure we're providing our users with the most accurate, up-to-date information and answers to their government questions.

To that end, we're trying to gather some information about what capabilities you might have in terms of API/content syndication/content sharing.

If you have a few minutes and could answer a couple of questions about that, we'd really appreciate it.

This survey link is a Google form, but if you can't access Google forms at your office and you're interested in participating, let me know and I can email you the questions directly.

Thanks in advance for your time!
Jess

--
Jessica Milcetich
Digital Media Strategist, USAGov
*"Your Guide to Government Information and Services"*
OCSIT/18F - U.S. General Services Administration

http://twitter.com/usagov

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**Subject:** Has anyone used Optimal Workshop?
**From:** "Dine, Brooke (NIH/NLM) [E]" <dine@MAIL.NIH.GOV>
**Reply To:** Dine, Brooke (NIH/NLM) [E]
**Date:** Fri, 23 Jun 2017 14:29:59 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1459 bytes) , text/html (4057 bytes)

Hi all,

We're looking into purchasing the Optimal Workshop Suite for FY2018. I would like to talk to any government agencies who have used Tree Jack, Optimal Sort, and the other services. We'd like to hear about your experience and how you used it to improve your information architecture and website.

Regards,
Brooke

.....

Brooke Dine
Head, Web & Information Management Unit
Public Services Division
National Library of Medicine
https://www.nlm.nih.gov
301.402.3468
brooke.dine@nih.gov

---

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**Subject:** Saba online learning system for external customers
**From:** (b) (6) @HENNEPIN.US>
**Reply To:** (b) (6) @HENNEPIN.US>
**Date:** Fri, 23 Jun 2017 16:22:03 +0000
**Content-Type:** multipart/related
**Parts/Attachments:** text/plain (2179 bytes) , text/html (9 kB) , image001.png (9 kB)

Good morning,

We are implementing the Saba online learning management system in our county to offering trainings to residents, volunteers, and business partners, etc. I am interested in feedback from other government agencies who've deployed Saba to external customers.

I'd like to know:

- how you structured your domains in relation to your lines of business, e.g., a single landing page for your entire agency or unique pages for each line of business
- the user experience from the department's perspective on uploading and configuring courses and the catalog(s)
- the user experience from the trainee's perspective in accessing and completing courses
- whether you created a governance structure to manage delivery of online learning.

Thanks!

(b) (6)
Digital Government Coordinator

o: (b) (6) | Hennepin.us

Hennepin County Center of Innovation and Excellence
701 4th Avenue South, Suite 320, MC: L605
Minneapolis, MN 55415

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**Subject:** Re: Has anyone used Optimal Workshop?
**From:** (b) (6) @UCO.EDU>
**Reply To:** UCO.EDU>
**Date:** Fri, 23 Jun 2017 16:40:33 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (2882 bytes) , text/html (7 kB)

We've used Treejack on several projects for the web. It is really useful and the data collected is presented back in a really smart way.

(b) (6)
Content Manager
(b) (6) @uco.edu

Web Content Manager
Office of Information Technology
University of Central Oklahoma
(b) (6)
100 North University Drive, Box 204
Edmond, OK 73034

---

**From:** Dine, Brooke (NIH/NLM) [E] [mailto:dine@MAIL.NIH.GOV]
**Sent:** Friday, June 23, 2017 9:30 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Has anyone used Optimal Workshop?

Hi all,

We're looking into purchasing the Optimal Workshop Suite for FY2018. I would like to talk to any government agencies who have used Tree Jack, Optimal Sort, and the other services. We'd like to hear about your experience and how you used it to improve your information architecture and website.

Regards,
Brooke

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Brooke Dine
Head, Web & Information Management Unit
Public Services Division
National Library of Medicine
https://www.nlm.nih.gov
301.402.3468
brooke.dine@nih.gov

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**Subject:** Web Content Manager and Webmaster related certifications
**From:** (b) (6) ADMIN.NV.GOV>
**Reply To:** (b) (6) ADMIN.NV.GOV>
**Date:** Fri, 23 Jun 2017 18:42:20 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1726 bytes) , text/html (6 kB)

Does anyone have any Web Content Manager and Webmaster related certifications they recommend for career recruitment and advancements?
Thanks,

(b) (6)

**Chief, Research, Planning and Grant Management**
**Enterprise IT Services Team**
State of Nevada | Department of Administration
T: (b) (6) | E: (b) (6) @admin.nv.gov

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| | |
|---|---|
| **Subject:** | Re: Quick survey on your content sharing/API abilities |
| **From:** | Jessica Milcetich - TABA <jessica.milcetich@GSA.GOV> |
| **Reply To:** | Jessica Milcetich - TABA <jessica.milcetich@GSA.GOV> |
| **Date:** | Fri, 23 Jun 2017 15:06:18 -0400 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (2426 bytes) , text/html (3910 bytes) |

Hi all,

A few folks pointed out that the survey had some strange permissions going on. I think I've corrected that now, so I apologize for that!

Thanks for those of you who let me know!

On Fri, Jun 23, 2017 at 9:37 AM, Jessica Milcetich - TABA <jessica.milcetich@gsa.gov> wrote:

> Hi everyone,
>
> At USA.gov/GobiernoUSA.gov, we're looking at ways we can make sure we're providing our users with the most accurate, up-to-date information and answers to their government questions.
>
> To that end, we're trying to gather some information about what capabilities you might have in terms of API/content syndication/content sharing.
>
> If you have a few minutes and could answer a couple of questions about that, we'd really appreciate it.
>
> This survey link is a Google form, but if you can't access Google forms at your office and you're interested in participating, let me know and I can email you the questions directly.
>
> Thanks in advance for your time!
> Jess
>
> --
> Jessica Milcetich
> Digital Media Strategist, USAGov
> *"Your Guide to Government Information and Services"*
> OCSIT/18F - U.S. General Services Administration
>
> http://twitter.com/usagov

--
Jessica Milcetich
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**Subject:** Tableau on Drupal
**From:** "Aspiazu, Coqui (HHS/ASPA)" <Maria.Aspiazu@HHS.GOV>
**Reply To:** Aspiazu, Coqui (HHS/ASPA)
**Date:** Mon, 26 Jun 2017 21:10:45 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1470 bytes) , text/html (5 kB)

Hi all –

Is someone using Tableau on Drupal? If so, could you please recommend any modules you're using or should stay away from.

Also, please share any suggestions or lessons learned.

Thanks in advance for your help.

Coqui

Coqui Aspiazu
ASPA Digital Engagement
U.S. Department of Health and Human Services
Email: maria.aspiazu@hhs.gov
Work: (202) 260-1331 Cell: (b) (6)
**HHS on Facebook** | **HHS on Twitter** | **HHSLatino**

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Subject: How long does it take for web changes to show up?
From: (b) (6), (b) (7)(C) USCIS.DHS.GOV>
Reply To:
Date: Mon, 26 Jun 2017 21:22:31 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3200 bytes) , text/html (9 kB)

Hi everyone.

In the old days, we'd edit a page, hit upload, and the change was visible immediately.

In today's world, though, there's the concept of caching, with distribution networks checking for new versions of pages after X time, so it can take up to X for changes to appear unless you manually force a cache refresh. These are caches on Internet servers, which store copies of websites in the cloud and are what you actually see when you visit a site instead of the "home server" for that site. I'm not talking about caches within a particular person's browser.

For example, our cache refresh time is an hour (aka "time to live," with that last word being the last part of "alive," as opposed to rhyming with "give"). That is, Akamai pulls a new copy of each existing page once/hour. No matter what, changes will show up within an hour, but it can vary from almost instantly to the full hour. I believe that if you save a new version 1 minute after the cache refresh, it'll take 59 minutes for the new version to get pulled and made visible. In contrast, if you save it 58 minutes after a cache refresh, that new version will show up after only 2 minutes. Again, not accounting for our ability to force a cache refresh manually.

My understanding is that how frequently you have cache refreshes is based partly on a cost tradeoff: more frequent pulls cost more.

All of which brings me to my actual question: for those of you using Akamai and other distribution networks, what's your cache refresh schedule?

Thanks!

(b) (6), (b) (7)(C)
**Chief of E-Communications**
***Office of Communications*** | U.S. Citizenship and Immigration Services
20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) **@uscis.dhs.gov**
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**Subject:** Re: How long does it take for web changes to show up?
**From:** Larry Gillick <larry_gillick@IOS.DOI.GOV>
**Reply To:** Larry Gillick <larry_gillick@IOS.DOI.GOV>
**Date:** Tue, 27 Jun 2017 03:04:37 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (4 kB) , text/html (10 kB)

Hi [redacted]

For "news" content, I've found it helpful to have my CMS trigger a CDN cache refresh for the edited page, immediately after publication. That usually means <1 or 2 minutes to public-visible. Home pages, list pages and other pages that wouldn't naturally "know" that they'd been edited require a bit of extra effort, but it's worth the trouble to do so.

Larry

Sent from my iPhone

On Jun 26, 2017, at 5:33 PM, [redacted]@uscis.dhs.gov> wrote:

> Hi everyone.
>
> In the old days, we'd edit a page, hit upload, and the change was visible immediately.
>
> In today's world, though, there's the concept of caching, with distribution networks checking for new versions of pages after X time, so it can take up to X for changes to appear unless you manually force a cache refresh. These are caches on Internet servers, which store copies of websites in the cloud and are what you actually see when you visit a site instead of the "home server" for that site. I'm not talking about caches within a particular person's browser.
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> Thanks!

[redacted]
**Chief of E-Communications**
***Office of Communications*** | U.S. Citizenship and Immigration Services
20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529
Office: [redacted] | Mobile: [redacted]
[redacted]@uscis.dhs.gov
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**USCIS Español -** USCIS.gov/ES | Facebook: /USCIS.ES | Twitter: @USCIS_ES | Instagram: @USCIS_ES

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**Subject:** Re: How long does it take for web changes to show up?
**From:** "Hessling, Michael" <Hessling.Michael@EPA.GOV>
**Reply To:** Hessling, Michael
**Date:** Tue, 27 Jun 2017 09:32:39 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (7 kB) , text/html (23 kB)

(b) (6), (b) (7)(C)

At EPA, if you ***publish*** a page, that forces a cache refresh for that path. That little bit of functionality right there allows us to set a long TTL:

-24 hours at Akamai (with some exceptions)
-48 hours for Boost (a Drupal “static page builder” module)

Both caches are cleared for the specific path when a page is republished. We would set the TTLs even higher if our site was less dynamic—there are elements of our site that incorporate views (like Larry’s site does) that don’t “know” they’ve been updated, so they sit there, cached.

We have the ability to adjust the TTLs higher if we’re hit with a significant surge of traffic.

(Boost allows us to generate and then save the requested page on our server. We give that page to the 1,000s of Akamai servers that don’t yet have the page in their caches, should they request a copy. Delivering already generated pages is much easier than regenerating from scratch.)

Akamai now offers “Fast Purge” (v3 of their Cache Clearing Utility API), and we’ve incorporated that into our application. Fast Purge is supposed to take seconds to refresh (it’s hard to measure). V2 of their purging API took up to 7 minutes. This API is what we use when a page is republished.

~Mike

---

**From:** Larry Gillick [mailto:larry_gillick@IOS.DOI.GOV]
**Sent:** Tuesday, June 27, 2017 3:05 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] How long does it take for web changes to show up?

Hi (b) (6), (b) (7)(C)

For "news" content, I've found it helpful to have my CMS trigger a CDN cache refresh for the edited page, immediately after publication. That usually means <1 or 2 minutes to public-visible. Home pages, list pages and other pages that wouldn't naturally "know" that they'd been edited require a bit of extra effort, but it's worth the trouble to do so.

Larry

Sent from my iPhone

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>
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Thanks!

(b) (6), (b) (7)(C)

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Subject: There are still spaces available so REGISTER NOW FOR THE 2017 Federal/Industry Section 508 Forum
From: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Reply To: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Date: Tue, 27 Jun 2017 10:22:32 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2960 bytes) , text/html (5 kB)

# DO NOT REPLY TO THIS EMAIL
# REPLY TO: helen.chamberlain@gsa.gov

# Register now to attend the 2017 Federal/Industry Section 508 Forum - This is an IN PERSON only event

HOSTED BY: Chief Information Officers Council (CIOC), Accessibility Community of Practice (ACoP), Outreach Subcommittee, Co chairs - Helen Chamberlain, GSA and Betsy Sirk, NASA
WHEN: Friday, July 28, 2017
WHERE: General Services Administration, 1800 F Street, NW, Washington, DC 20405
TIME: 8:30 - 3:00
WHO SHOULD ATTEND: Federal Government Employees, Federal contractors, and Industry representatives
QUESTIONS? Contact helen.chamberlain@gsa.gov
THIS IS A FREE EVENT

Register at https://registration.section508.gov/ (choose the FEDERAL ONLY link)
**NOTE:** If you do not have a **.gov or .mil** email address please put **.gov** AFTER YOUR EMAIL ADDRESS SO YOUR REGISTRATION WILL GO THROUGH. Your confirmation will be forwarded to you when we update your email address.

The Forum will held Friday, July 28, 2017 at General Services Administration, 1800 F Street NW Washington DC. This event is hosted by the Chief Information Officers Council (CIOC) and Accessibility Community of Practice (ACoP) Outreach Sub Committee.

The theme is “Transitioning to the Revised Section 508 Standards”. The forum will be comprised of two panel sessions:

The morning session will feature a panel discussion with the Access Board and the Federal Section 508 Transition Teams. The discussion will focus on the Federal government transition to the Revised Section 508 Standard and what we are doing to

government transition to the Revised Section 508 Standard and what we are doing to prepare.

The afternoon panel will be a group of industry experts who will discuss how industry is preparing to respond to the Revised Section 508 Standards.

Helen Chamberlain
Governmentwide Section 508 Training & Outreach Director
General Services Administration
Office of Government-wide Policy
Office of Information, Integrity & Access
1800 F Street, NW
Washington, DC 20405

In the depth of winter I finally learned that within me there lay an invincible summer

---

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Subject: Drupal GovCon Schedule is Live!
From: "Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To: Dearie, Jessica
Date: Tue, 27 Jun 2017 18:51:57 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3775 bytes) , text/html (29 kB)

Schedule is Live! View this email in your browser

# Schedule is Live!

The schedule for Drupal GovCon 2017 is live, and thanks to the many session submissions, we have a great line-up! Take a look and build your own Drupal GovCon schedule!

## Book Your Travel Now!

We have a block of rooms available at a discounted rate of $172/night at the Residence Inn Bethesda Downtown . You must use the special link below to reserve your room with the group rate.

The group rate is available for reservations checking in as early as 7/30/17 and checking out 8/2/17.

**July 10th, 2017 is the last day to book at the group rate!**
Book your Residence Inn Room at the Drupal GovCon Group Rate

**Residence Inn Bethesda Downtown**
7335 Wisconsin Avenue
Bethesda, MD 20814

Now, book that room and then take a look at the Schedule!

**Check out the Schedule**

Thank you to our Core sponsors.

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Thank you for attending a recent Drupal4Gov event.

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Subject: WordPress conference/training - July 14-16
From: (b) (6) @ARLINGTONVA.US>
Reply To: @ARLINGTONVA.US>
Date: Tue, 27 Jun 2017 19:12:47 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2463 bytes) , text/html (13 kB)

WordCamp DC is July 14-16, with an emphasis on government on Friday the 14. Some of the folks on this list are speaking!
Cost is $60 for all three days and includes food.

Some of the sessions on the agenda:

Growing WordPress in the Federal Government: Sites.USA.gov Speakers: *Kyle Jennings*, *Ken Fang*

Decentralized Content Strategy for the National Park Service Speakers: *Tori Peterson*, *Rebecca Wyatt*

Accessibility is More than an Add-On: The Responsibility of the Open Source Community Speaker: *Marissa Goldsmith*

Using WordPress to Bridge the Digital Divide Speaker: *Josepha Haden*

Code Security Fundamentals Speaker: *George Stephanis*

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**Subject:** Re: How long does it take for web changes to show up?
**From:** "Dunbar, Brian (HQ-NJ000)" <brian.dunbar@NASA.GOV>
**Reply To:** Dunbar, Brian (HQ-NJ000)
**Date:** Tue, 27 Jun 2017 21:16:43 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (4 kB) , text/html (12 kB)

Austin,

Asking for friend. What's our version of this? I think – when we publish, old pages are simply overwritten, so every request gets the latest version. There's no automated check-and-update, correct? At least, I've never seen an old version of a page more than the 7 minutes that publishing can take.

Brian

---

**From:** "(b) (6), (b) (7)(C) @USCIS.DHS.GOV>
**Reply-To:** "(b) (6), (b) (7)(C) @USCIS.DHS.GOV>
**Date:** Monday, June 26, 2017 at 5:22 PM
**To:** "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
**Subject:** [CONTENT-MANAGERS-L] How long does it take for web changes to show up?

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**Subject:** Re: How long does it take for web changes to show up?
**From:** "Dunbar, Brian (HQ-NJ000)" <brian.dunbar@NASA.GOV>
**Reply To:** Dunbar, Brian (HQ-NJ000)
**Date:** Tue, 27 Jun 2017 21:19:04 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (4 kB) , text/html (11 kB)

And apologies for that last one. I blame being in the office when I should be at happy hour.

Brian

---

**From:** "(b) (6), (b) (7)(C)" (b) (6), (b) (7)(C)@USCIS.DHS.GOV>
**Reply-To:** "(b) (6), (b) (7)(C)" (b) (6), (b) (7)(C)@USCIS.DHS.GOV>
**Date:** Monday, June 26, 2017 at 5:22 PM
**To:** "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
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Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C)@uscis.dhs.gov
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| | |
|---|---|
| Subject: | Finding things: how we're breaking down the silos on GOV.UK |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Thu, 29 Jun 2017 14:49:51 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1483 bytes) , text/html (4 kB) |

For those who have trouble finding content on a site (or mobile site, app, where ever your content may wander) - https://gds.blog.gov.uk/2017/06/29/finding-things-how-were-breaking-down-the-silos-on-gov-uk/

All opinions are my own and does not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

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**Subject:** Re: Finding things: how we?re breaking down the silos on GOV.UK
**From:** (b) (6) <(b) (6) @HAWAII.GOV>
**Reply To:** (b) (6) @HAWAII.GOV
**Date:** Thu, 29 Jun 2017 10:13:07 -1000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (3329 bytes) , text/html (5 kB)

Thank you again William Brantley.

I noted the discipline in the page titles which I presume carried over into breadcrumbs and filenames. I approve.

{ {Taxonomy} + {Navigation} + {User journey} } <= very good.

The implied dynamic "User journey" is a more utilitarian description than the static "user interface". I approve.

I think many times a content provider focuses only on the current page in play, and disregards that's page's place in the internet of things. (Sorry. I couldn't resist.)

I see that gov.uk employs "<aside>". But I did see use of "<section>". I wonder why not?

I think having both  and <section> in HTML 5 was a real good thing.

The pages render fast. Maybe it's not DHTML.

My two cents.
(b) (6)
aka tax.webmaster@hawaii.gov

From: "Brantley, William" <William.Brantley@USPTO.GOV>
To: <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,
Date: 06/29/2017 04:51 AM
Subject: [CONTENT-MANAGERS-L] Finding things: how we're breaking down the silos on GOV.UK

---

For those who have trouble finding content on a site (or mobile site, app, where ever your content may wander) - https://gds.blog.gov.uk/2017/06/29/finding-things-how-were-breaking-down-the-silos-on-gov-uk/

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Subject: Free Training at Drupal GovCon - Take 4!
From: "Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To: Dearie, Jessica
Date: Fri, 30 Jun 2017 13:06:35 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (36 kB)

So many amazing FREE training courses at Drupal GovCon this year…

---

**From:** Drupal GovCon [mailto:info=drupal4gov.us@mail131.suw16.rsgsv.net] **On Behalf Of** Drupal GovCon
**Sent:** Friday, June 30, 2017 9:03 AM
**To:** Dearie, Jessica <Dearie.Jessica@epa.gov>
**Subject:** Free Training at Drupal GovCon - Take 4!

Free training at Drupal GovCon View this email in your browser

# Free Training during Drupal GovCon - Take 4!

## Learn from the best!

We are excited to highlight two of the ten FREE trainings being offered at Drupal GovCon 2017! Keep an eye out for future emails as we highlight the rest of the training offered!

Please note, you must be registered for Drupal GovCon in order to attend ANY TRAINING sessions. Use the links below to register for the course you are interested!

## Local Drupal 8 Development with Containers

**Monday, July 31st 1pm-4pm** offered by Mobomo

There are many ways to develop a Drupal site, but there are few that offer as many advantages as a fully self-contained, local environment. This training session will get hands on with setting up an environment from scratch using Docker containers to emulate production servers, Composer to manage packages, Drush to manage configuration, Drupal Console to generate code, and source code management to tie it all together. We'll discuss the benefits of local development and the pitfalls of other methods

local development and the pitfalls of other methods.

## DKAN Open Data Summit

**Tuesday, August 1st 1pm-4pm** offered by CivicActions

DKAN is a Drupal distribution that is one of the leading solutions for government open data workflow management, data publishing, and data visualization. It is used by US Federal agencies such as HHS and USDA to assist with US Project Open Data compliance, and is also widely deployed by cities (e.g.: Louisville), States (e.g.: Georgia), and other countries (e.g.: Italy).

As a Drupal-based product, and newly with sophisticated javascript data visualization features built-in, DKAN also excels at data dashboards, storytelling, and user engagement.

Join us on Tuesday, August 1st to learn hands-on from the DKAN core product team how you can use DKAN not only to assist your Agency with Project Open Data workflows and compliance, but also to manage intra-agency data, build interactive data visualization experiences, tell data stories leveraging a range of content types, and engage the public with your data.

**Check out all the FREE Training at Drupal GovCon!**

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**Subject:** Re: How long does it take for web changes to show up?
**From:** (b) (6) STATE.GOV>
**Reply To:**
**Date:** Fri, 30 Jun 2017 14:28:20 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (8 kB) , text/html (18 kB)

Hi (b) (6), (b) (7)(C)

My tradeoff is performance, not cost.

So, say for instance my editors make a change to a page. The regular Drupal cache is cleared (you can purge it with contrib modules), I clear the cache on the servers and then get my New Relic notice about slow load times. Slow for our site. I have Akamai set to hourly updates and pages cached at the edge are at 1/2 day. This means Akamai doesn't go back to the origin server to get the next changed page for half a day, but does refresh to look for new content every 6 minutes. That Half Day refresh is pulling the entire site, all the updated content everywhere from videos to images to words. Even when it's not a main page, but one buried deep in the site which happens occasionally when we need to correct typos and the like.

Hope I've explained it well here.

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---

**From:** Dunbar, Brian (HQ-NJ000) [mailto:brian.dunbar@NASA.GOV]
**Sent:** Tuesday, June 27, 2017 5:17 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] How long does it take for web changes to show up?

Austin,

Asking for friend. What's our version of this? I think – when we publish, old pages are simply overwritten, so every request gets the latest version. There's no automated check-and-update, correct? At least, I've never seen an old version of a page more than the 7 minutes that publishing can take.

Brian

---

**From:** "(b) (6), (b) (7)(C)" <(b) (6), (b) (7)(C)@USCIS.DHS.GOV>
**Reply-To:** "(b) (6), (b) (7)(C)" <(b) (6), (b) (7)(C)@USCIS.DHS.GOV>
**Date:** Monday, June 26, 2017 at 5:22 PM
**To:** "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
**Subject:** [CONTENT-MANAGERS-L] How long does it take for web changes to show up?

Hi

Hi everyone.

In the old days, we'd edit a page, hit upload, and the change was visible immediately.

In today's world, though, there's the concept of caching, with distribution networks checking for new versions of pages after X time, so it can take up to X for changes to appear unless you manually force a cache refresh. These are caches on Internet servers, which store copies of websites in the cloud and are what you actually see when you visit a site instead of the "home server" for that site. I'm not talking about caches within a particular person's browser.

For example, our cache refresh time is an hour (aka "time to live," with that last word being the last part of "alive," as opposed to rhyming with "give"). That is, Akamai pulls a new copy of each existing page once/hour. No matter what, changes will show up within an hour, but it can vary from almost instantly to the full hour. I believe that if you save a new version 1 minute after the cache refresh, it'll take 59 minutes for the new version to get pulled and made visible. In contrast, if you save it 58 minutes after a cache refresh, that new version will show up after only 2 minutes. Again, not accounting for our ability to force a cache refresh manually.

My understanding is that how frequently you have cache refreshes is based partly on a cost tradeoff: more frequent pulls cost more.

All of which brings me to my actual question: for those of you using Akamai and other distribution networks, what's your cache refresh schedule?

Thanks!

(b) (6), (b) (7)(C)

**munications**
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Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
**@uscis.dhs.gov**
USCIS English - USCIS.gov | Facebook: /USCIS | Twitter: @USCIS | Instagram: @USCIS | YouTube: /USCIS
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**Subject:** Looking to have a colleague added to the Content-Managers group
**From:** "(b) (6) DMA DVI (US)" <(b) (6) @MAIL.MIL>
**Reply To:** (b) (6) DMA DVI (US)
**Date:** Fri, 30 Jun 2017 15:25:45 +0000
**Content-Type:** multipart/signed
**Parts/Attachments:** text/plain (10 kB) , text/html (26 kB) , smime.p7s (5 kB)

Good Morning,

It has been a while since I joined this group. How can I have a colleague added?

(b) (6) @mail.mil

Thank you in advance!

Very Respectfully,
(b) (6)
Defense Media Activity; DVI/DIMOC
Visual Information Specialist
DNS: (b) (6)
Comm: (b) (6)
Cell: (b) (6)

www.DIMOC.mil
www.dvidshub.net
www.flickr.com/photos/39955793@N07

"The means of intelligence is the ability to change."
Albert Einstein

"Design for the extremes and the rest will take care of itself. A well designed product is understood."

**From:** (b) (6) [mailto:(b) (6) @STATE.GOV]
**Sent:** Friday, June 30, 2017 10:28 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [Non-DoD Source] Re: [CONTENT-MANAGERS-L] How long does it take for web changes to show up?

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---

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**Sent:** Tuesday, June 27, 2017 5:17 PM
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**Reply-To:** "(b) (6), (b) (7)(C)" <(b) (6), (b) (7)(C)@USCIS.DHS.GOV < Caution-mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV > >
**Date:** Monday, June 26, 2017 at 5:22 PM
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Thanks!

(b) (6), (b) (7)(C)
**Chief of E-Communications**
***Office of Communications*** |U.S. Citizenship and Immigration Services
20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529
Office:(b) (6), (b) (7)(C) | Mobile:(b) (6), (b) (7)(C)
**jeffrey.m.levy@uscis.dhs.gov < Caution-mailto:jeffrey.m.levy@uscis.dhs.gov >**
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| | |
|---|---|
| **Subject:** | Re: Looking to have a colleague added to the Content-Managers group |
| **From:** | Rachel Flagg - M1E <rachel.flagg@GSA.GOV> |
| **Reply To:** | Rachel Flagg - M1E <rachel.flagg@GSA.GOV> |
| **Date:** | Fri, 30 Jun 2017 14:19:46 -0700 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (12 kB) , text/html (29 kB) |

Hi Brandon,
GSA manages this listserv and will add your colleague; no further action required on your part.

As a reminder to everyone, this is just one of many communities of practice to which you can subscribe. Visit https://www.digitalgov.gov/communities/ to review them all and subscribe to any that catch your interest.

-Rachel

Rachel Flagg
Digital Strategy/Content Lead
Information Integrity and Access (I2A)
Office of Government-wide Policy (OGP)
General Services Administration (GSA)

On Fri, Jun 30, 2017 at 8:25 AM, (b) (6) @mail.mil> wrote:

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>
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>
> (b) (6) @mail.mil
>
> Thank you in advance!
>
> Very Respectfully,
>
> (b) (6)
>
> Defense Media Activity; DVI/DIMOC
>
> Visual Information Specialist
>
> DNS: (b) (6)
>
> Comm: (b) (6)

Cell: (b) (6)

www.DIMOC.mil

www.dvidshub.net

www.flickr.com/photos/39955793@N07

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**Sent:** Friday, June 30, 2017 10:28 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
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**From:** Dunbar, Brian (HQ-NJ000) [Caution-mailto:brian.dunbar@NASA.GOV]
**Sent:** Tuesday, June 27, 2017 5:17 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] How long does it take for web changes to show up?

Austin,

Asking for friend. What's our version of this? I think – when we publish, old pages are simply overwritten, so every request gets the latest version. There's no automated check-and-update, correct? At least, I've never seen an old version of a page more than the 7 minutes that publishing can take.

Brian

---

**From:** "(b) (6), (b) (7)(C)" <(b) (6), (b) (7)(C)@USCIS.DHS.GOV < Caution-mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV > >
**Reply-To:** "Levy, Jeffrey M" <(b) (6), (b) (7)(C)@USCIS.DHS.GOV < Caution-mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV > >
**Date:** Monday, June 26, 2017 at 5:22 PM
**To:** "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV < Caution-mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV > " <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV < Caution-mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV > >

MANAGERS-L@LISTSERV.GSA.GOV > >
**Subject:** [CONTENT-MANAGERS-L] How long does it take for web changes to show up?

Hi everyone.

In the old days, we'd edit a page, hit upload, and the change was visible immediately.

In today's world, though, there's the concept of caching, with distribution networks checking for new versions of pages after X time, so it can take up to X for changes to appear unless you manually force a cache refresh. These are caches on Internet servers, which store copies of websites in the cloud and are what you actually see when you visit a site instead of the "home server" for that site. I'm not talking about caches within a particular person's browser.

For example, our cache refresh time is an hour (aka "time to live," with that last word being the last part of "alive," as opposed to rhyming with "give"). That is, Akamai pulls a new copy of each existing page once/hour. No matter what, changes will show up within an hour, but it can vary from almost instantly to the full hour. I believe that if you save a new version 1 minute after the cache refresh, it'll take 59 minutes for the new version to get pulled and made visible. In contrast, if you save it 58 minutes after a cache refresh, that new version will show up after only 2 minutes. Again, not accounting for our ability to force a cache refresh manually.

My understanding is that how frequently you have cache refreshes is based partly on a cost tradeoff: more frequent pulls cost more.

All of which brings me to my actual question: for those of you using Akamai and other distribution networks, what's your cache refresh schedule?

Thanks!

(b) (6), (b) (7)(C)

**Chief of E-Communications**

***Office of Communications*** |U.S. Citizenship and Immigration Services

20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529

Office:(b) (6), (b) (7)(C) | Mobile:(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)**@uscis.dhs.gov < Caution-mailto:**(b) (6), (b) (7)(C)**@uscis.dhs.gov >**

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For help with this listserv, to manage your settings, or to view list archives, visit:Caution-http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/ < Caution-http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/ >

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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

---

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---

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| | |
|---|---|
| Subject: | 6 Traits of Productive Hackathons |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Wed, 5 Jul 2017 14:56:00 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1785 bytes) , text/html (5 kB) |

I especially like this piece of advice:

"**Make sure your participants aren't all coders.**
It's important to involve non-coders, especially stakeholders, to ensure that products address civic priorities and are accessible to less tech-savvy residents. Collaboration between developers and stakeholders also promotes understanding between builders and users of tools for government, improving opportunities for future co-production."

http://www.govtech.com/civic/GT-July-2017-6-Traits-of-Productive-Hackathons.html

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

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| | |
|---|---|
| **Subject:** | Upcoming Webinar: Know Your LEP Population With The Language Map App |
| **From:** | Laura Godfrey - TABA <laura.godfrey@GSA.GOV> |
| **Reply To:** | Laura Godfrey - TABA <laura.godfrey@GSA.GOV> |
| **Date:** | Wed, 5 Jul 2017 14:07:31 -0400 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (2081 bytes) , text/html (4 kB) |

Dear colleagues,

Hope you had a wonderful 4th of July Holiday and my apologies for those who are receiving this message twice - sharing with a couple of listservs.

Any government employee knows first hand the importance of communicating with the audience they need to serve. But when they encounter limited English proficient individuals, communication can be difficult or non-existent. Enter the Language Map App developed by the Department of Justice. With this App, you can determine in minutes if there are LEP individuals in your county, state, municipality and which language(s) they speak.

Register for the webinar to take place on July 20th and join our DOJ colleagues as they demonstrate the Language Map App. The App will help you assess the language needs of your LEP population to more effectively reach them.

Hope to see you there!

Thanks,
Laura

Laura Godfrey
Product Manager, USAGov
Chair, Multilingual Community of Practice
Office of Products and Programs
Technology Transformation Services, GSA
202.536.8968

---

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Subject: FW: Free Training at Drupal GovCon - Take 5!
From: "Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To: Dearie, Jessica
Date: Thu, 6 Jul 2017 17:04:28 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (34 kB)

Even MORE free training!

**From:** Drupal GovCon [mailto:info=drupal4gov.us@mail85.sea31.mcsv.net] **On Behalf Of** Drupal GovCon
**Sent:** Thursday, July 06, 2017 1:02 PM
**To:** Dearie, Jessica <Dearie.Jessica@epa.gov>
**Subject:** Free Training at Drupal GovCon - Take 5!

Free training at Drupal GovCon View this email in your browser

# Free Training during Drupal GovCon - Take 5!

## Learn from the best!

We are excited to highlight two of the FREE trainings being offered at Drupal GovCon 2017!

Please note, you must be registered for Drupal GovCon in order to attend ANY TRAINING sessions. Use the links below to register for the course you are interested!

### Drupal Crash Course for Non-Developers

**Monday, July 31st 9am-4pm** offered by Promet Source

Are you responsible for project management, content, or vendor selection and preparing to work with Drupal? This one-day training delivers all of the tools you need to get started. Delivered by an Acquia Certified Drupal Developer, this training will answer the questions you didn't even know to ask!

### Hands on Drupal 8 Module development using Drupal Console

**Tuesday, August 1st 1pm-4pm** offered by WeKnow, Inc

This hands-on training will guide you in the process of build modules for Drupal 8, leveraging object-oriented techniques, modern PHP functionality as namespaces, dependency injection and new concepts introduced with Drupal 8 as the routing system, the configuration system, and plugins.

During the workshop, students will create a custom module and other components by using various APIs, plugins, and hooks.

**Check out all the FREE Training at Drupal GovCon!**

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Subject: FW: [Webinar] Strengthen Communication with Citizens via Social Media
From: (b) (6), (b) (7)(C) USCIS.DHS.GOV>
Reply To:
Date: Fri, 7 Jul 2017 16:16:46 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (35 kB)

Hi everyone.

See below – this will probably be an interesting webinar.

(b) (6), (b) (7)(C)
unications | *OComm*
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
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**USCIS Español -** USCIS.gov/ES | Facebook: /USCIS.ES | Twitter: @USCIS_ES | Instagram: @USCIS_ES

---

**From:** (b) (6) [mailto:(b) (6) @carahsoft.com]
**Sent:** Friday, July 07, 2017 10:14 AM
**To:** (b) (6), (b) (7)(C)
**Subject:** [Webinar] Strengthen Communication with Citizens via Social Media

Click here to view this message in a browser window

## Enhancing the Citizen Experience via Social Media

**Featured Speakers:**
Yael Bar-Tur, *Director of Social Media and Digital Strategy,* New York City Police Dept.
Parin Patel, *Solutions Consultant,* Hootsuite

**Tuesday, July 11, 2017**

**2:00pm ET; 11:00am PT**
**60 minutes**

**REGISTER NOW »**

**Online**

Governments around the world are making considerable efforts to enhance citizens' experiences when dealing with all levels of government through the use of social media.

This is your **last chance to join** and hear from social media experts at the New York Police Department and learn how they are using social media to communicate with the public, monitor sentiment, and manage critical response communications - ultimately improving the citizen experience.

Specifically, this **60-minute webinar** will cover:

- How social media can help government agencies provide citizens with better services and easier access to information
- How social communications at the NYPD are enhancing the citizen experience
- The social citizen engagement, service delivery, and critical response features of Hootsuite

Interested but unable to attend at this time? **Contact me** for a recording of this complimentary webinar.

**Questions? Contact me.**

(b) (6)
Hootsuite Government Team at
Carahsoft Technology Corp.
(b) (6) (Direct)
(b) (6) (Team)
(b) (6) @carahsoft.com
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**Subject:** Anyone using Mailchimp?
**From:** "Stevenson, Christine (OS/ASPA)" <Christine.Stevenson@HHS.GOV>
**Reply To:** Stevenson, Christine (OS/ASPA)
**Date:** Fri, 7 Jul 2017 18:10:35 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1282 bytes) , text/html (4065 bytes)

Hi all,

Happy Friday!

If your agency is using Mailchimp for email subscription services, can you contact me directly, please?

Thanks,
Christine

**Christine Stevenson**
Digital Communications Division - ASPA
U.S. Department of Health and Human Services
Office: (202) 260-1326
Mobile: (b) (6)
christine.stevenson@hhs.gov

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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff

| | |
|---|---|
| Subject: | Fw: [CONTENT-MANAGERS-L] Help with Customer Service Announcement - Graphics |
| From: | Stuart Lacy <Stuart_Lacy@PAMD.USCOURTS.GOV> |
| Reply To: | Stuart_Lacy@PAMD.USCOURTS.GOV |
| Date: | Fri, 7 Jul 2017 15:48:56 -0400 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (3136 bytes) , text/html (4 kB) |

Hi everyone!

I'm actually the 'build a building' type of Architect/Project Manager (currently a new Courthouse) and somehow joined this group. Your world and learning things are of great interest - especially as books and ink blotters are transitioning into mice and monitors and the facilities to support them rapidly evolve. So, with regard to these posts, I am mostly listening on the sidelines...

However, now I'm trying to help my friend Doug, an Operations Manager at GSA, with his Customer Service Announcements. He/they can't seem to control the typeface and point size. Below my contact info is a recently received announcement. The important part is the tiny 7pt type.

I request your help! How can they fix their set-up to make these Announcements work better graphically?

I've copied (b) (6) - please feel free to communicate with him directly.

Many thanks,
Stuart

Stuart A. Lacy, RA, LEED AP
Architect/Project Manager
U.S. District Court for the Middle District of Pennsylvania
Phone: (717) 221-3952
Mobile: (b) (6)
Stuart_Lacy@PAMD.USCourts.gov

**Hello,**

**Please disseminate this message.**

**GSA's Fire Safety contractor will be on site to test our Fire Protection System on 7/10 and 7/11.**

**The testing hopefully will not impact anyone as we've scheduled the testing of horns and strobes for 6:00 am on 7/11; however, we apologize in advance for any inconvenience this causes.**

**Should you have any questions or concerns, please feel free to contact the Customer Service Desk.**

## THE NEALON BUILDING RECYCLES:

Trash removal and recycling is a basic service GSA provides to customer agencies. We encourage agencies to reduce, reuse, and recycle, whenever possible.

**Recycling Bin Locations:** Paper recycling bins are located in all office space, some hallways, most break rooms, and public lobby areas.

**Types of Materials that are Recyclable in Hallway Bins:** Paper, Plastics, Glass Bottles/Aluminum Cans

**Types of Materials that are Recyclable in the GSA office:** Batteries, Toner/laser/Ink-jet cartridges, small electronics (old cell phones, PDA's, cameras).

**Sincerely,**
**Your GSA Customer Service Team**
**1-844-963-7155**

**[END**
**R03.3pk.customer.service.desk@gsa.gov**

---

**Subject:** Detail opportunity: Come help me finish up our new Drupal site!
**From:** Mathieson James <james.mathieson@NTSB.GOV>
**Reply To:** Mathieson James <james.mathieson@NTSB.GOV>
**Date:** Tue, 11 Jul 2017 13:11:43 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (4 kB) , text/html (12 kB)

Hey folks,

I'm boosting the signal here – I announced this on a smaller list just before the 4th of July holidays, and I don't want this opportunity to get lost in the post-vacation email-o-lanches we all end up with! The detail is to get a Drupal / PHP person in to help me finish off a Drupal 8 website redesign.

ME & NTSB & THE PROJECT

For those not in the know, "the National Transportation Safety Board is an independent Federal agency charged by Congress with investigating every civil aviation accident the United States and significant accidents in other modes of transportation – railroad, highway, marine and pipeline. The NTSB determines the probable cause of the accidents and issues safety recommendations aimed at preventing future accidents."

We are a small agency, HQ in DC (conveniently right above the L'Enfant Plaza Metro), with a big mission. I run the Digital Services shop within our office of Safety Recommendations & Communications, and my staff (of 3) are responsible for web, graphics/publications, audio/visual, and general social media oversight. As for my background, I've done most everything IT and web related along the way (programming site functionality and CMSs included), but I'm not by any stretch very savvy with php / Drupal. (https://www.linkedin.com/in/jmathieson/ for anyone interested)

And I want to do this right.

The project is a shiny new D8 ntsb.gov, which has been completely redesigned and redeveloped to focus on the accident investigation as a core of the site (things are scattered on the current site, which is also dated in look). The funding I had went a long way to gathering requirements, delving into the what and how and why of things, but unfortunately ran out before the complete functional site was built (so there's a punch list of features / functions to build out).

It's a great opportunity to help build a customer-focused Drupal site, using D8 to boot.

YOU

Drupal guru with experience on the backend of the system, know how to mod all the code bits, set up the views, build the functionality on the page, and basically make it all work properly / stop me from suggesting the impossible.

Sense of humor and thirst for adventure a bonus.

Willing / able to come over for a detail for [TBD] time - I'm hoping our agencies could agree to an 120 day detail, so there's time to really do this and not be rushed. But that's TBD between our agencies.

THE PROCESS

If you are interested (and feel free to send out to other fed drupal folks who are not on the list), please send me a message at james.mathieson@ntsb.gov expressing interest. Please do include a description of your drupal experience and projects you have worked on.

I'll contact people to set up a time to talk in person, and hopefully be able to show what we've already built. Once I'm lucky enough to get one of you to agree, I'll work through the process of the MOU between our agencies for the detail.

One caveat up front, due to budget constraints, NTSB couldn't pick up the tab, so this would **very probably** be a non-reimbursable detail for your agency. (I imagine that won't be a shock to most agencies, though.)

Please feel free to contact me with any questions you have.

Cheers,
James

James Mathieson
Chief, Digital Services (SRC-60)

Chief, Digital Services (SRC-60)
Office of Safety Recommendations and Communications
National Transportation Safety Board
(202) 314-6183 (Office)
(b) (6) (Cell)

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**Subject:** Job Vacancy: Web Content Editor at the U.S. Courts
**From:** James Davison <James_Davison@AO.USCOURTS.GOV>
**Reply To:** James_Davison@AO.USCOURTS.GOV
**Date:** Tue, 11 Jul 2017 16:47:48 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1760 bytes) , text/html (2469 bytes)

Good afternoon, web communicators.

The U.S. Courts' Office of Public Affairs is looking for someone to help with web content management, which includes writing, editing, and coordinating new web initiatives and content strategies. Our communications efforts reach a wide range of audiences through uscourts.gov, social media channels, and an intranet site used by more than 30,000 court employees nationwide.

**Position**: Public Affairs Specialist – Administrative Office of the U.S. Courts
**Announcement**: https://www.usajobs.gov/GetJob/ViewDetails/470948200
**Open through**: July 14, 2017

Please apply or share with anyone who might be interested.

Thanks,

James Davison
Manager of Digital Strategy
Web Communications and New Media
Office of Public Affairs
Administrative Office of the U.S. Courts
http://www.uscourts.gov

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| | |
|---|---|
| Subject: | Hiring for Digital Content Producer and Strategist |
| From: | Jillian Buttecali <jillian.g.buttecali@FRB.GOV> |
| Reply To: | Jillian Buttecali <jillian.g.buttecali@FRB.GOV> |
| Date: | Wed, 12 Jul 2017 16:07:52 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1937 bytes) , text/html (4 kB) |

Content Managers Community,

We're filling a key position on our team at the U.S. Currency Education Program at the Federal Reserve Board. We're looking for a top-notch writer and digital outreach strategist.

The incumbent's portfolio includes two social media channels, digital content writing, and email outreach. The incumbent is a dynamic self-starter who thinks with an open and creative mind. The incumbent crafts digital content with an authoritative voice for a global public audience.

Interested? To apply for this position, go to https://www.federalreserve.gov/careers.htm and search using job number 20448. The official job family is "Financial Services Analyst." You can also find this posting on LinkedIn at https://www.linkedin.com/jobs/view/349384490/.

Visit www.uscurrency.gov to learn more about our team's mission.

Thank you,

**Jillian Buttecali**
U.S. Currency Education Program
Board of Governors of the Federal Reserve System
Office: 202-973-7375
**uscurrency.gov**

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Subject: Register Now For The Language Map App Webinar!
From: Laura Godfrey - TABA <laura.godfrey@GSA.GOV>
Reply To: Laura Godfrey - TABA <laura.godfrey@GSA.GOV>
Date: Thu, 13 Jul 2017 15:53:37 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2015 bytes) , text/html (4 kB)

Dear colleagues,

**Only one week left to register for the Language Map App Webinar!!**

Any government employee knows first hand the importance of communicating with the audience they need to serve. But when they encounter limited English proficient individuals, communication can be difficult or non-existent. Learn how the Language Map App, developed by the Department of Justice, can help you determine in minutes if there are LEP individuals in your area nd which language(s) they speak.

Join our DOJ colleagues on 7/20 at 1 PM as they demonstrate the Language Map App. The App will help you assess the language needs of your LEP population to more effectively reach them.

Hope to see you there!

*My apologies if you're receiving this message more than once - sharing with a couple of listservs.*

Thanks,
Laura

Laura Godfrey
Product Manager, USAGov
Chair, Multilingual Community of Practice
Office of Products and Programs
Technology Transformation Services, GSA
202.536.8968

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The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

**Subject:** Why Innovation Programs Should Target Middle-Aged Bureaucrats
**From:** "Brantley, William" <William.Brantley@USPTO.GOV>
**Reply To:** Brantley, William
**Date:** Fri, 14 Jul 2017 19:40:55 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1502 bytes) , text/html (4 kB)

I think innovation programs are better when you have a diverse mix: age, race, gender, and so on.

http://www.govexec.com/excellence/promising-practices/2017/07/why-innovation-programs-should-target-middle-aged-bureaucrats/139275/

All opinions are my own and do not reflect the opinions of my agency

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

---

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| | |
|---|---|
| Subject: | Training Opportunity on the Revised Section 508 Standards : REGISTER now for the August 10 WCAG 2.0 event (In Person and Virtual) |
| From: | Jacqueline Snee - TABB <jacqueline.snee@GSA.GOV> |
| Reply To: | Jacqueline Snee - TABB <jacqueline.snee@GSA.GOV> |
| Date: | Mon, 17 Jul 2017 17:51:00 -0400 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (4 kB) , text/html (10 kB) |

Hello!

Please see the training opportunity below about the Revised Section 508 Standards that might be of interest to you or a team member. Follow the link below to register!

Jacqueline
---------- Forwarded message ----------
From: **Helen Chamberlain - M1EB** <helen.chamberlain@gsa.gov>
Date: Mon, Jul 17, 2017 at 11:15 AM
Subject: [UX-COP] CORRECTION: REGISTER now for the August 10 WCAG 2.0 event : In Person and Virtual
To: UX-COP@listserv.gsa.gov

Now that the Revised Section 508 Standards are final there are a lot of changes in the way that the Federal government 'develops, procures, maintains, and uses' ICT. One of the biggest changes is that it is now mandatory to develop and test against the *W3C's **WCAG 2.0 standards.

This session will presented by Bruce Bailey, Access Board and Katie Haritos-Shea, WCAG and 508 Subject matter expert. They will be going into detail about how the WCAG 2.0 standards affect the way your organization procures, develops, and tests ICT with regard to the Revised Section 508 Standards. They will also be sharing resources to help you get started**.** This will be an interactive forum so bring your questions for the experts.

Please share this within your agency with anyone who will have to use WCAG 2.0 guidelines.

**REGISTER at: https://registration.section508.gov/**
**(IN PERSON and VIRTUAL attendance available)**
WHEN: Thursday, August 10, 2017
WHERE: National Science Foundation
TIME: 8:30 - 3:00 (Agenda and session materials to follow)
WHO SHOULD ATTEND: Programmers, Developers, Testers, Requirements developers, and Section 508 Coordinators and PMs.

*Worldwide Web Consortium

**Web Content Accessibility Guidelines (WCAG)

This free event will be held at the National Science Foundation at 4201 Wilson Boulevard, Arlington, VA 22230, Stafford 1 Building in conference room 375.

NSF is located in the Ballston area of North Arlington, Virginia, between Wilson Boulevard and Fairfax Drive, one block south of the Ballston-Marymount University Metro stop on the Orange Line. Parking is available in the Ballston Common mall, in the NSF building, and at other area parking lots and garages. Metered parking is also available on the surrounding streets.

Visitors are asked to check in at the Visitor and Reception Center in the Stafford 1 building, on the first floor to receive a visitor pass, before going on to meetings, appointments, or other business at the NSF. Visitors bringing computers into NSF should consult the NSF Computer Security Policy before arriving.

For directions go to http://www.nsf.gov/about/visit/

Helen Chamberlain
Governmentwide Section 508 Training & Outreach Director
General Services Administration
Office of Government-wide Policy
Office of Information, Integrity & Access
1800 F Street, NW
Washington, DC 20405

In the depth of winter I finally learned that within me there lay an invincible summer

Getting too many messages? Don't unsubscribe -- try the daily digest! Email listserv@listserv.gsa.gov, the message should have no subject, and the body should say “set ux-cop digest.”

To get to the archives of all UX listserv emails, register with the listserv at https://listserv.gsa.gov/cgi-bin/wa.exe?GETPW1.

To unsubscribe, send a blank email to: UX-COP-signoff-request@LISTSERV.GSA.GOV

Anyone with a government email address can join by sending a request to UX-COP-request@LISTSERV.GSA.GOV.

--
Jacqueline Snee
Manager, DigitalGov Communities
Office of Products and Programs
Technology and Transformation Service
U.S General Services Administration
1800 F. Street, NW
Washington, DC 20405
C: (b) (6)
O: 202-501-0917

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"GSA's mission is to deliver the best value in real estate, acquisition, and technology services

| | |
|---|---|
| Subject: | looking for usability testers |
| From: | Jillian Buttecali <jillian.g.buttecali@FRB.GOV> |
| Reply To: | Jillian Buttecali <jillian.g.buttecali@FRB.GOV> |
| Date: | Mon, 17 Jul 2017 22:13:52 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1522 bytes) , text/html (4006 bytes) |

Content Managers Community,

In an effort to consistently improve www.uscurrency.gov, we will soon publically release a card sorting usability test. The test will help us analyze our IA and taxonomy.

Interested? Reply back to me individually letting me know you'd like to participate. No previous experience using our website is necessary. We're looking for a broad range of testers.

Thank you in advance for your feedback!

Regards,

**Jillian Buttecali**
U.S. Currency Education Program
Board of Governors of the Federal Reserve System
Office: 202-973-7375
**uscurrency.gov**

---

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**Subject:** Get a Page Count of the Site
**From:** (b) (6), (b) (7)(C)@OIG.DOC.GOV>
**Reply To:**
**Date:** Tue, 18 Jul 2017 16:39:06 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1268 bytes) , text/html (3799 bytes)

Hello and good afternoon,

Is there a tool or application that will count all of the pages in a SharePoint site? Not just the Google indexed ones.

Thanks!

(b) (6), (b) (7)(C)
IT Specialist (Webmaster)
Office of Chief Information Officer
Department of Commerce
Washington, DC 20230
Email: (b) (6), (b) (7)(C)@oig.doc.gov

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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff

**Subject:** Re: Get a Page Count of the Site
**From:** "Rodriguez, Donna Adorian" <Donna.Rodriguez@VA.GOV>
**Reply To:** Rodriguez, Donna Adorian
**Date:** Tue, 18 Jul 2017 17:07:02 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (2706 bytes) , text/html (6 kB)

(b) (6), (b) (7)(C)

Our SharePoint Server Administrator used a PowerShell Script to come up with that for me when we were planning our migration. Do you have a SharePoint Server Administrator you can contact to see if he/she could do it for you? Ours did it very quickly and also provided other great helpful data to go along with it.

Thank you,

Donna

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@OIG.DOC.GOV]
**Sent:** Tuesday, July 18, 2017 12:39 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [EXTERNAL] [CONTENT-MANAGERS-L] Get a Page Count of the Site

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**Subject:** Re: Get a Page Count of the Site
**From:** (b) (6) TITUSVILLE.COM>
**Reply To:**
**Date:** 000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (4092 bytes) , text/html (8 kB)

HI, a very long time ago we acquired Titusville.com for our city. Many government agencies use .gov. Recently our IT department decided .gov would be safer. Does anyone have any input as to how .gov would be safer than .com?

Thanks,

(b) (6)

---

**From:** Rodriguez, Donna Adorian [mailto:Donna.Rodriguez@VA.GOV]
**Sent:** Tuesday, July 18, 2017 1:07 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Get a Page Count of the Site

(b) (6), (b) (7)(C)

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Donna

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**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@OIG.DOC.GOV]
**Sent:** Tuesday, July 18, 2017 12:39 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [EXTERNAL] [CONTENT-MANAGERS-L] Get a Page Count of the Site

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Washington, DC 20230
Email: (b) (6), (b) (7)(C)@oig.doc.gov

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The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
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| | |
|---|---|
| Subject: | Re: .Gov domains |
| From: | "Harms, Linda D -FS" <ldharms@FS.FED.US> |
| Reply To: | Harms, Linda D -FS |
| Date: | Thu, 20 Jul 2017 13:55:05 +0000 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (6 kB) , text/html (17 kB) , image001.png (6 kB) , image002.jpg (6 kB) , image004.jpg (6 kB) |

Just referencing the domain name:
.gov domains are very hard to acquire, you can't get one from GoDaddy. If you let it go, it can't be picked up by an "adult entertainment" site, and/or held captive by anyone. I don't know enough about the details of hosting a .gov to speak to that.

If I were changing now, I'd ensure that the .com was paid up for years into the future. I'd do roll-overs with tracking for a year or two, then let it go dead for a long time before considering letting it go completely. Alternatively, you could give to a trusted organization in the city – Chamber of Commerce, Senior Center, Volunteers or similar.

**Linda Harms**
**R3 Regional Web Manager**

**USDA Forest Service**
**Southwestern Region – Regional Office**
**Public Affairs Office**

**P: 505-842-3296**
**ldharms@fs.fed.us**

333 Broadway SE
Albuquerque, NM 87102
www.fs.fed.us

**Caring for the land and serving people**

---

**From:** (b) (6) @TITUSVILLE.COM]
**Sent:** Thursday, July 20, 2017 7:04 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Get a Page Count of the Site

HI, a very long time ago we acquired Titusville.com for our city. Many government agencies use .gov. Recently our IT department decided .gov would be safer. Does anyone have any input as to how .gov would be safer than .com?

Thanks,

(b) (6)

---

**From:** Rodriguez, Donna Adorian [mailto:Donna.Rodriguez@VA.GOV]
**Sent:** Tuesday, July 18, 2017 1:07 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Get a Page Count of the Site

(b) (6), (b) (7)(C)

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Donna

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@OIG.DOC.GOV]
**Sent:** Tuesday, July 18, 2017 12:39 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [EXTERNAL] [CONTENT-MANAGERS-L] Get a Page Count of the Site

Hello and good afternoon,

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IT Specialist (Webmaster)
Office of Chief Information Officer
Department of Commerce
Washington, DC 20230
Email: (b) (6), (b) (7)(C)@oig.doc.gov

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Subject: Re: .Gov domains
From: (b) (6), (b) (7)(C) USCIS.DHS.GOV>
Reply To:
Date: Thu, 20 Jul 2017 14:05:33 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (8 kB) , text/html (17 kB) , image001.png (6 kB) , image002.jpg (6 kB) , image004.jpg (6 kB)

Yep.

For just those reasons, federal agencies are required to use .gov or .mil. It's a known governmental brand, guaranteed to not be a scam, etc.

(b) (6), (b) (7)(C)
Chief of E-Communications
Office of Communications | U.S. Citizenship and Immigration Services
20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
[redacted]@uscis.dhs.gov
USCIS English - http://uscis.gov | Facebook: http://facebook.com/uscis | Twitter: http://twitter.com/uscis | Instagram: https://www.instagram.com/uscis | YouTube: https://youtube.com/uscis
USCIS Español - http://uscis.gov/es | Facebook: https://www.facebook.com/uscis.es | Twitter: http://twitter.com/uscis_es | Instagram: https://www.instagram.com/uscis_es

---

**From:** Harms, Linda D -FS
**Sent:** Thursday, July 20, 2017 2:55:05 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] .Gov domains

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| | |
|---|---|
| **Subject:** | HHS Teams with Healthline.com to Serve Consumers |
| **From:** | "Geiler, Christen (OS/ASPA)" <Christen.Geiler@HHS.GOV> |
| **Reply To:** | Geiler, Christen (OS/ASPA) |
| **Date:** | Thu, 20 Jul 2017 14:30:14 +0000 |
| **Content-Type:** | multipart/related |
| **Parts/Attachments:** | text/plain (7 kB) , text/html (11 kB) , image001.jpg (68 kB) , image003.jpg (7 kB) |

## HHS Teams with Healthline.com to Serve Consumers

A new collaboration between the Department of Health and Human Services and Healthline.com will greatly expand the delivery of HHS syndicated content.
“As the fastest-growing consumer health information website, we are trusted by millions of people each day and are so pleased to be partnering with HHS to make their timely and authoritative information available on Healthline.com,” said David Kopp, CEO of Healthline®.

The HHS-Healthline alliance is described in a Memorandum of Understanding (MOU) between the two organizations that is based on “mutual recognition of the need to empower consumers with health information they can apply in daily life.” The goal is to “provide and promote HHS website content to consumers” and offer to them “high quality and timely content concerning health and public research.” The MOU makes clear that the alliance involves no financial obligation for either party.

The HHS storefront content ranges in content type, including infographics, social media-tailored posts, widgets, and the API-driven dynamically updated content.

This dynamic content can be extremely powerful, essentially allowing another organization to post a small amount of JavaScript in order to provide a full microsite developed around a particular theme. The content will update as the associated agency updates their own site, helping reduce maintenance overhead and ensuring potentially critical content remains updated.

The goal of the collaboration is to further the development of research, education, and outreach partnerships which in turn supports HHS's mission. HHS hopes to continue to further disseminate its content by aligning with more partners, public and private.

For more information about this collaboration please contact mailto:Christen.Geiler@HHS.gov?subject=Healthline MOU

For more information about syndication at HHS https://www.hhs.gov/web/building-and-managing-websites/syndication/index.html

Christen Geiler
U.S. Department of Health and Human Services ASPA-Digital
Phone: 202-260-4355
Mobile: (b) (6)

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites

Subject: Re: .Gov domains
From: (b) (6), (b) (7)(C) USCIS.DHS.GOV>
Reply To:
Date:
Content-Type: multipart/related
Parts/Attachments: text/plain (10 kB) , text/html (23 kB) , image001.png (6 kB) , image002.jpg (6 kB) , image003.jpg (6 kB)

GS runs the social media registry for the whole federal gov't. Oh, Justin, here's your queue. ;)

(b) (6), (b) (7)(C)

Chief of E-Communications
Office of Communications | U.S. Citizenship and Immigration Services
20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
@uscis.dhs.gov
USCIS English - http://uscis.gov | Facebook: http://facebook.com/uscis | Twitter: http://twitter.com/uscis | Instagram: https://www.instagram.com/uscis | YouTube: https://youtube.com/uscis
USCIS Español - http://uscis.gov/es | Facebook: https://www.facebook.com/uscis.es | Twitter: http://twitter.com/uscis_es | Instagram: https://www.instagram.com/uscis_es

---

**From:** Centner, Teri
**Sent:** Thursday, July 20, 2017 3:44:05 PM
**To:** Levy, Jeffrey M; 'CONTENT-MANAGERS-L@LISTSERV.GSA.GOV'
**Subject:** RE: [CONTENT-MANAGERS-L] .Gov domains

For the same reasons, the DoD (and possibly other agencies) have a social media registry that citizens can consult to confirm that social media accounts claiming to be owned/operated by DoD entities actually are.

http://www.defense.gov/Sites/A-Z-List?tab=Social%20Media

teri :)

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**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
**Sent:** Thursday, July 20, 2017 10:06 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
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ommunications
Office of Communications | U.S. Citizenship and Immigration Services
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Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
[redacted]@uscis.dhs.gov
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USCIS Español - http://uscis.gov/es | Facebook: https://www.facebook.com/uscis.es | Twitter: http://twitter.com/uscis_es | Instagram: https://www.instagram.com/uscis_es

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**Sent:** Thursday, July 20, 2017 2:55:05 PM
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**Linda Harms**
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**P: 505-842-3296**
**ldharms@fs.fed.us**
333 Broadway SE
Albuquerque, NM 87102
www.fs.fed.us

**Caring for the land and serving people**

---

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**Sent:** Thursday, July 20, 2017 7:04 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Get a Page Count of the Site

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Thanks,

Jim

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**From:** Rodriguez, Donna Adorian [mailto:Donna.Rodriguez@VA.GOV]
**Sent:** Tuesday, July 18, 2017 1:07 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Get a Page Count of the Site

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[redacted]

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Thank you,

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Thanks!

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ster)
Office of Chief Information Officer
Department of Commerce
Washington, DC 20230
Email: (b) (6), (b) (7)(C)@oig.doc.gov

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| | |
|---|---|
| **Subject:** | Re: .Gov domains |
| **From:** | Bridget Serchak <BSerchak@VOANEWS.COM> |
| **Reply To:** | Bridget Serchak <BSerchak@VOANEWS.COM> |
| **Date:** | Thu, 20 Jul 2017 16:22:20 +0000 |
| **Content-Type:** | multipart/related |
| **Parts/Attachments:** | text/plain (10 kB) , text/html (26 kB) , image006.png (6 kB) , image007.jpg (6 kB) , image008.jpg (6 kB) , image001.jpg (6 kB) |

All,

Very interesting thread.

Just a side note: Voice of America (one of the five networks of the independent federal agency, The Broadcasting Board of Governors (www.bbg.gov)) actually is a federal agency too. However, we use .com for our websites (www.insidevoa.com and www.voanews.com – and all of our 47 language websites) and our email addresses since our more than 1,000 journalists operate around the world – many in places not friendly to .gov.

We all also have bbg.gov email addresses, but we use .com on a daily basis. I put both email addresses in my signature block just in case folks get confused about whether we are really federal or not!

Just the exception to the rule. ☺

Bridget

**********

Bridget Ann Serchak
Director of Public Relations
Voice of America
330 Independence Avenue, S.W.
Washington, D.C. 20237
202 382 5975 Direct
202 203 4959 Main
bserchak@voanews.com
bserchak@bbg.gov
www.insidevoa.com
@insidevoa

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**From:** Rodriguez, Donna Adorian [mailto:Donna.Rodriguez@VA.GOV]

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**Sent:** Tuesday, July 18, 2017 1:07 PM
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| | |
|---|---|
| **Subject:** | Re: .Gov domains |
| **From:** | "Whitten, Wayne R." <Wayne.R.Whitten@SSA.GOV> |
| **Reply To:** | Whitten, Wayne R. |
| **Date:** | Thu, 20 Jul 2017 18:16:27 +0000 |
| **Content-Type:** | multipart/related |
| **Parts/Attachments:** | text/plain (13 kB) , text/html (32 kB) , image001.png (6 kB) , image002.jpg (6 kB) , image003.jpg (6 kB) |

I think the original subject was different than the resulting subject. But given we're on the latter (.gov domains), I'll share a few highlights from a similar project at SSA. We're planning on two new subdomains as a result of OMB's M-17-06.

https://www.choosework.net/ and https://yourtickettowork.com/web/ttw/home have been long-time web sites of their own as official SSA web sites, but now need .gov domains, so SSA is adding them as subdomains. We just completed the network updates (e.g. DNS entries) and the security certificates. We're about ready for the actual move which includes redirects for the applicable email addresses. Afterwards, we'll be looking into the analytics and possibly moving those into our existing GA account.

Why are we doing this? Well, that's two-fold. As Jeffrey mentioned, we're required by OMB. But just as importantly we decided that it will make a difference with the anticipated User Experience. As we've dealt with our former canonical socialsecurity.gov domain which we still use, we're now using ssa.gov as our canonical. So our domain usage at a technical level is much more consistent – across the board – including emails.

If you're not already aware, the process (as I understand it) for a new .gov domain starts with the registration service on dotgov.

Hope that helps.

Wayne Whitten
Social Security Administration
Office of Communication

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
**Sent:** Thursday, July 20, 2017 11:01 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] .Gov domains

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---

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Subject: Language Access and Online Comms
From: [redacted]@USCIS.DHS.GOV>
Reply To:
Date: Fri, 21 Jul 2017 14:59:25 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (23 kB)

Happy Friday!

I was recently asked for my thoughts on:

- Challenges in web content, design, and management from a language access perspective
- Challenges in social media efforts from a language access perspective

I thought this might be useful to others, too, so here you go. This list isn't comprehensive, just what came to me within a few minutes.

I don't mean to suggest that maintaining websites and social media in other languages can't be done. In fact, we run a Spanish website and several Spanish social media channels – see my signature block below for links.

But if someone comes to you and says "let's build a website in X language," they need to understand it's not as simple as hiring a contractor with someone who speaks the language.

One overarching challenge for all of it, of course, is: how do you staff your effort?

Web challenges:

- What content will you translate? All of it? All of it going forward from some launch date? If not, what's the decision mechanism? Will you ever go back to the stuff you didn't translate?And how will you assess those decisions, and the entire decision process, over time to change things as appropriate?
- Deciding which languages to translate into: includes determining who your audiences are, where they are, how much English they might speak, and whether they would even come to our website. Going beyond the initial effort, how do you assess this regularly to decide when to start translating into a new language or stop translating into an existing language?
- Finding a reliable translation mechanism with QA controls (how do you know the first translator got it right?); no one I know in this field believes that machine translation works well enough to trust for a gov't agency
- Maintenance: once you start translating, you have to continue your translation investment indefinitely or have a trigger point beyond which you'll no longer use a particular language (for example, if web traffic falls below a certain level).
- Design: are there cultural sensitivities or even just differences to pay attention to? For example, do the color schemes normally used in the US work as well for people from other cultures? If your target audience isn't as web-savvy, do they know how to use various techniques (for example, how to manage multiple tabs) or design elements (for example, do they know how to open accordions?)? Those points will determine how to lay out the website (color schemes, page elements, etc.) and how to create the reader's experience (open new items in tabs, new windows, or in the same window? Can you use icons – will they understand them? Etc.).
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in English aren't effective – they won't reach your target audience. On the other hand, directly addressing intermediaries in a language might reach them (you can direct posts in many social media platforms to get the attention of someone).

- How to determine whether your outreach is worth the effort?
- If you decide to run an account entirely within a language, you must learn how to do that in whichever channel you choose. For example: can you change the navigation and site tools to the desired language, or will they be an English wrapper around in-language content?
- Social media isn't a panacea – what specific features of a specific channel make it more or less useful for that particular language. For example, there are Chinese-language social media sites that are barely known in the US.

(b) (6), (b) (7)(C)

| | |
|---|---|
| Subject: | Re: Language Access and Online Comms |
| From: | "Schneider-Levinson, Wendy (NIH/NCI) [E]" <schneiderleviw@MAIL.NIH.GOV> |
| Reply To: | Schneider-Levinson, Wendy (NIH/NCI) [E] |
| Date: | Fri, 21 Jul 2017 17:21:07 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (7 kB) , text/html (24 kB) |

Hi [redacted]
Thanks very much for sharing your thoughts on this. Another item came to mind: will you have to make changes to the page structure/CSS in order to accommodate a language that reads right-to-left instead of left-to-right, etc.? And if the language has a different alphabet, will you offer the possibility of printing a page, and if so, will your system work with the correct fonts?

Wendy

---

**From:** [redacted] [mailto:[redacted]@USCIS.DHS.GOV]
**Sent:** Friday, July 21, 2017 10:59 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Language Access and Online Comms

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**Chief of E-Communications** | ***OComm***
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
USCIS English - USCIS.gov | Facebook: /USCIS | Twitter: @USCIS | Instagram: @USCIS | YouTube: /USCIS
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Reply To:
Date: Fri, 21 Jul 2017 17:32:28 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (8 kB) , text/html (30 kB)

Good point!

I was trying to think of anything related to right-to-left languages, but didn't come up with anything. I'm glad you did. :)

(b) (6), (b) (7)(C)

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**USCIS Español -** USCIS.gov/ES | Facebook: /USCIS.ES | Twitter: @USCIS_ES | Instagram: @USCIS_ES

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**From:** Schneider-Levinson, Wendy (NIH/NCI) [E] [mailto:schneiderleviw@mail.nih.gov]
**Sent:** Friday, July 21, 2017 1:21 PM
**To:** Levy, Jeffrey M; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** RE: Language Access and Online Comms

Hi (b) (6), (b) (7)(C)
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**Subject:** [CONTENT-MANAGERS-L] Language Access and Online Comms

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| | |
|---|---|
| Subject: | Re: .Gov domains |
| From: | Marina Fox - M1EB <marina.fox@GSA.GOV> |
| Reply To: | Marina Fox - M1EB <marina.fox@GSA.GOV> |
| Date: | Mon, 24 Jul 2017 08:52:03 -0400 |
| Content-Type: | multipart/related |
| Parts/Attachments: | text/plain (15 kB) , text/html (36 kB) , image002.jpg (36 kB) , image001.png (6 kB) , image003.jpg (6 kB) |

Folks,

DotGov domains provide both a high trust factor being the Backbone of the Federal Government and higher security through a stringent set of ongoing checks and controls assisting Network providers. There is no Cyber-squatting in DotGov due to naming conventions. Local jurisdictions will use the name of the city/town and the two letter state postal abbreviation. (e.g. TitusvilleFL.gov or Titusville-FL.gov). There are several advantages of being a DotGov:

· There is instant recognition that the domain name is the official site of city.

· DotGov is a single registry domain and only allows each name to be registered by the official organization.

· There is no non-government advertising on DotGov domains. Only official information and content for constituents.

· As a safety issue the Department of Homeland Security will occasionally scan the domain looking for harmful malware and computer viruses. More information is available on www.dotgov.gov.

I am including Lee Ellis here (the DotGov Program Manager) on this chain, who can chime in as well as set up an offline discussion to provide more information, if needed.

Hope this helps,

Thanks,

Marina

On Thu, Jul 20, 2017 at 2:16 PM, Whitten, Wayne R. <0000005be9b7e9a6-dmarc-request@listserv.gsa.gov> wrote:

> I think the original subject was different than the resulting subject. But given we're on the latter (.gov domains), I'll share a few highlights from a similar project at SSA. We're planning on two new subdomains as a result of OMB's M-17-06.
>
> https://www.choosework.net/ and https://yourticket2work.com/web/ttw/home have been long-time web sites of their own as official SSA web sites, but now need .gov domains, so SSA is adding them as subdomains. We just completed the network updates (e.g. DNS entries) and the security certificates. We're about ready for the actual move which includes redirects for the applicable email addresses. Afterwards, we'll be looking into the analytics and possibly moving those into our existing GA account.

Why are we doing this? Well, that's two-fold. As Jeffrey mentioned, we're required by OMB. But just as importantly we decided that it will make a difference with the anticipated User Experience. As we've dealt with our former canonical socialsecurity.gov domain which we still use, we're now using ssa.gov as our canonical. So our domain usage at a technical level is much more consistent – across the board – including emails.

If you're not already aware, the process (as I understand it) for a new .gov domain starts with the registration service on dotgov.

Hope that helps.

Wayne Whitten

Social Security Administration

Office of Communication

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**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
**Sent:** Thursday, July 20, 2017 11:01 AM

**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] .Gov domains

GS runs the social media registry for the whole federal gov't. Oh, Justin, here's your queue. ;)

(b) (6), (b) (7)(C)
Chief of E-Communications
Office of Communications | U.S. Citizenship and Immigration Services
20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C)@uscis.dhs.gov
USCIS English - http://uscis.gov | Facebook: http://facebook.com/uscis | Twitter: http://twitter.com/uscis | Instagram: https://www.instagram.com/uscis | YouTube: https://youtube.com/uscis
USCIS Español - http://uscis.gov/es | Facebook: https://www.facebook.com/uscis.es | Twitter: http://twitter.com/uscis_es | Instagram: https://www.instagram.com/uscis_es

**From:** Centner, Teri
**Sent:** Thursday, July 20, 2017 3:44:05 PM
**To:** [redacted] 'CONTENT-MANAGERS-L@LISTSERV.GSA.GOV'
**Subject:** RE: [CONTENT-MANAGERS-L] .Gov domains

For the same reasons, the DoD (and possibly other agencies) have a social media registry that citizens can consult to confirm that social media accounts claiming to be owned/operated by DoD entities actually are.

http://www.defense.gov/Sites/A-Z-List?tab=Social%20Media

teri :)

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
**Sent:** Thursday, July 20, 2017 10:06 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] .Gov domains

Yep.

For just those reasons, federal agencies are required to use .gov or .mil. It's a known governmental brand, guaranteed to not be a scam, etc.

(b) (6), (b) (7)(C)
Chief of E-Communications
Office of Communications | U.S. Citizenship and Immigration Services
20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
[redacted]@uscis.dhs.gov
USCIS English - http://uscis.gov | Facebook: http://facebook.com/uscis | Twitter: http://twitter.com/uscis | Instagram: https://www.instagram.com/uscis | YouTube: https://youtube.com/uscis
USCIS Español - http://uscis.gov/es | Facebook: https://www.facebook.com/uscis.es | Twitter: http://twitter.com/uscis_es | Instagram: https://www.instagram.com/uscis_es

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**From:** Harms, Linda D -FS
**Sent:** Thursday, July 20, 2017 2:55:05 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] .Gov domains

Just referencing the domain name:

.gov domains are very hard to acquire, you can't get one from GoDaddy. If you let it go, it can't be picked up by an "adult entertainment" site, and/or held captive by anyone. I don't know enough about the details of hosting a .gov to speak to that.

If I were changing now, I'd ensure that the .com was paid up for years into the future. I'd do roll-overs with tracking for a year or two, then let it go dead for a long time before considering letting it go completely. Alternatively, you could give to a trusted organization in the city – Chamber of Commerce, Senior Center, Volunteers or similar.

**Linda Harms**
**R3 Regional Web Manager**
**USDA Forest Service**

**Southwestern Region – Regional Office**

**Public Affairs Office**

**P: 505-842-3296**
**ldharms@fs.fed.us**
333 Broadway SE

Albuquerque, NM 87102
www.fs.fed.us

**Caring for the land and serving people**

---

**From:** (b) (6) [mailto:(b) (6) @TITUSVILLE.COM]
**Sent:** Thursday, July 20, 2017 7:04 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Get a Page Count of the Site

HI, a very long time ago we acquired Titusville.com for our city. Many government agencies use .gov. Recently our IT department decided .gov would be safer. Does anyone have any input as to how .gov would be safer than .com?

Thanks,

(b) (6)

---

**From:** Rodriguez, Donna Adorian [mailto:Donna.Rodriguez@VA.GOV]
**Sent:** Tuesday, July 18, 2017 1:07 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Get a Page Count of the Site

(b) (6), (b) (7)(C)

Our SharePoint Server Administrator used a PowerShell Script to come up with that for me when we were planning our migration. Do you have a SharePoint Server Administrator you can contact to see if he/she could do it for you? Ours did it very quickly and also provided other great helpful data to go along with it.

Thank you,

Donna

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@OIG.DOC.GOV]
**Sent:** Tuesday, July 18, 2017 12:39 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [EXTERNAL] [CONTENT-MANAGERS-L] Get a Page Count of the Site

Hello and good afternoon,

Is there a tool or application that will count all of the pages in a SharePoint site? Not just the Google indexed ones.

Thanks!

(b) (6), (b) (7)(C)

IT Specialist (Webmaster)

Office of Chief Information Officer

Department of Commerce

Washington, DC 20230

Email: (b) (6), (b) (7)(C)@oig.doc.gov

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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff

| | |
|---|---|
| Subject: | FW: Webcast Reminder \| Using Amazon Echo & Drupal 7 in Government: This Thursday! |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Mon, 24 Jul 2017 13:39:51 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (3723 bytes) , text/html (21 kB) |

Passing this along. I think there is a case study about GeorgiaGov at next week's Drupal GovCon but I am not sure.

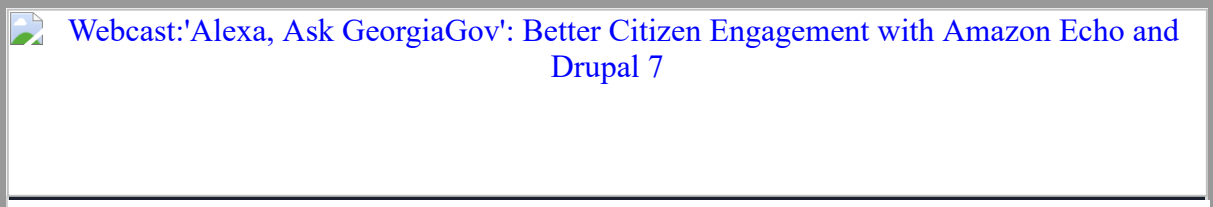
All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

---

**From:** GCN [mailto:PSMG@1105.net]
**Sent:** Monday, July 24, 2017 9:32 AM
**To:** Brantley, William <William.Brantley@USPTO.GOV>
**Subject:** Webcast Reminder | Using Amazon Echo & Drupal 7 in Government: This Thursday!




**Webcast:** 'Alexa, Ask GeorgiaGov': Better Citizen Engagement with Amazon Echo and Drupal 7

**When:** July 27, 2017

**Time:** 2:00pm ET/11:00am PT

**Register Here**

Acquia Labs and GeorgiaGov Interactive have been collaborating on a project called "Ask GeorgiaGov." This integrates the Georgia.gov Drupal website and Amazon Echo voice assistant. Launched this summer, this effort builds on momentum from both the trends surrounding innovative conversational interfaces and the pressing need for citizens to feel connection to their government.

In this upcoming webcast, learn about the what, why, and how of the **Alexa, Ask GeorgiaGov project**, with an eye toward its technical and civic implications.

***Find answers to questions, such as:***

- How can conversational interfaces reinvent the way governments inform citizens?
- What is "Ask GeorgiaGov" and how does it work?
- How are Drupal 7 and Amazon Echo integrated?
- What implications does this project have for information accessibility and citizen engagement?
- **And more!**

Register Now!

*Sponsored by: Acquia*

This message was sent to: william.brantley@uspto.gov
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**Subject:** Re: Language Access and Online Comms
**From:** (b) (6) @STATE.GOV>
**Reply To:** (b) (6)
**Date:** Mon, 24 Jul 2017 15:27:19 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (10 kB) , text/html (44 kB)

There are a few other considerations:

1. Localization. Translatable content as opposed to an entire site in one language then another in another language. An example of this is https://www.finnair.com/ where they ASK you what language OR locality detected like with British Airways (where they look at where you are before giving you a language).
2. SEO. You can't provide mixed language content on sites without suffering an SEO issue. Search engines look for these anomalies and consider them to be SPAM or malicious content in general.

Doing multi-lingual sites requires some thought about what you're targeting and why. Building it is a completely different issue but there are some excellent Drupal modules to help with it like
https://www.drupal.org/project/entity_translation
https://www.drupal.org/project/tmgmt_globalsight
https://www.drupal.org/project/tmgmt
https://www.drupal.org/project/i18n

If you're coming to Drupal GovCon next week I'd suggest talking to the folks from Hook42 if you are looking at translation and internationalization. They literally write the code for a lot of this and are committers on several of the modules I noted above. You can also look at Lingotek for this type of expertise. https://www.lingotek.com/

Lingotek also created some documentation for multi-lingual sites here
https://www.drupal.org/docs/7/multilingual/translating-content

(b) (6)

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
**Sent:** Friday, July 21, 2017 1:32 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Language Access and Online Comms

Good point!

I was trying to think of anything related to right-to-left languages, but didn't come up with anything. I'm glad you did. :)

(b) (6), (b) (7)(C)
**nications | *OComm***
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
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**USCIS Español -** USCIS.gov/ES | Facebook: /USCIS.ES | Twitter: @USCIS_ES | Instagram: @USCIS_ES

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**From:** Schneider-Levinson, Wendy (NIH/NCI) [E] [mailto:schneiderleviw@mail.nih.gov]
**Sent:** Friday, July 21, 2017 1:21 PM
**To:** Levy, Jeffrey M; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** RE: Language Access and Online Comms

Hi (b) (6), (b) (7)(C),
Thanks very much for sharing your thoughts on this. Another item came to mind: will you have to make changes to the page structure/CSS in order to accommodate a language that reads right-to-left instead of left-to-right, etc.? And if the language has a different alphabet, will you offer the possibility of printing a page, and if so, will your system work with the correct fonts?

Wendy

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
**Sent:** Friday, July 21, 2017 10:59 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Language Access and Online Comms

Happy Friday!

I was recently asked for my thoughts on:

- Challenges in web content, design, and management from a language access perspective
- Challenges in social media efforts from a language access perspective

I thought this might be useful to others, too, so here you go. This list isn't comprehensive, just what came to me within a few minutes.

I don't mean to suggest that maintaining websites and social media in other languages can't be done. In fact, we run a Spanish website and several Spanish social media channels – see my signature block below for links.

But if someone comes to you and says "let's build a website in X language," they need to understand it's not as simple as hiring a contractor with someone who speaks the language.

One overarching challenge for all of it, of course, is: how do you staff your effort?

Web challenges:

- What content will you translate? All of it? All of it going forward from some launch date? If not, what's the decision mechanism? Will you ever go back to the stuff you didn't translate?And how will you assess those decisions, and the entire decision process, over time to change things as appropriate?
- Deciding which languages to translate into: includes determining who your audiences are, where they are, how much English they might speak, and whether they would even come to our website. Going beyond the initial effort, how do you assess this regularly to decide when to start translating into a new language or stop translating into an existing language?
- Finding a reliable translation mechanism with QA controls (how do you know the first translator got it right?); no one I know in this field believes that machine translation works well enough to trust for a gov't agency
- Maintenance: once you start translating, you have to continue your translation investment indefinitely or have a trigger point beyond which you'll no longer use a particular language (for example, if web traffic falls below a certain level).
- Design: are there cultural sensitivities or even just differences to pay attention to? For example, do the color schemes normally used in the US work as well for people from other cultures? If your target audience isn't as web-savvy, do they know how to use various techniques (for example, how to manage multiple tabs) or design elements (for example, do they know how to open accordions?)? Those points will determine how to lay out the website (color schemes, page elements, etc.) and how to create the reader's experience (open new items in tabs, new windows, or in the same window? Can you use icons – will they understand them? Etc.).
- Normal web page maintenance planning: this is the same as for any web page, but you also have to build translation into the workflow. Keep in mind that any last-minute changes also need to be translated, so it's often best to not even start until the English is finally approved.
- Promotion: how do you get the word out to your target audience, who, by definition, doesn't speak English. So your promotion needs to be translated, too. But you also have to identify English-speaking intermediaries: advocates, libraries, similar agencies in other countries to work with as partners, foreign-language media, etc. Multiply all of that times the number of languages you choose to work with.

Social media challenges:

- All of the translation issues above apply here as well, but add in a time pressure if you want to respond to anyone in-language.
- How to reach the audience that speaks the language? Random posts in a language on an account that's normally

- How to reach the audience that speaks the language? Random posts in a language on an account that's normally in English aren't effective – they won't reach your target audience. On the other hand, directly addressing intermediaries in a language might reach them (you can direct posts in many social media platforms to get the attention of someone).
- How to determine whether your outreach is worth the effort?
- If you decide to run an account entirely within a language, you must learn how to do that in whichever channel you choose. For example: can you change the navigation and site tools to the desired language, or will they be an English wrapper around in-language content?
- Social media isn't a panacea – what specific features of a specific channel make it more or less useful for that particular language. For example, there are Chinese-language social media sites that are barely known in the US.

(b) (6), (b) (7)(C)

**munications | *OComm***
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
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| | |
|---|---|
| Subject: | Internal Communications and Millennials |
| From: | "Brantley, William" <William.Brantley@USPTO.GOV> |
| Reply To: | Brantley, William |
| Date: | Tue, 25 Jul 2017 15:15:11 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1490 bytes) , text/html (4 kB) |

The paradox is how to use something other than email when many agencies limit how you can message internally - http://www.workforce.com/2017/07/10/internal-communications-balancing-old-methods-millennial-generation/

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
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Subject: Web Experience Toolkit
From: (b) (6) @STATE.GOV>
Reply To:
Date: Tue, 25 Jul 2017 17:09:39 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2265 bytes) , text/html (4 kB)

I had commented earlier today on the sites blog about a working group a few years ago.

We'd basically suggested that we look at a way to collaborate with Canada on The Web Experience Toolkit (WxT). It occurred to me that folks might not remember it or for that matter even know it exists.

So, as a reminder, the Canadian gov't lost a court case on accessibility of Canadian gov't web sites. So, in an effort to make all gov websites accessible, a team at Statistics Canada embarked on an idea of growing and contributing to a project run by gov but that anyone can contribute to or use. Yep, that open sourced it by investing in government employees from local gov't (first to use it was Ottawa city gov't) to Statistics Canada to many accessibility experts. They've contributed tests, code, configuration, UX, etc and they've done it through code snippets that are reusable and modular. A plug and play if you will.

The project is still on going and they're at the stage now (for the past year) of continuous improvement with quarterly dev cycles.

If you're interested in how to use WxT for your own projects I highly recommend checking out WxT.

(b) (6)

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| | |
|---|---|
| **Subject:** | Re: Web Experience Toolkit |
| **From:** | "Walker, Stephen" <Stephen.Walker4@VA.GOV> |
| **Reply To:** | Walker, Stephen |
| **Date:** | Tue, 25 Jul 2017 13:49:33 -0500 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (3670 bytes) , text/html (9 kB) |

Strikes me as very similar to what the US Web Design Standard team is doing, just more mature.

Steve

// SIGNED //

Stephen M. Walker

***IT Strategic Communication***
***Technical Services***
Office of Information and Technology
Department of Veterans Affairs
https://www.oit.va.gov

---

**From:** (b) (6) [mailto:(b) (6) @STATE.GOV]
**Sent:** Tuesday, 25 July, 2017 1:10 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [EXTERNAL] [CONTENT-MANAGERS-L] Web Experience Toolkit

I had commented earlier today on the sites blog about a working group a few years ago.

We'd basically suggested that we look at a way to collaborate with Canada on The Web Experience Toolkit (WxT). It occurred to me that folks might not remember it or for that matter even know it exists.

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**Subject:** Transitioning to Drupal from SharePoint
**From:** (b) (6), (b) (7)(C) OIG.DOC.GOV>
**Reply To:**
**Date:** Wed, 26 Jul 2017 14:42:51 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1500 bytes) , text/html (4 kB)

Good morning,

Our agency's office is exploring information on the why's and how's of transitioning from SharePoint to Drupal 7 (or 8). I know that are many moving parts to a government site. Does anyone have links or documentation they could share about the transition process to Drupal?

The preference is SharePoint → Drupal 7 or 8, but going from any content management system would suffice.

Thanks!

(b) (6), (b) (7)(C)
IT Specialist (Webmaster)
Office of Inspector General - OCIO
U.S. Department of Commerce
Email: (b) (6), (b) (7)(C) @oig.doc.gov

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**Subject:** JOB: Front-End Web Developer, GS-12/13
**From:** Dana Allen-Greil <dana.allen-greil@NARA.GOV>
**Reply To:** Dana Allen-Greil <dana.allen-greil@NARA.GOV>
**Date:** Wed, 26 Jul 2017 16:08:53 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (3665 bytes) , text/html (9 kB)

Please help the National Archives find a great candidate for this role! Pass it on.

Front-End Web Developer, GS-12/13
College Park, MD
National Archives
Apply by 8/8: https://www.usajobs.gov/GetJob/ViewDetails/475402800

This position will lead enterprise-wide web design efforts with a particular emphasis on Archives.gov, blogs, Presidential Libraries, and related websites.

Duties:

- Gathers, reviews, and analyzes requirements in collaboration with business owners, project managers, and technical staff. Evaluates digital design projects with respect to usability requirements and audience needs, and recommends changes.
- Develops advanced experience in creating design mockups, wireframes, storyboards, content maps, user-flows, prototypes to meet user needs, and iterates based on user feedback; navigation, interfaces, layouts, and typography that are focused on user need; and designing and building web pages, user interface features, site animations, data visualizations, and other digital design elements using a variety of graphics software applications, techniques, and tools.
- Defines user needs, preferences, and behaviors through qualitative and quantitative research and analysis. Implements user-centered design methodologies including interviews, journey mapping, task flow analysis, card sorting, and multivariate testing. Translates findings of user research into tangible design recommendations. Coordinates and conducts usability testing of prototypes and existing digital products with target audiences. Captures target audience feedback and incorporates that feedback into new designs and future iterations.
- Participates in establishing and enforcing design standards and guidelines for NARA's digital products. The incumbent collaborates with senior specialist and Creative Services staff to develop recommendations for visual design standards for NARA's brand identity in the digital space and for maintaining those identity standards in all online channels. Participates in the development, implementation, and promotion of a shared set of digital design guidelines and best practices. Working with senior specialist, assures enforcement of design standards and requirements for multiple digital products and business units across the organization including websites, social media, and mobile applications.

**Dana Allen-Greil**
Acting Director of Digital Engagement +
Web and Social Media Branch Chief
Office of Innovation

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Subject: Re: This Friday - Chat with the U.S. Web Design Standards team
From: "Andrea Sigritz (XCI)" <andrea.sigritz@GSA.GOV>
Reply To: Andrea Sigritz (XCI)
Date: Fri, 28 Jul 2017 08:54:51 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2860 bytes) , text/html (6 kB)

**Don't forget**: The Ask Me Anything (AMA) with the U.S. Web Design Standards Team is **today** at 3:30pm ET in their public Slack channel: https://chat.18f.gov./

If you can't make it, there's still time to send questions ahead of time to uswebdesignstandards@gsa.gov.

Happy Friday,
Andrea

On Mon, Jul 24, 2017 at 2:49 PM, Andrea Sigritz (XCI) <andrea.sigritz@gsa.gov> wrote:

> Hi everyone,
>
> Do you have questions about the U.S. Web Design Standards that you haven't asked? Now's your chance! The USWDS team will be hosting an Ask Me Anything (AMA) on **Friday, July 28, from 3:30pm-4pm ET** in their public Slack channel: https://chat.18f.gov./.
>
> Can't make it during that time? Send us your questions and we'll add them to the mix: uswebdesignstandards@gsa.gov.
>
> Thanks,
> Andrea
> --
> Andrea Sigritz
> DigitalGov.gov & U.S. Web Design Standards
> Technology Transformation Service (TTS)
> U.S. General Services Administration
> andrea.sigritz@gsa.gov
> Follow us @Digital_Gov
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> Find a training class
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--
Andrea Sigritz
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| | |
|---|---|
| **Subject:** | Social Media Outreach to Generation Z |
| **From:** | "Brantley, William" <William.Brantley@USPTO.GOV> |
| **Reply To:** | Brantley, William |
| **Date:** | Fri, 28 Jul 2017 13:47:45 +0000 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (1658 bytes) , text/html (4 kB) |

Probably nothing surprising to folks on this list but, nice to have updated statistics on the new generational cohort - https://www.eremedia.com/tlnt/if-youre-not-using-social-media-to-build-your-gen-z-brand-youre-missing-out/

Shameless plug – I wrote about the coming impact of Generation Z that you might find useful - https://www.digitalgov.gov/2017/06/21/the-data-briefing-the-arrival-of-generation-z-into-the-federal-government-and-generation-a/

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

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U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

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Subject: MARK YOUR CALENDARS FOR THE SEPTEMBER ADOBE TRAINING!
From: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Reply To: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Date: Tue, 1 Aug 2017 07:15:05 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (13 kB)

Mark your calendars for the September FREE Adobe training.

FOR QUESTIONS PLEASE CONTACT helen.chamberlain@gsa.gov

When: September 18, Introduction to Accessible PDFs
September 22, Advanced PDF Accessibility
What: IN PERSON only Adobe training presented by Rob Haverty, Adobe
Where: GSA
Time: 8:00 to 4:00
Registration information coming soon.
Training descriptions below.

# Federal Agency PDF Trainings – September 2017, Washington D.C.

## Introduction to Accessible PDFs – September 18, 2017

Making PDF documents and forms accessible can be a daunting task when you don't know what tools are available and which is the best one to use for each specific issue.

In this session, participants will be introduced to the various tools available in Acrobat Pro DC. We will walk through the workflow to take a document, convert it to a PDF, and remediate some of the basic tagging issues.

This class is for novices in PDF accessibility and will cover elements such as:

- Why it is important to have an accessible source document.
- The various tools in Acrobat Pro DC and how to remediate basic issues in an inaccessible PDF.
- How to convert a scanned document to an accessible PDF.

The goal for this training is to give participants the basic skills necessary to create an accessible PDF. It is a hands-on, lab style course so come prepared to do some work. There will be little to no lecture, just demos and practice. Participants will receive a USB drive at the beginning of the session with the practice materials as well as a guide for creating accessible PDFs that can be used after the session.

**To participate in the class attendees MUST come with the following:**

1. **A laptop computer**
2. **Acrobat Pro DC installed on the laptop (the trial version is fine)**
3. **Microsoft Office (Word) installed on the laptop**

As seating is limited, please do not sign up for the course unless you can meet the requirements.

## Advanced PDF Accessibility – September 22, 2017

So, you've gotten pretty comfortable working with PDF documents but you run into unique issues that you just don't know how to resolve to make the PDF accessible and conform with the PDF/UA standard. This session will address some of the more complex issues that people frequently run into. This is NOT an

introduction class and we will not spend time on the basics of using Acrobat Pro DC.

Prior to the class, those registered will be invited to provide issues that they would like to see addressed. In addition to those, some of the issues we will cover include:

- Recent updates to Acrobat Pro DC to make it easier to create accessible PDFs.
- The workflow for creating accessible PDF forms.
- Addressing structural elements such as complex tables, headers & footers, and annotations.

The goal for this training is to build on your skills in creating accessible PDFs and improve your expertise. It is a hands-on, lab style course so come prepared to do some work. There will be little time spent on lecturing, the focus will be on demos and practicing new skills. Participants will receive a USB drive at the beginning of the session with the practice materials, tips and tricks for easily creating accessible PDFs, and a guide for creating accessible PDFs that can be used after the session.

**To participate in the class attendees MUST:**

1. **Have a basic understanding of how to create an accessible PDF.**
2. **Bring a laptop computer.**
3. **Have Acrobat Pro DC installed on the laptop (the trial version is fine).**
4. **Insure that Microsoft Office (Word) is installed on the laptop.**

As seating is limited, please do not sign up for the course unless you meet the requirements.

Helen Chamberlain
Governmentwide Section 508 Training & Outreach Director
General Services Administration
Office of Government-wide Policy
Office of Information, Integrity & Access
1800 F Street, NW
Washington, DC 20405
202-219-2348 O
(b) (6) C

In the depth of winter I finally learned that within me there lay an invincible summer

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Subject: 2017 Inter Agency Accessibility Forum
From: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Reply To: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Date: Tue, 1 Aug 2017 07:23:53 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2768 bytes) , text/html (10 kB)

## SAVE THE DATE: October 13, 2017

# 2017 Inter Agency Accessibility Forum

The 2017 Inter Agency Accessibility Forum will be held Friday, October 13, 2017 at General Services Administration (GSA), 1800 F Street NW Washington, D.C.

The event sponsors:
General Services Administration,
Health and Human Services,
Health and Human Services, Administration for Children and Families
Department of Labor/ODEP,
Department of Homeland Security,
US Access Board

The Forum is focused on the Revised Section 508 standards that were published in the Federal Register in January 2017. The plenary sessions and workshops will cover the many aspects of the Revised Section 508 Standards and will allow attendees to learn more about tools and resources that have been developed to assist with the transition. Presentations will cover:

- The Revised Section 508 Standards and WCAG 2.0 guidelines and how they apply to Federal acquisitions, IT development contracts, and the IT lifecycle, as well as revisions to Federal agency Section 508 policies, testing methods and how to ensure document accessibility.

The Forum will include exhibits of accessible products and assistive technology, as well as companies that provide ICT products and services.

**WHEN:** Friday, October 13, 2017
**WHERE:** General Services Administration, 1800 F Street, NW, Washington, DC 20405
**TIME:** 8:30 am - 3:30 pm
**WHO:** Federal Government Employees, contractors and Federal industry representatives
**QUESTIONS?** Contact helen.chamberlain@gsa.gov

### Registration information to follow.

Helen Chamberlain
Governmentwide Section 508 Training & Outreach Director
General Services Administration
Office of Government-wide Policy
Office of Information, Integrity & Access
1800 F Street, NW

Washington, DC  20405

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| | |
|---|---|
| **Subject:** | SVG vs PNG? question on image file types |
| **From:** | "Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV> |
| **Reply To:** | Wilcox, Lisa- ERS |
| **Date:** | Tue, 1 Aug 2017 11:46:24 +0000 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (2348 bytes) , text/html (8 kB) |

I have been doing some work to further refine our site since we launched with an upgrade last fall. I have been doing some reading and studying of SVG versus PNG or JPG files. I wanted input please.

If you have an image that a user wishes to download at a higher resolution version, to me it would go to reason that perhaps we should be using SVG file types. But I hear that there are limitations as to which browsers or mobile devices are supporting SVG. I just want to give my users the best image quality possible without chewing up bandwidth or taking forever to download.

Thanks in advance

**Lisa G. Wilcox** / IT Specialist (Internet)
lgwilcox@ers.usda.gov / 202-999-9619

**USDA ERS**
Office: 202-694-5574 / Fax: 202-245-4781
355 E. Street S.W.
Washington DC 20024-3221

www.ers.usda.gov

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| | |
|---|---|
| **Subject:** | Question |
| **From:** | "Morgan, Steven" <steven.morgan@NCPC.GOV> |
| **Reply To:** | Morgan, Steven |
| **Date:** | Wed, 2 Aug 2017 12:41:56 +0000 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (1190 bytes) , text/html (3636 bytes) |

Greetings,

My agency is planning a network overhaul to be more FISMA compliant. I was recently told that I would soon have to log in to a “jump” computer via VPN to edit and write code. My question is, how common is this for federal agencies?

Thanks,
Steve

---

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| | |
|---|---|
| **Subject:** | Re: Question |
| **From:** | Gregory Your <gyour@USAID.GOV> |
| **Reply To:** | Gregory Your <gyour@USAID.GOV> |
| **Date:** | Wed, 2 Aug 2017 08:48:21 -0400 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (2566 bytes) , text/html (3802 bytes) |

Most organizations have a developers group where coders have well-managed permissions so they can do this type of work. My teams, both intranet and Internet developers, don't have special computers or VPN unless they are working off site.

**G. P. Your**
**Director of Web Management**
**Bureau of Legislative and Public Affairs (LPA)**
**U. S. Agency for International Development**
**(desk) 202-712-0301**

On Wed, Aug 2, 2017 at 8:41 AM, Morgan, Steven <steven.morgan@ncpc.gov> wrote:

> Greetings,
>
> My agency is planning a network overhaul to be more FISMA compliant. I was recently told that I would soon have to log in to a "jump" computer via VPN to edit and write code. My question is, how common is this for federal agencies?
>
> Thanks,
>
> Steve

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---

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Subject: Re: Question
From: (b) (6), (b) (7)(C)@USCIS.DHS.GOV>
Reply To:
Date: Wed, 2 Aug 2017 12:54:31 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3404 bytes) , text/html (4 kB)

I don't know what "jump computer" means.

Our whole agency now works solely on laptops to make it easier to telework. We can log in via a VPN (a secure way to access our shared network drives and a personal network drive, along with our intranet and various things like our time reporting system).

We can also use Workplace as a Service, which allows us to log in from any computer on the Internet, with the same privileges.

Note that we're a DHS component agency, so I'm absolutely certain this is FISMA-compliant.

BTW, we had the same options when I was at EPA 2 1/2 years go.

(b) (6), (b) (7)(C)
Chief of E-Communications
Office of Communications | U.S. Citizenship and Immigration Services
20 Mass. Ave., NW, Suite 3100 | Washington, DC 20529
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
uscis.dhs.gov
USCIS English - http://uscis.gov | Facebook: http://facebook.com/uscis | Twitter: http://twitter.com/uscis | Instagram: https://www.instagram.com/uscis | YouTube: https://youtube.com/uscis
USCIS Español - http://uscis.gov/es | Facebook: https://www.facebook.com/uscis.es | Twitter: http://twitter.com/uscis_es | Instagram: https://www.instagram.com/uscis_es

---

**From:** Morgan, Steven
**Sent:** Wednesday, August 02, 2017 1:41:56 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Question

Greetings,

My agency is planning a network overhaul to be more FISMA compliant. I was recently told that I would soon have to log in to a “jump” computer via VPN to edit and write code. My question is, how common is this for federal agencies?

Thanks,
Steve

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---

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Subject: Re: Question
From: (b) (6), (b) (7)(C) USCIS.DHS.GOV>
Reply To:
Date: Wed, 2 Aug 2017 14:10:09 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (14 kB)

You will see across the Federal landscape everyone does it differently, even within DHS components.

At USCIS, we do enforce the use of "jumpboxes" to access privileged user ports for our server assets, like port 22 (SSH) and port 3389 (Microsoft RDP). This is used to control privileged access – in turn, makes our SOC monitoring much easier to know that ***trusted*** connections should ingress and egress from the dedicated jumpboxes to our server assets by privileged users from our Developer user network IP ranges.

As Jeffrey stated below, devs can access our jumpboxes only after they have remotely accessed + authenticated to our network via VPN or WpaaS – both with PIV auth. You cannot hit these jumpboxes from public internet. Developers log into these jumpboxes via their PIVs via SSH, and then configure a port redirection on their local workstations through the jumpbox to then log into the target server via SSH or RDP depending on the target server's OS.

Frankly, developers should not be doing this often – this is why they should be using automated CI/CD pipelines to deploy directly via git commits to manage their code deployments into test and production environments to be completely "hands off" and avoid the "well, my code worked on ***my*** computer" issue.

Be aware more restricted environments, like most of DoD, ***do not*** allow this remote access activity. You must be physically be in the building to commit code against a version control system and the server assets.

---
(b) (6), (b) (7)(C)
*Security Engineer, Cyber Defense Branch*
*Information Security Division (ISD)*
*USCIS/Office of Information Technology (OIT)*

(b) (6), (b) (7)(C) *@uscis.dhs.gov*

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@USCIS.DHS.GOV]
**Sent:** Wednesday, August 02, 2017 8:55 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] Question

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USCIS English - http://uscis.gov | Facebook: http://facebook.com/uscis | Twitter: http://twitter.com/uscis | Instagram: https://www.instagram.com/uscis | YouTube: https://youtube.com/uscis
USCIS Español - http://uscis.gov/es | Facebook: https://www.facebook.com/uscis.es | Twitter: http://twitter.com/uscis_es | Instagram: https://www.instagram.com/uscis_es

---

**From:** Morgan, Steven
**Sent:** Wednesday, August 02, 2017 1:41:56 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Question

Greetings,

My agency is planning a network overhaul to be more FISMA compliant. I was recently told that I would soon have to log in to a "jump" computer via VPN to edit and write code. My question is, how common is this for federal agencies?

Thanks,
Steve

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Subject: REGISTER now for the August 10 WCAG 2.0 event at the NSF
From: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Reply To: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Date: Wed, 2 Aug 2017 12:35:00 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3459 bytes) , text/html (7 kB)

There are still spaces available to attend this event in person!

Now that the Revised Section 508 Standards are final there are a lot of changes in the way that the Federal government 'develops, procures, maintains, and uses' ICT. One of the biggest changes is that it is now mandatory to develop and test against the *W3C's **WCAG 2.0 standards.

This session will presented by Bruce Bailey, Access Board and Katie Haritos-Shea, WCAG and 508 Subject matter expert. They will be going into detail about how the WCAG 2.0 standards affect the way your organization procures, develops, and tests ICT with regard to the Revised Section 508 Standards. They will also be sharing resources to help you get started**.** This will be an interactive forum so bring your questions for the experts.

Please share this within your agency with anyone who will have to use WCAG 2.0 guidelines.

**REGISTER at: https://registration.section508.gov/**
**(In Person and Virtual attendance)**
WHEN: Thursday, August 10, 2017
WHERE: National Science Foundation
TIME: 8:30 - 3:00 (Agenda and session materials to follow)
WHO SHOULD ATTEND: Programmers, Developers, Testers, Requirements developers, and Section 508 Coordinators and PMs.

*Worldwide Web Consortium
**Web Content Accessibility Guidelines (WCAG)

This free event will be held at the National Science Foundation at 4201 Wilson Boulevard, Arlington, VA 22230, Stafford 1 Building in conference room 375.

NSF is located in the Ballston area of North Arlington, Virginia, between Wilson Boulevard and Fairfax Drive, one block south of the Ballston-Marymount University Metro stop on the Orange Line. Parking is available in the Ballston Common mall, in the NSF building, and at other area parking lots and garages. Metered parking is also available on the surrounding streets

available on the surrounding streets.

Visitors are asked to check in at the Visitor and Reception Center in the Stafford 1 building, on the first floor to receive a visitor pass, before going on to meetings, appointments, or other business at the NSF. Visitors bringing computers into NSF should consult the NSF Computer Security Policy before arriving.

For directions go to http://www.nsf.gov/about/visit/

Helen Chamberlain
Governmentwide Section 508 Training & Outreach Director
General Services Administration
Office of Government-wide Policy
Office of Information, Integrity & Access
1800 F Street, NW
Washington, DC 20405

In the depth of winter I finally learned that within me there lay an invincible summer

**Subject:** Remote Card Sorting - Optimal Sort
**From:** (b) (6), (b) (7)(C) @ICE.DHS.GOV>
**Reply To:**
**Date:** Tue, 8 Aug 2017 17:31:40 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1264 bytes) , text/html (3934 bytes)

Good Afternoon –

Has anyone ever used optimal sort for remote card sorting? Is there a terms of service?

(b) (6), (b) (7)(C)
Digital Marketing and Outreach Unit | Web Manager
Office of Public Affairs
U.S. Immigration and Customs Enforcement (ICE)
desk: (b) (6), (b) (7)(C) | (b) (6), (b) (7)(C)@ice.dhs.gov

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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff

**Subject:** Re: Remote Card Sorting - Optimal Sort
**From:** "Shea, Shannon" <Shannon.Shea@SCIENCE.DOE.GOV>
**Reply To:** Shea, Shannon
**Date:** Tue, 8 Aug 2017 17:54:29 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (2519 bytes) , text/html (6 kB)

Yes, I've used it and found it extremely useful. The company has one specifically for government agencies on their webpage: https://www.optimalworkshop.com/terms-government

Best,
Shannon

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@ICE.DHS.GOV]
**Sent:** Tuesday, August 08, 2017 1:32 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Remote Card Sorting - Optimal Sort

Good Afternoon –

Has anyone ever used optimal sort for remote card sorting? Is there a terms of service?

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Digital Marketing and Outreach Unit | Web Manager
Office of Public Affairs
U.S. Immigration and Customs Enforcement (ICE)
desk: (b) (6), (b) (7)(C) | (b) (6), (b) (7)(C)@ice.dhs.gov

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| | |
|---|---|
| **Subject:** | UX in Learning and Development Design |
| **From:** | "Brantley, William" <William.Brantley@USPTO.GOV> |
| **Reply To:** | Brantley, William |
| **Date:** | Wed, 9 Aug 2017 13:01:36 +0000 |
| **Content-Type:** | multipart/related |
| **Parts/Attachments:** | text/plain (18 kB) , text/html (4 kB) , image001.jpg (18 kB) |

Good article with some great general tips on UX along with specific UX ideas for developing training - https://lightbulbmoment.info/2017/08/07/what-sux-about-ld-design/

Love this image!

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

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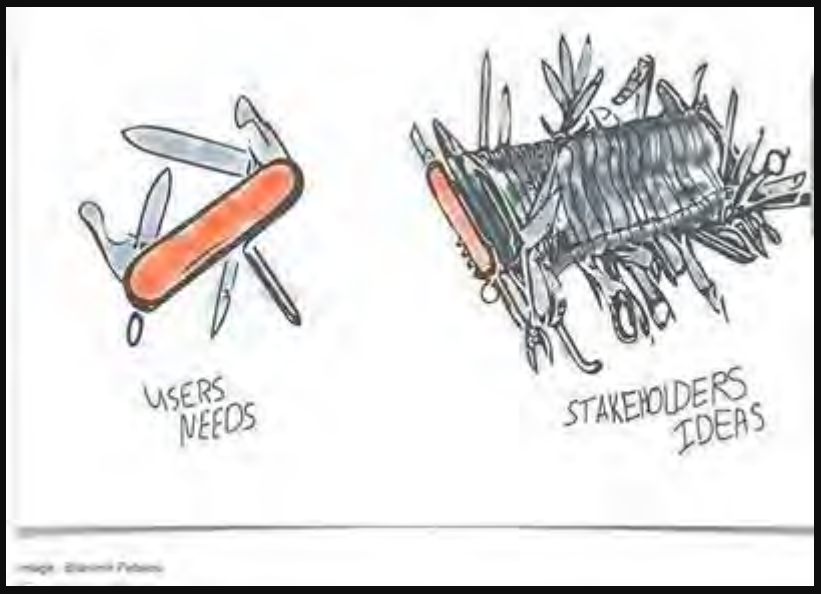
USERS
NEEDS
STAKEHOLDERS
IDEAS

**Subject:** Re: Remote Card Sorting - Optimal Sort
**From:** Betsy Steele - TAC <betsy.steele@GSA.GOV>
**Reply To:** Betsy Steele - TAC <betsy.steele@GSA.GOV>
**Date:** Wed, 9 Aug 2017 15:37:09 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (2732 bytes) , text/html (5 kB)

Hi Latasha,
I know lots of agencies are using Optimal Sort but GSA did not negotiate a fed-friendly TOS since there isn't a "free" version.
I think CPFB did negotiate a TOS for Optimal Sort and Jon Rubin may be able to share this with you but ice/dhs would still have to ask OS to agree to the same or similar terms if you decide to do a procurement.
Hope this helps,
Betsy

Betsy Steele
U.S. General Services Administration
Technology Transformation Service (TTS)
FedRAMP PMO
202-821-2125

On Tue, Aug 8, 2017 at 1:31 PM, (b) (6), (b) (7)(C) @ice.dhs.gov> wrote:

> Good Afternoon –
>
> Has anyone ever used optimal sort for remote card sorting? Is there a terms of service?
>
> (b) (6), (b) (7)(C)
>
> Digital Marketing and Outreach Unit | Web Manager
>
> Office of Public Affairs
>
> U.S. Immigration and Customs Enforcement (ICE)
>
> desk: (b) (6), (b) (7)(C) | (b) (6), (b) (7)(C) @ice.dhs.gov

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>
> This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

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http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

| | |
|---|---|
| Subject: | Up your game on site quality analytics |
| From: | "Wendling, Dan (NIH/NLM) [E]" <wendlingd@MAIL.NLM.NIH.GOV> |
| Reply To: | Wendling, Dan (NIH/NLM) [E] |
| Date: | Mon, 14 Aug 2017 13:56:26 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1817 bytes) , text/html (3754 bytes) |

Here is an attempt to apply data science tools to web site repair problems to speed up web site repairs and lower their various costs to the organization. The types of repairs covered might include broken links, images that are too large for smartphones, "dark matter" - unreviewed content that may be damaging search effectiveness, alt text issues for images, etc. - whatever heretofore-unseen, site-code-related problem emerges or has been passed down as a 'must fix ASAP.'

https://github.com/wendlingd/AccelerateWebSiteRepairs

I am mashing up data from SEO Spider (Screaming Frog is the vendor), which is a COTS site-spidering tool for the desktop; I am using an R script for processing (free tool), and I am adding in Google Analytics traffic data and site architecture/governance pointers, then summarizing in a variety of ways.

Comments/improvements welcome.

Dan Wendling

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**Subject:** two questions
**From:** (b) (6) <(b) (6) @HAWAII.GOV>
**Reply To:** (b) (6) @HAWAII.GOV
**Date:** Tue, 15 Aug 2017 08:00:50 -1000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1400 bytes) , text/html (1664 bytes)

Greetings,

If I was in China, where the official language is not English, and on the web in a Windows OS -
* If I tried to read the source code behind a web page with <head lang="en-US">, would the displayed web page and "display source" be in English?
* In Notepad, and doing a plain HTML page, would I have to do English even if the content was intended for a Mandarin audience?

Just curious. Actually, I'm feeling kind of naive.

(b) (6)
aka tax.webmaster@hawaii.gov

---

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Subject: Free conference on knowledge management will feature agile topics
From: "Brantley, William" <William.Brantley@USPTO.GOV>
Reply To: Brantley, William
Date: Wed, 16 Aug 2017 14:04:48 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (4 kB) , text/html (12 kB) , image001.png (14 kB) , image002.png (4 kB)

Shameless plug because I will be presenting on reconciling agile with knowledge management. The better reason to attend is to see Steve Denning talk about his forthcoming book on agile.

**September 6, 2017 | 7:30am-4:30pm**

**#930gov**

**You're Invited to the**
**Knowledge, Data and Information Management Conference @930gov**

Opening Keynote @8:30AM

**The Age of Agile: How Smart Organizations are Transforming How Work Gets Done**
**Steve Denning**, Author, Forbes.com Columnist, and former Program Director, Knowledge Management, World Bank

Featured Session @10:15AM
**Reconciling Knowledge Management with Project Management and Agile**
**William Brantley, Ph.D.**, PM Center for Excellence, UMD
**Tara Mohn**, Senior Knowledge Management Specialist, SPAS, Foreign Service Institute, U.S. Department of State

***REGISTER NOW***

**FREE** for government, contractors, industry & academia.

**Wednesday, September 6, 7:30am-4:30pm**
**Walter E. Washington Convention Center**

**Walter E. Washington Convention Center**
**Washington, DC**

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

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**Subject:** DigitalGov OMB Memos & Policies page
**From:** "Andrea Sigritz (XCI)" <andrea.sigritz@GSA.GOV>
**Reply To:** Andrea Sigritz (XCI)
**Date:** Thu, 17 Aug 2017 14:16:11 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (2228 bytes) , text/html (3189 bytes)

Hi everyone,

We've put related OMB memos, circulars, executive orders, etc., on one DigitalGov page for quick reference.

https://www.digitalgov.gov/resources/omb-memos-circulars-executive-orders-and-other-policies/
Note: Some of these documents live on the current White House site, while others are on the archived site. We'll do our best to keep this page updated.

Let us know what you think—and if we've missed anything.

---

Separately, we are looking for people to participate in user-research sessions about DigitalGov. They last about 45 minutes. We get to learn more about you and you get to give us feedback on DigitalGov. Email me if you're interested.

Thanks!
Andrea
--
Andrea Sigritz
DigitalGov.gov & U.S. Web Design Standards
Technology Transformation Service (TTS)
U.S. General Services Administration
andrea.sigritz@gsa.gov
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**Subject:** Re: two questions
**From:** (b) (6) @HAWAII.GOV>
**Reply To:** OV
**Date:** Thu, 17 Aug 2017 11:02:51 -1000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (6 kB) , text/html (10 kB)

Thanks Joseph Gilvary. Thanks everyone.

I'm beginning to see the HTML tags like pieces of a mathematical sentence, ie. international equations, with operators like the integration "S" and the summation sigma, plus the Hindu-Arabic numbers and some lower-case Greek angle measures. And, let us not forget irrationals and transcendentals.

Like a language of science. Wow!.

From: "Gilvary, Joseph" <Joseph.Gilvary@USPTO.GOV>
To: (b) (6) HAWAII.GOV>, "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,
Date: 08/17/2017 10:24 AM
Subject: RE: [CONTENT-MANAGERS-L] two questions

---

Happy Friday Eve,

I'm not an expert, but I have used non-English computer interfaces as well as read and composed non-English web content. On this list I hope we can get a response from someone with considerable experience.

So there are lots of variables (OS language version of the Windows machine, browser language version, etc.), but in essence, if the page source HTML was written "in English," then you should be able to see it in English like that.

The lang attribute is a hint, but it doesn't control the language. Maybe it can help the browser decide whether to render left-to-right if that attribute is missing, or help an assistive technology to choose a particular lexicon in reading the page aloud. It could potentially help a scraper, web crawler, or even the web server software itself recognize the declared language of the content in the page. But you can put "lang=en-US" and then write the page in any language and character set your authoring tools will support. I wouldn't be surprised to see some English language version of HTML authoring tools produce pages tagged like that for content in other languages, if the stories of software piracy outside the U.S. of A. have any merit.

Maybe in a while we can specify a target language in a request and have some part of the machinery attempt a translation to that target language for pages, API responses, etc. There's some interesting work in automated translation of human language, but the details are beyond my expertise. The pop-science accounts sound like this could be real as a consumer level technology within a few years. Even today Chrome sometimes asks me if I want it to translate pages, but I think that's a Chrome/Google feature. I don't believe there's any standard for such requests and the appropriate responses, but as the technology progresses, there will be a need for a formal or de-facto standardization.

If others know more about how this might be working in the real world or about any efforts for standardizing such requests and services, I'd love to learn about them.

The Notepad (or any other authoring tool) would need to support the character set you want to use, unless you're comfortable writing Unicode in hex. :D I don't know enough about the Mandarin language or about MS support for it in tools like Notepad. Writing HTML content in languages besides English that use the Roman alphabet only requires specifying the correct Unicode code points for accented

characters, ligatures, etc. I've never created HTML in languages that use other scripts, unless I copied and pasted some Klingon into a tweet somewhere along the line, so I can't say what Notepad would suppot. Whether it's Notepad or something local to the Chinese market, if the editor can encode the Mandarin glyphs correctly (i.e., specify the correct hexadecimal codes for the glyphs you intend), then you as the human author can create the page.

The HTML markup (tags, attributes) needs to be in "English," as far as I know. You can't use the Mandarin equivalents of "head" and "lang" in place of the tag as you wrote in your question. But the stuff of the page can use any character set recognized in Unicode to create text in any language. You can write Tlingit with the Greek alphabet, if you know enough about each to choose the characters that make the correct sounds. That's really no different that when we see Mandarin written with the Roman alphabet.

And please, any experts out there, or even folks with real web experience, please correct where I'm wrong and supplement with important points I missed.

Thanks,

Joe

**From:** (b) (6) [mailto:(b) (6) @HAWAII.GOV]
**Sent:** Tuesday, August 15, 2017 2:01 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] two questions

Greetings,

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(b) (6)

aka tax.webmaster@hawaii.gov

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**Subject:** User Experience jobs open at the U.S. Patent and Trademark Office
**From:** "Adams, Arva" <Arva.Adams@USPTO.GOV>
**Reply To:** Adams, Arva
**Date:** Fri, 18 Aug 2017 00:00:28 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1942 bytes) , text/html (4 kB)

Hello,

We have a GS-13 User Experience Lead position open at the U.S. Patent and Trademark Office. It's open until August 29.

Here is the link for all job applicants.

DE: https://www.usajobs.gov/GetJob/ViewDetails/477120700

And here is the link for current federal employees and people who can be hired under a special hiring authority, such as veterans and people with disabilities who have "Schedule A" hiring preference. As with all federal jobs, if you are qualified to apply using this "MP" announcement link, then also apply using the "DE" announcement link.

MP: https://www.usajobs.gov/GetJob/ViewDetails/477121100

You'll find general information about the U.S. Patent and Trademark Office (USPTO) and the Office of the CIO in the announcement. The USPTO has unique flexible schedule options and telework. We have solid training opportunities, too. The User Experience Branch is a close-knit group of people who regularly collaborate and share ideas.

Good luck, if you decide to apply.

Thanks,
Arva

---

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Subject: Come join The Lab at OPM for some new course offerings!
From: "Thomas, Elaine" <Elaine.Thomas@OPM.GOV>
Reply To: Thomas, Elaine
Date: Fri, 18 Aug 2017 08:44:56 -0400
Content-Type: multipart/related
Parts/Attachments: text/plain (12 kB) , text/html (17 kB) , image001.png (12 kB)

The Lab is happy to announce a few new courses that you can take with us: Visual Eloquence and Mapping Systems and Processes!

**Title:** Visual Eloquence (Sketching, Diagramming, and more)

**Description:** Drawing in its multiple variations -sketching, diagramming, doodling, tracing, collaging, rendering, etc. is at the core of the human-centered design process in government. We put pen to paper, and marker to whiteboard, to quickly visualize and explain complex problems; to understand the depth of the insights and ideas we generate to address them; and to present our design process to an audience. In design, visual eloquence is a requisite to express, explain, communicate, and clarify to others -and to ourselves- what would be much harder and slower to explain with written or spoken words. This hands-on module introduces the principles of visual eloquence for thinking and acting in human-centered design.

**Dates, Times and Pricing:**
Oct 3, 2017 at OPM Innovation Lab, 1900 E Street NW, SBH22, $800
Hours: 9 AM - 4 PM

Nov 7, 2017 at OPM Innovation Lab, 1900 E Street NW, SBH22, $800
Hours: 9 AM - 4 PM

Dec 5, 2017 at OPM Innovation Lab, 1900 E Street NW, SBH22, $800
Hours: 9 AM - 4 PM

**Sign up here:** https://leadership.opm.gov/programs.aspx?c=254

**Title:** Mapping Systems and Processes

**Description:** Human-centered design brings to government the ability to visually represent complex systems, processes, and human interactions. While data visualizations and infographics are abstract representations of numbers, maps are graphic spaces designed to combine information and meaning. A map is a space of pathways and relationships that

combine information and meaning. A map is a space of pathways and relationships that facilitates navigation and way-finding; but it is also a territory of possibility that invites the viewer to explore, discover, and envision. This condition of having multiple readings - objective and subjective, implicit and explicit, symbolic and literal, etc. situates mapping at the center of the human-design process.

**Dates, Times and Pricing:**
Oct 4, 2017 at OPM Innovation Lab, 1900 E Street NW, SBH22, $800
Hours: 9 AM - 4 PM

Nov 8, 2017 at OPM Innovation Lab, 1900 E Street NW, SBH22, $800
Hours: 9 AM - 4 PM

Dec 6, 2017 at OPM Innovation Lab, 1900 E Street NW, SBH22, $800
Hours: 9 AM - 4 PM

**Sign up here:** https://leadership.opm.gov/programs.aspx?c=256

For more information and/or any questions: email Enrique.Martinez@opm.gov

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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff

LAB·OPM

**Subject:** Federalist - compliant and flexible web hosting
**From:** Will Slack <william.slack@GSA.GOV>
**Reply To:** Will Slack <william.slack@GSA.GOV>
**Date:** Fri, 18 Aug 2017 11:35:20 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (4 kB) , text/html (6 kB)

Hi everyone,

I'm Will with GSA. I've only posted a few times but was asked to share information with y'all about Federalist, a system we built to provide compliant web hosting support within GSA and for federal partners. One of my main goals is to empower content owners to be able to edit their own sites (or approve others' edits) without requiring a change order.

Federalist left beta in June and we're looking to scale up our customer base beyond our six current customer agencies. I'm SUPER excited about it and would love to get y'all's feedback and questions as we work to raise awareness.

Features:

- Federalist is great for brochure sites announcing a new program or campaign, or for a specific office. Thanks to how we host, you can spin up a new Federalist site, fully compliantly, in two days if needed.
- Federalist allows you to easily preview every edit to your site before it goes live. (example preview link)
- You can use Federalist with an API server to display data like with the College Scorecard.
- Federalist sites are deployed using cloud.gov, which is FedRAMP moderate (though our ATO is for low sites only)
- We provide default templates you can customize (deep customization requires some technical skill). Our templates are 508-friendly and responsive for mobile.

Here are some other example Federalist sites of the 77 currently live.

- https://seedfund.nsf.gov (announced 8/10/17)
- https://useiti.doi.gov/
- https://vote.gov/

Technical background:

- Federalist works by taking your site's data on GitHub, building it all of your HTML pages in cloud.gov, and then deploying those on Amazon S3 behind HTTPS, again via cloud.gov.
- It's a static hosting service, meaning that your sites can't accept comments on articles like with a CMS, but providing much easier compliance since your site doesn't have a server that can be hacked - just files sitting in Amazon S3.
- I wouldn't suggest Federalist for sites with many thousands of pages or to host more than 1GB of data directly.
- More detailed information on our documentation site.

You can read more about Federalist on the blog, on the attached slicksheet. I'd also be happy to answer questions or get y'all's feedback on how Federalist can support you! Federalist costs $24,949/year by default to host as many sites as your office needs, along with use of the GSA ATO that covers the 77 current sites. This is mostly due to compliance costs on our end, and we don't charge anything for usage. I've actively exploring other services to pair with Federalist, like accessibility audits, and would be interested in what else folks would want.

If you're interested, or if you have comments/questions, just reply to me and cc federalist-inquiries@gsa.gov. Thank you!

-Will Slack, GSA

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Subject: VA Thunderclap: Suicide Prevention Month - Sept. 1
From: "Moloney, Megan" <Megan.Moloney@VA.GOV>
Reply To: Moloney, Megan
Date: Fri, 18 Aug 2017 11:46:28 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2594 bytes) , text/html (11 kB)

September is Suicide Prevention Month. VA's Office of Mental Health and Suicide Prevention has a Thunderclap that will launch on Sept. 1 at noon. Please consider joining from your organization's Twitter accounts, and sharing with others who can join via Facebook. (Organization/Business pages still cannot join via Facebook.)

https://www.thunderclap.it/projects/60791-bethere-to-support-veterans

**Make a Difference in the Life of a Veteran or service member**

Share a tweet or Facebook post to show your support during Suicide Prevention Month.

During Suicide Prevention Month this September, join our Thunderclap campaign to let people know that preventing suicide starts with this simple act of support: ***Be There***. Reach out to a Veteran or service member in your life. Your actions could make a big difference to someone who is going through a difficult time or who may be at risk for suicide.

Here's how you can make an impact:

1. **Sign up.** Join our Thunderclap to share one tweet or Facebook post on Sept. 1 to kick off Suicide Prevention Month. Your message of support for Veterans and service members will be shared along with those of thousands of people across the country, whose identical messages will be posted at the same time.

2. **Spread the word.** Encourage your family members and friends to sign up by sharing this page on your social media accounts.

Learn more about preventing suicide at VeteransCrisisLine.net/BeThere.

Megan Moloney
Director of Digital Media Engagement
Office of Public Affairs
U.S. Department of Veterans Affairs
megan.moloney@va.gov
202-870-4404

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| | |
|---|---|
| Subject: | Calling All UX Professionals |
| From: | "Geiler, Christen (OS/ASPA)" <Christen.Geiler@HHS.GOV> |
| Reply To: | Geiler, Christen (OS/ASPA) |
| Date: | Wed, 23 Aug 2017 15:47:26 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1780 bytes) , text/html (6 kB) |

# Calling All UX Professionals

A call-out to all UX professionals working in or with the federal government. GoodGovUX, a working group of commercial and Federal partners dedicated to the adoption of UX best practices within the government agency and contracting communities, is looking for volunteers to help. GoodGovUX has been hard at work creating tools to help non-UX'ers within the government better understand the value of UX, and how to incorporate it into the procurement process. GoodGovUX needs help doing this work, and getting the word out about it. If you are interested, please email info@goodgovux.com for more info.

Christen Geiler
U.S. Department of Health and Human Services ASPA-Digital
Phone: 202-260-4355
Mobile: (b) (6)

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| | |
|---|---|
| Subject: | Re: VA Thunderclap: Suicide Prevention Month - Sept. 1 |
| From: | "Moloney, Megan" <Megan.Moloney@VA.GOV> |
| Reply To: | Moloney, Megan |
| Date: | Wed, 23 Aug 2017 15:28:07 -0400 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (4 kB) , text/html (15 kB) |

Thank you to all who have reached back out to us regarding VA's Suicide Prevention Month awareness efforts. I wanted to share an additional resource – our social media outreach package – for September.

http://spc.veteranscrisisline.net/suicide-prevention-month/

If you can, please spread the word to your followers on social media and engage your community with the interactive tools on this site. You can also join the Thunderclap today to automatically share a message of support on your organization's Twitter account on Sept. 1.

Thank you,

Megan Moloney
Director of Digital Media Engagement
Office of Public Affairs
U.S. Department of Veterans Affairs
megan.moloney@va.gov
202-870-4404

---

**From:** Moloney, Megan [mailto:Megan.Moloney@VA.GOV]
**Sent:** Friday, August 18, 2017 11:46 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [EXTERNAL] [CONTENT-MANAGERS-L] VA Thunderclap: Suicide Prevention Month - Sept. 1

September is Suicide Prevention Month. VA's Office of Mental Health and Suicide Prevention has a Thunderclap that will launch on Sept. 1 at noon. Please consider joining from your organization's Twitter accounts, and sharing with others who can join via Facebook. (Organization/Business pages still cannot join via Facebook.)

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Megan Moloney
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202-870-4404

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This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

| | |
|---|---|
| **Subject:** | ISO example of a graphic that displays a long timeline |
| **From:** | "Schneider-Levinson, Wendy (NIH/NCI) [E]" <schneiderleviw@MAIL.NIH.GOV> |
| **Reply To:** | Schneider-Levinson, Wendy (NIH/NCI) [E] |
| **Date:** | Thu, 24 Aug 2017 15:53:09 +0000 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (1300 bytes) , text/html (3439 bytes) |

Hello all,
I'm thinking about a way to graphically display a list of milestones over a long period of time – such as three decades. If anyone has an example of something like this and is willing to share, I would be much obliged.
Many thanks,
Wendy

---

Wendy Schneider-Levinson
Web Content Manager
NCI Division of Cancer Epidemiology & Genetics
240-276-7353
Cell: (b) (6)

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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff

| | |
|---|---|
| **Subject:** | Re: ISO example of a graphic that displays a long timeline |
| **From:** | Stuart Lacy <Stuart_Lacy@PAMD.USCOURTS.GOV> |
| **Reply To:** | Stuart_Lacy@PAMD.USCOURTS.GOV |
| **Date:** | Thu, 24 Aug 2017 12:02:43 -0400 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (2666 bytes) , text/html (4 kB) |

My suggestion is to look into:

https://www.edwardtufte.com/tufte/books_vdqi

Stuart A. Lacy, RA, LEED AP
Architect/Project Manager
U.S. District Court for the Middle District of Pennsylvania
Phone: (717) 221-3952
Mobile: (b) (6)
Stuart_Lacy@PAMD.USCourts.gov

From: "Schneider-Levinson, Wendy (NIH/NCI) [E]" <schneiderleviw@MAIL.NIH.GOV>
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Date: 08/24/2017 11:55 AM
Subject: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline

---

Hello all,
I'm thinking about a way to graphically display a list of milestones over a long period of time – such as three decades. If anyone has an example of something like this and is willing to share, I would be much obliged.
Many thanks,
Wendy

Wendy Schneider-Levinson
Web Content Manager
NCI Division of Cancer Epidemiology & Genetics
240-276-7353
Cell: (b) (6)

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---

**Subject:** Re: ISO example of a graphic that displays a long timeline

**From:** (b) (6) Bureau of Technology)" COOKCOUNTYIL.GOV>

**Reply To:** ureau of Technology)

**Date:** Thu, 24 Aug 2017 16:22:16 +0000

**Content-Type:** multipart/alternative

**Parts/Attachments:** text/plain (3052 bytes) , text/html (7 kB)

Wendy,
If this is web-based timeline, maybe a simple, responsive approach that runs vertically so that it can be easily viewed without left/right scrolling.

This WP plug in is what kind of came to mind as a visual example of what I am thinking of:
https://www.wp-timelineexpress.com/examples/basic-timeline/

Hope that helps some as you try to figure out a solution.
-kathy

(b) (6) Information Technology Communications Manager
Cook County | Bureau of Technology | Application Development and Management
p: (b) (6) e: (b) (6) @cookcountyil.gov

---

**From:** Schneider-Levinson, Wendy (NIH/NCI) [E] <schneiderleviw@MAIL.NIH.GOV>
**Sent:** Thursday, August 24, 2017 10:53:09 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline

Hello all,
I'm thinking about a way to graphically display a list of milestones over a long period of time – such as three decades. If anyone has an example of something like this and is willing to share, I would be much obliged.
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Subject: Re: ISO example of a graphic that displays a long timeline
From: Gregory Your <gyour@USAID.GOV>
Reply To: Gregory Your <gyour@USAID.GOV>
Date: Thu, 24 Aug 2017 12:23:06 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4013 bytes) , text/html (6 kB)

Look at https://timeline.knightlab.com/

**G. P. Your**
**Director of Web Management**
**Bureau of Legislative and Public Affairs (LPA)**
**U. S. Agency for International Development**
**(desk) 202-712-0301**

On Thu, Aug 24, 2017 at 12:02 PM, Stuart Lacy <Stuart_Lacy@pamd.uscourts.gov> wrote:

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> https://www.edwardtufte.com/tufte/books_vdqi
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> Stuart A. Lacy, RA, LEED AP
> Architect/Project Manager
> U.S. District Court for the Middle District of Pennsylvania
> Phone: (717) 221-3952
> Mobile: (b) (6)
> Stuart_Lacy@PAMD.USCourts.gov
>
> From: "Schneider-Levinson, Wendy (NIH/NCI) [E]" <schneiderleviw@MAIL.NIH.GOV>
> To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> Date: 08/24/2017 11:55 AM
> Subject: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline
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| | |
|---|---|
| Subject: | Re: ISO example of a graphic that displays a long timeline |
| From: | "Hessling, Michael" <Hessling.Michael@EPA.GOV> |
| Reply To: | Hessling, Michael |
| Date: | Thu, 24 Aug 2017 16:38:31 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (5 kB) , text/html (16 kB) |

We use the knightlab timeline at EPA. https://www.epa.gov/history

~Mike

**From:** Gregory Your [mailto:gyour@USAID.GOV]
**Sent:** Thursday, August 24, 2017 12:23 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline

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| | |
|---|---|
| Subject: | Re: ISO example of a graphic that displays a long timeline |
| From: | "Flaherty, Jason -FS" <jflaherty@FS.FED.US> |
| Reply To: | Flaherty, Jason -FS |
| Date: | Thu, 24 Aug 2017 16:46:18 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (6 kB) , text/html (15 kB) |

Just curious how well it meets Accessibility requirements?

Thanks
Jason

---

**From:** Hessling, Michael [mailto:Hessling.Michael@EPA.GOV]
**Sent:** Thursday, August 24, 2017 9:39 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline

We use the knightlab timeline at EPA. https://www.epa.gov/history

~Mike

**From:** Gregory Your [mailto:gyour@USAID.GOV]
**Sent:** Thursday, August 24, 2017 12:23 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline

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> To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> Date: 08/24/2017 11:55 AM
> Subject: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline

Subject: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline

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|---|---|
| Subject: | Re: ISO example of a graphic that displays a long timeline |
| From: | "Hessling, Michael" <Hessling.Michael@EPA.GOV> |
| Reply To: | Hessling, Michael |
| Date: | Thu, 24 Aug 2017 16:49:22 +0000 |
| Content-Type: | multipart/alternative |
| Parts/Attachments: | text/plain (1442 bytes) , text/html (5 kB) |

We weren't 100% sure, so we coded a text version of the same timeline, which you can access by clicking on "View the list of milestones."

~Mike

---

**From:** Flaherty, Jason -FS [mailto:jflaherty@fs.fed.us]
**Sent:** Thursday, August 24, 2017 12:46 PM
**To:** Hessling, Michael <Hessling.Michael@epa.gov>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** RE: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline

Just curious how well it meets Accessibility requirements?

Thanks
Jason

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**Subject:** Re: ISO example of a graphic that displays a long timeline
**From:** Dana Allen-Greil <dana.allen-greil@NARA.GOV>
**Reply To:** Dana Allen-Greil <dana.allen-greil@NARA.GOV>
**Date:** Thu, 24 Aug 2017 13:24:41 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (3156 bytes) , text/html (11 kB)

We use Timeline.js on Archives.gov and ObamaLibrary.gov.

Our developer forked the main TimelineJS3 and addressed accessibility requirements there. It's at https://github.com/usnationalarchives/TimelineJS3. However, we did not see the TimelineJS3 maintainer merge our code to the main stream. If people need to use the library, you'd have to use our forked version.

**Dana Allen-Greil**
Acting Director of Digital Engagement +
Web and Social Media Branch Chief
Office of Innovation

On Thu, Aug 24, 2017 at 12:49 PM, Hessling, Michael <Hessling.Michael@epa.gov> wrote:

> We weren't 100% sure, so we coded a text version of the same timeline, which you can access by clicking on "View the list of milestones."
>
> ~Mike
>
> ---
>
> **From:** Flaherty, Jason -FS [mailto:jflaherty@fs.fed.us]
> **Sent:** Thursday, August 24, 2017 12:46 PM
> **To:** Hessling, Michael <Hessling.Michael@epa.gov>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> **Subject:** RE: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline
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**Subject:** Re: ISO example of a graphic that displays a long timeline
**From:** "Morgan, Steven" <steven.morgan@NCPC.GOV>
**Reply To:** Morgan, Steven
**Date:** Thu, 24 Aug 2017 18:36:15 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (2515 bytes) , text/html (6 kB)

Take a look at what we did:

https://beta.ncpc.gov/about/history/

Steve

---

**From:** Schneider-Levinson, Wendy (NIH/NCI) [E] [mailto:schneiderleviw@MAIL.NIH.GOV]
**Sent:** Thursday, August 24, 2017 11:53 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline

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Subject: Re: ISO example of a graphic that displays a long timeline
From: "Corey, Pamela L (Fed)" <pamela.corey@NIST.GOV>
Reply To: Corey, Pamela L (Fed)
Date: Fri, 25 Aug 2017 13:52:22 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (14 kB)

Yes, we used Timeline to build this. Easy to work with.

https://www.nist.gov/timeline

Pam

---
Pamela Corey
IT Specialist / Information Coordinator
NIST
Physical Measurement Laboratory
301-975-2170

**From:** Gregory Your [mailto:gyour@USAID.GOV]
**Sent:** Thursday, August 24, 2017 12:23 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline

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> Stuart_Lacy@PAMD.USCourts.gov
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Date: 08/24/2017 11:55 AM
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http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to

Subject: Re: ISO example of a graphic that displays a long timeline
From: (b) (6), (b) (7)(C)@OIG.DOC.GOV>
Reply To:
Date: Fri, 25 Aug 2017 14:17:40 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (7 kB) , text/html (20 kB)

Good morning,

I noticed some additional examples (no code samples however):
http://www.internethalloffame.org/internet-history/timeline
http://www.evolutionoftheweb.com/

All opinions are my own and do not reflect the opinions of my agency.

Cheers!

(b) (6), (b) (7)(C)
IT Specialist (Webmaster)
Office of Chief Information Officer
Department of Commerce
Washington, DC 20230
Desk: (b) (6), (b) (7)(C)
Email: (b) (6), (b) (7)(C)@oig.doc.gov

---

**From:** Corey, Pamela L (Fed) [mailto:pamela.corey@NIST.GOV]
**Sent:** Friday, August 25, 2017 9:52 AM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline

Yes, we used Timeline to build this. Easy to work with.

https://www.nist.gov/timeline

Pam

---

Pamela Corey
IT Specialist / Information Coordinator
NIST
Physical Measurement Laboratory
301-975-2170

**From:** Gregory Your [mailto:gyour@USAID.GOV]
**Sent:** Thursday, August 24, 2017 12:23 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** Re: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline

Look at https://timeline.knightlab.com/

**G. P. Your**
**Director of Web Management**
**Bureau of Legislative and Public Affairs (LPA)**
**U. S. Agency for International Development**
**(desk) 202-712-0301**

(desk) 202-712-0501

On Thu, Aug 24, 2017 at 12:02 PM, Stuart Lacy <Stuart_Lacy@pamd.uscourts.gov> wrote:

> My suggestion is to look into:
>
> https://www.edwardtufte.com/tufte/books_vdqi
>
> Stuart A. Lacy, RA, LEED AP
> Architect/Project Manager
> U.S. District Court for the Middle District of Pennsylvania
> Phone: (717) 221-3952
> Mobile: (b) (6)
> Stuart_Lacy@PAMD.USCourts.gov
>
> From: "Schneider-Levinson, Wendy (NIH/NCI) [E]" <schneiderleviw@MAIL.NIH.GOV>
> To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> Date: 08/24/2017 11:55 AM
> Subject: [CONTENT-MANAGERS-L] ISO example of a graphic that displays a long timeline
>
> ---
>
> Hello all,
> I'm thinking about a way to graphically display a list of milestones over a long period of time – such as three decades. If anyone has an example of something like this and is willing to share, I would be much obliged.
> Many thanks,
> Wendy
>
> Wendy Schneider-Levinson
> Web Content Manager
> NCI Division of Cancer Epidemiology & Genetics
> 240-276-7353
> Cell: (b) (6)
>
> ---
>
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> http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/
>
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>
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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

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This message was sent to the Web Content Managers Forum, a community of government employees who

Subject: REGISTER NOW for the October 13, 2017 Inter-Agency Accessibility Forum
From: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Reply To: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Date: Fri, 25 Aug 2017 11:27:59 -0400
Content-Type: multipart/mixed
Parts/Attachments: text/plain (3018 bytes) , text/html (12 kB) , Directions to GSA.docx (115 kB)

# 2017 Inter Agency Accessibility Forum

REGISTER NOW for the 2017 Inter Agency Accessibility Forum!
https://www.eventbrite.com/e/2017-interagency-accessibility-forum-registration-37076705424

**FREE Event, IN PERSON ATTENDANCE ONLY**

**WHEN:** Friday, October 13, 2017
**WHERE:** General Services Administration, 1800 F Street, NW, Washington, DC 20405
**TIME:** 8:30 am - 3:30 pm (Registration starts at 7:45)
**Program begins promptly at 8:30 in the GSA Auditorium**
**WHO:** Federal Government Employees, contractors and Federal industry representatives
**ACCOMMODATIONS:** Interpreters and CART service will be provided for the Keynote and all workshop sessions
**QUESTIONS?** Contact helen.chamberlain@gsa.gov

Directions are at the attachment. All other information will be provided in your registration packet.

Event sponsors:
General Services Administration,
Health and Human Services,
Health and Human Services, Administration for Children and Families
Department of Labor/ODEP,
Department of Homeland Security,
US Access Board

The Forum is focused on the Revised Section 508 standards that were published in the Federal Register in January 2017. The plenary sessions and workshops will cover the many aspects of the Revised Section 508 Standards and will allow attendees to learn more about tools and resources that have been developed to assist with the transition. Presentations will cover:

- The Revised Section 508 Standards and WCAG 2.0 guidelines and how they apply to Federal acquisitions, IT development contracts, and the IT lifecycle, as well as revisions to Federal agency Section 508 policies, testing methods and how to ensure document accessibility.

The Forum will include exhibits of accessible products and assistive technology, as well as companies that provide ICT products and services.

Helen Chamberlain

Governmentwide Section 508 Training & Outreach Director
General Services Administration
Office of Government-wide Policy
Office of Information, Integrity & Access
1800 F Street, NW
Washington, DC 20405

In the depth of winter I finally learned that within me there lay an invincible summer

---

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# Directions

## General Services Administration

1800 F Street, NW
Washington, DC 20405

**Please Note:** There are two entrances to the building. One on **F Street side** of the building and one on **E Street side** of the building. To avoid backups at main entrance, please feel free to enter on E Street side.

## Metrorail:

GSA building is located four blocks from the Farragut West Metro Station on the Blue or Orange Lines.

- *Exiting out of the **Farragut West Station** (towards 18th Street) walk four blocks (0 .4 mi S ) South to F Street*
- *Make a right onto **F Street**; the building is on the left*
  (Map of metrorail available at https://www.wmata.com.)

## Driving:

From Prince Georges County, Maryland

- *Take **I-495 Beltway** to exit 19B to merge onto **US-50 West** towards Washington, DC*
- *Merge onto **MD-295 South** (4.1 miles)*
- *Take the exit onto **I-695 W** (2.2 miles)*
- *Merge onto **I-395 S** (0.4 miles)*
- *Take the **Maine Avenue** exit (0.5 miles)*
- *Merge onto **Maine Avenue SW** (0.5 miles)*
- *Continue onto **Independence Avenue SW** (322 ft)*
- *Slight right onto **17th Street SW** (0.7 miles)*
- *Turn left onto **G Street NW** (0.2 miles)*
- *Turn left at the 2nd cross street onto **19th Street NW** (354 ft)*
- *Take the first left onto **F Street NW** (495 feet) GSA building is on the right (449 ft)*

From Montgomery County, Maryland

- *Take **I-270 South** (toward Washington)*
- *Merge onto **I-495 S/North** Virginia/Washington (2.0 miles)*
- *Merge onto **I-495 S** (entering Virginia) (3.7 miles)*
- *Take exit 43-44 for **VA-193/George Washington Memorial Pkwy/Georgetown Pike** toward Great Falls Virginia/Langley/Washington (0.4 miles)*
- *Take exit 43 for **George Washington Memorial Parkway toward Washington** (0.61 miles)*
- *Merge onto **George Washington Memorial Pkwy** (8.6 miles)*
- *Take the exit onto **I-66 E** toward **US-50 E/Washington** (entering District of Columbia) (0.9 miles)*
- *Take **E Street** exit on the left (0.3 miles)*
- *Merge onto **E Street Expressway** (0.4 miles)*
- *Turn left onto **20th Street NW** (0.1 miles)*
- *Turn right onto **F Street, NW**, GSA building is on the right (0.2 miles)*

From Northern Virginia

- *Head north on **George Washington Memorial Pkwy/S Washington St** toward King St*
- *Take the **I-395 N** ramp to Washington*
- *Merge onto **I-395** (entering District of Columbia) (0.9 miles)*
- *Take the **12th Street** exit toward L'Enfant Promenade (0.2 miles)*
- *Slight left onto **12th Street Expressway** (0.7 miles)*
- *Turn left onto **Constitution Avenue NW** (0.6 miles)*
- *Turn right onto **17th Street NW** (0.4 miles)*
- *Turn left onto **G Street NW** (0.2 miles)*
- *Turn left at the 2nd cross street onto **19 Street, NW**.*
- *Take the 1st left onto **F Street NW**, GSA building is on the right (449 ft)*

*****Available parking lots and garages near 1800 F Street NW are shown below.*****
**(Fees vary by location.)**

***A – Colonial Parking**, 1776 K Street NW Washington, DC (202-298-7124)*
***B – Central Parking Systems**, 1750 Pennsylvania Avenue NW Washington, DC (202-496-4200)*
***C – PMI Parking**, 1729 G Street NW Washington, DC (202-785-9191)*
***D – Matomic Operating Co**, 1717 H Street NW Washington, DC (202-659-9096)*
***E – Central Parking**, 1750 H Street NW Washington, DC (202-293-3773)*

**For building escort (if needed), please call:**
**Sheila Turner (202-280-9350) or Catherine Kemboi (202-600-5662)**

Subject: Hurricane Harvey web guidance from DHS
From: (b) (6), (b) (7)(C) @HQ.DHS.GOV>
Reply To:
Date: Fri, 25 Aug 2017 19:17:24 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (8 kB) , text/html (16 kB) , image001.jpg (8 kB)

Afternoon –

In preparation for Hurricane Harvey, we're setting up a preliminary lane of communication structure for federal web communications. This authority for this action comes from Emergency Support Function 15 of the National Response Framework. Please forward this message as necessary.

(For those not familiar with the lane structure, the idea is to eliminate cross-posting of information among agencies and, instead, have everyone provide links to centralized "lanes" of information. So, for example, Transportation might post a press release related to Transportation activities… and instead of every other agency trying to keep up with adding that link to their site as well, a link to the Transportation release is added to one centralized page on USA.gov and everyone just links to that one page for information on What the U.S. Government is Doing.)

At this point, we're standing up two initial lanes. When distributing materials related to Hurricane Harvey, please include links to these two lanes.

---

## What DHS and FEMA are Doing
https://www.fema.gov/hurricane-harvey

FEMA has established a landing page on FEMA.gov with the latest information from FEMA and DHS on the storm. The page is currently promoting preparedness information / resources… once we switch into response and recovery, the page will update and serve as a clearinghouse for related information from DHS. The page is located at https://www.fema.gov/hurricane-harvey.

## What the U.S. Government is Doing
https://www.usa.gov/hurricane-harvey

GSA has created a landing page on USA.gov for government-wide information related to Hurricane Harvey activities. The page is being populated now – if you have materials from your agency that need to be added to the page, please email joanne.mcgovern@gsa.gov and jessica.milcetich@gsa.gov and they will coordinate posting. USA.gov can support both English and Spanish content. The page is located at https://www.usa.gov/hurricane-harvey.

---

For social media, we are currently asking folks to follow and retweet the following handles:

- @fema
- @femaregion6
- FEMA on Facebook
- @FEMA_Brock - Administrator Brock Long
- @FEMAspox - Deputy Director of Public Affairs Eileen Lainez
- @NWSNHC – National Hurricane Center

Thanks – please let me know if you have any questions, comments, or suggestions!

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)
U.S. Department of Homeland Security

Office of Public Affairs
Director of Web Communications

(Voice) (b) (6), (b) (7)(C)
(Cell) (b) (6), (b) (7)(C)
[redacted]. hq.dhs.gov

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Subject: Re: Hurricane Harvey web guidance from DHS
From: (b) (6), (b) (7)(C) HQ.DHS.GOV>
Reply To:
Date: Fri, 25 Aug 2017 20:00:44 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (5 kB) , text/html (15 kB) , image001.jpg (8 kB)

One update – the Spanish lane for What the US Government is Doing is located at https://gobierno.usa.gov/huracan-harvey.

v/r

(b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@HQ.DHS.GOV]
**Sent:** Friday, August 25, 2017 3:17 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Hurricane Harvey web guidance from DHS

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- @FEMAspox - Deputy Director of Public Affairs Eileen Lainez
- @NWSNHC – National Hurricane Center

Thanks – please let me know if you have any questions, comments, or suggestions!

(b) (6), (b) (7)(C)

U.S. Department of Homeland Security

Office of Public Affairs
Director of Web Communications

(Voice) (b) (6), (b) (7)(C)
(Cell) (b) (6), (b) (7)(C)
[redacted] hq.dhs.gov

Homeland Security

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Subject: Free Training from Drupal4Gov: Site Building with Drupal 8
From: "Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To: Dearie, Jessica
Date: Mon, 28 Aug 2017 14:49:44 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1784 bytes) , text/html (1892 bytes)

Limitead Seating!
https://www.eventbrite.com/e/september-8th-global-training-days-tickets-37337727147

We are doing a hands-on Drupal training on September 8th for Global Training Days and this requires a computer. Don't forget the computer!

Special Thanks to Agency Chief for hosting Drupal Global Training Days at their offices in Dupont Circle.

Arrival starts at 9am and coffee will be provided.

9am: Jess Dearie, Becca Goodman, Kirsten Burgard and Kat Kuhl will help attendees set up their first Drupal 8 site using either Pantheon or Acquia Dev Desktop (depending on your computers)

10am Becca Goodman will start the site building training.

12:30pm Time permitting, we will play a fun game of stump the Dev where you can ask us questions on D7 and D8 to Jess, Becca, Kirsten and Kat

1:00 pm everyone heads out, smarter, braver and way more Drupaly!

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**Subject:** Come join The Lab at OPM for some new course offerings!
**From:** "Thomas, Elaine" <Elaine.Thomas@OPM.GOV>
**Reply To:** Thomas, Elaine
**Date:** Mon, 28 Aug 2017 12:29:17 -0400
**Content-Type:** multipart/related
**Parts/Attachments:** text/plain (12 kB) , text/html (17 kB) , image001.png (12 kB)

The Lab is happy to announce a few new courses that you can take with us: Visual Eloquence and Mapping Systems and Processes!

**Title:** Visual Eloquence (Sketching, Diagramming, and more)

**Description:** Drawing in its multiple variations -sketching, diagramming, doodling, tracing, collaging, rendering, etc. is at the core of the human-centered design process in government. We put pen to paper, and marker to whiteboard, to quickly visualize and explain complex problems; to understand the depth of the insights and ideas we generate to address them; and to present our design process to an audience. In design, visual eloquence is a requisite to express, explain, communicate, and clarify to others -and to ourselves- what would be much harder and slower to explain with written or spoken words. This hands-on module introduces the principles of visual eloquence for thinking and acting in human-centered design.

**Dates, Times and Pricing:**
Oct 3, 2017 at OPM Innovation Lab, 1900 E Street NW, SBH22, $800
Hours: 9 AM - 4 PM

Nov 7, 2017 at OPM Innovation Lab, 1900 E Street NW, SBH22, $800
Hours: 9 AM - 4 PM

Dec 5, 2017 at OPM Innovation Lab, 1900 E Street NW, SBH22, $800
Hours: 9 AM - 4 PM

**Sign up here:** https://leadership.opm.gov/programs.aspx?c=254

**Title:** Mapping Systems and Processes

**Description:** Human-centered design brings to government the ability to visually represent complex systems, processes, and human interactions. While data visualizations and infographics are abstract representations of numbers, maps are graphic spaces designed to combine information and meaning. A map is a space of pathways and relationships that

combine information and meaning. A map is a space of pathways and relationships that facilitates navigation and way-finding; but it is also a territory of possibility that invites the viewer to explore, discover, and envision. This condition of having multiple readings - objective and subjective, implicit and explicit, symbolic and literal, etc. situates mapping at the center of the human-design process.

**Dates, Times and Pricing:**
Oct 4, 2017 at OPM Innovation Lab, 1900 E Street NW, SBH22, $800
Hours: 9 AM - 4 PM

Nov 8, 2017 at OPM Innovation Lab, 1900 E Street NW, SBH22, $800
Hours: 9 AM - 4 PM

Dec 6, 2017 at OPM Innovation Lab, 1900 E Street NW, SBH22, $800
Hours: 9 AM - 4 PM

**Sign up here:** https://leadership.opm.gov/programs.aspx?c=256

For more information and/or any questions: email Enrique.Martinez@opm.gov

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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff

**Subject:** Re: two questions
**From:** "Gilvary, Joseph" <Joseph.Gilvary@USPTO.GOV>
**Reply To:** Gilvary, Joseph
**Date:** Mon, 28 Aug 2017 17:22:54 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (7 kB) , text/html (15 kB)

Just seeing now that you, [redacted] got my response but the list didn't because I didn't respond to the "are you really trying to post to the list" email. I literally posted just before I shut down the machine and headed out west to see the eclipse.

So if there are any folks on the list with real world experience that bears on Brian's questions or can correct/supplement my response (quoted with all my original typos below), please share.

Thanks,

Joe

**From:** [redacted]@hawaii.gov [mailto:[redacted]@hawaii.gov]
**Sent:** Thursday, August 17, 2017 5:03 PM
**To:** Gilvary, Joseph <Joseph.Gilvary@USPTO.GOV>
**Cc:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** RE: [CONTENT-MANAGERS-L] two questions

Thanks Joseph Gilvary. Thanks everyone.

I'm beginning to see the HTML tags like pieces of a mathematical sentence, ie. international equations, with operators like the integration "S" and the summation sigma, plus the Hindu-Arabic numbers and some lower-case Greek angle measures. And, let us not forget irrationals and transcendentals.

Like a language of science. Wow!.

From: "Gilvary, Joseph" <Joseph.Gilvary@USPTO.GOV>
To: [redacted]HAWAII.GOV>, "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,
Date: 08/17/2017 10:24 AM
Subject: RE: [CONTENT-MANAGERS-L] two questions

---

Happy Friday Eve,

I'm not an expert, but I have used non-English computer interfaces as well as read and composed non-English web content. On this list I hope we can get a response from someone with considerable experience.

So there are lots of variables (OS language version of the Windows machine, browser language version, etc.), but in essence, if the page source HTML was written "in English," then you should be able to see it in English like that.

The lang attribute is a hint, but it doesn't control the language. Maybe it can help the browser decide whether to render left-to-right if that attribute is missing, or help an assistive technology to choose a particular lexicon in reading the page aloud. It could potentially help a scraper, web crawler, or even the web server software itself recognize the declared language of the content in the page. But you can put "lang=en-US" and then write the page in any language and character set your authoring tools will support. I

wouldn't be surprised to see some English language version of HTML authoring tools produce pages tagged like that for content in other languages, if the stories of software piracy outside the U.S. of A. have any merit.

Maybe in a while we can specify a target language in a request and have some part of the machinery attempt a translation to that target language for pages, API responses, etc. There's some interesting work in automated translation of human language, but the details are beyond my expertise. The pop-science accounts sound like this could be real as a consumer level technology within a few years. Even today Chrome sometimes asks me if I want it to translate pages, but I think that's a Chrome/Google feature. I don't believe there's any standard for such requests and the appropriate responses, but as the technology progresses, there will be a need for a formal or de-facto standardization.

If others know more about how this might be working in the real world or about any efforts for standardizing such requests and services, I'd love to learn about them.

The Notepad (or any other authoring tool) would need to support the character set you want to use, unless you're comfortable writing Unicode in hex. :D I don't know enough about the Mandarin language or about MS support for it in tools like Notepad. Writing HTML content in languages besides English that use the Roman alphabet only requires specifying the correct Unicode code points for accented characters, ligatures, etc. I've never created HTML in languages that use other scripts, unless I copied and pasted some Klingon into a tweet somewhere along the line, so I can't say what Notepad would suppot. Whether it's Notepad or something local to the Chinese market, if the editor can encode the Mandarin glyphs correctly (i.e., specify the correct hexadecimal codes for the glyphs you intend), then you as the human author can create the page.

The HTML markup (tags, attributes) needs to be in "English," as far as I know. You can't use the Mandarin equivalents of "head" and "lang" in place of the tag as you wrote in your question. But the stuff of the page can use any character set recognized in Unicode to create text in any language. You can write Tlingit with the Greek alphabet, if you know enough about each to choose the characters that make the correct sounds. That's really no different that when we see Mandarin written with the Roman alphabet.

And please, any experts out there, or even folks with real web experience, please correct where I'm wrong and supplement with important points I missed.

Thanks,

Joe

**From:** (b) (6) [mailto:(b) (6) @HAWAII.GOV]
**Sent:** Tuesday, August 15, 2017 2:01 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] two questions

Greetings,

If I was in China, where the official language is not English, and on the web in a Windows OS -
 * If I tried to read the source code behind a web page with <head lang="en-US">, would the displayed web page and "display source" be in English?
 * In Notepad, and doing a plain HTML page, would I have to do English even if the content was intended for a Mandarin audience?

Just curious. Actually, I'm feeling kind of naive.

(b) (6)
aka tax.webmaster@hawaii.gov

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Subject: Looking for a few good Wikipedia edit[or]s...
From: "Larrimore, Laura" <Laura.Larrimore@USPTO.GOV>
Reply To: Larrimore, Laura
Date: Mon, 28 Aug 2017 18:38:36 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (8 kB) , text/html (46 kB)

Hello Content Managers,
Hopefully some of you have deeper ties to the Wikipedia community of editors that I, since my usual channels have failed me…

There are Wikipedia pages (not created by my agency) that discuss programs of the USPTO. Unfortunately, because of various website updates, several of the references/links on these pages no longer work. The Global Dossier program has also changed, and that isn't reflected in Wikipedia. I know there are various concerns within the Wikipedia community about neutrality and having people too close to the subject matter edit entries, so I asked our staff not to touch entries related to our work.

**I am looking for some kind souls from the Wikipedia community to clean up these Wikipedia pages so that the links and references again work and the info is accurate.**

These errors are really bothering the USPTO staff responsible for these services – they even tracked down the dead links and compiled the new URLS and text changes they think would improve the entries, as outlined below!

Thanks,
*Laura Larrimore*

Senior Digital Strategist
Office of the Chief Communications Officer
United States Patent and Trademark Office

---

## Wikipedia – Patent Prosecution Highway:

https://en.wikipedia.org/wiki/Patent_Prosecution_Highway#cite_note-17

==========

## Section – 'References':

**Reference # 6**

- USPTO website: '***Patent Prosecution Highway in Conjunction with the Danish Patent and Trademark Office***' – link needs to be updated to: https://www.uspto.gov/about-us/news-updates/uspto-and-dkpto-pilot-patent-prosecution-highway

**Reference # 7**

- European Patent Office web site: '***Patent Prosecution Highway Pilot Programme between the European Patent Office and the United States Patent and Trademark Office'*** link needs to be updated to the link below: http://archive.epo.org/epo/pubs/oj008/11_08/11_5448.pdf

**Reference # 8**

- European Patent Office web site: '***EPO and USPTO to Pilot Patent Prosecution Highway'*** link needs to be updated to the link below: http://archive.epo.org/epo/pubs/oj008/11_08/11_5448.pdf

**Reference # 10**

- EPO website: '***EPO and USPTO to extend their PPH pilot***' – *link needs to be updated to:* http://www.epo.org/news-issues/press/releases/archive/2009/20090921.html

**Reference # 11**

- EPO website: '***EPO and JPO to pilot Patent Prosecution Highway (PPH)***' – *link needs to be updated to:* http://www.epo.org/news-issues/press/releases/archive/2009/20091113.html

**Reference # 12**

- USPTO website: '***Patent Prosecution Highway Between USPTO and IPAU (Pilot)***' - link needs to be updated to the link below: https://www.uspto.gov/about-us/news-updates/uspto-and-ip-australia-pilot-patent-prosecution-highway

**Reference # 13**

- USPTO website: '***Patent Prosecution Highway between USPTO and JPO*** (Permanent)' - link needs to be updated to the link below: https://www.uspto.gov/about-us/news-updates/uspto-and-jpo-implement-patent-prosecution-highway-full-time-basis

**Reference # 21**

- USPTO website: '***Patent Prosecution Highway in Conjunction with the Korean Intellectual Property Office***' – link needs to be updated to the link below: https://www.uspto.gov/about-us/news-updates/uspto-expands-patent-prosecution-highway-network-canadian-korean-patent

**Reference # 25**

- USPTO website: '***Patent Prosecution Highway in Conjunction with the United Kingdom Intellectual Property Office'*** – link needs to be updated to the link below: https://www.uspto.gov/web/offices/pac/dapp/opla/preognotice/extphpukipo.pdf
  Note that Press Release link is not available for this.

## Section – 'Specific patent Offices'

- '***Patent Prosecution Highway***' link for the Austrian Patent Office needs to be updated to the link below: *https://www.patentamt.at/en/*

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From: https://en.wikipedia.org/wiki/Global_Dossier

# Global Dossier

From Wikipedia, the free encyclopedia

The **Global Dossier Initiative** is a set of business services being developed by the IP5 Offices, i.e. the European Patent Office (EPO), the Japan Patent Office (JPO), the Korean Intellectual Property Office (KIPO), the State Intellectual Property Office of China (SIPO) and the US Patent and Trademark Office (USPTO), aimed at modernizing the global patent system and delivering benefits to all stakeholders through a single portal/user interface.[1]

The first service being provided by the Global Dossier Initiative is secure, online public access to the file histories of related applications from participating IP Offices, which currently include the IP5 Offices, WIPO and CASE. By using this service, users can see the patent family for a specific application, containing all related applications filed

at participating IP Offices, along with the dossier, classification, and citation data for these applications.

By using this service, users can see the patent family for a specific application, containing all related applications filed at participating IP Offices, along with the dossier, classification, and citation data for these applications. All information is being provided by the respective offices in real-time, and includes real-time machine translations to English in the Chinese, Japanese and Korean applications. The dossier contains documents, including the search reports, office actions and correspondence between the applicant and the patent office, relating to a particular patent application. The applications with full dossiers currently available via USPTO Global Dossier Access include: Europe, China, Japan, Korea, WIPO (PCT) and Australia, Canada, and Israel (through WIPO-CASE). Access to Global Dossier is available via the USPTO, the European Patent Register and espacenet.[2]

## See also [edit]

- Patent family

## References [edit]

1. *"Global Dossier – file wrappers from the EPO, SIPO, JPO and KIPO all in one place"* *(PDF)*. *Patent Information News. European Patent Office (EPO) (2/2015): 1–2. June 2015*

| | |
|---|---|
| **Subject:** | Re: Looking for a few good Wikipedia edit[or]s... |
| **From:** | "Gillick, Larry" <larry_gillick@IOS.DOI.GOV> |
| **Reply To:** | Gillick, Larry |
| **Date:** | Mon, 28 Aug 2017 14:47:53 -0400 |
| **Content-Type:** | multipart/alternative |
| **Parts/Attachments:** | text/plain (11 kB) , text/html (34 kB) |

Hi Folks,

On the off-chance that your shop doesn't yet have Wikipedia guidance, here's ours: https://www.doi.gov/employees/dmguide/social-media-services#wikipedia -- please feel free to swipe!

I'm not sure how current all the links are (ironic? while on a mission to fix links? possibly), but I think the guidance itself has held up pretty well.

Good luck & happy editing.

Larry
---
Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) / (b) (6) (c)
**Drupal Questions?**
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Mon, Aug 28, 2017 at 2:38 PM, Larrimore, Laura <Laura.Larrimore@uspto.gov> wrote:

> Hello Content Managers,
>
> Hopefully some of you have deeper ties to the Wikipedia community of editors that I, since my usual channels have failed me…
>
> There are Wikipedia pages (not created by my agency) that discuss programs of the USPTO.
>
> Unfortunately, because of various website updates, several of the references/links on these pages no longer work. The Global Dossier program has also changed, and that isn't reflected in Wikipedia. I know there are various concerns within the Wikipedia community about neutrality and having people too close to the subject matter edit entries, so I asked our staff not to touch entries related to our work.
>
> **I am looking for some kind souls from the Wikipedia community to clean up these Wikipedia pages so that the links and references again work and the info is accurate.**
>
> These errors are really bothering the USPTO staff responsible for these services – they even tracked down the dead links and compiled the new URLS and text changes they think would improve the entries, as outlined below!

Thanks,

*Laura Larrimore*

Senior Digital Strategist

Office of the Chief Communications Officer

United States Patent and Trademark Office

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## Wikipedia – Patent Prosecution Highway: https://en.wikipedia.org/wiki/Patent_Prosecution_Highway#cite_note-17

==========

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**Reference # 11**

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http://www.epo.org/news-issues/press/releases/archive/2009/20091113.html

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**Reference # 13**

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https://www.uspto.gov/about-us/news-updates/uspto-and-jpo-implement-patent-prosecution-highway-full-time-basis

**Reference # 21**

· USPTO website: '***Patent Prosecution Highway in Conjunction with the Korean Intellectual Property Office***' – link needs to be updated to the link below:

https://www.uspto.gov/about-us/news-updates/uspto-expands-patent-prosecution-highway-network-canadian-korean-patent

**Reference # 25**

· USPTO website: '***Patent Prosecution Highway in Conjunction with the United Kingdom Intellectual Property Office'*** – link needs to be updated to the link below:

https://www.uspto.gov/web/offices/pac/dapp/opla/preognotice/extphpukipo.pdf

Note that Press Release link is not available for this.

## Section – 'Specific patent Offices'

· '***Patent Prosecution Highway***' link for the Austrian Patent Office needs to be updated to the link below:

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---

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By using this service, users can see the patent family for a specific application, containing all related applications filed at participating IP Offices, along with the dossier, classification, and citation data for these applications. All information is being provided by the respective offices in real-time, and includes real-time machine translations to English in the Chinese, Japanese and Korean applications. The dossier contains documents, including the search reports, office actions and correspondence between the applicant and the patent office, relating to a particular patent application. The applications with full dossiers currently available via USPTO Global Dossier Access include: Europe, China, Japan, Korea, WIPO (PCT) and Australia, Canada, and Israel (through WIPO-CASE).

Access to Global Dossier is available via the USPTO, the European Patent Register and espacenet.[2]

## See also [edit]

- Patent family

## References [edit]


1. *"Global Dossier – file wrappers from the EPO, SIPO, JPO and KIPO all in one place" (PDF). Patent Information News. European Patent Office (EPO) (2/2015): 1–2. June 2015.*

2. *"Global Dossier Expanded to More Patent Applications around the World." Global IP Matters. Global Perspective on Developments in IP Law. Mintz Levin. Mar. 22, 2017.*


## External links [edit]

- Global Dossier at the IP5
- Global Dossier at the USPTO
- Global Dossier Public Access at the USPTO

**Subject:** UPDATE: Hurricane Harvey web guidance from DHS
**From:** (b) (6), (b) (7)(C) @HQ.DHS.GOV>
**Reply To:** (b) (6), (b) (7)(C)
**Date:** Mon, 28 Aug 2017 18:52:05 +0000
**Content-Type:** multipart/related
**Parts/Attachments:** text/plain (6 kB) , text/html (23 kB) , image001.jpg (8 kB)

Afternoon all –

Just a quick email to update everyone on where we're at regarding the federal web response to Hurricane Harvey…

- Thanks to everyone who has sent content on their agency/department activities to USA.gov. Please continue to send information for inclusion on https://www.usa.gov/hurricane-harvey to joanne.mcgovern@gsa.gov and jessica.milcetich@gsa.gov. One tip – they don't need the full content of your release(s) – just send the title and URL of where it's posted on your agency/department website.
- If you would like to create an agency-specific page on your own site – please use /hurricane-harvey as your URL structure whenever possible (i.e. https://www.xxxxx.gov/hurricane-harvey). If your content management system doesn't allow for that kind of URL structure, please consider setting /hurricane-harvey as a redirect to the final destination.
- Remember, if you DO create an agency-specific page, please only post information specific to your agency (e.g. please stay in your lane). Please also make sure to link to both USA.gov/hurricane-harvey and https://www.FEMA.gov/hurricane-harvey (language below).

Again – thank you all so much for what you do – the overall federal web response to this has been amazing.

Thanks and please keep up the good work!

(b) (6), (b) (7)(C)
U.S. Department of Homeland Security
Office of Public Affairs
Director of Web Communications
(Voice) (b) (6), (b) (7)(C)
(Cell) (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) hq.dhs.gov
Homeland Security

---

**From:** (b) (6), (b) (7)(C)
**Sent:** Friday, August 25, 2017 4:01 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** RE: Hurricane Harvey web guidance from DHS

One update – the Spanish lane for What the US Government is Doing is located at https://gobierno.usa.gov/huracan-harvey.

v/r
(b) (6), (b) (7)(C)

---

**From:** (b) (6), (b) (7)(C) [mailto:(b) (6), (b) (7)(C)@HQ.DHS.GOV]
**Sent:** Friday, August 25, 2017 3:17 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Hurricane Harvey web guidance from DHS

**Subject:** [CONTENT MANAGERS 2] Hurricane Harvey web guidance from DHS

Afternoon –

In preparation for Hurricane Harvey, we're setting up a preliminary lane of communication structure for federal web communications. This authority for this action comes from Emergency Support Function 15 of the National Response Framework. Please forward this message as necessary.

(For those not familiar with the lane structure, the idea is to eliminate cross-posting of information among agencies and, instead, have everyone provide links to centralized "lanes" of information. So, for example, Transportation might post a press release related to Transportation activities… and instead of every other agency trying to keep up with adding that link to their site as well, a link to the Transportation release is added to one centralized page on USA.gov and everyone just links to that one page for information on What the U.S. Government is Doing.)

At this point, we're standing up two initial lanes. When distributing materials related to Hurricane Harvey, please include links to these two lanes.

---

## What DHS and FEMA are Doing

https://www.fema.gov/hurricane-harvey

FEMA has established a landing page on FEMA.gov with the latest information from FEMA and DHS on the storm. The page is currently promoting preparedness information / resources… once we switch into response and recovery, the page will update and serve as a clearinghouse for related information from DHS. The page is located at https://www.fema.gov/hurricane-harvey.

## What the U.S. Government is Doing

https://www.usa.gov/hurricane-harvey

GSA has created a landing page on USA.gov for government-wide information related to Hurricane Harvey activities. The page is being populated now – if you have materials from your agency that need to be added to the page, please email joanne.mcgovern@gsa.gov and jessica.milcetich@gsa.gov and they will coordinate posting. USA.gov can support both English and Spanish content. The page is located at https://www.usa.gov/hurricane-harvey.

---

For social media, we are currently asking folks to follow and retweet the following handles:

- @fema
- @femaregion6
- FEMA on Facebook
- @FEMA_Brock - Administrator Brock Long
- @FEMAspox - Deputy Director of Public Affairs Eileen Lainez
- @NWSNHC – National Hurricane Center

Thanks – please let me know if you have any questions, comments, or suggestions!

(b) (6), (b) (7)(C)

U.S. Department of Homeland Security

Office of Public Affairs
Director of Web Communications

(Voice) (b) (6), (b) (7)(C)
(Cell) (b) (6), (b) (7)(C)
[redacted] hq.dhs.gov

Homeland Security

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

Subject: Call Center visit in the DMV area
From: Salvetti Eva <Salvetti.Eva@PBGC.GOV>
Reply To: Salvetti Eva <Salvetti.Eva@PBGC.GOV>
Date: Wed, 30 Aug 2017 14:07:40 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2715 bytes) , text/html (6 kB)

Hello everyone,

My name is Eva Salvetti and I am the LEP coordinator for my agency, Pension benefit Guaranty Corporation (PBGC).

We are in the process of revamping our customer service hiring, training and testing practices for prospective bilingual Custer Service Representatives. In an effort to improve on our current processes, would like to visit a call center within the Washington metropolitan area for benchmarking purposes.

I am writing to ask if any of your affiliated agency call centers are located within the DMV area and if so; is there a possibility of visiting an agency's Customer Contact Center for a site visit? We would like to learn how their best practices for hiring, training and testing prospective new hires might help to us to improve our bilingual program.

Your help would be truly appreciated it. Feel free to call me at (202) 304-8264 or email me at Salvetti.eva@pbgc.gov

Best regards and thank you!

Eva

**Eva Salvetti**
**LEP Coordinator / Language Specialist**
**OBA-PSD-CCD**
**PENSION BENEFITS GUARANTY CORPORATION**
**Phone: (202) 326-4000 x.3242**
**Cell:** (b) (6)

**Visit the FLS SharePoint Library for resources, visual aid instructions, FAQs, and more!**

*This e-mail, including any attachments, may constitute a Federal record or other Government property that is intended only for the addressed individuals. This message may also contain information that is sensitive, confidential, or otherwise protected from disclosure under applicable law. If you are not a named addressee you must not disseminate, distribute or copy this e-mail. If you have received this e-mail in error, please notify the sender immediately and delete this e-mail from your system.*

---

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For help with this listserv, to manage your settings, or to view list archives, visit:
http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

**Subject:** Public Affairs job opening at GAO
**From:** "Kaczmarek, Sarah C" <KaczmarekS@GAO.GOV>
**Reply To:** Kaczmarek, Sarah C
**Date:** Wed, 30 Aug 2017 15:00:23 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1587 bytes) , text/html (4 kB)

Hi all,

Our team is hiring a Public Affairs Specialist. The position is open to current and former federal employees. It's a great office and agency.

https://www.usajobs.gov/GetJob/ViewDetails/478259300

Best,
Sarah

Sarah Kaczmarek
Visual and Digital Engagement Manager
U.S. Government Accountability Office
202-512-8590
http://www.gao.gov

Connect with GAO: Podcasts, Facebook, Twitter, LinkedIn, Watchblog, Flickr, YouTube

---

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http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

**Subject:** Does anyone have a contact for the new IRS.gov redesign?
**From:** Jessica Milcetich - TABA <jessica.milcetich@GSA.GOV>
**Reply To:** Jessica Milcetich - TABA <jessica.milcetich@GSA.GOV>
**Date:** Thu, 31 Aug 2017 07:49:33 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (1317 bytes) , text/html (1807 bytes)

Hi!

Was anyone on this list involved in the new IRS.gov redesign or can you possibly put me in contact with someone from that team?

I have a quick question about redirects.

Thanks!
Jess

--
Jessica Milcetich
Digital Media Strategist, USAGov
*"Your Guide to Government Information and Services"*
OCSIT/18F - U.S. General Services Administration

http://twitter.com/usagov

---

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The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

**Subject:** Question for the group
**From:** (b) (6) <(b) (6) @NRO.MIL>
**Reply To:** (b) (6) @NRO.MIL
**Date:** Thu, 31 Aug 2017 13:05:11 +0000
**Content-Type:** multipart/signed
**Parts/Attachments:** text/plain (2225 bytes) , smime.p7s (5 kB)

Good morning,

I am hoping the team of experts here can help the NRO... I have a question for Social Media Managers who use multimedia platforms and develop content for social media. The NRO is finally acquiring notebooks for SM use. Yay! Because we are not techies here and from my perspective, we don't have those that are well versed on the best notebooks for such activities, I'm hoping you may provide insights. What makes a good notebook for activities such as live streaming, video, and web casts? If you or someone on your team saw the specs for a few notebook options, could you tell if the notebook models were ideal? May you recommend specific notebook models? My immediate thought is speed and storage but I am not savvy on what I need to get fast and great storage.

Thanks for helping the NRO Public Affairs office.

(b) (6)
NRO, Public Affairs Officer
Check out the latest NRO happenings at:
Facebook: https://www.facebook.com/NationalReconnaissanceOffice
Twitter: https://twitter.com/NatReconOfc
NRO Website: www.nro.gov

(b) (6) ----------
NRO, Public Affairs Officer
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Twitter: https://twitter.com/NatReconOfc
NRO Website: www.nro.gov

**********
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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
**********

**Subject:** Re: Looking for a few good Wikipedia edit[or]s...
**From:** (b) (6) @MASS.GOV>
**Reply To:**
**Date:** Thu, 31 Aug 2017 13:24:37 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (20 kB) , text/html (54 kB)

Laura,

The first thing you should try is to go to the Talk page for the articles that need updating. You can post the needed corrections there, with an explanation of why you are concerned about making the edits yourself. People who work on that page may make the corrections for you or reply that it's OK to make them yourself.

The link to the Talk page is a tab at the top of the article. You can read more about using Talk pages at the "Discussion and consensus" section of their "Contributing to Wikipedia" article: https://en.wikipedia.org/wiki/Wikipedia:Contributing_to_Wikipedia#Discussion_and_consensus

(b) (6)
**Director of IT Accessibility**

1 Ashburton Place, 8th Floor, Boston, MA 02108
Office: (b) (6)
(b) (6) @mass.gov | www.mass.gov/eotss

**Executive Office of Technology Services and Security (EOTSS)**
EOTSS provides secure and quality digital information, services, and tools to constituents and service providers when and where they need them.

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**From:** Larrimore, Laura [mailto:Laura.Larrimore@USPTO.GOV]
**Sent:** Monday, August 28, 2017 2:39 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Looking for a few good Wikipedia edit[or]s...

Hello Content Managers,
Hopefully some of you have deeper ties to the Wikipedia community of editors that I, since my usual channels have failed me…

There are Wikipedia pages (not created by my agency) that discuss programs of the USPTO.
Unfortunately, because of various website updates, several of the references/links on these pages no longer work. The Global Dossier program has also changed, and that isn't reflected in Wikipedia. I know there are various concerns within the Wikipedia community about neutrality and having people too close to the subject matter edit entries, so I asked our staff not to touch entries related to our work.

**I am looking for some kind souls from the Wikipedia community to clean up these Wikipedia pages so that the links and references again work and the info is accurate.**

These errors are really bothering the USPTO staff responsible for these services – they even tracked down the dead links and compiled the new URLS and text changes they think would improve the entries, as outlined below!

Thanks,
*Laura Larrimore*

Senior Digital Strategist
Office of the Chief Communications Officer
United States Patent and Trademark Office

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# Wikipedia – Patent Prosecution Highway:

https://en.wikipedia.org/wiki/Patent_Prosecution_Highway#cite_note-17

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## Section – 'References':

**Reference # 6**

- USPTO website: '***Patent Prosecution Highway in Conjunction with the Danish Patent and Trademark Office***' – link needs to be updated to: https://www.uspto.gov/about-us/news-updates/uspto-and-dkpto-pilot-patent-prosecution-highway

**Reference # 7**

- European Patent Office web site: '***Patent Prosecution Highway Pilot Programme between the European Patent Office and the United States Patent and Trademark Office'*** link needs to be updated to the link below: http://archive.epo.org/epo/pubs/oj008/11_08/11_5448.pdf

**Reference # 8**

- European Patent Office web site: '***EPO and USPTO to Pilot Patent Prosecution Highway'*** link needs to be updated to the link below: http://archive.epo.org/epo/pubs/oj008/11_08/11_5448.pdf

**Reference # 10**

- EPO website: '***EPO and USPTO to extend their PPH pilot****' – link needs to be updated to:* http://www.epo.org/news-issues/press/releases/archive/2009/20090921.html

**Reference # 11**

- EPO website: '***EPO and JPO to pilot Patent Prosecution Highway (PPH)****' – link needs to be updated to:* http://www.epo.org/news-issues/press/releases/archive/2009/20091113.html

**Reference # 12**

- USPTO website: '***Patent Prosecution Highway Between USPTO and IPAU (Pilot)***' - link needs to be updated to the link below: https://www.uspto.gov/about-us/news-updates/uspto-and-ip-australia-pilot-patent-prosecution-highway

**Reference # 13**

- USPTO website: '***Patent Prosecution Highway between USPTO and JPO*** (Permanent)' - link needs to be updated to the link below: https://www.uspto.gov/about-us/news-updates/uspto-and-jpo-implement-patent-prosecution-highway-full-time-basis

**Reference # 21**

- USPTO website: '***Patent Prosecution Highway in Conjunction with the Korean Intellectual Property Office***' – link needs to be updated to the link below: https://www.uspto.gov/about-us/news-updates/uspto-expands-patent-prosecution-highway-network-canadian-korean-patent

**Reference # 25**

- USPTO website: '***Patent Prosecution Highway in Conjunction with the United Kingdom***

***Intellectual Property Office'*** – link needs to be updated to the link below:
https://www.uspto.gov/web/offices/pac/dapp/opla/preognotice/extphpukipo.pdf
Note that Press Release link is not available for this.

## Section – 'Specific patent Offices'

- '***Patent Prosecution Highway***' link for the Austrian Patent Office needs to be updated to the link below:
*https://www.patentamt.at/en/*

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From: https://en.wikipedia.org/wiki/Global_Dossier

# Global Dossier

From Wikipedia, the free encyclopedia

The **Global Dossier Initiative** is a set of business services being developed by the IP5 Offices, i.e. the European Patent Office (EPO), the Japan Patent Office (JPO), the Korean Intellectual Property Office (KIPO), the State Intellectual Property Office of China (SIPO) and the US Patent and Trademark Office (USPTO), aimed at modernizing the global patent system and delivering benefits to all stakeholders through a single portal/user interface.[1]

The first service being provided by the Global Dossier Initiative is secure, online public access to the file histories of related applications from participating IP Offices, which currently include the IP5 Offices, WIPO and CASE. By using this service, users can see the patent family for a specific application, containing all related applications filed at participating IP Offices, along with the dossier, classification, and citation data for these applications.

By using this service, users can see the patent family for a specific application, containing all related applications filed at participating IP Offices, along with the dossier, classification, and citation data for these applications. All information is being provided by the respective offices in real-time, and includes real-time machine translations to English in the Chinese, Japanese and Korean applications. The dossier contains documents, including the search reports, office actions and correspondence between the applicant and the patent office, relating to a particular patent application. The applications with full dossiers currently available via USPTO Global Dossier Access include: Europe, China, Japan, Korea, WIPO (PCT) and Australia, Canada, and Israel (through WIPO-CASE). Access to Global Dossier is available via the USPTO, the European Patent Register and espacenet.[2]

## See also [edit]

- Patent family

## References [edit]


1. *"Global Dossier – file wrappers from the EPO, SIPO, JPO and KIPO all in one place" (PDF). Patent Information News. European Patent Office (EPO) (2/2015): 1–2. June 2015.*
2. *"Global Dossier Expanded to More Patent Applications around the World." Global IP Matters. Global Perspective on Developments in IP Law. Mintz Levin. Mar. 22, 2017.*


## External links [edit]

- Global Dossier at the IP5
- Global Dossier at the USPTO
- Global Dossier Public Access at the USPTO

**Subject:** Re: Question for the group
**From:** "(b) (6), (b) (7)(C)" (b) (6), (b) (7)(C)@USCIS.DHS.GOV>
**Reply To:** (b) (6), (b) (7)(C)
**Date:** Thu, 31 Aug 2017 13:30:16 +0000
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (4 kB) , text/html (5 kB)

Any computer can handle social media and scheduling tools. I can't imagine buying a current laptop that couldn't. So I'd say go inexpensive as long as it has a camera. But you're better off buying an external webcam anyway and a stand (a very good webcam might cost $75). That gives you the flexibility of having one person running the computer while pointing the camera at the person you want the world to see. Mine normally sits on top of my computer, but I can point it elsewhere if needed.

We do a lot on our phones, actually, from posting to live streaming, although an external mic that plugs into the phone is better for recording than the phone's own mic.

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USCIS Español - http://uscis.gov/es | Facebook: https://www.facebook.com/uscis.es | Twitter: http://twitter.com/uscis_es | Instagram: https://www.instagram.com/uscis_es

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**From:** (b) (6)
**Sent:** Thursday, August 31, 2017 2:05:11 PM
**To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
**Subject:** [CONTENT-MANAGERS-L] Question for the group

Good morning,

I am hoping the team of experts here can help the NRO... I have a question for Social Media Managers who use multimedia platforms and develop content for social media. The NRO is finally acquiring notebooks for SM use. Yay! Because we are not techies here and from my perspective, we don't have those that are well versed on the best notebooks for such activities, I'm hoping you may provide insights. What makes a good notebook for activities such as live streaming, video, and web casts? If you or someone on your team saw the specs for a few notebook options, could you tell if the notebook models were ideal? May you recommend specific notebook models? My immediate thought is speed and storage but I am not savvy on what I need to get fast and great storage.

Thanks for helping the NRO Public Affairs office.

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fairs Officer
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Twitter: https://twitter.com/NatReconOfc
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(b) (6) ----------

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This message was sent to the Web Content Managers Forum, a community of
government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

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The message should have NO SUBJECT, and the only text in the
message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but
change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government
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**Subject:** Re: Question for the group
**From:** "Gillick, Larry" <larry_gillick@IOS.DOI.GOV>
**Reply To:** Gillick, Larry
**Date:** Thu, 31 Aug 2017 19:25:47 -0400
**Content-Type:** multipart/alternative
**Parts/Attachments:** text/plain (7 kB) , text/html (11 kB)

I'd like to associate myself with the comments of the gentleman from U.S. Citizenship and Immigration Services.

That said, you can go too cheap. Depending on your video platform, your laptop may be obliged to do a bit of the work of processing that video; so skip the dirt-cheapest models. Quick aside: my wife and son have $799 laptops from Costco that are overpowered for just about anything we'd try to do with a laptop. They actually make fairly brilliant desktop replacements.

Then again, you can't shop at Costco for government stuff (probably -- I don't think Uncle Sam has a membership card), so that's an odd standard. A successful purchase is likely to depend on what you plan to do with the machine and how much leeway you want to give yourself for doing other things. For example, if you're likely to be using your device on battery power for long stretches (traveling w/the boss, perhaps?), a Core i7 with discrete graphics and 17" display will fail you in short order. A 13-incher with an i5 and Intel graphics will save on battery, but won't be as helpful for video file editing or conversion. It'll still work, but a box with an i5+Intel gx isn't a screamer. Anything with "atom" in its name, just skip -- too much risk of it running like the Tin Man (slowly -- and with a rusty squeal).

Here's a good hint (fortunate, as I've just complicated matters): Check the specs page of your streaming site. For example, here's a specs page for Livestream Studio: https://help.livestream.com/hc/en-us/articles/212058248-Recommended-Hardware-Specifications-for-Livestream-Studio-?flash_digest=0effc7f5b09c390ddc208049edf9047bcba735e5 The i5 is fine, but they recommend discrete graphics. One might goof and wind-up with a laptop that drops frames. Who wants that?

Cool?

Larry
---
Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) / (b) (6) c)
**Drupal Questions?**
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Thu, Aug 31, 2017 at 9:30 AM, (b) (6), (b) (7)(C) @uscis.dhs.gov> wrote:

> Any computer can handle social media and scheduling tools. I can't imagine buying a current laptop that couldn't. So I'd say go inexpensive as long as it has a camera. But you're better off buying an external webcam anyway and a stand (a very good webcam might cost $75). That gives you the flexibility of having one person running the computer while pointing the camera at the person you want the world to see. Mine normally sits on top of my computer, but I can point it elsewhere if needed.
>
> We do a lot on our phones, actually, from posting to live streaming, although an external mic that plugs into the phone is better for recording than the phone's own mic.

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