Subject: Re: Stock footage - Negotiated TOS?
From: "Erville, Kathleen (CFPB)" <Kathleen.Erville@CFPB.GOV>
Reply To: Erville, Kathleen (CFPB)
Date: Tue, 1 May 2018 13:31:24 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (14 kB)

I haven't spent much time on it lately, but the Pentagon has a rockin' digital asset management platform - https://www.dvidshub.net/

It is a model I think for lots of agencies and its too bad most don't invest in a DAM the way they do in a CMS tool – because it's a completely different tool and purpose.

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The pentagon system may have some b-roll that is not military specific if you poke around (I'm not sure, but it is worth a peek)

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From: Adams, Arva [mailto:Arva.Adams@USPTO.GOV]
Sent: Friday, April 27, 2018 4:42 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Stock footage - Negotiated TOS?

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Sent: Friday, April 27, 2018 3:47 PM
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Subject: Re: [CONTENT-MANAGERS-L] Stock footage - Negotiated TOS?

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950 Penn Ave NW #2511, Washington, DC 20530

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Subject: Re: Stock footage - Negotiated TOS?
From: (b) (6) BPA.GOV>
Reply To:
Date: Tue, 1 May 2018 19:14:57 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (7 kB) , text/html (18 kB)

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BONNEVILLE POWER ADMINISTRATION
bpa.gov | (b) (6)

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Subject:	Re: Stock footage - Negotiated TOS?
From:	Eric Mill <eric.mill@GSA.GOV>
Reply To:	Eric Mill <eric.mill@GSA.GOV>
Date:	Tue, 1 May 2018 17:07:42 -0400
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 MB) , text/html (6 MB) , MVIMG_20180501_093106.jpg (6 MB)

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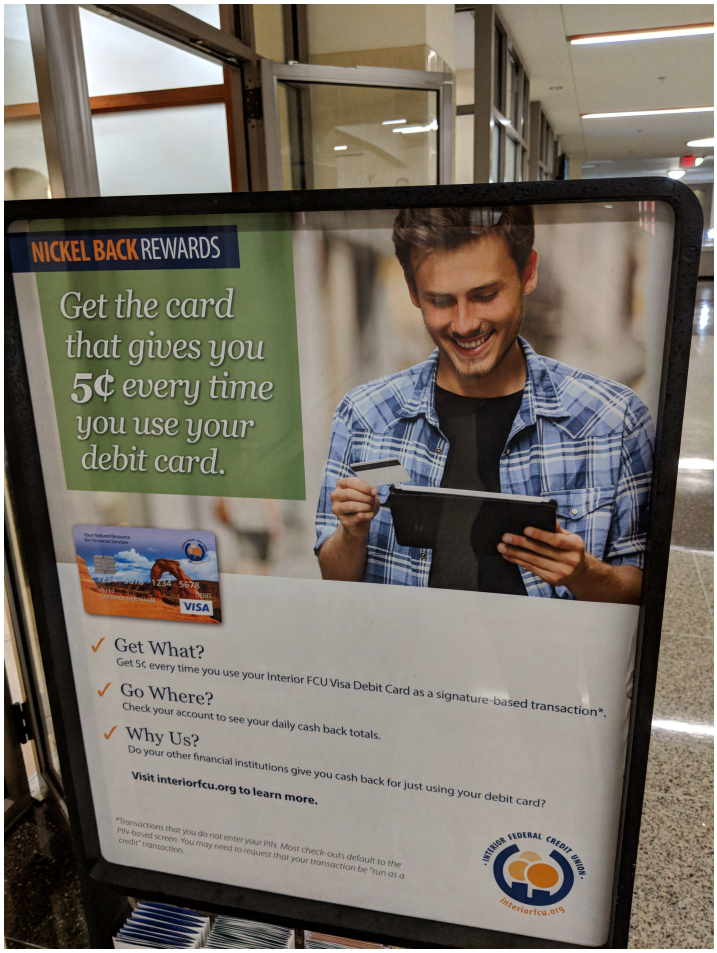

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> **Michelle Holmes**

(b) (6)
Public Affairs Specialist | Media Relations

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bpa.gov | (b) (6)

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✓ Go Where?
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✓ Why Us?
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Visit interiorfcu.org to learn more.
*Transactions that you do not enter your PIN. Most check-outs default to the PIN-based screen. You may need to request that your transaction be "run as a credit" transaction.
INTERIOR FEDERAL CREDIT UNION
interiorfcu.org

Subject:	Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Stock footage - Negotiated TOS?
From:	Larry Gillick <larry_gillick@IOS.DOI.GOV>
Reply To:	Larry Gillick <larry_gillick@IOS.DOI.GOV>
Date:	Wed, 2 May 2018 01:03:02 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 MB) , text/html (6 MB) , MVIMG_20180501_093106.jpg (6 MB)

The credit union is *very* separate from the rest of Interior.

Details not to follow. ;-)

Larry

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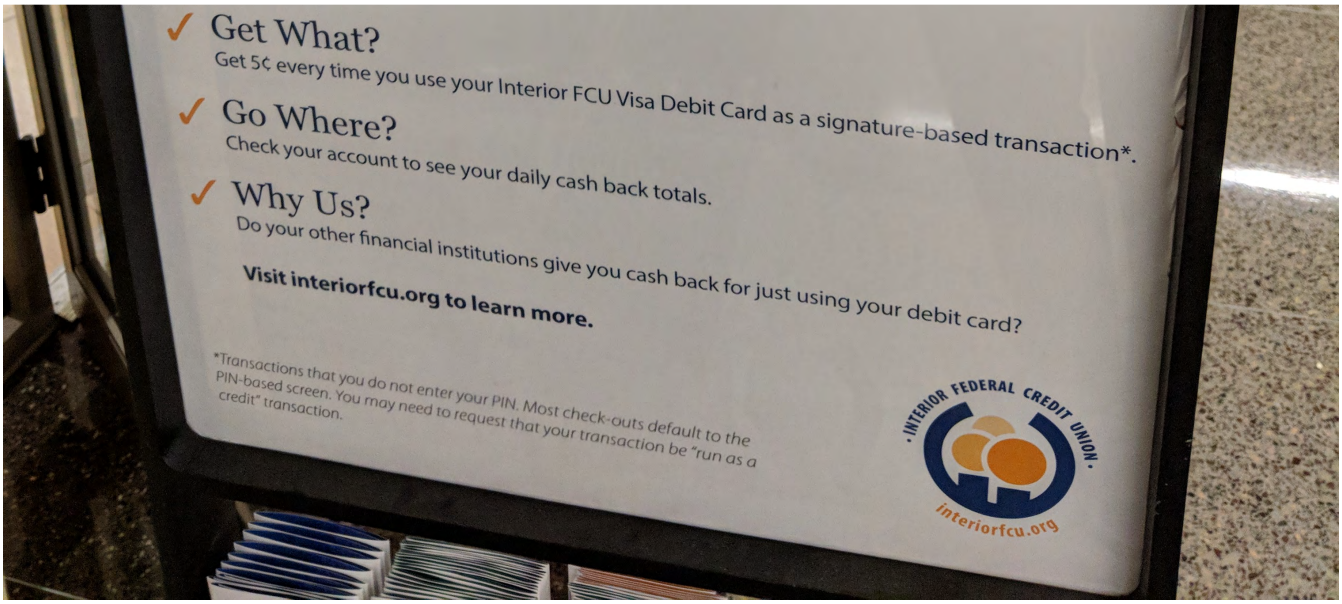

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Senior Advisor, Technology Transformation Services
Federal Acquisition Service, GSA
eric.mill@gsa.gov, +1-617-314-0966

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From:	"Gilvary, Joseph" <Joseph.Gilvary@USPTO.GOV>
Reply To:	Gilvary, Joseph
Date:	Wed, 2 May 2018 15:14:03 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 MB) , text/html (6 MB) , image001.jpg (6 MB)

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https://twitter.com/i/moments/932783044573904896

From: Larry Gillick <larry_gillick@IOS.DOI.GOV>
Sent: Tuesday, May 1, 2018 9:03 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] Re: [CONTENT-MANAGERS-L] Stock footage - Negotiated TOS?

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Details not to follow. ;-)

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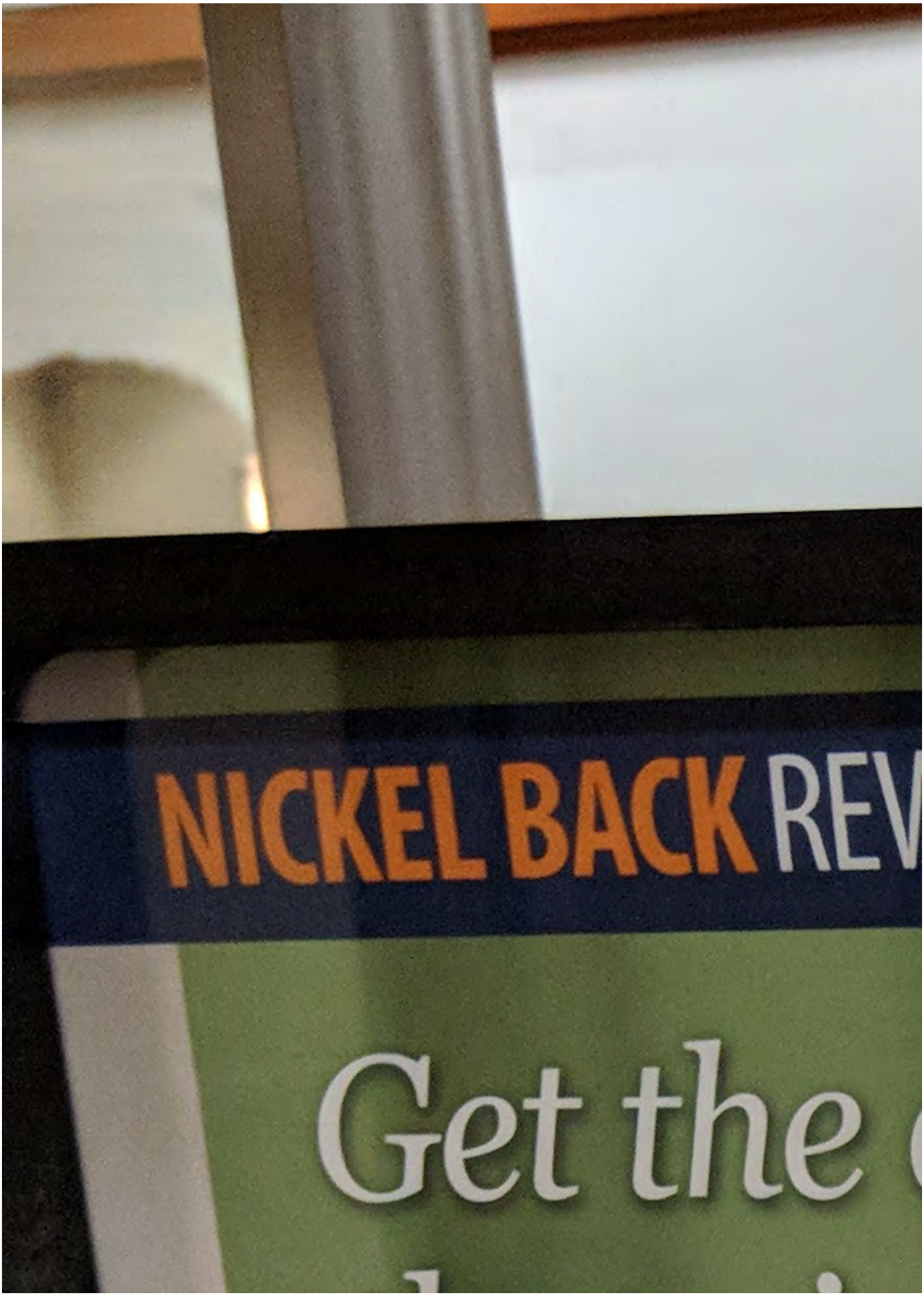
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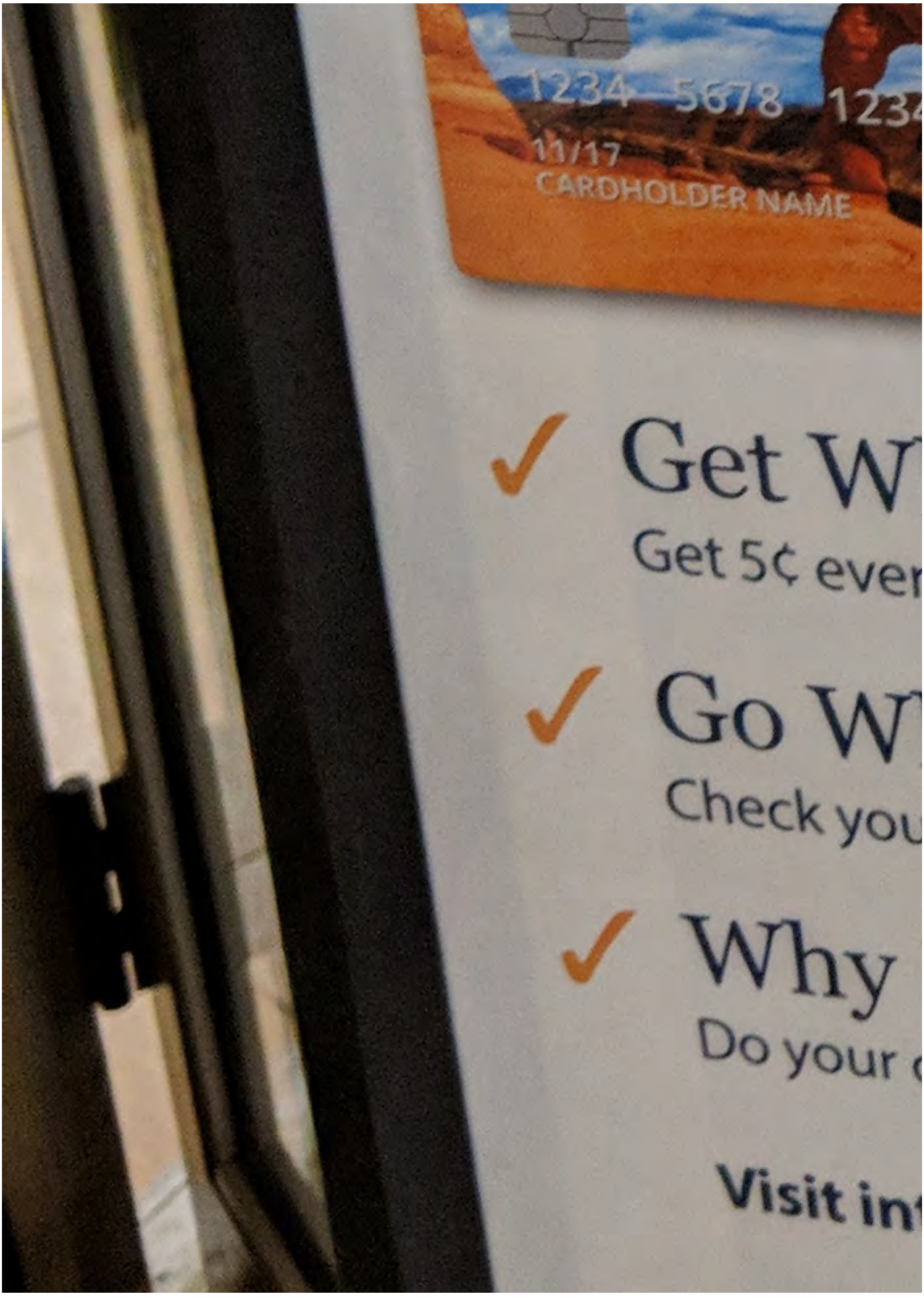
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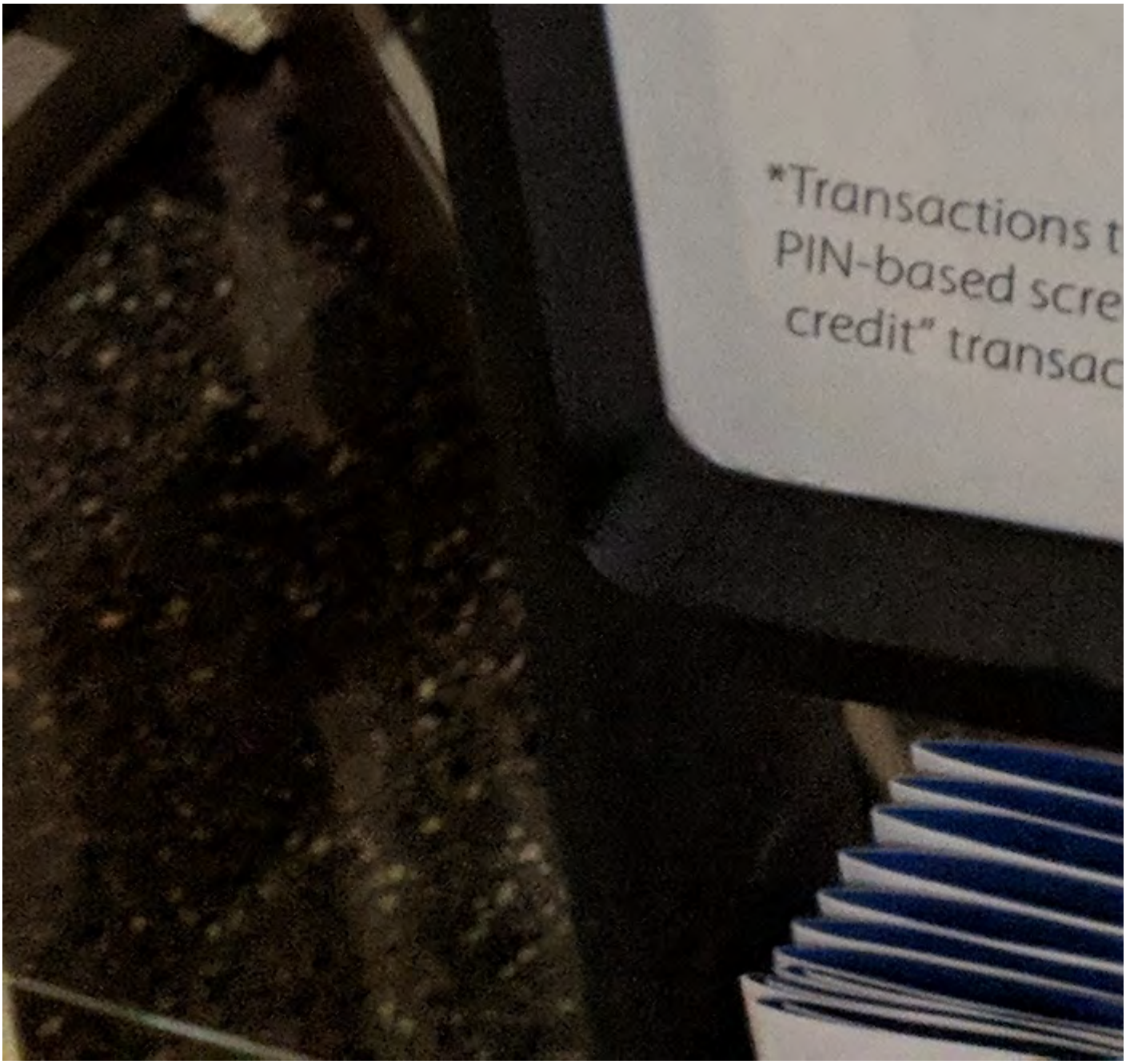

On Tue, May 1, 2018 at 3:14 PM, (b) (6) (BPA) - DKP-7 <000000b6a5eab96d-dmarc-request@listserv.gsa.gov> wrote:

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(b) (6)
Public Affairs Specialist | Media Relations
BONNEVILLE POWER ADMINISTRATION
bpa.gov | (b) (6)

From: Erville, Kathleen (CFPB) [mailto:Kathleen.Erville@CFPB.GOV]
Sent: Tuesday, May 01, 2018 6:31 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV

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From: Adams, Arva [mailto:Arva.Adams@USPTO.GOV]
Sent: Friday, April 27, 2018 4:42 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Stock footage - Negotiated TOS?

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Sent: Friday, April 27, 2018 3:00 PM
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Subject: [CONTENT-MANAGERS-L] Stock footage - Negotiated TOS?

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Thank you!

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

Graphic & Web Designer - Strategic Communications Staff
Executive Office for United States Attorneys – Dept of Justice
950 Penn Ave NW #2511, Washington, DC 20530

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Eric Mill
Senior Advisor, Technology Transformation Services
Federal Acquisition Service, GSA
eric.mill@gsa.gov, +1-617-314-0966

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Larry Gillick
Deputy Director of Digital Strategy

Subject:	Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Stock footage - Negotiated TOS?
From:	"Galbo, Joseph" <JGalbo@CPSC.GOV>
Reply To:	Galbo, Joseph
Date:	Wed, 2 May 2018 17:33:48 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 MB) , text/html (6 MB) , image001.jpg (6 MB)

And here I thought we were going to discuss these Nickelback rewards.

From: Gilvary, Joseph [mailto:Joseph.Gilvary@USPTO.GOV]
Sent: Wednesday, May 02, 2018 11:14 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] Re: [CONTENT-MANAGERS-L] Stock footage - Negotiated TOS?

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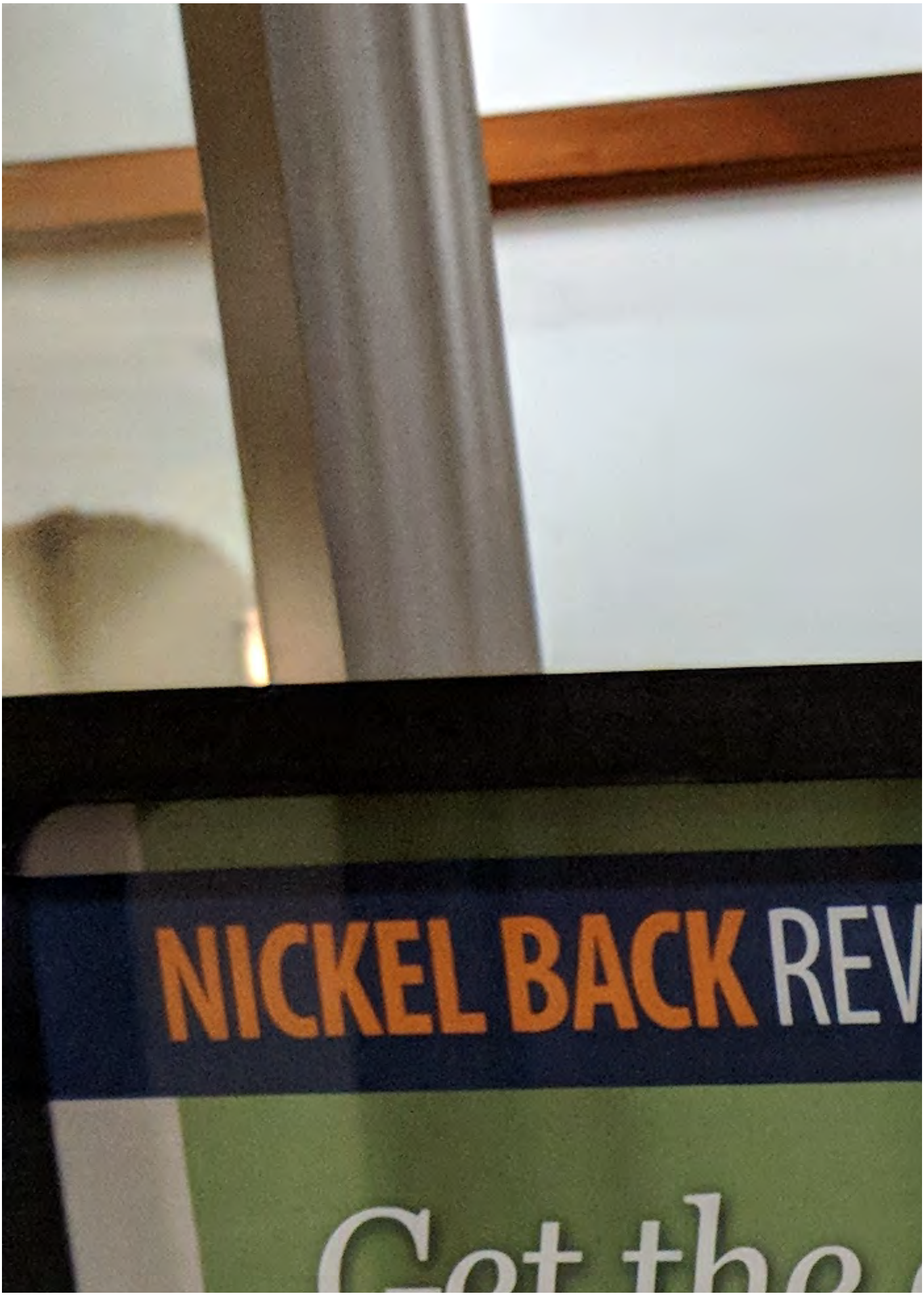
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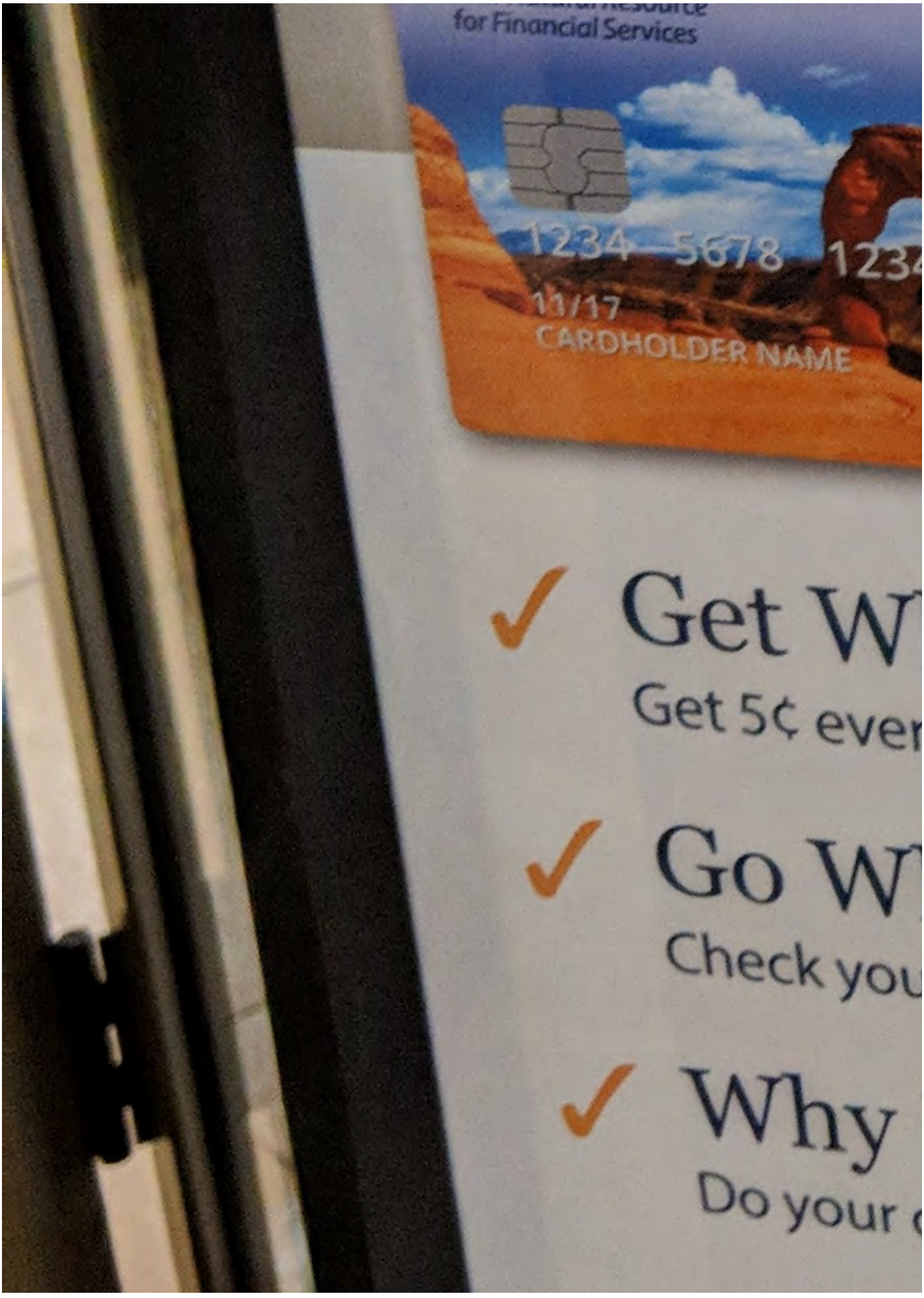
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Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior

202-208-5141 (o) / (b) (6) (c)
Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

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Subject: Work with us as a GS-14 Spanish-speaking public affairs officer
From: (b) (6), (b) (7)(C) @USCIS.DHS.GOV>
Reply To:
Date: Thu, 3 May 2018 14:51:48 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (11 kB)

Hi everyone.

We have an opening for a GS-14 Public Affairs Specialist (Spanish) position in Washington, DC (more commonly referred to as a public affairs officer or press officer). The announcements opened **4/30/2018** and will close **5/9/2018**.

This is in my sister division, the Media Relations Division, under the Office of Communications.

Here's info from the announcement.

Job announcements

- CIS-10195061-PUB: Current or Former Federal Employees with Competitive Status; Reinstatement Eligibles; OPM Interchange Agreement eligible employees, Schedule A (disability), Surplus/Displaced Eligibles.
- CIS-PJN-10195060-PUB: US Citizens

Responsibilities

- Formulate policy, programs, and procedures governing information dissemination functions for USCIS and participate in high level policy making meetings and conferences, serving as an advisor on reactions to new policy initiatives.
- Prepare written forms of communication in the form of news articles, news releases, fact sheets, speeches, written responses to media or public inquiry, feature articles, pamphlets, newsletters, and magazines.
- Develop and disseminate material for internal and external use and advise senior leaders on potential public reaction to proposed policies and programs.
- Manage public relations program involving issues that are controversial or of significant public or Congressional interest and serve as senior advisor to agency management on public affairs activities/programs.
- Provide guidance, assistance, and consultation concerning agency procedures for responding to requests from the media, the general public, specialized groups, and community and government entities, and arrange news media visits to field locations.

Qualifications

- Applicants must be able to communicate effectively (i.e. speak, read and write) in both the English and Spanish languages. (Must be supported in Resume)
- Applicants must have experience serving as a spokesperson and regularly handling media inquiries on behalf of a large organization.
- You qualify at the GS-14 level if you possess one (1) year of specialized experience, which is equivalent to the GS-13 level in the federal government that equipped you with the skills needed to successfully perform the duties of the position. You must have experience performing the following duties:
  - Responding to requests from various news media outlets.
  - Maintaining liaison with federal, state and local government officials, leaders and members of a variety of professional, business, civic and other public interest organizations.
  - Participating in high-level policy making meetings and conferences and serving as an advisor.

(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

(b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) @uscis.dhs.gov
USCIS English - Website: https://uscis.gov | Facebook: http://facebook.com/uscis | Twitter: http://twitter.com/uscis | Instagram: https://www.instagram.com/uscis | YouTube: https://youtube.com/uscis
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Subject:	Drupal4Gov Webinar Series: Tweaking the DKAN Distribution to Promote Research Projects
From:	"Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To:	Dearie, Jessica
Date:	Fri, 4 May 2018 13:13:30 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2343 bytes) , text/html (8 kB)

Join Drupal4Gov for our next webinar as we hear from Chris Cloyd of the Missouri Department of Conservation on how they used DKAN to promote the research projects behind their data!

May 17th, 3pm EDT – Register to receive the webinar address
https://www.eventbrite.com/e/drupal4gov-webinar-series-tweaking-the-dkan-distribution-to-promote-research-projects-registration-45801296912

Tweaking the DKAN Distribution to Promote Research Projects
The DKAN distribution provides the tools to quickly create a portal for sharing and promoting datasets. However, staff at the Missouri Department of Conservation wanted to promote the research projects behind the data. This webinar will discuss how the MDC web team used contributed modules and custom modules to create a site that promotes the research projects conducted by the Department.

Topics will included:
- The site's audiences and objectives
- Shifting DKAN's focus from datasets to projects
- DKAN out-of-the-box
- New content types and site functionality
- Workflow and governance
- What's next

Site: https://research.mdc.mo.gov

Jessica Dearie
ORD Intranet Coordinator
ORD SharePoint Site Collection Administrator
ORD Office of Science Information Management
Drupal4Gov (join us drupal4gov@gmail.com)
202-564-8718
https://intranet.ord.epa.gov/

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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

Subject:	Building Progressive Web Apps with Vue.js
From:	"Brantley, William" <William.Brantley@USPTO.GOV>
Reply To:	Brantley, William
Date:	Fri, 4 May 2018 14:50:56 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1634 bytes) , text/html (4 kB)

Nice introduction to building progressive web apps using a popular Javascript library - https://www.telerik.com/blogs/building-pwas-with-vuejs
Does require some knowledge of Javascript programming and familiarity with Vue.js. Learn Vue.js in an hour - https://www.youtube.com/watch?v=z6hQqgvGI4Y

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

Dr. Bill Brantley
(Certified Professional in Learning and Performance, 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: Job Opportunity - Public Affairs Specialist in DC
From: "Stewart, Margaret" <Margaret.Stewart@OCC.TREAS.GOV>
Reply To: Stewart, Margaret
Date: Tue, 8 May 2018 11:54:28 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1538 bytes) , text/html (4 kB)

The Office of the Comptroller of the Currency (OCC) is seeking a Public Affairs Specialist to join our team in Washington, DC.

Salary range: $85,324 to $158,855 per year

Vacancy notice: 05/01/2018 to 05/18/2018

Please see the full vacancy announcement and applicant instructions here:
MP-HQ-SG-18-1380
https://www.usajobs.gov/GetJob/ViewDetails/498427600

Thank you for sharing this opportunity with all qualified applicants.

Please do not contact me directly regarding this announcement.
Thank you,
Margaret

_____
Margaret Stewart
Office of the Comptroller of the Currency (OCC)
margaret.stewart@occ.treas.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: OT: Wynton Marsalis What Have You Done
From: (b) (6) <(b) (6) @HAWAII.GOV>
Reply To: (b) (6) @HAWAII.GOV
Date: Tue, 8 May 2018 07:25:08 -1000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1165 bytes) , text/html (1398 bytes)

He sings.

https://www.youtube.com/watch?v=Nd1Y3I1_ci0
What Have You Done? - WYNTON MARSALIS SEPTET from UNITED WE SWING
Jazz at Lincoln Center
Published on Apr 30, 2018. Runs 4:47 mins.

Note: From 2006, before current volcanic activity.

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Subject: Seven Deadly Sins of Data Visualization Design (5/10 @ 10am) - TTS Webinar with Randy Krum!
From: (b) (6) <(b) (6)@DIR.TEXAS.GOV>
Reply To: (b) (6) <(b) (6)@DIR.TEXAS.GOV>
Date: Wed, 9 May 2018 13:31:34 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (18 kB)

I'm primarily a lurker on this forum – in awe of what many of you do! My department is hosting a webinar tomorrow, and we have plenty of extra space. So if interested, sign up. We don't normally promote outside our own circle of Texas public sector, but members on this list are so generous about sharing their expertise and resources - I thought this time I could contribute.

(b) (6)
Program Director, IRM Outreach
Texas Department of Information Resources
(b) (6) @dir.texas.gov | (b) (6)
www.dir.texas.gov

Very excited about this one: we've confirmed **Randy Krum** of ***Cool Infographics*** for a Technology Today Series (TTS) webinar which you won't want to miss! Please spread the word in your organizations as this will be of interest to wide variety of employees.

The Seven Deadly Sins of Data Visualization Design

Thursday, May 10, 2018 | 10:00 - 11:30 CDT

A 60-minute webinar with Randy Krum followed by optional Q&A session

REGISTRATION: https://register.gotowebinar.com/register/2561184083566066946

No matter what design tool you use (PowerPoint, Adobe, Tableau, Power BI, etc.), there are seven deadly mistakes made consistently by both expert and novice data designers. When your visualization is False, Haphazard, Textual, Questionable, Confusing, Repetitive, or Verbose it's highly likely that the audience will be confused, may ignore your design, and you can severely hurt your credibility.

A well-designed data visualization is easy to understand and much more likely to be remembered by the audience. This talk will explore examples of these top seven mistakes designers often make, and more importantly, offers design tips to overcome these common blunders when your design is:

- **False** - Accuracy is the most important aspect of a visualization
- **Haphazard** - Data should be well thought out with key messaging and a clear purpose
- **Textual** - Using text-only data provides no context for readers, and is viewed as less important
- **Questionable** - Give your audience a reason to trust you with data transparency
- **Confusing** - Learn the difference between bad complexity that confuses readers and good complexity that invites engagement
- **Repetitive** - Don't use the same chart style over and over again - break out of the Big Three charts: Bar, Line and Pie
- **Verbose** - The first impression is everything, and too much information at first glance will turn

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BONUS SESSION

Following the educational session (10-11), the presenter will remain online for a 30-minute informal discussion with those interested. Note - depending on the audience size, we may "open the microphones" for this part, so you may wish to have a headset with microphone or call in. (Typed questions will still be accepted also.)

AUDIENCE

This free webinar is open to any public sector employee interested in the topic.

PRESENTER

Randy Krum is a data visualization designer, author of the book, ***Cool Infographics: Effective Communication with Data Visualization and Design***, Founder of InfoNewt (a data visualization design firm), Organizer of the DFW Data Visualization Meetup group, instructor of Data Visualization Design at SMU CAPE, and runs the popular website Coolinfographics.com. Randy speaks at conferences, universities, corporate events, and government agencies about infographics design, data visualization methods, visual content marketing, and the effective use of visual communication. More info at http://randykrum.com.

ADDITIONAL INFORMATION

- This free webinar is hosted by the Texas Department of Information Resources (DIR) and sponsored by TASSCC.
- DIR will award continuing education credit.
- Webinar available as live session only. (Sorry, no recording.)

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(b) (6)
Program Director, IRM Outreach
Texas Department of Information Resources
(b) (6) @dir.texas.gov | (b) (6)
www.dir.texas.gov

Subject: FW: Vacancy Announcements for AV Production Specialist (9/11/12)
From: "(b) (6), (b) (7)(C)" <(b) (6), (b) (7)(C)@USCIS.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Wed, 9 May 2018 21:25:41 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (26 kB)

Hi everyone.

AV production is a little outside our usual areas for discussion, but in case you're interested or know someone who might be, please see below.

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: https://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: https://uscis.gov/es

Vacancy announcements for the Audiovisual Production Specialist (GS-1071-9/11/12) position located in Washington, DC have been posted to USAJobs. The announcements opened **5/9/2018** and will close **5/18/2018**. If you are interested, please review the announcements and apply accordingly.

Highlights include:

Areas of Consideration

- CIS-10206285-PUB: Current or Former Federal Employees with Competitive Status; Reinstatement Eligibles; OPM Interchange Agreement eligible employees, VRA, Schedule A (disability), Surplus/Displaced Eligibles.
- CIS-PJN-10206286-PUB: US Citizens

Responsibilities

- Setup and record video and audio using industry standard video production equipment.
- Edit video and audio using complex non-linear editing software and hardware including color correction, keying, audio, motion graphics, virtual sets and compositing.
- Serve as "producer" in the production of video and audio programs conducting research, developing scripts, scheduling production activity, coordinating studio and field shoots and assuring an overall production schedule is maintained.
- Assume any office responsibility including photographer, videographer, writer, sound engineer, lighting director, technical director and gaffer/grip.
- Design and create two-dimensional and three-dimensional images depicting objects in motion or illustrating a process, using computer animation or modeling programs.

Qualifications

- **Selective Placement Factor:** Applicants must have experience utilizing the following Adobe products: Premier, After Effects, Photoshop and Illustrator

- **GS-09:** You qualify at the GS-09 level if you possess one (1) year of specialized experience, which is equivalent to the GS-07 level in the federal government, that equipped you with the skills needed to successfully perform the duties of the position. You must have experience performing the following duties:
    - Developing production schedules to produce audiovisual productions.
    - Using commonly used sources of audiovisual talent and special effects (such as casting lists,

music libraries, stock footage, and post-production services) to acquire the elements needed for a complete audiovisual production. **OR**

- You may substitute a Master's degree or 2 full years of graduate education leading to such a degree with major study in photography, radio or television production, motion picture production, or other fields related to the position at the GS-09 level. Such education must have been obtained in an accredited college or university and demonstrate the knowledge, skills, and abilities necessary to do work of this position. Check with your school to determine how many credit hours comprise two years of graduate education. If that information is not available, use 36 semester or 54 quarter hours.

- **GS-11:** In Addition to the requirements at the lower grade level(s), you qualify at the GS-11 level if you possess one (1) year of specialized experience, which is equivalent to the GS-09 level in the federal government, that equipped you with the skills needed to successfully perform the duties of the position. You must have experience performing the following duties:
  - Serving as an assistant producer in the production of video and audio programs conducting research, developing scripts, and scheduling production activity.
  - Outputting video to appropriate formats and changing compression settings to achieve best results for audiovisual products.
  - Designing complex graphics and automation using independent judgment, creativity and computer equipment. **OR**
  - You may also substitute successful completion of a Ph. D or equivalent doctoral degree, or 3 full years of progressively higher-level graduate education leading to such a degree in photography, radio or television production, motion picture production, or other fields related to the position at an accredited college or university, may be substituted for experience at the GS-11 grade level. Such education must demonstrate the skills needed to do the work. One of a full-time graduate education is considered to be the number of credit hours that the school attended has determined to represent one year of full-time study. If that information cannot be obtained from the school, 54 semester hours should be considered as satisfying the 3 years of full-time study requirement.

- **GS-12**: In addition to the requirements at the lower grade level(s), you qualify at the GS-12 level if you possess one (1) year of specialized experience, which is equivalent to the GS-11 level in the federal government, that equipped you with the skills needed to successfully perform the duties of the position. You must have experience performing the following duties:
  - Coordinating with internal/external stakeholders in the development of audiovisual productions.
  - Conveying an organizational message to a targeted audience using audiovisual production techniques.
  - Composing complex live or recorded programs with multiple visual or audio elements.
  - Rehearsing and directing the actions of production staff.

Good luck to those who are interested!

Subject: Re: [EXTERNAL] [CONTENT-MANAGERS-L] Seven Deadly Sins of Data Visualization Design (5/10 @ 10am) - TTS Webinar with Randy Krum!
From: "Brewer, Jeff (OIG)" <Jeff.Brewer@VA.GOV>
Reply To: Brewer, Jeff (OIG)
Date: Thu, 10 May 2018 16:59:48 +0000
Content-Type: multipart/signed
Parts/Attachments: text/plain (6 kB) , text/html (24 kB) , smime.p7s (16 kB)

Me too (re: lurking). I attended that seminar this morning and found it very interesting, valuable and motivating. I also thought you did a noticeably-good job hosting. Thanks very much for sharing.

Jeff

From: (b) (6) [mailto:000000bf193b5981-dmarc-request@LISTSERV.GSA.GOV]
Sent: Wednesday, May 09, 2018 6:32 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Seven Deadly Sins of Data Visualization Design (5/10 @ 10am) - TTS Webinar with Randy Krum!

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www.dir.texas.gov

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Subject: June Events in Oakland, DC, and Denver from The Lab at OPM!
From: "Thomas, Elaine" <Elaine.Thomas@OPM.GOV>
Reply To: Thomas, Elaine
Date: Thu, 10 May 2018 19:17:47 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (23 kB) , text/html (21 kB) , image001.png (21 kB) , image002.jpg (23 kB)

LAB OPM

June Events in Oakland, DC, and Denver from The Lab at OPM!

Oakland and D.C. Summer Design School 2018

Oakland: June 4-8, 2018
Oakland City Hall, 1 Frank H Ogawa Plaza, Oakland, CA 94612
$3000 per person

DC: June 18-22, 2018
OPM Innovation Lab, 1900 E Street NW, SBH22, Washington D.C. 20415
$3000 per person

The goal of Summer Design School is to build design thinking, problem solving

The goal of Summer Design School is to build design thinking, problem solving and innovation skills for Government. This week-long workshop experiments with new ways of teaching, learning and applying human-centered design in the public sector. Through a mix of structured and unstructured offerings, participants will look at complex challenges through a series of different frames over the course of the week focused on helping them to understand why, when and how to apply design to their public sector work.

Register here for either Oakland or D.C:
https://leadership.opm.gov/programs.aspx?course=280

Denver Fundamentals of Human- Centered Design Workshop

June 26-28, 2018
WMDC - Byron Rogers Federal Building, 1961 Stout Street, Denver, Colorado 80294
$1900 per person

We build design thinking, problem solving and innovation skills through our Human-Centered Design Fundamentals workshop. This workshop teaches the theory and practice of human-centered design through a three-day open enrollment course. Participants will understand why, when and how to apply human-centered design to their public sector work, whether they are involved in policy design, program management or service delivery.

Register here: https://leadership.opm.gov/programs.aspx?course=234

Denver Visualizing Systems Workshop

June 25, 2018
9:00 am to 4:30 pm
WMDC - Byron Rogers Federal Building, 1961 Stout Street, Denver, Colorado 80294
$500 per person

We make information visual not only to make it nice to look at, but also to help us understand it in a different way. This course is focused on using visual language to understand systems. We'll first examine different types of systems, from natural to technological, and how they are represented. Then we'll break down everyday systems into their basic parts and practice drawing their flows and behaviors. From there, you'll create a map of your own system and be able to use it as a diagnostic tool for identifying problems, possibilities, and potential impacts. You'll also explore various scales of intervention in order to identify the best opportunities for change in your systems.

Visualizing Systems helps you propose sustainable improvements to a system and communicate your insights to others. With practice, you'll be seeing systems everywhere you go.

Register here: https://leadership.opm.gov/programs.aspx?

course=286

Pictured above: *work produced during our first Visual Eloquence design module, held in October 2017.*

The Lab at OPM
1900 E Street NW, Washington, DC, 20415
lab.opm.gov • @LabOPM

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

Subject:	Looking for a GS-11/12 PD for a digital/web content/social media position
From:	Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To:	Bridget Serchak <BSerchak@VOANEWS.COM>
Date:	Mon, 14 May 2018 20:48:42 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (2314 bytes) , text/html (6 kB) , image001.jpg (6 kB)

All,

If you have a position description (not a USA Jobs announcement) for a GS-11/12 digital/web content/social media position – preferably one that is in the public affairs 1035 series – I would very much appreciate a copy.

Please send it to me directly and not to the entire listserv.

Many thanks,

Bridget

****

Bridget Ann Serchak
Director of Public Relations
Voice of America
Broadcasting Board of Governors
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

Voice of America
****

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Subject: Great opportunities to engage with The Lab at OPM!
From: "Thomas, Elaine" <Elaine.Thomas@OPM.GOV>
Reply To: Thomas, Elaine
Date: Wed, 16 May 2018 13:36:35 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (23 kB) , text/html (30 kB) , image001.png (30 kB) , image002.jpg (23 kB)

LAB OPM

Help Bring Human Centered Design to Life in the Federal Government!

ISO experienced communicators to share Human-Centered Design's impact on government

Are you a skilled communicator who is passionate about learning how human-centered design is being applied to address complex government challenges? If so, The Lab at OPM needs you!

We are looking for individuals with content creation and related communication experience to use their skills to help us document The Lab's partnerships, programming, and projects, along with vignettes on The Lab alumni's journeys and successes.

along with vignettes on The Lab alumni's journeys and successes.

Click here to apply!

Practice your qualitative interviewing skills through Summer Design School

The Lab at OPM is hosting one of its Summer Design Schools in DC from June 18-22, 2018. Summer Design School DC will deliver new content in new forms to illustrate the variety of ways in which design can be applied to the public sector. The Lab is recruiting individuals to assist with the qualitative interviewing as part of this week-long event.

Selected participant responsibilities will include:

- Co-design approach to questioning and interview guide.
- Help with room set-up and coordination tasks related to qualitative interviews.
- Host interviews in the "interview booth" on the day assigned.

Click here to apply!

Help build design skills in Government through Summer Design School

The Lab at OPM is hosting one of its Summer Design Schools from June 18-22, 2018. Summer Design School will deliver new content in new forms to illustrate the variety of ways in which design can be applied to the public sector. The Lab is recruiting 5 individuals to serve in non-reimbursable micro-details to assist with the day-to-day running of this week-long event.
Selected participant responsibilities will include:

- Help with room set-up and coordination with the day's set of speakers and facilitators.
- Support the qualitative feedback of course participants.
- Engage in sessions with participants.
- Support the creation of a daily reflection report to inform the design of future offerings.

Click here to find out more and apply!

The Lab at OPM
1900 E Street NW, Washington, DC, 20415
lab.opm.gov • @LabOPM

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Subject: Happening Today! Drupal4Gov Webinar Series: Tweaking the DKAN Distribution to Promote Research Projects
From: "Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To: Dearie, Jessica
Date: Thu, 17 May 2018 17:13:26 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2379 bytes) , text/html (10 kB)

It's not too late to grab your spot.

Join Drupal4Gov for our next webinar as we hear from Chris Cloyd of the Missouri Department of Conservation on how they used DKAN to promote the research projects behind their data!

May 17th, 3pm EDT – Register to receive the webinar address
https://www.eventbrite.com/e/drupal4gov-webinar-series-tweaking-the-dkan-distribution-to-promote-research-projects-registration-45801296912

Tweaking the DKAN Distribution to Promote Research Projects
The DKAN distribution provides the tools to quickly create a portal for sharing and promoting datasets. However, staff at the Missouri Department of Conservation wanted to promote the research projects behind the data. This webinar will discuss how the MDC web team used contributed modules and custom modules to create a site that promotes the research projects conducted by the Department.

Topics will included:
- The site's audiences and objectives
- Shifting DKAN's focus from datasets to projects
- DKAN out-of-the-box
- New content types and site functionality
- Workflow and governance
- What's next

Site: https://research.mdc.mo.gov

Jessica Dearie
ORD Intranet Coordinator
ORD SharePoint Site Collection Administrator
ORD Office of Science Information Management
Drupal4Gov (join us drupal4gov@gmail.com)
202-564-8718
https://intranet.ord.epa.gov/

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Subject: USWDS June monthly call
From: Maya Benari <maya.ben-ari@GSA.GOV>
Reply To: Maya Benari <maya.ben-ari@GSA.GOV>
Date: Thu, 17 May 2018 11:24:23 -0700
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1710 bytes) , text/html (2501 bytes)

Hi there,

Join us for our next monthly call on Friday, June 1, 2018 at 1:00 pm ET / 10:00 am PT for our monthly conversation with fellow designers and developers across the government.

This month, the U.S. Web Design System team will talk with Jacqueline Gu about how her team has been using the USWDS on the redesign of the Drug Enforcement Agency (DEA) site. She'll also share the design system which they've expanded upon.

Register and join us on Zoom: https://digital.gov/event/2018/06/01/us-web-design-system-monthly-call/

Thanks!

Maya

--
Maya Benari
U.S. Web Design System
Office of Products and Programs | 18F
Technology Transformation Service (TTS)
General Services Administration (GSA)
maya.ben-ari@gsa.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:	Registration Open: "Funding the Future -- with the Technology Modernization Fund" webinar Tuesday, May 22, 2018 11:00 AM – 12:00 PM ET
From:	Justin Herman - QXE <justin.herman@GSA.GOV>
Reply To:	Justin Herman - QXE <justin.herman@GSA.GOV>
Date:	Fri, 18 May 2018 16:19:14 -0400
Content-Type:	multipart/related
Parts/Attachments:	text/plain (2 MB) , text/html (2 MB) , giphy-23.gif (2 MB)

Hello Web Content Managers,

Please check out the invitation below, and join us as the Technology Modernization Fund program management office answers all your questions!

Justin "Doc" Herman
Emerging Citizen Technology Office: ECTO
U.S. General Services Administration

---------- Forwarded message ----------
From: **Justin Herman - QXE** <justin.herman@gsa.gov>
Date: Fri, May 18, 2018 at 2:46 PM
Subject: Registration Open: "Funding the Future -- with the Technology Modernization Fund" webinar Tuesday, May 22, 2018 11:00 AM – 12:00 PM ET
To: Artificial Intelligence <AI@listserv.gsa.gov>, "AIPUBLIC@LISTSERV.GSA.GOV" <AIPublic@listserv.gsa.gov>, "BLOCKCHAIN@LISTSERV.GSA.GOV" <Blockchain@listserv.gsa.gov>, "BLOCKCHAINPUBLIC@LISTSERV.GSA.GOV" <BlockchainPublic@listserv.gsa.gov>, "VR@LISTSERV.GSA.GOV" <VR@listserv.gsa.gov>, VRARPublic@listserv.gsa.gov, SM Community of Practice <SM-COP@listserv.gsa.gov>

Hello 3000+ of you in Artificial Intelligence, Blockchain, Virtual/Augmented Reality and SocialGov Communities,

While next week registration will open for our workshop at GSA to help agencies draft emerging technology business cases and proposals for the Technology Modernization Fund, we decided to pull out all of the stops and start now answering your questions: sign up today to join us for a livestream with Elizabeth Cain, executive director of the Technology Modernization Fund, where she will share an overview on this new funding source, and we will answer all of your questions (which you can submit now in the registration).

Please share with your teams, share with anyone you know who may be interested in demystifyng the Technology Modernization Fund and what it can mean for you, whether for emerging technologies, cloud or data services.

Along with this webinar, the workshop on June 8, we've launched a new page in the U.S. Emerging Citizen Technology Atlas to start collecting and curating important information -- we look forward to partnering with the Technology Modernization Fund program management office and your teams to deliver the goods this summer: well-developed and bold proposals submitted by the end of June that fulfill the rigorous standards of TMF and empower your agencies to meet the promise of better services for the American people:

https://emerging.digital.gov/TMF/

Forget the rain: we have incredible work ahead together thanks to you.

Robotically yours,
Justin

Justin "Doc" Herman
Emerging Citizen Technology Office: ECTO
U.S. General Services Administration

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Subject: Firebase TOS
From: "Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV>
Reply To: Wilcox, Lisa- ERS
Date: Mon, 21 May 2018 19:04:45 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (1577 bytes) , giphy-23.gif (2 MB)

Anyone else using Firebase? Is there a federal TOS with them? If anyone has a contact, I would appreciate it.
Thanks in advance

Sent from my iPhone
Lisa G. Wilcox / Web Design Lead
USDA ERS
Office: 202-694-5574 / Fax: 202-245-4781
www.ers.usda.gov

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employees, so please consider that before sharing outside our community.
****

Subject: Drupal GovCon: Session Submissions Close May 25th
From: "Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To: Dearie, Jessica
Date: Tue, 22 May 2018 11:06:56 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3470 bytes) , text/html (26 kB)

Session Submission for Drupal GovCon closes May 25th! View this email in your browser

Session Submissions Close May 25th!

We know you have great ideas and information to share.

People from every level of government, nonprofit organizations, private companies, labor unions, and independent freelancers are drawn to Drupal GovCon. Make sure you share that knowledge!

Check out the proposed sessions and then submit your session!

Session Submission Deadline is May 25, 2018!

Below Per Diem Hotel Rates!

We have a block of rooms available at a discounted rate of $135/night (that's $40 less than the Government per diem!!) 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 8/21/18 and checking out 8/25/18.

July 24th, 2018 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

The hotel is approximately 1 mile from the Conference Center at NIH.

Submit Your Session Today!

Drupal GovCon, a production of Drupal4Gov, is made possible by our wonderful sponsors and volunteers.
Graciously hosted by the NIH Library.

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Subject: Need your answers to two quick questions about CMSs
From: "Bowden, Beth (NIH/NIEHS) [E]" <bowden1@NIEHS.NIH.GOV>
Reply To: Bowden, Beth (NIH/NIEHS) [E]
Date: Wed, 23 May 2018 12:08:00 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1271 bytes) , text/html (4 kB)

Good morning, Content Managers,

What CMS (if any) do you use?
Where is it hosted?

We are looking at different CMSs and would like your input. I'll aggregate the results and distribute to this listserv.

Thanks in advance!

Beth Bowden
beth.bowden@nih.gov | 984-287-3114
NIEHS, MD Keystone 2126, P.O. Box 12233, Research Triangle Park, NC 27709

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Subject:	Re: Need your answers to two quick questions about CMSs
From:	"Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV>
Reply To:	Wilcox, Lisa- ERS
Date:	Wed, 23 May 2018 13:12:05 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3303 bytes) , text/html (10 kB)

We use Umbraco as we are a .net shop. It's a great CMS and easy to integrate your own custom templates. I wholeheartedly suggest it. https://umbraco.com

Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov / 202-999-9619
USDA ERS
Office: 202-694-5574 / Fax: 202-245-4781
www.ers.usda.gov

From: Bowden, Beth (NIH/NIEHS) [E] [mailto:bowden1@NIEHS.NIH.GOV]
Sent: Wednesday, May 23, 2018 8:08 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

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Thanks in advance!

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beth.bowden@nih.gov | 984-287-3114
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Subject:	Re: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs
From:	"(b) (6) USARMY HQDA ASA MRA (US)" <(b) (6) @MAIL.MIL>
Reply To:	(b) (6) USARMY HQDA ASA MRA (US)
Date:	Wed, 23 May 2018 13:30:21 +0000
Content-Type:	multipart/signed
Parts/Attachments:	text/plain (5 kB) , text/html (14 kB) , smime.p7s (6 kB)

Just upgraded to Adobe AEM 6.3 – we host it on physical boxes in two locations (COOP) --- only issue were having is that Adobe and Oracle are is some sort of “support” and/or joint “compatibility” disagreement and it is causing us some unforeseen problems as this was not the arrangement when we initially purchased it.

From: Wilcox, Lisa- ERS <LGWILCOX@ERS.USDA.GOV>
Sent: Wednesday, May 23, 2018 9:12 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

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.

We use Umbraco as we are a .net shop. It’s a great CMS and easy to integrate your own custom templates. I wholeheartedly suggest it.Caution-https://umbraco.com < Caution-https://umbraco.com >

Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov < Caution-mailto:lgwilcox@ers.usda.gov > / 202-999-9619
USDA ERS
Office: 202-694-5574/ Fax: 202-245-4781
Caution-www.ers.usda.gov < Caution-http://www.ers.usda.gov/ >

< Caution-https://twitter.com/WebGirl_Lisa > < Caution-https://www.linkedin.com/in/webgirl/ > < Caution-https://github.com/MsWebGirl >

From: Bowden, Beth (NIH/NIEHS) [E] [Caution-mailto:bowden1@NIEHS.NIH.GOV]
Sent: Wednesday, May 23, 2018 8:08 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

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beth.bowden@nih.gov < Caution-mailto:beth.bowden@nih.gov > I 984-287-3114
NIEHS, MD Keystone 2126, P.O. Box 12233, Research Triangle Park, NC 27709

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Subject: Re: Need your answers to two quick questions about CMSs
From: (b) (6) SBS.NYC.GOV>
Reply To:
Date: 00
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2933 bytes) , text/html (8 kB)

Here in New York City we use a slightly dated version of Interwoven TeamSite, hosted on our own servers. To be honest, I am not a fan – it is finicky to use and very idiosyncratic.

(b) (6) | **Content and Operations Manager**
NYC Department of Small Business Services
110 William Street, 8th Floor, New York, NY 10038
T (b) (6) | **E** (b) (6)@sbs.nyc.gov

nyc.gov/sbs
Facebook | Twitter | Instagram

From: Bowden, Beth (NIH/NIEHS) [E] <bowden1@NIEHS.NIH.GOV>
Sent: Wednesday, May 23, 2018 8:08 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

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Subject: Re: Need your answers to two quick questions about CMSs
From: "Rodriguez, Donna Adorian" <Donna.Rodriguez@VA.GOV>
Reply To: Rodriguez, Donna Adorian
Date: Wed, 23 May 2018 15:40:06 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (12 kB)

1. For public facing office website, we are using Drupal 7.0, hosted at Terremark and looking to move to AWS FedCloud.
2. For internal facing office website, we are using SharePoint 2013 on premises. We will be migrating to SharePoint 2016 on premises in the near future.

From: (b) (6) [mailto:(b) (6)@SBS.NYC.GOV]
Sent: Wednesday, May 23, 2018 10:22 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

Here in New York City we use a slightly dated version of Interwoven TeamSite, hosted on our own servers. To be honest, I am not a fan – it is finicky to use and very idiosyncratic.

(b) (6) | **Content and Operations Manager**
NYC Department of Small Business Services
110 William Street, 8th Floor, New York, NY 10038
T (b) (6) | **E** (b) (6)@sbs.nyc.gov

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Facebook | **Twitter** | **Instagram**

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Sent: Wednesday, May 23, 2018 8:08 AM
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Subject:	How to Work Better, Together — with Brad Frost
From:	Jeremy Zilar - QXE <jeremy.zilar@GSA.GOV>
Reply To:	Jeremy Zilar - QXE <jeremy.zilar@GSA.GOV>
Date:	Wed, 23 May 2018 11:47:14 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3125 bytes) , text/html (4 kB)

Hey friends,

We have a talk happening on digital.gov next week that is very relevant to the work we all do.

How Design Systems Help Us Work Together — with Brad Frost
ONLINE | Thursday, May 31, 2018 11:00 AM – 12:00 PM ET
Register here: https://digital.gov/event/2018/05/31/this-how-we-work-together-with-brad-frost/

So why is this relevant to government? Because the core component to making government more effective, more nimble, is working with others around common missions, goals, and challenges.

And this talk focuses specifically on HOW we go about doing that work, together.

But you might be asking yourself — Why is a talk about design systems is relevant to me? I am not a designer. I don't touch code. We just write the contracts. We pass off the requirements to the people who manage our site. We manage the content, not the design of the site.

Well as we all know, we're all part of a larger team that is working to make government better at delivering services. Everything we work on — regardless of the program we are in or the team we are on — affects the work of others, and ultimately the outcome of the services we provide.

So as a manager —
How do you manage multiple teams to meet mission goals? With a firm and heavy hand? Or maybe you let everyone do what they want and hope something useable comes out the other end? How do you give clear direction while giving the team the agency to solve problems on their own?

Or as a person on a team —
What are the right questions you should be asking of your leadership to ensure that your work is helping the mission? How can you collaborate better with others on your team?

This is where a design system comes in. Think of them as style guides for HOW your organization works, together. They homes for the important guidance your team needs to make the work they do, better.

I hope you can join us. Brad is a lot of fun.

ONLINE — Thursday, May 31, 2018 11:00 AM – 12:00 PM ET
Register here: https://digital.gov/event/2018/05/31/this-how-we-work-together-with-brad-frost/

Best,
-jeremy

--
Jeremy Zilar | jeremy.zilar@gsa.gov
Director DigitalGov / GSA — digitalgov.gov

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Subject:	Re: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs
From:	Jeremy Zilar - QXE <jeremy.zilar@GSA.GOV>
Reply To:	Jeremy Zilar - QXE <jeremy.zilar@GSA.GOV>
Date:	Wed, 23 May 2018 12:33:38 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (7 kB) , text/html (16 kB)

Here are some of the blog posts we've written on the CMS choices that agencies have made over the years:
https://digital.gov/tag/cms/

And we've also compiled a list of the CMS that people have made at agencies.
https://digital.gov/resources/content-management-systems-used-by-government-agencies/
It is not comprehensive, but interesting to see.

Let us know if you want to add to this list!
-jeremy
digital.gov

O 8 at 9:30 AM, (b) (6) USARMY HQDA ASA MRA (US) <(b) (6) @mail.mil> wrote:

> Just upgraded to Adobe AEM 6.3 – we host it on physical boxes in two locations (COOP) --- only issue were having is that Adobe and Oracle are is some sort of "support" and/or joint "compatibility" disagreement and it is causing us some unforeseen problems as this was not the arrangement when we initially purchased it.
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> **Sent:** Wednesday, May 23, 2018 9:12 AM
> **To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> **Subject:** [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs
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> ---
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> We use Umbraco as we are a .net shop. It's a great CMS and easy to integrate your own custom templates. I wholeheartedly suggest it.Caution-https://umbraco.com < Caution-https://umbraco.com >
>
> **Lisa G. Wilcox** / Web Design Lead
> lgwilcox@ers.usda.gov < Caution-mailto:lgwilcox@ers.usda.gov > / 202-999-9619
> USDA ERS

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Office: 202-694-5574/ Fax: 202-245-4781
Caution-www.ers.usda.gov < Caution-http://www.ers.usda.gov/ >

< Caution-https://twitter.com/WebGirl_Lisa > < Caution-https://www.linkedin.com/in/webgirl/ >
< Caution-https://github.com/MsWebGirl >

From: Bowden, Beth (NIH/NIEHS) [E] [Caution-mailto:bowden1@NIEHS.NIH.GOV]
Sent: Wednesday, May 23, 2018 8:08 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

Good morning, Content Managers,

What CMS (if any) do you use?

Where is it hosted?

We are looking at different CMSs and would like your input. I'll aggregate the results and distribute to this listserv.

Thanks in advance!

Beth Bowden

beth.bowden@nih.gov < Caution-mailto:beth.bowden@nih.gov > | 984-287-3114

NIEHS, MD Keystone 2126, P.O. Box 12233, Research Triangle Park, NC 27709

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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managers-l digest
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Subject: Re: Need your answers to two quick questions about CMSs
From: (b) (6) @IOWA.GOV>
Reply To: @IOWA.GOV>
Date: Wed, 23 May 2018 11:33:45 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3570 bytes) , text/html (6 kB)

State of Iowa's public facing websites are Drupal 7 although we are about to launch Drupal 8. We have a few agencies using .Net Nuke.

We are now building agency intranets on Google Sites.

On Wed, May 23, 2018 at 7:27 AM Bowden, Beth (NIH/NIEHS) [E] <bowden1@niehs.nih.gov> wrote:

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>
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>
> beth.bowden@nih.gov | 984-287-3114
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(b) (6), eGovernment Services Coordinator
Office formation Officer
Office (b) (6)
(b) (6)
(b) (6) @iowa.gov

Twitter: @IowaOCIO

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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: SEO Webinar next Tuesday 5/29 - 1pm
From: Dawn McCleskey - QXD <dawn.mccleskey@GSA.GOV>
Reply To: Dawn McCleskey - QXD <dawn.mccleskey@GSA.GOV>
Date: Wed, 23 May 2018 13:04:12 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2354 bytes) , text/html (5 kB)

Hello everyone, I'll be giving a talk next Tuesday at 1pm on how search engines index your websites. Please join if you're interested! Best, Dawn

Register here: https://digital.gov/event/2018/05/29/how-search-engines-index-your-websites/

In this online event, we'll look in detail at the essential building blocks of a search index:

- How search engines discover content on websites, and how that information gets into the index for later searching.
- XML sitemaps - what they are, why you should have one, and special considerations for government agencies.
- Robots.txt files - what they are, why you should have one, best practices, and technical pitfalls to watch out for.

You'll Learn:

- How search engines work (at a high level)
- The Sitemaps Protocol and the Robots Exclusion Protocol guidance
- What to do if you have content in multiple platforms, such as your content management system, your old content management system, and a legacy file server
- The relationship between sitemaps and search configurations in the Search.gov system

https://digital.gov/event/2018/05/29/how-search-engines-index-your-websites/

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

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Subject:	Re: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs
From:	Gwynne Kostin - QXF <gwynne.kostin@GSA.GOV>
Reply To:	Gwynne Kostin - QXF <gwynne.kostin@GSA.GOV>
Date:	Wed, 23 May 2018 13:21:19 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (8 kB) , text/html (21 kB)

It would be awesome to see that list updated. I know that most of DHS, for example, has been off Teamsite and Vingette for years.
-gk

GWYNNE KOSTIN
Sr. Advisor and Director of Special Projects
Office of Products and Program
Technology Transformation Service
gwynne.kostin@gsa.gov

U.S. General Services Administration
1800 F Street, NW
Washington, DC 20405

On Wed, May 23, 2018 at 12:33 PM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:

> Here are some of the blog posts we've written on the CMS choices that agencies have made over the years:
> https://digital.gov/tag/cms/
>
> And we've also compiled a list of the CMS that people have made at agencies.
> https://digital.gov/resources/content-management-systems-used-by-government-agencies/
> It is not comprehensive, but interesting to see.
>
> Let us know if you want to add to this list!
> -jeremy
> digital.gov

O 8 at 9:30 AM, (b) (6) USARMY HQDA ASA MRA (US) <(b) (6) @mail.mil> wrote:

> Just upgraded to Adobe AEM 6.3 – we host it on physical boxes in two locations (COOP) --- only issue were having is that Adobe and Oracle are is some sort of "support" and/or joint "compatibility" disagreement and it is causing us some unforeseen problems as this was not the arrangement when we initially purchased it.
>
> **From:** Wilcox, Lisa- ERS <LGWILCOX@ERS.USDA.GOV>
> **Sent:** Wednesday, May 23, 2018 9:12 AM
> **To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> **Subject:** [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

CMSs

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.

We use Umbraco as we are a .net shop. It's a great CMS and easy to integrate your own custom templates. I wholeheartedly suggest it.Caution-https://umbraco.com < Caution-https://umbraco.com >

Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov < Caution-mailto:lgwilcox@ers.usda.gov > / 202-999-9619
USDA ERS
Office: 202-694-5574/ Fax: 202-245-4781
Caution-www.ers.usda.gov < Caution-http://www.ers.usda.gov/ >

< Caution-https://twitter.com/WebGirl_Lisa > < Caution-https://www.linkedin.com/in/webgirl/ > < Caution-https://github.com/MsWebGirl >

From: Bowden, Beth (NIH/NIEHS) [E] [Caution-mailto:bowden1@NIEHS.NIH.GOV]
Sent: Wednesday, May 23, 2018 8:08 AM
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Jeremy Zilar | jeremy.zilar@gsa.gov
Director DigitalGov / GSA — digitalgov.gov

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Subject:	Join us for these Upcoming Events!
From:	"Thomas, Elaine" <Elaine.Thomas@OPM.GOV>
Reply To:	Thomas, Elaine
Date:	Wed, 23 May 2018 17:55:28 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (23 kB) , image001.png (23 kB) , image002.jpg (23 kB)

LAB OPM

You're Invited to Join Us for 3 Upcoming Events on Human-Centered Design!

Upcoming Lunch and Learn: Summer Design School DC 2018!

May 24, 2018 -12:00 pm-1:00 pm EST

Webinar *(Please register for this webinar by getting a ticket through Eventbrite. The webinar information will be sent directly to you closer to the event.)*

The Lab at OPM is excited to be delivering Summer Design School DC (SDS) again this year. SDS is a week-long workshop that experiments with new ways of teaching, learning, and applying human-centered design in the public sector.

Join us to build design thinking, creative problem solving, and innovation skills for your work in the government! This year we'll be running it in DC from June 18-22.

Check out the current schedule for DC: https://labopm.github.io/washDC_SDS/

Have questions or want to learn more before signing up? Great! Join us during lunch to get the run down on what this week is all about and get your questions answered!

Please RSVP through the Eventbrite, and a link to the webinar will be sent shortly thereafter.

Register here: https://www.eventbrite.com/e/lunch-learn-about-summer-design-school-dc-2018-tickets-46224107550

Upcoming Event: The Value of Engaged Learning in Design for the Public Sector

May 31, 2018 - 5:30pm- 8:00 pm EST
***In person** (GovLoop Office: 1152 15th Street NW, Washington, D.C. 20005)*

Have you ever wondered about the design education initiatives occurring in the federal government or wanted to better understand engaged learning approaches? Please join us for our second Government Innovation Forum meet-up.

During this interactive event, you'll hear how The Lab at OPM, the General Services Administration, the United States Agency for International Development, and the Joint Special Operations University define and deliver design education, along with the various approaches to engaged learning that each are testing in their own offices.

Register here: https://go.govloop.com/value-engaged-learning.html

---

Upcoming Webinar: Human-Centered Design in Teen Pregnancy Prevention Grants

June 13, 2018 -2:00 pm-3:00 pm EST
***Webinar** (Please register for this webinar by getting a ticket through Eventbrite. The webinar information will be sent directly to you closer to the event.)*

Human-Centered Design (HCD) puts users at the center of innovations and encourages the design of products, programs, and services that are co-designed and user-focused. Federal grantees - iTP3 at Texas A&M University & Innovation Next at Power to Decide - funded by the Office of Adolescent Health at the US Department of Health and Human Services are using this methodology to discover innovative programs and strategies aimed at preventing teen pregnancy and advancing adolescent health. This

webinar will feature a series of lightning talks that will: (1) explain how federal funding facilitated the use of human-centered design; (2) how federal grantees iTP3 and Innovation Next supported their innovator cohorts and incorporated HCD, by working with the LUMA Institute and IDEO, respectively; and (3) showcase two innovators who are applying human-centered design to their projects to prevent teen pregnancy and advance adolescent health.

Please RSVP through the Eventbrite, and a link to the webinar will be sent shortly thereafter.
Register here: https://lab.opm.gov/our-services/leading/

Pictured above: *work produced during our first Visual Eloquence design module, held in October 2017.*

The Lab at OPM
1900 E Street NW, Washington, DC, 20415
lab.opm.gov • @LabOPM

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Subject: Job opening: Backend developer at National Archives
From: Dana Allen-Greil <dana.allen-greil@NARA.GOV>
Reply To: Dana Allen-Greil <dana.allen-greil@NARA.GOV>
Date: Wed, 23 May 2018 15:04:20 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2080 bytes) , text/html (10 kB)

IT Specialist (Backend Developer)
National Archives
GS-13
Duty station may be in College Park, MD or a Long Distance Telework location negotiable after selection.

This position is located within the Office of Innovation (V), Digital Engagement Division (VE), Web and Social Media Branch (VES). The Office of Innovation is responsible for the Digital Strategy efforts, including the National Archives Catalog and online access and engagement efforts. This position serves as an Information Technology Specialist (Backend Developer), providing expert level technical support for web operations and platform (Drupal) development for the agency's websites, including Archives.gov.

JD10214391GHD - Public: https://www.usajobs.gov/GetJob/ViewDetails/500472500

JD10214392GHM - Government-wide: https://www.usajobs.gov/GetJob/ViewDetails/500473100

Apply by 6/14/18.

Dana Allen-Greil
Web and Social Media Branch Chief
Office of Innovation

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Subject: Search.Gov | Questions & Lessons Learned
From: "Sullivan, Madeline" <Madeline.Sullivan@ED.GOV>
Reply To: Sullivan, Madeline
Date: Wed, 23 May 2018 20:03:16 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (11 kB) , text/html (12 kB) , image002.jpg (11 kB)

Dear Content Managers,

ED's OSHS is in the process of developing a new web site that will integrate a number of resources from across the government and multiple agencies. As a part of that development process, we are going to use the Search.gov system in order to create and maintain the search engine. Would you please help and confirm a few initial questions about using this system?

- Does communication related to setting up the search engine and getting technical support in the future have to be initiated by federal employees?
- Do government contractors have the same access level as federal employees?
- Once the content inventory, and all other required items for search engine testing and launching are received and set-up, is there any federally required executive clearance process that may prevent the search engine from immediately going live?
- Is there a Listserv or Community of Practice available to developers (outside of public information on the search.gov site) that can provide support during the development and maintenance phases?
- Do you have any lessons learned to offer?

Thank you; I appreciate you all and your insight!

Sincerely,
Madeline

Madeline Sullivan
U.S. Department of Education ~ Office of Safe and Healthy Students (OSHS)
400 Maryland Avenue, SW ~ 3C 152 ~ Washington, DC 20202-6110
Phone: 202-453-6705 Fax: (202) 453-6742

https://twitter.com/search?f=tweets&q=%23MyPreparednessPromise&src=typd

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#MyPreparednessPromise
campaign today!
Twitter: @remstacenter
1. Download the #MyPreparednessPromise Banners.
http://www.rems.ed.gov/banners.aspx
2. Type or write in your preparedness promise.
3. Log on to Twitter to share it with @remstacenter.

Subject: Re: Need your answers to two quick questions about CMSs
From: (b) (6) DNI.GOV>
Reply To: (b) (6) DNI.GOV>
Date: Thu, 24 May 2018 12:42:32 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (13 kB)

In 2012 we moved to Joomla and in 2015 we consolidated several sites still rolling raw HTML. Today we're Joomla across our three public facing sites: DNI.gov, Intel.gov and IARPA.gov. Doesn't have the traction of Drupal in the fed space but it has served us well.

As far as what Joomla can do, well, DNI.gov has just been completely overhauled (and got a shout-out from an independent assessment as one of the five most improved sites in the fed gov last year) and Intel.gov is *brand spanking new* – I think it will knock your socks off.

FWIW. with Intel.gov we heavily considered using the GSA's Federalist platform, but ultimately went in a different direction for a number of practical reasons that had nothing to do with the pluses and minuses of Federalist.

All the best,

(b) (6)
Deputy Transparency Officer
Civil Liberties | Privacy | Transparency Office
Office of the Director of National Intelligence
(b) (6) @dni.gov | (b) (6)

From: (b) (6) @IOWA.GOV>
Sent: Wednesday, May 23, 2018 12:34 PM
To: CONTENT-MANAGERS-L@listserv.gsa.gov
Subject: Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

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(b) (6), eGovernment Services Coordinator
Office of the Chief Information Officer
Office: (b) (6)
Cell: (b) (6)
(b) (6) @iowa.gov

Twitter: @IowaOCIO

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Subject: Re: Search.Gov | Questions & Lessons Learned
From: (b) (6) @STATE.GOV>
Reply To:
Date: Thu, 24 May 2018 14:03:02 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (11 kB) , text/html (15 kB) , image001.jpg (11 kB) , image002.gif (11 kB)

Madeline (and all @here): Your best course is to contact the search support team, search@support.digitalgov.gov. Their wonderful team will walk you through the entire process from start to launch and beyond – we've been using their search engine on our overseas mission websites for more than two years and couldn't be happier.

(b) (6)
PMP, ICP
IIP Office of Digital
SA-5, 02-I17
2200 C Street NW
Washington, DC 20522
(b) (6)

CONNECTING PEOPLE WITH POLICY

Personal
UNCLASSIFIED

From: Sullivan, Madeline <Madeline.Sullivan@ED.GOV>
Sent: Wednesday, May 23, 2018 4:03 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Search.Gov | Questions & Lessons Learned

Dear Content Managers,

ED's OSHS is in the process of developing a new web site that will integrate a number of resources from across the government and multiple agencies. As a part of that development process, we are going to use the Search.gov system in order to create and maintain the search engine. Would you please help and confirm a few initial questions about using this system?

- Does communication related to setting up the search engine and getting technical support in the future have to be initiated by federal employees?
- Do government contractors have the same access level as federal employees?
- Once the content inventory, and all other required items for search engine testing and launching are received and set-up, is there any federally required executive clearance process that may prevent the search engine from immediately going live?
- Is there a Listserv or Community of Practice available to developers (outside of public information on the search.gov site) that can provide support during the development and maintenance phases?
- Do you have any lessons learned to offer?

Thank you; I appreciate you all and your insight!

Sincerely,
Madeline

Madeline Sullivan
U.S. Department of Education ~ Office of Safe and Healthy Students (OSHS)
400 Maryland Avenue, SW ~ 3C 152 ~ Washington, DC 20202-6110
Phone: 202-453-6705 Fax: (202) 453-6742

https://twitter.com/search?f=tweets&q=%23MyPreparednessPromise&src=typd

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

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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: Vacancy Announcement - Public Affairs Specialist, GS-1035-14
From: (b) (6), (b) (7)(C) USCIS.DHS.GOV>
Reply To:
Date:
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4051 bytes) , text/html (15 kB)

Hi everyone.

Please see below for info about a GS-14 public affairs officer opening with my agency:
https://www.usajobs.gov/GetJob/ViewDetails/500363100

Note the selective placement factor**:** Applicants must have experience serving as a spokesperson and regularly handling media inquiries on behalf of a large organization.

Thanks and good luck if you're interested!

(b) (6), (b) (7)(C)
Chief o ations | *O*
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
USCIS English - Website: https://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 - Website: https://uscis.gov/es

A Public Affairs Specialist, GS-1035-14 position in Washington, DC has been posted to USAJobs. The announcement opened **5/29/2018** and will close **6/7/2018**. If you are interested, please review the announcement and apply.

Highlights include:

Area of Consideration

- Current or Former Federal Employees with Competitive Status; Reinstatement Eligibles; OPM Interchange Agreement Eligibles; VEOA, Disability, Surplus/Displaced Eligibles.

Responsibilities

- Formulate policy, programs, and procedures governing information dissemination functions for USCIS and participate in high level policy making meetings and conferences, serving as an advisor on reactions to new policy initiatives.
- Prepare written forms of communication in the form of news articles, news releases, fact sheets, speeches, written responses to media or public inquiry, feature articles, pamphlets, newsletters, and magazines.
- Develop and disseminate material for internal and external use and advise senior leaders on potential public reaction to proposed policies and programs.
- Manage public relations program involving issues that are controversial or of significant public or Congressional interest and serve as senior advisor to agency management on public affairs activities/programs.
- Provide guidance, assistance, and consultation concerning agency procedures for responding to requests from the media, the general public, specialized groups, and community and government entities, and arrange news media visits to field locations.

Qualifications

Selective Placement Factor: Applicants must have experience serving as a spokesperson and regularly handling media inquiries on behalf of a large organization.

GS-14: You qualify at the GS-14 level if you possess one (1) year of specialized experience, which is equivalent to the GS-13 level in the federal government, that equipped you with the skills needed to successfully perform the

duties of the position. You must have experience performing the following duties:

- Responding to requests from various news media outlets.
- Maintaining liaison with federal, state and local government officials, leaders and members of a variety of professional, business, civic and other public interest organizations.
- Participating in high-level policy making meetings and conferences and serving as an advisor.

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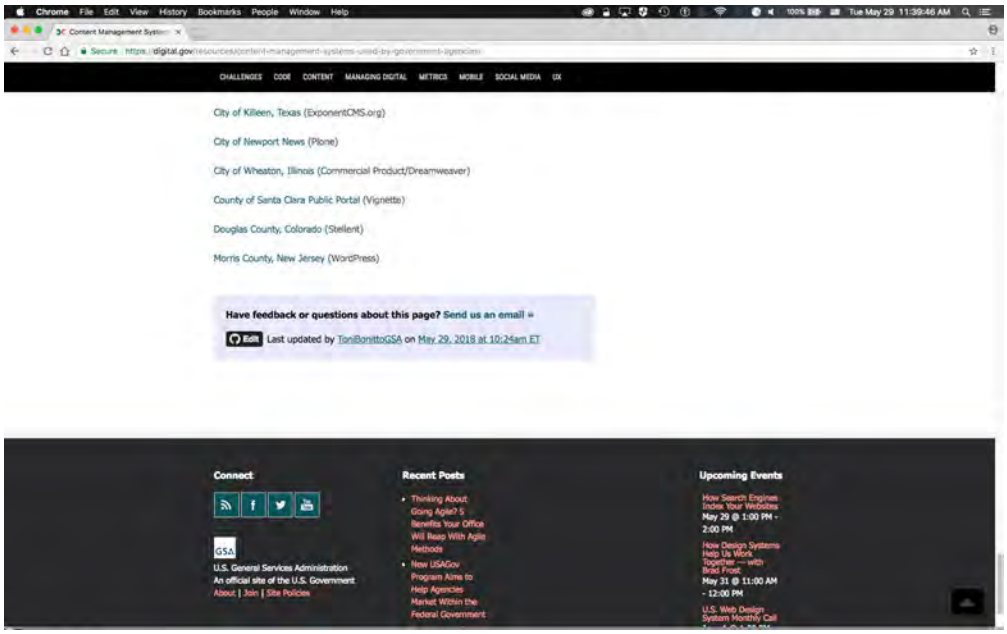
Subject:	Re: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs
From:	Toni Bonitto - QXE <toni.bonitto@GSA.GOV>
Reply To:	Toni Bonitto - QXE <toni.bonitto@GSA.GOV>
Date:	Tue, 29 May 2018 11:49:27 -0400
Content-Type:	multipart/related
Parts/Attachments:	text/plain (11 kB) , text/html (30 kB) , Screen Shot 2018-05-29 at 11.39.46 AM (2).png (239 kB)

Thanks, Gwynne!

Hey, folks --

Yes, if you have updates for DigitalGov's 'Content Management Systems Used by Government Agencies' resource page, please use the **feedback box** at the end of the page to either

- submit an edit with your GitHub.com account,
- ***or*** use the '*Send us an email >>*' link to email the info for your site(s) to DigitalGov, and we'll update it for you. :-)



thx!
- Toni

Toni Bonitto
Innovation Specialist, Editorial + Platform
DigitalGov
U.S. General Services Administration (GSA)
Technology Transformation Service (TTS)
Office of Products & Programs
1800 F Street NW

Washington, D.C. 20405

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

Blog, Communities, Services, Resources, DigitalGov University (DGU)
Medium, Facebook, Twitter, YouTube, Subscribe

_____

On Wed, May 23, 2018 at 1:21 PM, Gwynne Kostin - QXF <gwynne.kostin@gsa.gov> wrote:

> It would be awesome to see that list updated. I know that most of DHS, for example, has been off Teamsite and Vingette for years.
> -gk
>
> ---
> **GWYNNE KOSTIN**
> Sr. Advisor and Director of Special Projects
> Office of Products and Program
> Technology Transformation Service
> gwynne.kostin@gsa.gov
>
> U.S. General Services Administration
> 1800 F Street, NW
> Washington, DC 20405
>
> ---
>
> On Wed, May 23, 2018 at 12:33 PM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:
>
> > Here are some of the blog posts we've written on the CMS choices that agencies have made over the years:
> > https://digital.gov/tag/cms/
> >
> > And we've also compiled a list of the CMS that people have made at agencies.
> > https://digital.gov/resources/content-management-systems-used-by-government-agencies/
> > It is not comprehensive, but interesting to see.
> >
> > Let us know if you want to add to this list!
> > -jeremy
> > digital.gov
>
> 8 at 9:30 AM, (b) (6) USARMY HQDA ASA MRA (US) (b) (6) @mail.mil> wrote:
>
> > Just upgraded to Adobe AEM 6.3 – we host it on physical boxes in two locations (COOP) --- only issue were having is that Adobe and Oracle are is some sort of "support" and/or joint "compatibility" disagreement and it is causing us some unforeseen problems as this was not the arrangement when we initially purchased it.

From: Wilcox, Lisa- ERS <LGWILCOX@ERS.USDA.GOV>
Sent: Wednesday, May 23, 2018 9:12 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

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.

We use Umbraco as we are a .net shop. It's a great CMS and easy to integrate your own custom templates. I wholeheartedly suggest it.Caution-https://umbraco.com < Caution-https://umbraco.com >

Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov < Caution-mailto:lgwilcox@ers.usda.gov > / 202-999-9619
USDA ERS
Office: 202-694-5574/ Fax: 202-245-4781
Caution-www.ers.usda.gov < Caution-http://www.ers.usda.gov/ >

< Caution-https://twitter.com/WebGirl_Lisa > < Caution-https://www.linkedin.com/in/webgirl/ > < Caution-https://github.com/MsWebGirl >

From: Bowden, Beth (NIH/NIEHS) [E] [Caution-mailto:bowden1@NIEHS.NIH.GOV]
Sent: Wednesday, May 23, 2018 8:08 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

Good morning, Content Managers,

What CMS (if any) do you use?

Where is it hosted?

We are looking at different CMSs and would like your input. I'll aggregate the results and distribute to this listserv.

Thanks in advance!

Beth Bowden

Beth Bowden

beth.bowden@nih.gov < Caution-mailto:beth.bowden@nih.gov > | 984-287-3114

NIEHS, MD Keystone 2126, P.O. Box 12233, Research Triangle Park, NC 27709

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--
Jeremy Zilar | jeremy.zilar@gsa.gov
Director DigitalGov / GSA — digitalgov.gov

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City of Killeen, Texas (ExponentCMS.org)

City of Newport News (Plone)

City of Wheaton, Illinois (Commercial Product/Dreamweaver)

County of Santa Clara Public Portal (Vignette)

Douglas County, Colorado (Stellent)

Morris County, New Jersey (WordPress)

Have feedback or questions about this page? Send us an email »

Edit Last updated by ToniBonittoGSA on May 29, 2018 at 10:24am ET

Subject:	Drupal4Gov Webinar Series: Making Sense of Google Analytics
From:	"Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To:	Dearie, Jessica
Date:	Thu, 31 May 2018 15:19:41 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3217 bytes) , text/html (12 kB)

Do you need help making sense of Google Analytics? Register for the next Drupal4Gov webinar as Amy Shropshire of CASK Communications helps us make sense of analytics!
https://www.eventbrite.com/e/drupal4gov-webinar-series-making-sense-of-google-analytics-registration-46615990683

Drupal4Gov Webinar Series: Making Sense of Google Analytics
June 21st, 3pm EST

We live in a data-driven world. So much data, that it can be easy to lose the forest through the bar graph trees. It's much more productive to work with digestible, iterative chunks of data so we can clearly focus on what's important. In this webinar, we'll look at how to do this by making analytics:

- **Digestible -** What does the information in your analytics really mean? You could have a billion gagillion page views on your site, but if people aren't taking the action you want them to on your site, you might need to make a few adjustments. We'll talk about how to work "backwards" starting with what we want to know is working (or not) and then identify which metrics help us answer that. That way, we can save ourselves from spreadsheet overload.

- **Iterative -** While there's no shortage of data, we are working with a finite amount of time, money, and sanity. So how can we work iteratively by looking at our questions and next steps often to capitalize on opportunities quickly. This allows us to focus in-depth on a few things at a time rather than only skim the surface of many things.

Next Steps - This is where all the analytics come together into something meaningful that moves your organization's goal along.

We offer webinars on the third Thursday at 3pm EST each month.
Miss a webinar? No worries – we record them. Check out our Webinar playlist on YouTube.

Jessica Dearie
ORD Intranet Coordinator
ORD SharePoint Site Collection Administrator
ORD Office of Science Information Management
Drupal4Gov (join us drupal4gov@gmail.com)
202-564-8718
https://intranet.ord.epa.gov/

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Subject:	Twin Cities Drupal Camp!
From:	"Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To:	Dearie, Jessica
Date:	Thu, 31 May 2018 20:38:18 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (38 kB) , text/html (7 kB) , image001.png (38 kB)

I know we have govies in the midwest - connecting at local events is the best way to build your local drupal4gov community and grow your drupal skills! There are plenty of non-technical sessions for those that work in the web-sphere but don't necessarily need more drupal knowledge. I saw sessions on Marketing, User Experience, Mentorship and more!

Oh – and FREE Training for camp attendees!

Twin Cities Drupal Camp
June 7-10, 2018
https://2018.tcdrupal.org/

Twin Cities Drupal Camp is a four-day conference, held annually in the Minneapolis-St. Paul metro area. Every Drupal Camp features keynote speakers, sessions, code sprints, great parties, and lots of networking. Twin Cities Drupal Camp is for open source enthusiasts, designers, hackers, geeks, developers, UI experts, IT managers and anyone else that wants to find out more about Drupal.

Plus they have the coolest snow globe logo :)

Jessica Dearie
ORD Intranet Coordinator
ORD SharePoint Site Collection Administrator
ORD Office of Science Information Management
Drupal4Gov (join us drupal4gov@gmail.com)
202-564-8718
https://intranet.ord.epa.gov/

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TWIN CITIES
DRUPAL

Subject:	Job announcement: Health and Information Products Unit, National Library of Medicine/NIH
From:	"Wendling, Dan (NIH/NLM) [E]" <wendlingd@MAIL.NLM.NIH.GOV>
Reply To:	Wendling, Dan (NIH/NLM) [E]
Date:	Fri, 1 Jun 2018 18:21:06 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3581 bytes) , text/html (6 kB)

FYI. – Dan Wendling, National Library of Medicine/NIH/HHS

The following position is posted on USAJOBS.gov from 5/31/2018 – 6/4/2018

Head, Health & Information Products Unit, Reference & Web Services Section, Public Services Division, Library Operations, NLM

You will have an opportunity to shape the future of NLM! NLM recently launched its strategic plan, *NLM Strategic Plan 2017-2027: A Platform for Biomedical Discovery and Data-Powered Health*. A variety of implementation activities are underway and this position is expected to play a key role in providing health information to the public.

Major Duties:
The Head of the Health & Information Products Unit supports quality access to information resources, both within the library and beyond the library through databases and Web sites. This position leads the team responsible for the design, testing and implementation of consumer health information Web sites, including: MedlinePlus, MedlinePlus en espanol, and MedlinePlus Connect. These services and information further the library's mission to provide access to health information to health care professionals and the public.

This position is listed as a Technical Information Specialist GS-1412-13, with a salary range from $96,920 to $126,062 per year.

In addition to an interesting, challenging work environment, NLM has a great location on the campus of the National Institutes of Health in Bethesda, Maryland. A Metro subway station (Medical Center on the Red Line) and bus stops on the NIH campus provide access to DC, suburban Maryland, and Northern Virginia. To learn more about working at NLM see Careers @ NLM.

Applications will be accepted beginning from 5/31/2018 – 6/4/2018 at the links below.

Technical Information Specialist (DE)
Job Announcement Number: NIH-NLM-DE-18-10203180

https://www.usajobs.gov/GetJob/ViewDetails/498406800
DE stands for delegated examining. All U.S. citizens are eligible.

Technical Information Specialist (MP)
Job Announcement Number: NIH-NLM-MP-18-10202336

https://www.usajobs.gov/GetJob/ViewDetails/498408900
MP stands for merit promotion. Applicants must be qualified current or former federal employees or VEOA eligible.

Please contact Terry Ahmed, Head, Reference & Web Services Section at terry.ahmed@nih.gov with questions about the position.

Please contact Douglas Bruno, Human Resources Specialist, at brunoda2@mail.nih.gov with questions about the application process.

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Subject: Firewall Test
From: TSS Customer Service <tsscustomerservice@RESEARCH.GSA.GOV>
Reply To: TSS Customer Service <tsscustomerservice@RESEARCH.GSA.GOV>
Date: Tue, 5 Jun 2018 07:58:07 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1984 bytes) , text/html (9 kB)

Hi,

My name is Christine Rohrhofer at General Services Administration working as the Project Manager of the Tenant Satisfaction Survey (TSS). I'm reaching out to get your help with checking the firewalls at your agency. We collect data on tenant satisfaction for the entire federal government and want to make sure that all federal employees have the opportunity to give their feedback.

How you can help:

1) If you would be willing to test an advance copy of the survey to ensure it is accessible within your agency, Click here. If it works, great!
2) If the link ***does not*** work for you:
   - Please reply telling us the link did not work and the name of your agency, and
   - CC your agency's IT POC on the email to help whitelist the survey link domain

That's it! You've helped us a great deal.

Thanks and we appreciate your time.

Sincerely,
Christine Rohrhofer

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Office of Customer Experience

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Subject:	Hot Off the Presses: Join The Lab's Newest Courses this June and July!
From:	"Thomas, Elaine" <Elaine.Thomas@OPM.GOV>
Reply To:	Thomas, Elaine
Date:	Tue, 5 Jun 2018 13:05:35 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (7 kB) , text/html (31 kB) , image001.png (31 kB) , image002.jpg (23 kB)

LAB OPM

Hot Off the Presses:

Our Newest Course Offerings this June and July!

Washington, DC Summer Design School 2018 (SDS)

June 18-22, 2018

SDS is 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 + Where: Washington, DC June 18-22, 2018 at 1900 E Street NW

Why: Because it is time to experience 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 and others interested in design's application to the public sector

Register at our website

NEW COURSE OFFERINGS:

The Lab at OPM continues to expand its design education portfolio with six new modules to be launched in our Modules Fair (July 10-20) at The Lab at OPM. Our design modules are day-long workshops focusing on different aspects of the design process as it applies to government innovation. Join us to be the first to take these new courses!

Problem-Framing for Solution Finding

July 10, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

Design is often characterized as a process of creative problem solving, but beyond simply finding solutions, design methods and mindsets afford us the opportunity to open up entirely new problem spaces full of unexplored possibilities and untapped potential. Framing a problem is as much a design opportunity as finding its solution, and re-framing old problems in new ways is often the key to discovering truly innovative solutions. In this one-day course, we will explore problem framing in the arts, sciences, industry, diplomacy, and humor (among other fields), and we will experiment with various applications of and approaches to this powerful practice in design.

Register at our website

Design for Government

July 11, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

History is an important part of understanding the context for public sector challenges and for designing human-centered solutions. This module will explore the historical design of this country's democracy and how it has led to the current state of its political institutions, with a focus on the federal bureaucracy. It will discuss the founders' intent of bureaucracy as a means through which to limit government and how that affects federal agencies in different ways as they attempt to actualize their three roles related to policy: administration, implementation, and regulation. Combining this historical grounding with the tenets of human-centered design will reveal levers for change and possibility to the perceived limits to public sector innovation.

Register at our website

Constructive Critique

July 12, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

Effective action and designs of products, services and strategies are developed and refined through thoughtful reflection and constructive dialogue of perspectives. Constructive Critique teaches approaches to design critique, feedback and collaboration through dialogue and interaction with material designs.

Register at our website

Participatory Design Methods

July 13, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

Having a rich understanding of what users think, feel and believe is vital to good design work. In addition to listening to what users say and observing what they do, we can also gain valuable insight by bringing them into the design process itself and paying attention to what they make and how they make it. Participatory design is designing with users, and not just for them. In this course, we explore the theory and methods of participatory design, as well as strategies for how and when to deploy them.

Register at our website

Visual Communication for Everyone

July 18, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

Whether consciously or not, we all communicate visually and make value judgments based on visual design every day. Through exercises and examples, we will illuminate the design principles that guide effective visual

we will illuminate the design principles that guide effective visual communication. With hands-on activities using the most accessible tools at hand, participants will learn to apply these principles in their own work.

Register at our website

Designing Your Next Transition

July 20, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

What's the story you tell yourself about professional and personal transitions? We all want to be smart about shaping life into an experience we enjoy. Design gives us an empowering approach to managing our transitions. This workshop will introduce you to a design-led approach to your professional and personal transitions. Federal agencies are in transition as a result of design-led innovation, workforce restructuring, strategic planning, and the ever-changing expectations of the people we serve. Federal employees are in transition as well. Learn to lead and live a design-led transition.

In this one-day course, we will draw on human-centered design and developmental psychology to develop strategies and next steps for making the most of your next transition. You will leave with a specific action plan and timetable for taking your next step.

Register at our website

Pictured above: *work produced during our first Visual Eloquence design module, held in October 2017.*

The Lab at OPM
1900 E Street NW, Washington, DC, 20415
lab.opm.gov • @LabOPM

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Subject: Drupal 7 Training next week in Dupont Circle
From: (b) (6) STATE.GOV>
Reply To:
Date: Tue, 5 Jun 2018 15:02:47 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (4 kB) , text/html (13 kB) , image002.png (30 kB)

On a similar note, I got an email from a friend who is a trainer with Promet Source. She's doing a very special Drupal 7 session in Dupont Circle next week. I don't normally send out ones with a fee, but I haven't seen Drupal 7 training in a while as most training is now Drupal 8. So, I thought it helpful to share the info:

> I have a special Drupal class that I'm trying to confirm, but I need two more paid students. It's special because it's in our DC office (Dupont Circle) and it is Drupal 7. I have a student enrolled and I don't want to let him down. If I don't get the additional enrollments by Friday, I'll have to cancel.
>
> Here is a link to the course registration page:
> https://www.eventbrite.com/e/drupal-7-front-end-development-washington-dc-4-days-tickets-43416654382
>
> and the Washington DC training facility page:
> https://www.prometsource.com/drupal-training-washington-dc

I know it'd be hard for most of us govies to get training funds turned around by Friday, but maybe you have some new contactors and you're on Drupal 7, they might be a good fit for this. Anyway, I thought I'd share. And I promise, I won't make it a habit to share paid training, this one seemed pretty special and geared toward those of us still on Drupal 7.

(b) (6)

From: Dearie, Jessica <Dearie.Jessica@EPA.GOV>
Sent: Thursday, May 31, 2018 4:38 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Twin Cities Drupal Camp!

I know we have govies in the midwest - connecting at local events is the best way to build your local drupal4gov community and grow your drupal skills! There are plenty of non-technical sessions for those that work in the web-sphere but don't necessarily need more drupal knowledge. I saw sessions on Marketing, User Experience, Mentorship and more!

Oh – and FREE Training for camp attendees!

Twin Cities Drupal Camp
June 7-10, 2018
https://2018.tcdrupal.org/

Twin Cities Drupal Camp is a four-day conference, held annually in the Minneapolis-St. Paul metro area. Every Drupal Camp features keynote speakers, sessions, code sprints, great parties, and lots of networking. Twin Cities Drupal Camp is for open source enthusiasts, designers, hackers, geeks, developers, UI experts, IT managers and anyone else that wants to find out more about Drupal.

Plus they have the coolest snow globe logo :)

Jessica Dearie
ORD Intranet Coordinator
ORD SharePoint Site Collection Administrator
ORD Office of Science Information Management
Drupal4Gov (join us drupal4gov@gmail.com)
202-564-8718
https://intranet.ord.epa.gov/

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TWIN CITIES
DRUPAL

Subject: Free Drupal4Gov Half Day June 29th
From: (b) (6) @STATE.GOV>
Reply To:
Date: Tue, 5 Jun 2018 17:06:19 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1630 bytes) , text/html (3972 bytes)

We are doing another one of our half days, this time, it's in Northern Virginia! Out at the Spring Hill metro stop on the Silver line.

https://www.eventbrite.com/e/drupal4gov-half-day-drupal-global-training-day-tickets-46274386937

We have a half day workshop on Docker, accessibility talks, content strategy (content types and taxonomy), Reactjs and some Devops (continuous testing and collaboration) and Cloud talks, too. We even have a GDPR session in case your curious about that topic and your reach within Europe.

It's a morning event, parking is free and site (Zurka Interactive) is only 2 blocks from the metro.

Feel free to reach out with any questions.

(b) (6)

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Subject: FW: DFS Website Redesign Public Survey
From: "(b) (6)" <(b) (6)@DFS.NY.GOV>
Reply To: (b) (6)
Date: Thu, 7 Jun 2018 14:35:13 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (4 kB) , text/html (10 kB) , image001.jpg (4 kB)

We are having trouble finding outside groups to take our website redesign survey? Anyone on this list able to help and provide some feedback? Deadline is tomorrow at COB. TIA!

The New York State Department of Financial Services needs your assistance.

DFS is redesigning our public website www.dfs.ny.gov to improve the way we share information with the public and to better manage interactions with our constituents and regulated entities.

We need feedback from outside parties who visit or use our public site. If that includes you, please take the survey linked below. It's anonymous, should take only 5-10 minutes, and your input will be very helpful to us.

- **Take the Survey**: https://103637tt.optimalworkshop.com/questions/65he22jn-0

We also encourage you to share this email and link with anyone or any group you think might have valuable insight. The survey will only be live until COB next Wednesday, June 6th, so please complete it as soon as possible.

Let me know if you have any questions.

(b) (6)
Director of Digital Communications & Design

Department of Financial Services
1 State Street
New York, NY 10004

Phone: (b) (6) | Mobile: (b) (6) @dfs.ny.gov

www.dfs.ny.gov

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Subject:	Re: Need your answers to two quick questions about CMSs - the rest of the story!
From:	"Bowden, Beth (NIH/NIEHS) [E]" <bowden1@NIEHS.NIH.GOV>
Reply To:	Bowden, Beth (NIH/NIEHS) [E]
Date:	Thu, 7 Jun 2018 16:42:30 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (2931 bytes) , text/html (10 kB) , 201805CMS_003.xlsx (34 kB)

Thank you so much for your answers! I've attached the results.

- The first sheet in the workbook has two pivot tables and the second has the data.
- I omitted names or emails
- I aggregated with your responses with earlier surveys from digital.gov and a survey taken in Winter 2017. The column labelled "Source" indicates which was used.

Thanks again!

Beth Bowden
beth.bowden@nih.gov | 984-287-3114
NIEHS, MD Keystone 2126, P.O. Box 12233, Research Triangle Park, NC 27709

From: Bowden, Beth (NIH/NIEHS) [E] [mailto:bowden1@NIEHS.NIH.GOV]
Sent: Wednesday, May 23, 2018 8:08 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

Good morning, Content Managers,

What CMS (if any) do you use?
Where is it hosted?

We are looking at different CMSs and would like your input. I'll aggregate the results and distribute to this listserv.

Thanks in advance!

Beth Bowden
beth.bowden@nih.gov | 984-287-3114
NIEHS, MD Keystone 2126, P.O. Box 12233, Research Triangle Park, NC 27709

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content-managers-l

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Source	May, 2018 Survey

Count of Hosting	**Column Labels**				
Row Labels	**Federal**	**Local**	**NGO**	**State**	**Grand Total**
Adobe AEM	1				1
Drupal	26		1	1	28
Google sites					
Interwoven TeamSite		1			1
Joomla					
Omni Update				1	1
OpenText TeamSite	1				1
Oracle UCM	1				1
Percussion	1				1
SharePoint	4				4
TeamSite	1				1
Umbraco					
Vision					
Websphere Portal	1				1
WordPress	2	1			3
(blank)					
Grand Total	**38**	**2**	**1**	**2**	**43**

Source	May, 2018 Survey
Tool, product or service	Drupal

Count of Hosting	**Column Labels**				
Row Labels	**Federal**	**Local**	**NGO**	**State**	**Grand Total**
Acquia	9				9
AWS	6				6
CIT	1				1
DHS cloud	2				2
local	3				3
Pantheon			1	1	2
prem	1				1
Rancher	1				1
Terremark	1				1
USDA data center	1				1
WCMaaS in the CGI Federal Cloud.	1				1
(blank)					
Grand Total	**26**		**1**	**1**	**28**

Govt/NGO	Agency
Federal	Commerce
Federal	Commerce
Federal	Commerce
Federal	Commerce
Federal	Commerce
Federal	Commerce
Federal	Commerce
Federal	Commerce
Federal	Commodity Futures Trading Commissic
Federal	Commodity Futures Trading Commissic
Federal	Commodity Futures Trading Commissic
Federal	DHS
Federal	DHS
Federal	DHS
Federal	DHS
Federal	Education
Federal	Energy
Federal	Energy
Federal	Energy
Federal	Energy
Federal	EPA
Federal	EPA
Federal	EPA
Federal	EPA
Federal	EPA
Federal	FCC
Federal	FTC
Federal	GSA
Federal	HHS
Federal	HHS
Federal	HHS
Federal	HHS
Federal	HHS
Federal	Justice
Federal	NASA
Federal	NASA
Federal	National Archives
Federal	NEA
Federal	NIH
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Federal	NIH
Federal	NLRB
Federal	SBA
Federal	SEC
Federal	Transportation
Federal	U.S. Congress
Federal	US Forest Service
Federal	US House of Represetntice
Federal	USDA
Federal	USDA
Federal	USDA
Federal	VA
Federal	White House
Local	Cook County
NGO	Interstate Commission for Adult Offenc
State	Iowa
State	Missouri
State	Missouri Department of Conservation
State	Washington

Agency or website
National Institute of Standards & Technology
National Telecommunications & Information Administration
Patent & Trademark Office

NIST
nist.gov
NIST; ManufacturingUSA.com
NIST; Manufacturing.com
Commodity Futures Trading Commission
SmartCheck.gov
Whistleblower.gov
Top line sites
Federal Emergency Management Agency
U.S. Citizenship and Immigration Services
E-verify

Lawrence Livermore National Laboratory
Office of Scientific & Technical Information
Sandia National Laboratories

Office of Water
Region 8

Office of Citizen Services and Innovative Technologies
Administration for Children & Families
National Cancer Institute
National Institute on Drug Abuse
National Institutes of Health—Office of Human Resources
National Library of Medicine

National Archives & Records Administration

Preferred CMS is drupal

Office of Human Resources
National Institute on Drug Abuse
NIDCR
NCCIH
OHR
NINDS
OER
CIT
NIBIB

NEI
Library (ORS)
Main site
OHR
OER
NCI
NCCIH
CIT
NIA/ERP's main site
NCI, drupal sites
NIAID
hr.nih.gov
www.nih.gov
NIAMS
NIH Library in Building 10
NINDS public

Transportation
Congressional Budget Office
New(er) CMS
Majority of members and committees sites
Forest Service

USDA and other 30 more agency and office sites
Public-facing office website

http://cookcountyil.gov and five others
https://www.interstatecompact.org/
Public-facing websites
Department of Conservation

Department of Revenue

Hosting	Tool, product or serv
	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
local	Drupal
local	Drupal
Acquia	Drupal
	Drupal
	Drupal
	Drupal
WCMaaS in the CGI Federal Cloud.	Drupal
	Drupal
DHS cloud	Drupal
DHS cloud	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
local	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
AWS	Drupal
	Drupal
	Drupal
Acquia	Drupal
AWS	Drupal
Acquia	Drupal
	Drupal
Acquia	Drupal
	Drupal
CIT	Drupal
AWS	Drupal
Acquia	Drupal

Local	Drupal
Acquia	Drupal
Acquia	Drupal
Aquia	Drupal
CIT hosted	Drupal
NCI Data Center	Drupal
ICF contractor hosted	Drupal
Amazon Web Services cloud	Drupal
AWS	Drupal
local	Drupal
AWS	Drupal
Acquia	Drupal
Acquia	Drupal
Acquia	Drupal
Acquia	Drupal
AWS	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
	Drupal
USDA data center	Drupal
prem	Drupal
	Drupal
	Drupal
Rancher	Drupal
Terremark	Drupal
	Drupal
	Drupal
Pantheon	Drupal
	Drupal
Pantheon	Drupal
	Drupal
	Drupal

Notes		Source
		digital.gov
		digital.gov
		digital.gov
		digital.gov
		digital.gov
		May, 2018 Survey
Moving to Acquia		May, 2018 Survey
		May, 2018 Survey
	8	digital.gov
	8	digital.gov
	8	digital.gov
		May, 2018 Survey
		digital.gov
	7	May, 2018 Survey
	7	May, 2018 Survey
		digital.gov
		digital.gov
		digital.gov
		digital.gov
		digital.gov
		digital.gov
		digital.gov
		digital.gov
external		May, 2018 Survey
		digital.gov
		digital.gov
USA.gov/GobiernoUSA.gov		digital.gov
		digital.gov
Intranet		digital.gov
		digital.gov
		digital.gov
		digital.gov
Currently migrating to Drupal; expected completion: Spring 201		digital.gov
		digital.gov
		May, 2018 Survey
7 and 8 but moving to 8		May, 2018 Survey
Drupal 7		digital.gov
Public; 7		May, 2018 Survey
7 (soon to migrate to 8)		May, 2018 Survey
	8	May, 2018 Survey
Will probably move to a custom-built CMS next year		May, 2018 Survey
		May, 2018 Survey
		May, 2018 Survey
		May, 2018 Survey
		May, 2018 Survey
		May, 2018 Survey

	Winter, 2017 Survey
	Winter, 2017 Survey
	Winter, 2017 Survey
	Winter, 2017 Survey
	Winter, 2017 Survey
	Winter, 2017 Survey
	Winter, 2017 Survey
8	Winter, 2017 Survey
7 & 8	May, 2018 Survey
	May, 2018 Survey
	May, 2018 Survey
	May, 2018 Survey
	May, 2018 Survey
	May, 2018 Survey
	May, 2018 Survey
Almost all public sites	May, 2018 Survey
	digital.gov
	digital.gov
	digital.gov
	digital.gov
Public-Facing	digital.gov
	May, 2018 Survey
	May, 2018 Survey
back end; transitioning to Drupal using a Forest Service curated	digital.gov
	digital.gov
	May, 2018 Survey
7; looking to move to AWS FedCloud	May, 2018 Survey
	digital.gov
7 (soon to migrate to 8)	May, 2018 Survey
8	May, 2018 Survey
7 but soon to launch 8	May, 2018 Survey
	May, 2018 Survey
	digital.gov
	digital.gov

Subject:	Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!
From:	"Walker, Stephen" <Stephen.Walker4@VA.GOV>
Reply To:	Walker, Stephen
Date:	Thu, 7 Jun 2018 16:53:42 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (15 kB)

Just to clarify for VA, there is one website using Drupal, the majority of public facing websites (approx. 300) use TeamSite hosted within the VA.

Stephen Walker

IT Strategic Communication (ITSC)
Office of Information and Technology (OIT)
Department of Veterans Affairs
https://www.oit.va.gov

From: Bowden, Beth (NIH/NIEHS) [E] [mailto:bowden1@NIEHS.NIH.GOV]
Sent: Thursday, 07 June, 2018 12:43 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!

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- I omitted names or emails
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Thanks again!

Beth Bowden
beth.bowden@nih.gov | 984-287-3114
NIEHS, MD Keystone 2126, P.O. Box 12233, Research Triangle Park, NC 27709

From: Bowden, Beth (NIH/NIEHS) [E] [mailto:bowden1@NIEHS.NIH.GOV]
Sent: Wednesday, May 23, 2018 8:08 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
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Good morning, Content Managers,

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From:	"Bowden, Beth (NIH/NIEHS) [E]" <bowden1@NIEHS.NIH.GOV>
Reply To:	Bowden, Beth (NIH/NIEHS) [E]
Date:	Thu, 7 Jun 2018 17:07:22 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (17 kB)

Thanks, Stephen.

All corrections and clarifications are welcome *with my apologies for any data entry mistakes*.

From: Walker, Stephen [mailto:Stephen.Walker4@va.gov]
Sent: Thursday, June 07, 2018 12:54 PM
To: Bowden, Beth (NIH/NIEHS) [E] <bowden1@niehs.nih.gov>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: RE: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!

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Subject:	Re: Need your answers to two quick questions about CMSs - the rest of the story!
From:	"Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV>
Reply To:	Wilcox, Lisa- ERS
Date:	Fri, 8 Jun 2018 11:37:50 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (18 kB)

We are using Umbraco. The last I knew, so was OPM and SSA if I am not mistaken.

Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov / 202-999-9619
USDA ERS
Office: 202-694-5574 / Fax: 202-245-4781
www.ers.usda.gov

From: Bowden, Beth (NIH/NIEHS) [E] [mailto:bowden1@NIEHS.NIH.GOV]
Sent: Thursday, June 7, 2018 12:43 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!

Thank you so much for your answers! I've attached the results.

- The first sheet in the workbook has two pivot tables and the second has the data.
- I omitted names or emails
- I aggregated with your responses with earlier surveys from digital.gov and a survey taken in Winter 2017. The column labelled "Source" indicates which was used.

Thanks again!

Beth Bowden
beth.bowden@nih.gov | 984-287-3114
NIEHS, MD Keystone 2126, P.O. Box 12233, Research Triangle Park, NC 27709

From: Bowden, Beth (NIH/NIEHS) [E] [mailto:bowden1@NIEHS.NIH.GOV]
Sent: Wednesday, May 23, 2018 8:08 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

Good morning, Content Managers,

> What CMS (if any) do you use?
> Where is it hosted?

We are looking at different CMSs and would like your input. I'll aggregate the results and distribute to this listserv.

Thanks in advance!

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Subject:	Re: Need your answers to two quick questions about CMSs - the rest of the story!
From:	Young Craig C <craig.c.young@IRS.GOV>
Reply To:	Young Craig C <craig.c.young@IRS.GOV>
Date:	Fri, 8 Jun 2018 11:54:48 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (22 kB) , image001.png (22 kB) , image002.png (22 kB)

Drupal 8.

As for hosting, my advice: Look at Pantheon over Acquia.

Craig C. Young
Senior Web Analyst
Online Engagement, Operations and Media
Office of Online Services (OLS) | SE:OLS:OEOM:MED
D: NCFB C-462
P: 240-613-9712
E: craig.c.young@irs.gov

From: Wilcox, Lisa- ERS [mailto:000000da61bc737b-dmarc-request@LISTSERV.GSA.GOV]
Sent: Friday, June 08, 2018 7:38 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!

We are using Umbraco. The last I knew, so was OPM and SSA if I am not mistaken.

Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov / 202-999-9619
USDA ERS
Office: 202-694-5574 / Fax: 202-245-4781
www.ers.usda.gov

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Subject:	short comments RE: DFS Website Redesign Public Survey
From:	Dwight.Wolkow@TREASURY.GOV
Reply To:	Dwight.Wolkow@TREASURY.GOV
Date:	Fri, 8 Jun 2018 15:08:28 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (4 kB) , text/html (14 kB) , image001.jpg (4 kB) , 2 -health ins rates page.JPG (153 kB) , 1-consumers page.JPG (156 kB)

Hi (b) (6)
Comments after short look at your website on a desktop computer.

1. Very good -- I like that your website invites feedback – e.g. complaints, comments, etc.
2. Very good – I like that it seems to cover a lot of subjects.
3. Very good – quicklinks at bottom of webpage.
4. Is this website constructed for use on smartphones? If not, it should be.
5. Uses too many webpages. See my two jpg files which show several problems.

-- It appears your designer does not want to put more than one paragraph on a webpage. [Does designer get paid by the webpage?] One reason may be that the navigational headings (breadcrumbs) are too wide so that they take up almost ½ of each screen.
-- One should be able to get all info in no more than two webpages below the homepage. If you still have more descriptive or historical info to show, then put it all into one additional webpage that is also referenced in your Quicklinks. This suggestion reflects the view that Users with Problems probably care little about the history and need Quick advice; on the other hand, Researchers love the detail but usually have more time to move among many webpages.

Out of time.
Regards,
dwight

From: (b) (6) [mailto:000000d86ca86b35-dmarc-request@LISTSERV.GSA.GOV]
Sent: Thursday, June 07, 2018 10:35 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] FW: DFS Website Redesign Public Survey

We are having trouble finding outside groups to take our website redesign survey? Anyone on this list able to help and provide some feedback? Deadline is tomorrow at COB. TIA!

NEW YORK STATE OF OPPORTUNITY. Department of Financial Services

The New York State Department of Financial Services needs your assistance.

DFS is redesigning our public website www.dfs.ny.gov to improve the way we share information with the public and to better manage interactions with our constituents and regulated entities.

We need feedback from outside parties who visit or use our public site. If that includes you, please take the survey linked below. It's anonymous, should take only 5-10 minutes, and your input will be very helpful to us.

- **Take the Survey**: https://103637tt.optimalworkshop.com/questions/65he22jn-0

We also encourage you to share this email and link with anyone or any group you think might have valuable insight. The survey will only be live until COB next Wednesday, June 6th, so please complete it as soon as possible.

The survey will only be live until COB next Wednesday, June 6th, so please complete it as soon as possible.

Let me know if you have any questions.

(b) (6)
Director of Digital Communications & Design

Department of Financial Services
1 State Street
New York, NY 10004

Phone: (b) (6) | Mobile: (b) (6) @dfs.ny.gov

www.dfs.ny.gov

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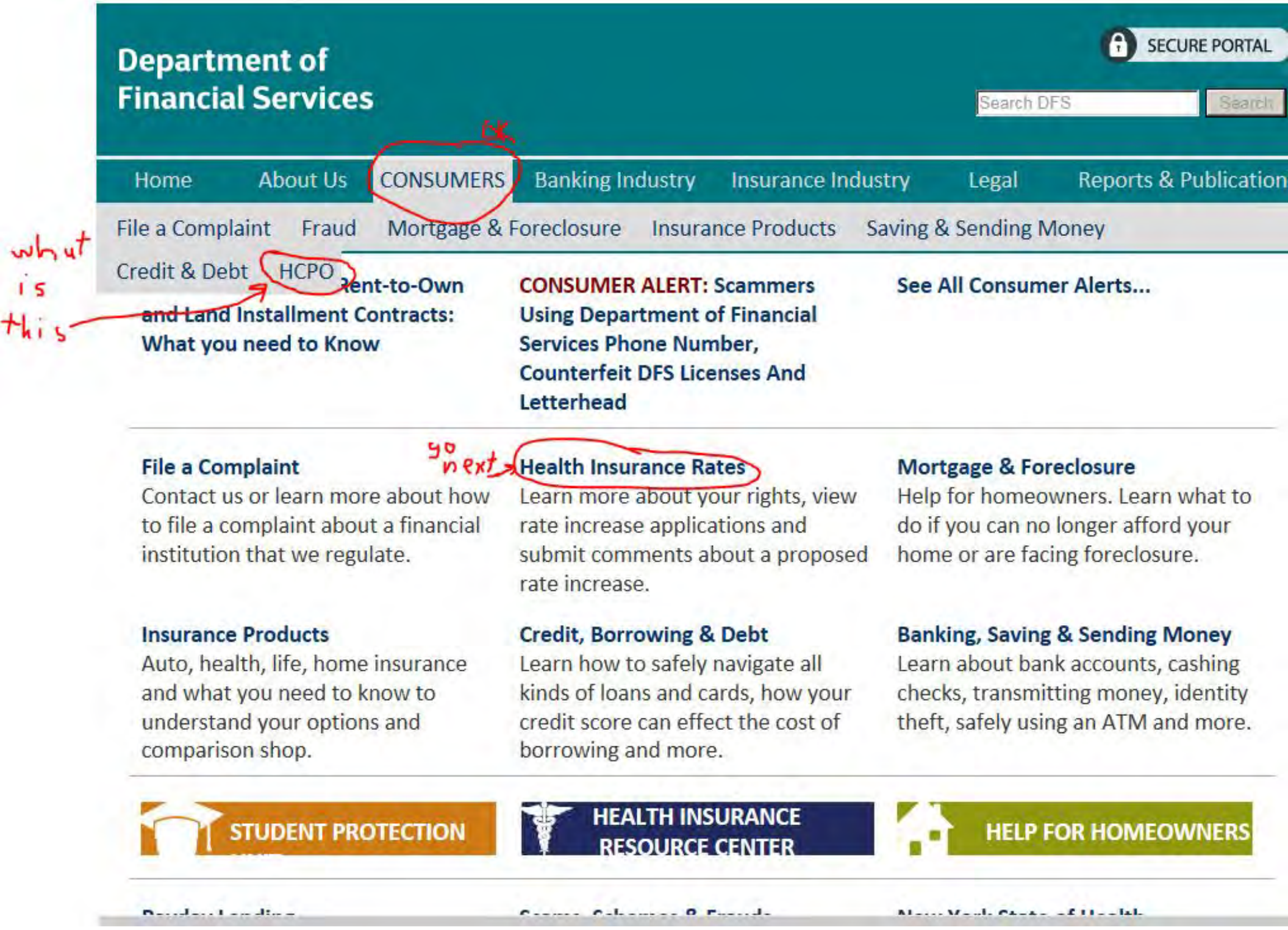
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HCPO
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go next
Rent-to-Own and Land Installment Contracts: What you need to Know
CONSUMER ALERT: Scammers Using Department of Financial Services Phone Number, Counterfeit DFS Licenses And Letterhead
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File a Complaint
Contact us or learn more about how to file a complaint about a financial institution that we regulate.
Health Insurance Rates
Learn more about your rights, view rate increase applications and submit comments about a proposed rate increase.
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Help for homeowners. Learn what to do if you can no longer afford your home or are facing foreclosure.
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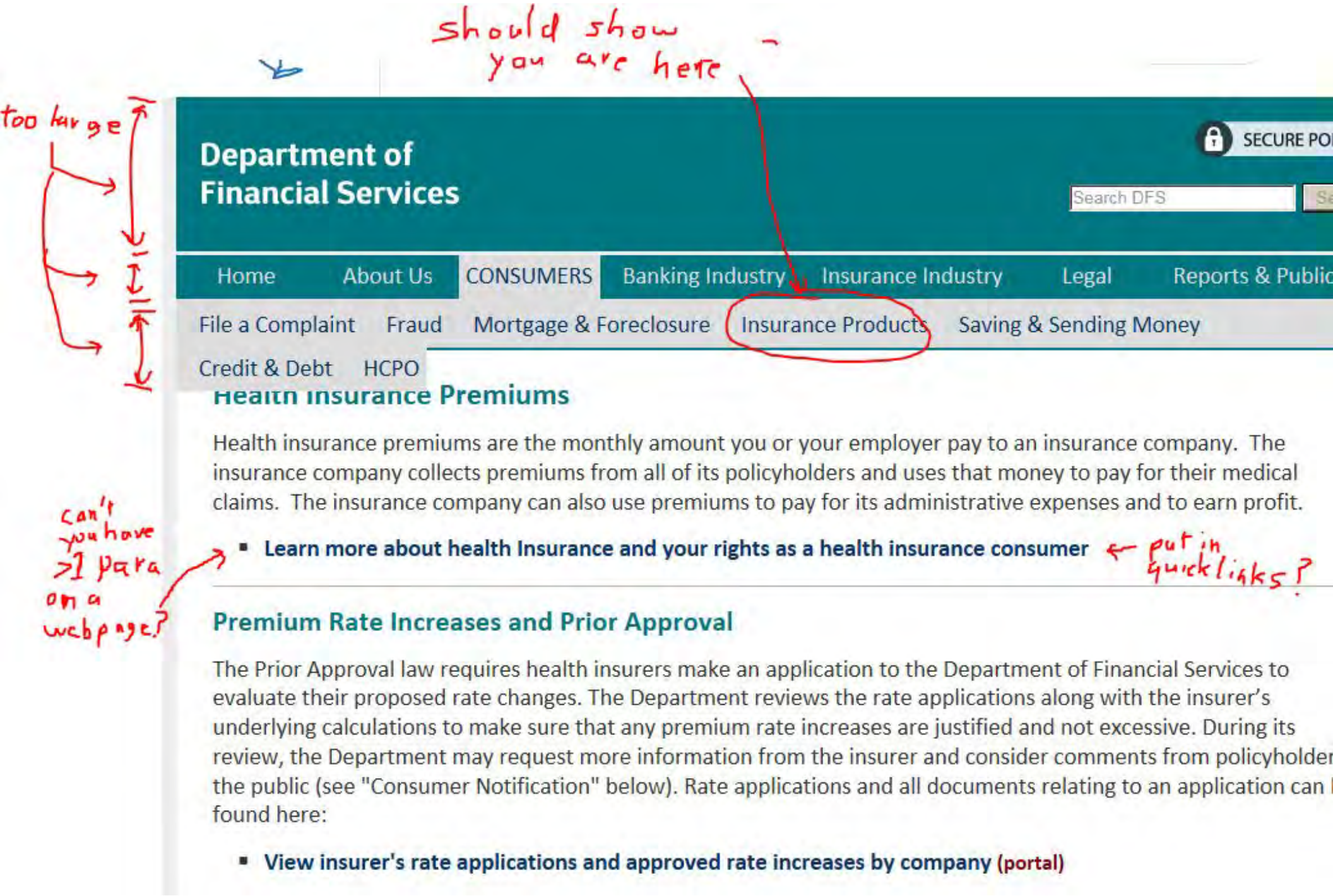
Credit, Borrowing & Debt
Learn how to safely navigate all kinds of loans and cards, how your credit score can effect the cost of borrowing and more.
Banking, Saving & Sending Money
Learn about bank accounts, cashing checks, transmitting money, identity theft, safely using an ATM and more.
STUDENT PROTECTION
HEALTH INSURANCE RESOURCE CENTER
HELP FOR HOMEOWNERS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HCPO
Health Insurance Premiums
Health insurance premiums are the monthly amount you or your employer pay to an insurance company. The insurance company collects premiums from all of its policyholders and uses that money to pay for their medical claims. The insurance company can also use premiums to pay for its administrative expenses and to earn profit.
Learn more about health Insurance and your rights as a health insurance consumer
put in quick links?
can't you have >1 para on a webpage?
Premium Rate Increases and Prior Approval
The Prior Approval law requires health insurers make an application to the Department of Financial Services to evaluate their proposed rate changes. The Department reviews the rate applications along with the insurer's underlying calculations to make sure that any premium rate increases are justified and not excessive. During its review, the Department may request more information from the insurer and consider comments from policyholder
the public (see "Consumer Notification" below). Rate applications and all documents relating to an application can
found here:
View insurer's rate applications and approved rate increases by company (portal)

Subject: "This site best viewed with..."
From: "Williams, David A." <david.williams@USPTO.GOV>
Reply To: Williams, David A.
Date: Mon, 11 Jun 2018 14:32:01 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (39 lines)

I'm in discussions with my colleagues at USTPO about what browsers and devices our public websites ought to support. I'm hoping to get your input on how your agency has addressed this issue, for example:

Do you publically commit to browsers, devices or operating systems?
Do you have internal standards that you don't publically announce?
If you support clients that are not part of your standard desktop, how to you develop and test with those in mind?

I would love to see how PTO compares to other federal agencies.
Thank you for any input you can offer,
-David

David Williams
Chief, Website Management Branch
Information Management Services
U.S. Patent & Trademark Office
U.S. Department of Commerce
Madison West, 4D35
Alexandria, VA 22314
1-571-272-3877
david.williams@uspto.gov

****
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Subject: Re: "This site best viewed with..."
From: (b) (6) @SBS.NYC.GOV>
Reply To:
Date: Mon, 11 Jun 2018 14:52:08 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (80 lines)

We do testing and ensure usability on the following combinations for our high-traffic municipal sites:

Windows: Chrome, Firefox, IE, Edge
Mac: Chrome, Safari
iOS: Safari
Android: Chrome

For lower use browser/platform combinations, e.g. Chrome/iOS or Linux, we do not do testing or ensure things, but we have never had issues.

Our public commitments, determined City-wide, are for recent versions of Chrome, Firefox, Safari, IE, and Edge.

Thanks,

(b) (6) | Content and Operations Manager
NYC Department of Small Business Services
110 William Street, 8th Floor, New York, NY 10038
T (b) (6) | (b) (6) @sbs.nyc.gov
nyc.gov/sbs
Facebook | Twitter | Instagram

-----Original Message-----
From: Williams, David A. <david.williams@USPTO.GOV>
Sent: Monday, June 11, 2018 10:32 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] "This site best viewed with..."

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Subject: [Locgovtopics] Website Compliance with ADA
From: (b) (6) @TITUSVILLE.COM>
Reply To:
Date: Mon, 11 Jun 2018 15:25:53 +0000
Content-Type: multipart/mixed
Parts/Attachments: text/plain (2819 bytes) , text/html (12 kB) , Brevard County ADA website compliance litigation (Juan Carlos Gil v. Brevard County).pdf (1 MB)

Hi, just looking for some discussion on the below bullets. That attached is from a local county government lawsuit which helps to explain a heighted level of concern with insuring we meet ADA requirements and our best path to insure success.
The below excerpt was sent from attorney and referenced the attachment as evidence of the issue:
"I am told that several local governments have been served notice of pending lawsuits because their websites are not ADA compliant because they cannot be accessed by visually impaired persons. Apparently there are website platforms that can meet accessibility requirements for visually impaired persons but they are more expensive. Interested in whether anyone has ideas about applicability of ADA."

- I understand there are levels of requirements and possibly local government may not have to meet the same requirements as the Federal Government?
- I understand there are contractors that assist you in determining if your website meets requirements, example Site Improve, does anyone have other suggestions?

General Information:

- We use CMS for our website management.
- We provide notifications of events etc. sometimes they are notices provided by other agencies and are essentially scanned or copied material with the specifics of the event. Other than alt text of time and location what else may be required?
- We link to various contractors that many local governments use for online bill pay, public records, ordinances etc. I would assume they would also need to meet the requirements of ADA
- Can regular pdfs meet ADA requirements or must they be converted to regular text?

We will be meeting soon with our local government attorney so I am not looking for legal advice, however any input would be considered both educational and valuable.
thanks
(b) (6)
City of Titusville FL

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FILED

UNITED STATES DISTRICT COURT
MIDDLE DISTRICT OF FLORIDA
ORLANDO DIVISION

2018 APR 23 PM 1:21

CASE NO.

6:18-cv-642-ORL-28-DCI

JUAN CARLOS GIL,

Plaintiff,

v.

BREVARD COUNTY,

Defendant,

COMPLAINT FOR INJUNCTIVE AND DECLARATORY RELIEF

COMES NOW Plaintiff Juan Carlos Gil ("Plaintiff), by and through his undersigned counsel, and hereby sues Defendant Brevard County ("Defendant") for declaratory and injunctive relief, attorney's fees and costs (including, but not limited to, court costs and expert fees) pursuant to Title II of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. §§ 12131 et. seq. ("ADA") and Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794 ("Section 504") and alleges as follows:

INTRODUCTION

1. This is an action under Title II of the Americans with Disabilities Act of 1990 and under Section 505 of the Rehabilitation Act of 1973 through which Section 504 of the Rehabilitation Act of 1973 ("Rehabilitation Act") is enforced, to redress unlawful disability-based practices and to make Plaintiff Juan Carlos Gil whole.

2. Brevard County ("Defendant") is a public entity which has provided the website URL www.brevardfl.gov as an information website ("Website") to the Brevard County government for the general public (to anyone who accesses the Website). The

general public is able to access Brevard County government's online content, which constitutes programs, services, and activities.

3. Plaintiff Juan Carlos Gil brings this action to stop the marginalization of the blind, vision impaired, and low vision citizens of (and visitors to) Brevard County.

4. In order to meaningfully access the internet, blind and visually impaired individuals require that webpages be accessible and interface with screen reader software. Defendant's Website is not accessible by persons who are visually impaired and who utilize screen readers.

5. Because Defendant's Website is not accessible for persons who are blind or low sighted, Defendant has denied Plaintiff Juan Carlos Gil access to that Website

6. As such, Defendant has denied access to Plaintiff based on Plaintiff's disability (being low sighted and/or blind). In so doing, Defendant has denied Plaintiff his fundamental right to observe and participate in the democratic process of self-government. A citizen's right to meaningful participation in the political process and to access publicly available information needed to participate in the process is a fundamental right requiring heightened scrutiny. *Johnny Reininger, Jr. v. State of Oklahoma*, Case No.: 5:16-cv-012141 (November 9, 2017).

7. Plaintiff brings this action against Defendant to enforce the requirement of Section 504 of the Rehabilitation Act that a public entity receiving federal financial assistance, which Defendant receives each year, must not deny persons with disabilities the benefits of its programs, services and activities.

8. By failing to provide its Website in a manner that it interfaces with screen reader software, Defendant has deprived blind and visually impaired individuals of the

benefits of its online content, which benefit is afforded to sighted (non-disabled) individuals. As such, Defendant has increased the sense of isolation and stigma that the ADA and Section 504 were meant to redress for individuals with disabilities.

9. Defendant's denial of its publicly available online content to blind and visually impaired individuals violates Section 504 of the Rehabilitation Act and Title II of the ADA.

10. Accordingly, Plaintiff seeks injunctive and declaratory relief to ensure that blind and visually impaired individuals have equal, effective and timely access to Defendant's publicly available online content within its Website.

JURISDICTION AND VENUE

11. Plaintiff is expressly authorized to bring this action pursuant to Title II of the Americans With Disabilities Act, 42 U.S.C. §§ 12131-12133 ("ADA"), incorporating by reference the remedies, procedures and rights under Sections 504 of the Rehabilitation Act of 1973, 29 U.S.C. §§ 794, 794(a) ("Section 504"), incorporating the remedies, rights and procedures set forth in § 717 of the Civil Rights Act of 1964, including the application of §§ 706(f) through 706(k), 42 U.S.C. § 2000e-5(f)-(k).

12. This Court has federal question jurisdiction pursuant to 28 U.S.C. § 1331 and 42 U.S.C. § 12188. This Court's jurisdiction is proper under 28 U.S.C. Section 451, 1331, 1337, and 1343.

13. Plaintiff has met all conditions precedent to bring this action.

PARTIES

Juan Carlos Gil

14. Plaintiff Juan Carlos Gil is a resident of the State of Florida, resides within this judicial district, is *sui juris*, is disabled and a qualified individual as defined by the

ADA

15. Plaintiff is legally blind and a member of a protected class under the ADA, 42 U.S.C. § 12102(1)-(2), the regulations implementing the ADA and as set forth at 29 USC §705(20). Plaintiff suffers optic nerve damage and is legally blind. Plaintiff also suffers from cerebral palsy, is unable to walk, and is confined to a wheelchair. Plaintiff is substantially limited in the major life activity of seeing.

16. Plaintiff is an athlete who travels for his athletic triathlon endeavors, and also is an advocate for the rights of blind and wheelchair bound disabled individuals.[1]

17. In the past year, Plaintiff has traveled to Arizona, Orlando, and Boston to attend various conventions and meetings to advance the rights of the disabled. Such events include, but are not limited to, the National Federation for the Blind convention in Orlando[2], the American Counsel for the Blind convention in Nevada, and various focus groups and meetings throughout the east coast (including New York and Boston).

18. Plaintiff is an otherwise qualified individual with a disability in that Plaintiff is qualified to access Defendant's Website.

19. Due to his disability, the Plaintiff requires that internet content be accessible and interface with screen reader software.

Brevard County

20. Defendant Brevard County is a local government entity, a body corporate and political subdivision of the State of Florida. Brevard County was established by an act of

[1] Juan Carlos Gil has traveled to speak on disabled rights, written letters, and mentored other disabled individuals as well as being the Plaintiff in the Landmark Historic federal trial over Web Accessibility (*Juan Carlos Gil v Winn Dixie Stores, Inc.* No. 16-cv-23020); See press release on case: www.prweb.com/releases/2017scottrdinin/06civilrights/prweb14437034.htm

[2] July 2017

the Florida Legislature in 1854 and signed into law by the Governor in 1855.[3]

21. Brevard County Home Rule and Chapter 125.01 of the Florida Statutes give the five-member Brevard County Board of County Commissioners the ability to create (through a local public hearing ordinance procedure) local laws[4].

22. Since Defendant conducts its business as an agency and instrumentality of Brevard County and the State of Florida, it is a "public entity" subject to Title II of the ADA. 42 U.S.C. § 12131(1).

23. On information and belief, Defendant is also a recipient of federal funds and as such, is also subject to the requirements of Sections 504 of the Rehabilitation Act of 1973.

GENERAL ALLEGATIONS

24. Defendant offers a service through its website www.brevardfl.gov ("Portal") where interested persons can obtain pertinent information for living in, and visiting, Brevard County. Plaintiff is an interested person.

25. Interested persons can view the Brevard County government's legislative history and agenda from the year 2010 to the present date when they navigate to http://brevardcountyfl.iqm2.com/Citizens/default.aspx. The minutes therein are essential to understand the nature, detail, and costs of the items voted upon, and also contain a plethora of information which the Brevard County Board of County Commissioners votes upon. This information is made available by Defendant to inform the public of Brevard County government activities.

26. Defendant's Website also provides information on Brevard County policies

[3] http://www.brevardfl.gov/HistoricalCommission/HistorySummary
[4] that are not in conflict with or specifically prohibited by state general law or the Florida Constitution

and positions which affect the public directly.

27. Defendant's Website provides pertinent information on living and visiting Brevard County including but not limited to: information on parks and recreation (campgrounds, parks, and athletics), animal services, permitting requirements, libraries, recycling, historical landmarks, the space center. This information is made available by Defendant to inform the public of the services provided by the County to citizens, residents, and visitors of Brevard County.

28. The Website permits interested persons ability to view Brevard Commissioner's meeting minutes online from the year 2010 to the present time at http://brevardcountyfl.iqm2.com/Citizens/Calendar.aspx?From=1/1/1900&To=12/31/9999.

29. The Brevard Commissioner's meetings make up the bulk of Defendant's legislative history. The Brevard Commissioner's meetings have a direct effect on the lives of citizens in the region. Interested persons can become informed about the effect of the Brevard Commissioner's meetings and the resulting policies, budgets, and services online by viewing the agendas online, which reflect the decisions made by Brevard County Commissioners through this Website.

30. Defendant's Website contains a plethora of information including the Brevard County Commissioners decisions regarding matters which affect the public directly such as that regarding planning and development, the Brevard County budget, licensing, and environmental resources management.

31. Online viewing of the Defendant's Website is not an option available to persons with vision disabilities due to the fact that Defendant's Website does not interface with screen reader software as used by blind and visually impaired individuals. Plaintiff

(who is legally blind) is such an interested person.

32. As an active and social Florida resident, Plaintiff has a high level of environmental concern and interest in the state of Florida's parks and natural areas, and with respect to Brevard County is interested in becoming involved with Brevard County's Environmentally Endangered Lands program.

33. Plaintiff is also interested in particular features of Brevard County, which would make Brevard County a viable visiting and living option.

34. Therefore, in April, 2018, Plaintiff visited Defendant's Website with the intent of educating himself about the quality of life and governmental functioning in Brevard County.

35. Since Plaintiff is unable to drive, Plaintiff is a citizen who is interested to know if Brevard County offers special transportation services for the disabled. Such transportation services are available by Defendant and are located within its Website at www.brevardfl.gov[5]. However, this information is provided without interface for Plaintiff's screen reader software.

36. Because Defendant's Website is not provided in an accessible format for the blind and visually impaired, Plaintiff has been prevented from reading the Website in order to become informed of governmental policies and services offered to the public by Defendant because of his vision disability. As such, Plaintiff was left excluded from participating in Brevard County government and the community services, programs and activities offered by Brevard County in a manner equal to that afforded to others who are not similarly disabled.

37. Plaintiff's inability to access Defendant's Website has resulted in a *virtual*

[5] http://www.brevardfl.gov/EmergencyManagement/HaveAPlan/SpecialNeeds

barrier which has impaired, obstructed, hindered, and impeded Plaintiff's ability to become an involved citizen in Brevard County government and learn about the programs, services and activities available to residents and visitors of Brevard county.

38. On information and belief, Defendant has not made reasonable modifications to its rules, policies and procedures to ensure future compliance with the ADA and/or the Rehabilitation Act. As of this filing, Defendant's Website remains inaccessible to Plaintiff as well as to other blind and visually disabled individuals.

39. Plaintiff (and others with vision impairments) will suffer continuous and ongoing harm from the Defendant's omissions, policies, and practices regarding its Website unless enjoined by this Court.

40. Defendant has engaged (and continues to engage) in unlawful practices in violation of 42 U.S.C. § 12132.

41. Defendant's unlawful practices include (but are not limited to) denying Plaintiff access to (and participation in) Brevard County's policies, programs, services and activities, and denying Plaintiff the ability to participate in Brevard County government (governmental functions and policies) in the same manner as provided to the sighted public.

42. Defendant has acted with deliberate indifference for the provisions of the Rehabilitation Act and Title II of the ADA in regard to the unlawful practices described herein because Defendant is aware of the availability of computer programs which allow Defendant to provide its Website in an accessible format for the blind and visually impaired community. Despite the ease and accessibility of providing an accessible Website, Defendant has failed to reasonably modify its policies, processes and procedures for the same.

43. As a result of Defendant's actions, Plaintiff has been damaged and has suffered injuries and shame, humiliation, isolation, segregation, experienced emotional suffering, pain and anguish.

44. For all of the foregoing, Plaintiff has no adequate remedy at law.

45. Plaintiff has retained the civil rights law firm of Scott R. Dinin P.A. as his legal counsel in this action, and has agreed to pay a reasonable attorney fee.

COUNT I – VIOLATIONS OF TITLE II OF THE ADA

46. Plaintiff re-alleges and incorporates by reference the foregoing allegations and would further state as follows:

47. The broad mandate of the ADA is to provide an equal opportunity for individuals with disabilities to participate in and benefit from all aspects of American civic and economic life and that mandate extends to public entities including Defendant and the Website Defendant provides to the public.

48. Title II of the ADA mandates that no qualified individual with a disability shall, by reason of such disability, be excluded from full and equal participation in or be denied the benefits of the services, programs, or activities of a public entity, or be subjected to discrimination by any such entity, 42 U.S.C. § 12132.

49. Defendant Brevard County is an instrumentality of the State of Florida. 42 U.S.C. §12131(1)(b) states that a public entity includes any instrumentality of a state or local government, Defendant is subject to Title II of the ADA.

50. As a public entity, Defendant must:

a) Provide full and equal enjoyment of its services, programs, and activities in the most integrated setting appropriate to people with disabilities. 42 U.S.C. §12131, *et. seq.*; 28 C.F.R. §35.130(a).

b) Ensure that no individual with a disability is excluded, denied services, segregated, or otherwise treated differently than other individuals unless the public entity can demonstrate that taking those steps to modify policies, practices, or procedures would fundamentally alter the nature of the service, program, or activity; 28 C.F.R. §35.130(b)(7).

c) Ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals unless the public entity can demonstrate that legitimate safety requirements are necessary for safe operation. Any safety requirements must be based on actual risks and not on mere speculation, stereotypes, or generalizations about individuals with disabilities; 28 C.F.R. §35.130(h).

51. Defendant's Website is a program, service, or activity within the definition of Title II of the ADA. Defendant makes its Website available wherein which the public can access said information.

52. Defendant failed to provide its Website in a format accessible to individuals who are visually impaired who require screen reader software to comprehend that Website.

53. By denying Plaintiff the opportunity to comprehend and benefit from its Website due to Plaintiff's disability (visual impairment), Defendant has denied Plaintiff the opportunity to participate in or benefit from the services, programs or activities afforded to non-disabled persons and persons who are not visually impaired.

54. Providing a Website in a format that can be recognized by screen reader software and therefore making that Website accessible to the visually impaired would not result in any undue burden to Defendant and would not fundamentally change the nature of

Defendant's services, programs, or activities.

55. Defendant is required to provide full and equal enjoyment of its services, programs, and activities in the most integrated setting appropriate to people with disabilities. 42 U.S.C. §12131, *et. seq.*; 28 C.F.R. Part 35.

56. As a result of the virtual barriers within Defendant's Website, visually impaired individuals are denied the full and equal access to the services, programs, and activities offered by Brevard County in a manner equal to that afforded to others; in derogation of Title II of the ADA and Section 504.

57. As a public entity, Defendant may not (directly or through contractual or other arrangements) utilize methods of administration that deny individuals with disabilities access to said public entity's services, programs, and activities or that perpetuate the discrimination of another public entity; 28 C.F.R. § 35.130(b)(3).

58. As a public entity and pursuant to Title II, Defendant is required to make reasonable modifications in its policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless the public entity can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity; 28 C.F.R. § 35.130(b)(7).

59. Defendant is required to present the Website it provides to the public in an accessible format in a timely manner, and in such a way as to protect the privacy and independence of the individual with a disability.

60. Defendant's failure to make its Website accessible impedes Plaintiff (and similarly situated visually impaired individuals) from fully accessing the programs, services, and activities of Brevard County as offered to residents and visitors so that they can participate in the business affairs of Brevard County government (as afforded to the

public), and enjoy the activities, services and programs provided by Brevard County to the public. By such failure, Defendant has discriminated against the visually impaired.

61. Defendant is blatantly discriminating by its failure to provide an accessible Website for blind and visually impaired citizens. Defendant has violated Title II of the ADA in numerous ways, including discriminatory action which occurred when the Defendant failed to maintain policies and procedures to ensure compliance with Title II of the ADA by creating barriers for individuals with disabilities who are visually impaired and who require the assistance of interface with screen reader software to comprehend and access Defendant's Website. These violations are ongoing.

62. As a result of Defendant's inadequate creation, development, and administration of Defendant's Website, Plaintiff is entitled to injunctive relief pursuant to 42 U.S.C. §12133 to remedy the discrimination.

COUNT II – VIOLATION OF SECTION 504 OF THE REHABILITATION ACT

63. Plaintiff re-alleges and incorporates by reference the factual allegations set forth above.

64. Plaintiff is legally blind, which substantially limits him in his major life activities. Therefore, Plaintiff is a qualified individual with a disability under Section 504 of the Rehabilitation Act.

65. As a qualified individual, Plaintiff is expressly authorized under Section 505 of the Rehabilitation Act which enforces Section 504 of the Rehabilitation Act, 29 U.S.C. §§ 794 & 794(a), incorporating the remedies, rights and procedures set forth in Section 717 of the Civil Rights Act of 1964, including the application of §§ 706(f) - (k), 42 U.S.C. §§ 2000e (5)(f) - (k).

66. On information and belief, Defendant is a recipient of federal financial

assistance.

67. Congress enacted the Rehabilitation Act in 1973 to enforce the policy of the United States that all programs, projects, and activities receiving federal assistance ". . . be carried out in a manner consistent with the principles of . . . inclusion, integration, and full participation of the individuals [with disabilities]." 29 U.S.C. § 701(c)(3).

68. Section 504 of the Rehabilitation Act prohibits recipients of federal funding from discriminating against disabled persons and requires that programs or activities operated by a federally-funded entity be readily accessible to persons with disabilities; see 28 C.F.R. § 42.520.

69. Section 504 of the Rehabilitation Act, 29 U.S.C. § 794 requires that no qualified individual with a disability, on the basis of that disability, be excluded from participation in or be denied the benefit of the services, programs, activities, or to otherwise be discriminated against.

70. The Rehabilitation Act defines "program or activity" to mean all of the operations of a department, agency, special purpose district, or other instrumentality of a State or of a local government. As Defendant is a local government, Defendant's creation, storage and providing a Website is a within the meaning of the Rehabilitation Act; 29 U.S.C. § 794(b)(1)(A).

71. This denial of access to Defendant's services, programs and/or activities has subjected Plaintiff to discrimination, excluded Plaintiff from participation in those services, programs and/or activities and denied Plaintiff the benefits of Defendant's Website.

72. As of this filing, Defendant's Website remains inaccessible to persons with screen readers who are blind and/or low sighted but are accessible to persons without

vision disabilities.

73. Specifically, as related to violations of Section 504, blind and visually impaired individuals need to comprehend and access the Website which Defendant provides to the public. Yet, Defendant's Website does not interface with screen reader software so that blind and visually impaired individuals are able to comprehend it.

74. As a recipient of federal funds and pursuant to Section 504 the Defendant may not deny a qualified handicapped person the opportunity to participate in or benefit from the aid, benefit, or service; 45 CFR § 84.4 (b)(1)(i).

75. As a recipient of Federal funds and pursuant to Section 504 the Defendant may not afford a qualified handicapped person an opportunity to participate in or benefit from the aid, benefit, or service that is not equal to that afforded others; 45 CFR § 84.4 (b)(1)(ii).

76. As a recipient of federal funds and pursuant to Section 504 the Defendant may not provide a qualified handicapped person with an aid, benefit, or service that is not as effective as that provided to others; 45 CFR § 84.4 (b)(1)(iii).

77. As a recipient of federal funds and pursuant to Section 504 the Defendant may not provide different or separate aid, benefits, or services to handicapped persons or to any class of handicapped persons unless such action is necessary to provide qualified handicapped persons with aid, benefits, or services that are as effective as those provided to others; 45 CFR § 84.4 (b)(1)(iv).

78. Plaintiff has been denied the ability to comprehend Defendant's Website, which would permit Plaintiff to the programs, services and activities of Brevard County as offered to residents and visitors. As a recipient of federal funds and pursuant to Section 504, Defendant may not otherwise limit a qualified handicapped person in the enjoyment

of any right, privilege, advantage, or opportunity enjoyed by others receiving an aid, benefit, or service; 45 CFR § 84.4 (b)(1)(vii).

79. As a recipient of federal funds and pursuant to Section 504, Defendant may not (directly or through contractual or other arrangements) utilize criteria or methods of administration (i) that have the effect of subjecting qualified handicapped persons to discrimination on the basis of handicap, (ii) that have the purpose or effect of defeating or substantially impairing accomplishment of the objectives of the recipient's program or activity with respect to handicapped persons, or (iii) that perpetuate the discrimination of another recipient if both recipients are subject to common administrative control or are agencies of the same State; 45 CFR § 84.4 (b)(4).

80. As a recipient of federal funds and pursuant to Section 504, Defendant is required to evaluate (with the assistance of interested persons including handicapped persons or organizations representing handicapped persons) its current policies and practices and the effects thereof that do not or may not meet the requirements of this part; 45 CFR § 84.6 (c)(1)(i).

81. As a recipient of federal funds and pursuant to Section 504, Defendant is required to modify, after consultation with interested persons (including handicapped persons or organizations representing handicapped persons), any policies and practices that do not meet the requirements of this part; 45 CFR § 84.6 (c)(1)(ii).

82. As a recipient of federal funds and pursuant to Section 504, Defendant is required to take, after consultation with interested persons (including handicapped persons or organizations representing handicapped persons), appropriate remedial steps to eliminate the effects of any discrimination that resulted from adherence to these policies and practices; 45 CFR § 84.6 (c)(1)(iii).

83. As a recipient of federal funds and pursuant to Section 504, Defendant is required to designate at least one person to coordinate its efforts to adopt grievance procedures that incorporate appropriate due process standards and that provide for the prompt and equitable resolution of complaints alleging any action prohibited by this part; 45 CFR § 84.7 (a) & (b).

84. Defendant has discriminated against Plaintiff (and other individuals with visual impairments) in the unequal provision of a Website which Defendant provides to the public. As a result, Plaintiff has experienced exclusion, segregation, mental anguish, and humiliation in violation of his civil rights.

85. Defendant's policies, practices and procedures, particularly the actions and omissions described above have violated Plaintiff's rights under Section 504 by discriminating on the basis of a disability.

86. Defendant's actions were as a result of commissions or omission and deliberate indifference to the rights of the Plaintiff.

87. As a result of Defendant's actions, Plaintiff has been damaged and has suffered injuries and shame, humiliation, isolation, segregation, experienced emotional suffering, pain and anguish and has been segregated and prohibited from enjoying the programs, services and activities offered by Brevard County to residents and visitors (through the knowledge obtained (through its Website) and in participating in the government of Brevard County.

88. Plaintiff has been obligated to retain the undersigned counsel for the filing and prosecution of this action. Plaintiff is entitled to have reasonable attorneys' fees, costs and expenses paid by Defendant Brevard County.

89. For all of the foregoing, Plaintiff has no adequate remedy at law.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff Juan Carlos Gil hereby demands judgment against Defendant Brevard County including a declaratory judgment, pursuant to Rule 57 of the FRCP stating that the Defendant's practices, policies, and procedures have subjected Plaintiff to discrimination in violation of Title II of the ADA and Section 504 of the Rehabilitation Act, permanently enjoin Defendant Brevard County from any practice, policy and/or procedure which will deny Plaintiff equal access to the services, programs and activities offered by Defendant Brevard County to residents and visitors and in participating in the government of Brevard County, as well as:

a) issue a declaratory judgment that Defendant has violated the Plaintiff's rights as guaranteed by Title II of the ADA and Section 504 of the Rehabilitation Act;

b) The Court enter an Order requiring Defendant to update its Website to interface with screen reader software in order that individuals with visual disabilities can access that Website to the full extent required by Title II of the ADA and Section 504 of the Rehabilitation Act;

c) pursuant to 42 U.S.C. § 12188(a)(2), the Court enter an Order for permanent injunction which directs Defendant to take all steps necessary to bring its Website into full compliance with the requirements set forth in the ADA, and its implementing regulations, so that it is fully accessible to, and independently usable by, blind and low sighted individuals, and which further directs that the Court shall retain jurisdiction for a period to be determined to ensure that Defendant has adopted and is following an

institutional policy that will in fact cause Defendant to remain fully in compliance with the law;

d) The Court require Defendant engage a (mutually agreed upon) Consultant to assist it in improving the accessibility of its Website and perform an automated accessibility audit on a periodic basis to evaluate whether Defendant's Website to be accessible to individuals with visual disabilities who require screen reader software to comprehend internet content;

e) award damages in an amount to be determined at trial;

f) award Plaintiffs' reasonable litigation expenses and attorneys' fees; and

g) award such other and further relief as it deems necessary, just and proper.

Dated this 19th day of April, 2018.

Respectfully submitted,

s/Scott Dinin
Scott R. Dinin, Esq.
Scott R. Dinin, P.A.
4200 NW 7th Avenue
Miami, Florida 33127
Tel: (786) 431-1333
inbox@dininlaw.com

JS 44 (Rev. 06/17)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. *(SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)*

I. (a) PLAINTIFFS

Juan Carlos Gil

(b) County of Residence of First Listed Plaintiff Miami-Dade
(EXCEPT IN U.S. PLAINTIFF CASES)

(c) Attorneys *(Firm Name, Address, and Telephone Number)*
Scott R Dinin, Esq.; Scott R Dinin, P.A.; 4200 NW 7th Avenue, Miami Florida 33127; tel 786-431-1333; email: inbox@dininlaw.com

DEFENDANTS

Brevard County

County of Residence of First Listed Defendant Brevard
(IN U.S. PLAINTIFF CASES ONLY)

NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.

Attorneys *(If Known)*

II. BASIS OF JURISDICTION *(Place an "X" in One Box Only)*

- ☐ 1 U.S. Government Plaintiff
- ☒ 3 Federal Question *(U.S. Government Not a Party)*
- ☐ 2 U.S. Government Defendant
- ☐ 4 Diversity *(Indicate Citizenship of Parties in Item III)*

III. CITIZENSHIP OF PRINCIPAL PARTIES *(Place an "X" in One Box for Plaintiff and One Box for Defendant)*

(For Diversity Cases Only)

	PTF	DEF		PTF	DEF
Citizen of This State	☐ 1	☐ 1	Incorporated *or* Principal Place of Business In This State	☐ 4	☐ 4
Citizen of Another State	☐ 2	☐ 2	Incorporated *and* Principal Place of Business In Another State	☐ 5	☐ 5
Citizen or Subject of a Foreign Country	☐ 3	☐ 3	Foreign Nation	☐ 6	☐ 6

IV. NATURE OF SUIT *(Place an "X" in One Box Only)*

Click here for: Nature of Suit Code Descriptions.

CONTRACT
- ☐ 110 Insurance
- ☐ 120 Marine
- ☐ 130 Miller Act
- ☐ 140 Negotiable Instrument
- ☐ 150 Recovery of Overpayment & Enforcement of Judgment
- ☐ 151 Medicare Act
- ☐ 152 Recovery of Defaulted Student Loans (Excludes Veterans)
- ☐ 153 Recovery of Overpayment of Veteran's Benefits
- ☐ 160 Stockholders' Suits
- ☐ 190 Other Contract
- ☐ 195 Contract Product Liability
- ☐ 196 Franchise

REAL PROPERTY
- ☐ 210 Land Condemnation
- ☐ 220 Foreclosure
- ☐ 230 Rent Lease & Ejectment
- ☐ 240 Torts to Land
- ☐ 245 Tort Product Liability
- ☐ 290 All Other Real Property

TORTS

PERSONAL INJURY
- ☐ 310 Airplane
- ☐ 315 Airplane Product Liability
- ☐ 320 Assault, Libel & Slander
- ☐ 330 Federal Employers' Liability
- ☐ 340 Marine
- ☐ 345 Marine Product Liability
- ☐ 350 Motor Vehicle
- ☐ 355 Motor Vehicle Product Liability
- ☐ 360 Other Personal Injury
- ☐ 362 Personal Injury - Medical Malpractice

PERSONAL INJURY
- ☐ 365 Personal Injury - Product Liability
- ☐ 367 Health Care/ Pharmaceutical Personal Injury Product Liability
- ☐ 368 Asbestos Personal Injury Product Liability

PERSONAL PROPERTY
- ☐ 370 Other Fraud
- ☐ 371 Truth in Lending
- ☐ 380 Other Personal Property Damage
- ☐ 385 Property Damage Product Liability

CIVIL RIGHTS
- ☐ 440 Other Civil Rights
- ☐ 441 Voting
- ☐ 442 Employment
- ☐ 443 Housing/ Accommodations
- ☐ 445 Amer. w/Disabilities - Employment
- ☒ 446 Amer. w/Disabilities - Other
- ☐ 448 Education

PRISONER PETITIONS

Habeas Corpus:
- ☐ 463 Alien Detainee
- ☐ 510 Motions to Vacate Sentence
- ☐ 530 General
- ☐ 535 Death Penalty

Other:
- ☐ 540 Mandamus & Other
- ☐ 550 Civil Rights
- ☐ 555 Prison Condition
- ☐ 560 Civil Detainee - Conditions of Confinement

FORFEITURE/PENALTY
- ☐ 625 Drug Related Seizure of Property 21 USC 881
- ☐ 690 Other

LABOR
- ☐ 710 Fair Labor Standards Act
- ☐ 720 Labor/Management Relations
- ☐ 740 Railway Labor Act
- ☐ 751 Family and Medical Leave Act
- ☐ 790 Other Labor Litigation
- ☐ 791 Employee Retirement Income Security Act

IMMIGRATION
- ☐ 462 Naturalization Application
- ☐ 465 Other Immigration Actions

BANKRUPTCY
- ☐ 422 Appeal 28 USC 158
- ☐ 423 Withdrawal 28 USC 157

PROPERTY RIGHTS
- ☐ 820 Copyrights
- ☐ 830 Patent
- ☐ 835 Patent - Abbreviated New Drug Application
- ☐ 840 Trademark

SOCIAL SECURITY
- ☐ 861 HIA (1395ff)
- ☐ 862 Black Lung (923)
- ☐ 863 DIWC/DIWW (405(g))
- ☐ 864 SSID Title XVI
- ☐ 865 RSI (405(g))

FEDERAL TAX SUITS
- ☐ 870 Taxes (U.S. Plaintiff or Defendant)
- ☐ 871 IRS—Third Party 26 USC 7609

OTHER STATUTES
- ☐ 375 False Claims Act
- ☐ 376 Qui Tam (31 USC 3729(a))
- ☐ 400 State Reapportionment
- ☐ 410 Antitrust
- ☐ 430 Banks and Banking
- ☐ 450 Commerce
- ☐ 460 Deportation
- ☐ 470 Racketeer Influenced and Corrupt Organizations
- ☐ 480 Consumer Credit
- ☐ 490 Cable/Sat TV
- ☐ 850 Securities/Commodities/ Exchange
- ☐ 890 Other Statutory Actions
- ☐ 891 Agricultural Acts
- ☐ 893 Environmental Matters
- ☐ 895 Freedom of Information Act
- ☐ 896 Arbitration
- ☐ 899 Administrative Procedure Act/Review or Appeal of Agency Decision
- ☐ 950 Constitutionality of State Statutes

V. ORIGIN *(Place an "X" in One Box Only)*

☒ 1 Original Proceeding ☐ 2 Removed from State Court ☐ 3 Remanded from Appellate Court ☐ 4 Reinstated or Reopened ☐ 5 Transferred from Another District *(specify)* ☐ 6 Multidistrict Litigation - Transfer ☐ 8 Multidistrict Litigation - Direct File

VI. CAUSE OF ACTION

Cite the U.S. Civil Statute under which you are filing *(Do not cite jurisdictional statutes unless diversity)*:
Title II 42 U.S.C Sections 12131 et seq. and Section 504 of the Rehabilitation Act 29 USC Sec 794

Brief description of cause:
Barriers to access within website, resulting in exclusion from services, programs and activities of public entity

VII. REQUESTED IN COMPLAINT:

☐ CHECK IF THIS IS A CLASS ACTION UNDER RULE 23, F.R.Cv.P.

DEMAND $

CHECK YES only if demanded in complaint:
JURY DEMAND: ☐ Yes ☒ No

VIII. RELATED CASE(S) IF ANY

(See instructions): JUDGE _____ DOCKET NUMBER _____

DATE

SIGNATURE OF ATTORNEY OF RECORD

FOR OFFICE USE ONLY

RECEIPT # _____ AMOUNT _____ APPLYING IFP _____ JUDGE _____ MAG. JUDGE _____

Subject: Re: [Locgovtopics] Website Compliance with ADA
From: (b) (6) SBS.NYC.GOV>
Reply To:
Date: Mon, 11 Jun 2018 15:40:52 +0000
Content-Type: multipart/mixed
Parts/Attachments: text/plain (4 kB) , text/html (16 kB) , Web_Content_Accessibility_Guide_20.docx (89 kB) , PDF_Accessibility_Guide.docx (53 kB)

Local governments are covered by Section 504 and the ADA Title I and must meet the same requirements as federal agencies regardless of expense.

I use the WAVE WebAim Tool and other techniques. Attached find the guide I distribute to other content writers in City government.

Any CMS works fine. Scanned notices must have a full text transcription; generally speaking any text should be text and not an image. Public contractors must also meet the ADA, especially if your municipality receives any federal funding.

PDFs are easy to make accessible. I've attached that guide too.

Feel free to email me if you have any questions.

(b) (6) | **Content and Operations Manager**
NYC Department of Small Business Services
110 William Street, 8th Floor, New York, NY 10038
T (b) (6) | E (b) (6)@sbs.nyc.gov
nyc.gov/sbs
Facebook | Twitter | Instagram

From: (b) (6) @TITUSVILLE.COM>
Sent: Monday, June 11, 2018 11:26 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] [Locgovtopics] Website Compliance with ADA

Hi, just looking for some discussion on the below bullets. That attached is from a local county government lawsuit which helps to explain a heighted level of concern with insuring we meet ADA requirements and our best path to insure success.
The below excerpt was sent from attorney and referenced the attachment as evidence of the issue:
"I am told that several local governments have been served notice of pending lawsuits because their websites are not ADA compliant because they cannot be accessed by visually impaired persons. Apparently there are website platforms that can meet accessibility requirements for visually impaired persons but they are more expensive. Interested in whether anyone has ideas about applicability of ADA."

- I understand there are levels of requirements and possibly local government may not have to meet the same requirements as the Federal Government?
- I understand there are contractors that assist you in determining if your website meets requirements, example Site Improve, does anyone have other suggestions?

General Information:

- We use CMS for our website management.
- We provide notifications of events etc, sometimes they are notices provided by other agencies and are

- We provide notifications of events etc. sometimes they are notices provided by other agencies and are essentially scanned or copied material with the specifics of the event. Other than alt text of time and location what else may be required?
- We link to various contractors that many local governments use for online bill pay, public records, ordinances etc. I would assume they would also need to meet the requirements of ADA
- Can regular pdfs meet ADA requirements or must they be converted to regular text?

We will be meeting soon with our local government attorney so I am not looking for legal advice, however any input would be considered both educational and valuable.
thanks
(b) (6)
City of Titusville FL

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
*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.

Web Content Accessibility Guide

Introduction
This document outlines solutions to common issues affecting accessibility for people with disabilities on NYC.gov/Business. Problems include those that relate to compliance with City, State, and Federal accessibility rules. This guide is designed for agency writers and contributors who create web content. This guide:

- Assists writers in creating content usable by people with disabilities, including people who are blind or with low vision and use screen readers, and people with cognitive disabilities;
- Explains how content can be made readable by screen reader software, and
- Helps writers link content to other resources in accessible ways.

These guidelines are also compliant with Level AA of the Web Content Accessibility Guidelines, Version 2.0 (WCAG 2.0), an international standard for web accessibility that is also used by the Federal government. All information in this document is supported by resources found at the end of the document, in the "Resources" section.

Basic Fixes

NYC.gov Style and Usage Guidelines Adherence
Content should adhere to requirements set forth in the NYC.gov Style and Usage Guidelines (linked in "Resources"). These guides incorporate many techniques for accessible writing and content creation. Adherence prevents:

1. "Wall of text" – long and complicated language that causes difficulties for those with cognitive disabilities, and
2. Badly written or punctuated content that makes navigation with a screen reader difficult;
3. The use of fonts and font styles, such as underlines, that may be difficult to read for people with dyslexia.

PDFs are inaccessible
Most PDFs linked to on pages do not meet accessibility requirements for computer documents set forth in mandated accessibility guidelines, especially in regards to image accessibility and text readability. These issues are easily corrected within Acrobat software, later versions of which have a built-in accessibility checker. Refer to our separate handout on PDFs.

Alt text is missing on images
Some images do not have corresponding descriptive or "alt text," which is needed by screen readers. All non-decorative images should have descriptions so that screen readers can get meaningful information from them. (All images in this document have alt text available for screen readers.)

Here is an example of alt text, including the HTML needed to include it.

<img src="quincetree.jpg" alt="flowering quince tree">

Links
In text, links must be clearly marked. For example, rather than writing “click here,” announce the link, such as “click the following link to make a payment.” Here, “make a payment” would be a hyperlink to a payment site. This practice allows content to be more usable by people who use screen readers.

Empty links are created by images without alt text
When an image without alt text acts as a link, screen readers cannot access that link.

Empty text is present on a link button
Generally, one should use text for links for use by screen readers. If an image acts as a link, there must be text accompanying the image indicating that it is a link. See the notes about alternative text.

Redundant text is present for a link, or a link is duplicated
It is recommended to avoid double links for screen reader accessibility. It is a higher level of accessibility not fully required by federal or state guidelines, but can lead to high levels of frustration. Here is an example of redundant text for a link:

Click the following link for information about Google: http://www.google.com

New windows or PDFs are not indicated (change of context)
On many pages, PDFs are not indicated. Changes of context ought to be be indicated by the link to the place where context is changed. This problem is one of the main ones affecting users with cognitive disabilities. Here is an example of a correctly marked and incorrectly marked link to a PDF – note that the link is not actually hyperlinked. Refer to our separate handout on PDFs.

Application for Form Q-9000 (PDF) - correct

Application for Form Q-9000 – incorrect

Links do not open on new windows on NYC.gov.

Inadequate contrast on text
The color contrast between text and background on all essential web content must meet the required standard of 4.5:1 - meaning that the lighter color must be at least four and a half

Commented [WS1]: We no longer require that PDFs be marked. Also, our standard on NYC.gov is that links should not open in new windows.

Commented [JK2]: Reworded to indicate this, but it is our internal policy that we do this.

Commented [WS3]: The WAVE checker throws errors if the ratio is exactly 4.5:1, so you may want to encourage folks to use 4.51:1 to ensure that it’s over and the tools won’t throw errors.

Commented [JK4]: I generally advise a 5:1 contrast for best readability.

times brighter than the darker color. A ratio of at least 5:1 is advisable. Free color contrast checking software is available on the internet; see the “Resources” section.

Here is an example of inadequate contrast: the light blue color of the text (“don’t do this”) is not sharply different enough from the white background to be readable by many users.

don't do this

Text Emphasis
Use or tags to emphasize text, so that the emphasis is clear to screen reader software. These tags can be used with or instead of bold (<b>) or italic () text. So, instead of writing accessibility, write accessibility.

Use of green and red
Color-blind users cannot always distinguish text that uses green and red for emphasis. It is best practice to use a star or other marking method alongside color in these cases.

Audio and video transcriptions
Transcriptions of all audio and audio-visual content are required by the ADA. Video controls, such as the pause and play button, must be accessible. Additionally, an audio described version should be made available for blind and low vision users. This would be a version of the video with an extra spoken track that narrates significant visual details as they occur in the video. See instructions from the Department of Information Technology and Telecommunications for more advice.

Commented [WS5]: See our instructions on audio and video.

Commented [JK6]: If this is a document or link, can you send it along please?

Advanced Fixes

Proper uses of tables
Tables should be used sparingly to format the layout of a website or document. Tables should only be used for tabular data and lists, and must be coded as a table in HTML. Otherwise, screen readers will read the contents of the page in an incoherent manner which is confusing to users. Please consult the NYC.gov guidelines for tables for more information.

The document language is not indicated on the page
For accessibility by screen readers, the document language should be clearly indicated on any web page. This allows text reading software to more easily convert text to voice for blind and vision-impaired users. The language indication is often missing in the declaration and is not automatically added into code. Language attributes must indicate the language of the content, as must link text. The declaration for a correctly indicated page should read:

<!DOCTYPE html>
<meta content="text/html; charset=UTF-8 lang=EN”>

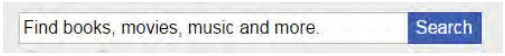
Heading levels or elements are skipped or absent
For accessibility by screen readers and navigation by voice control, heading levels and elements must nest hierarchically, be clearly marked and cleanly used. This allows the logical order of the page to be followed by users relying on screen-readers.

Commented [WS7]: We explain they must next hierarchically.

A page that is compliant will use consistent headers in HTML. For example, a page with the first header "pets," the second header "dogs", and the third level "dog food," will use <h1> for "pets," <h2> for "dogs," and <h3> for "dog food," not <h1>, <h4>, and <h6>.

Form labels or elements are missing or orphaned
For accessibility by screen readers and navigation by voice control, form labels or elements must be paired correctly to form functions. Mismatching makes use of the checklist and other functionalities very difficult for blind users.

In HTML, this can be achieved by ensuring that all forms and inputs have matching labels that are not embedded within the form itself. Thus, a search bar should have not only instructional text in the bar itself, but a button or other function labeled as such. Here is an example of a properly paired form. The button on the right-hand side of the bar is a function labeled and matched to the form.



Resources
The Web Accessibility Initiative has a checklist for compliance with the WCAG 2.0:
https://www.w3.org/WAI/WCAG20/quickref/
Further resources are available from the ADA Tool Kit for State and Local Governments:
http://www.ada.gov/pcatoolkit/chap5toolkit.htm
And the Section 508 Guide from the U.S. Department of Health and Human Services:
http://www.hhs.gov/web/section-508/index.html
18F, a branch of the federal General Services Administration, has a web developer-oriented accessibility guide that is continuously updated: https://pages.18f.gov/accessibility/
The Trace Research Center, University of Wisconsin-Madison has a video guide on screen reader technologies: https://www.youtube.com/watch?v=o_mvO6EQ0tM
Web-AIM provides a text guide on screen readers:
http://webaim.org/techniques/screenreader/
This contrast checker has a built in function for examining color contrast.
https://www.paciellogroup.com/resources/contrastanalyser/
This guide explains NYC.gov guidelines for Tables:
http://www1.nyc.gov/site/process/content/tables.page
This guide explains our process for forms:
http://www1.nyc.gov/site/process/content/forms.page
Finally, all content should adhere to the NYC.gov Style and Usage Guidelines, linked below (Word Document):
http://www1.nyc.gov/assets/process/downloads/pdf/nyc-web-content-dev-guidelines-v2.11.pdf

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PDF Accessibility Guide

Introduction

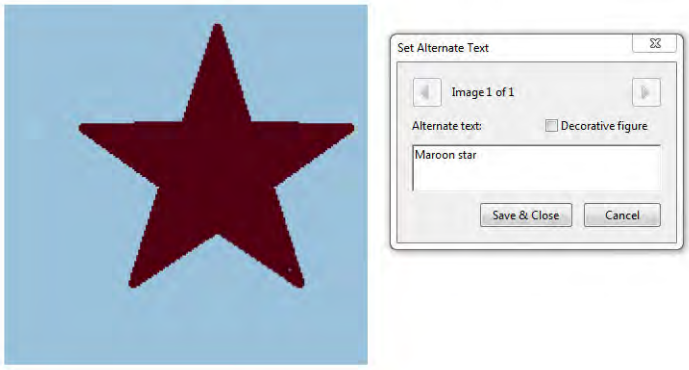
This Word document explains how to solve common problems that PDF documents pose for people with disabilities. PDFs are widely used in New York City government, and must be usable by people with disabilities. The Department of Small Business Services is working to make sure that these PDF documents are accessible. We are implementing a few simple fixes that can make PDFs both accessible and compliant with federal and state law. This information particularly applies to people who are blind or with low vision and use screen readers on their computers. For more information, consult the resources at the end of this document.

PDFs must be indicated

Links to PDFs must be indicated on web pages as PDFs. Indicating PDFs is necessary to allow screen readers to convey information. The change of context can also cause problems for users with cognitive disabilities. This problem can be prevented by indicating that the link will open a PDF attachment. For example, one should write PDF Accessibility Guide (PDF) to link to this document in PDF.

Images are not marked with alternative text

As on a website, images must be marked with alternative text for a PDF to be accessible. This can be achieved by tagging images within the document. This practice is necessary for screen readers to process it. An example of image tagging in a PDF (with alternative text on this document) is provided below. For more information, click the following link to consult the Adobe guide to accessibility: https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html.



This is a sample PDF. This is a sample PDF.

A logical reading order is not present
As is the case on a website, a logical document reading order must be present for a PDF to be accessible. This task can be achieved by using proper headers, footers, and chapters in texts, and indicating orders of reading in background information. Click the following link for more information on using Adobe Acrobat to indicate reading order: https://helpx.adobe.com/acrobat/using/touch-reading-order-tool-pdfs.html.

Functionality is not navigable by screen reader or voice control
Be sure that functionality form labels in fillable PDFs are marked and navigable without a mouse. The latter can be tested with the tab key on your keyboard. Form labels should be paired to functions. For more information, click the following link to consult the W3C Manual on PDFs: http://www.w3.org/TR/2014/NOTE-WCAG20-TECHS-20140408/pdf.html.

Contrast is too low for reading
Oftentimes the contrast on PDFs is too low for reading. Be sure to use dark text against white backgrounds; when in doubt use dark blue or black text. This practice is necessary for people with low vision or low-color vision, as well as the color-blind. Note that contrast must be manually checked! Several color contrast checkers are available for free download on the internet; if you use your own, do remember that the difference between adjacent shades on all essential information (text) must exceed 7:1 – meaning that the lighter color must be at least four and a half times the brightness of the darker color.

Here is an example (with alternative text) of inadequate contrast: the light blue color of the text ("don't do this") is not sharply different enough from the white background to be readable by many users.

Text is not text
Screen readers require text to be text and not an image for readability. Be sure that all text content is written in the document as text, and not an image that appears as text. If text must appear as an image, alternative text must be provided. For an example of an image that is text, see the "don't do this" text above.

"Wall of Text"
Readers with low vision, cognitive disabilities, and/or limited English will have more difficulty with reading long blocks of text on forms or PDFs. Where possible, break paragraphs into 8-10 lines for easy readability, and easy use for those who operate with large-print or increased text size computing.

Learn more about PDF Accessibility
Learning how to make PDFs accessible and how to verify their accessibility is easy to learn. Here are some recommended resources for this task.

Adobe Acrobat: https://helpx.adobe.com/acrobat/using/create-verify-pdf-accessibility.html

Section 508.gov: http://www.section508.va.gov/support/tutorials/pdf/

W3C Manual: http://www.w3.org/TR/2014/NOTE-WCAG20-TECHS-20140408/pdf.html

Learn more about color contrast and screen readers
This contrast checker has a built in function for examining color contrast.
https://www.paciellogroup.com/resources/contrastanalyser/

For more general guidelines, consult the ADA Tool Kit for State and Local Governments:
http://www.ada.gov/pcatoolkit/chap5toolkit.htm

The Trace Research Center, University of Wisconsin-Madison has a video guide on screen reader technologies: https://www.youtube.com/watch?v=o_mvO6EQ0tM

Web-AIM provides a text guide on screen readers: http://webaim.org/techniques/screenreader/

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Subject: JOB: Backend developer at National Archives (apply by 6/14)
From: Dana Allen-Greil <dana.allen-greil@NARA.GOV>
Reply To: Dana Allen-Greil <dana.allen-greil@NARA.GOV>
Date: Tue, 12 Jun 2018 15:51:33 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2254 bytes) , text/html (9 kB)

Just a friendly reminder that applications are due Thursday! This is a really interesting job tasked with innovating and tackling important challenges. Please pass along to good candidates.

IT Specialist (Backend Developer)
National Archives
GS-13
Duty station may be in College Park, MD or a Long Distance Telework location negotiable after selection.

This position is located within the Office of Innovation (V), Digital Engagement Division (VE), Web and Social Media Branch (VES). The Office of Innovation is responsible for the Digital Strategy efforts, including the National Archives Catalog and online access and engagement efforts. This position serves as an Information Technology Specialist (Backend Developer), providing expert level technical support for web operations and platform (Drupal) development for the agency's websites, including Archives.gov.

JD10214391GHD - Public: https://www.usajobs.gov/GetJob/ViewDetails/500472500

JD10214392GHM - Government-wide: https://www.usajobs.gov/GetJob/ViewDetails/500473100

Dana Allen-Greil
Web and Social Media Branch Chief
Office of Innovation

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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: Last Call: Register for tomorrow's webinar with Steve Krug
From: "Andrea Sigritz (XCI)" <andrea.sigritz@GSA.GOV>
Reply To: Andrea Sigritz (XCI)
Date: Wed, 13 Jun 2018 09:51:49 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1923 bytes) , text/html (5 kB)

Just a reminder to register for tomorrow's 90 minute webinar, on usability testing with Steve Krug, starting at **2pm ET**, if you haven't already.

Register: https://digital.gov/event/2018/06/14/usability-testing-with-steve-krug/

Steve's webinar will start with a live usability test. Then, during the remainder of the webinar, he'll share how you can find and fix the most pressing problems of your website or product, with a small number of participants.

Excited to have you join us tomorrow.

Thanks!
Andrea

--
Andrea Sigritz
Technology Transformation Service (TTS)
Federal Acquisition Service (FAS)
U.S. General Services Administration
andrea.sigritz@gsa.gov
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Subject: email list management tools
From: "Jeffers, William" <William.Jeffers@EIA.GOV>
Reply To: Jeffers, William
Date: Wed, 13 Jun 2018 14:27:15 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1428 bytes) , text/html (4 kB)

Hello Forum Members,

Are any of you using any tool other than GovDelivery for your email list management?

If so, would you share assessments of the benefits, disadvantages, difficulties, best features, etc. of the tool?

Much appreciated, and I'd be glad to compile and post the list of tools from the responses.

William Jeffers
Office of Web Management
U.S. Energy Information Administration
William.jeffers@eia.gov | 202.586.8416
www.eia.gov

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

Subject: Re: email list management tools
From: "(b) (6)" <(b) (6)@DUPAGECO.ORG>
Reply To: (b) (6)
Date: Wed, 13 Jun 2018 15:14:28 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (9 kB)

Here at the County we use GovDelivery for most of our emailing. However we also have some groups that use Constant Contact and MailChimp. Depending on how many mailings you do and how many subscribers, those other services can be cheaper than GovDelivery. However, last time I checked, you either share a login if you have multiple groups using the tool or you have to have multiple accounts. The thing that GovDelivery does is allow multiple logins to allow various groups to login and send their newsletters. Other than that, the functionality is similar. GovDelivery claims that you will get 'organic' growth through their 'look at these other govt entities that you can subscribe to' but our grown has mainly come from the popup on our website. You can do that popup from Constant Contact and MailChimp as well.

(b) (6)
Web Services Manager
DuPage County
(b) (6) (fax)
(b) (6)t@dupageco.org
http://www.dupageco.org

From: Jeffers, William [mailto:William.Jeffers@EIA.GOV]
Sent: Wednesday, June 13, 2018 9:27 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] email list management tools

Hello Forum Members,

Are any of you using any tool other than GovDelivery for your email list management?

If so, would you share assessments of the benefits, disadvantages, difficulties, best features, etc. of the tool?

Much appreciated, and I'd be glad to compile and post the list of tools from the responses.

William Jeffers
Office of Web Management
U.S. Energy Information Administration
William.jeffers@eia.gov | 202.586.8416
www.eia.gov

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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: Need your answers to two quick questions about CMSs - the rest of the story!
From: (b) (6) @STATE.GOV>
Reply To:
Date: Wed, 13 Jun 2018 16:50:50 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (7 kB) , text/html (25 kB) , image001.png (25 kB) , image002.png (25 kB)

Wait, is Pantheon now available for Gov use? I've asked them, they don't have the plans in place yet. Platform.sh is moving in that direction and has a plan in place over the next 3 to 4 years there's also Amazee labs who is hoping to move this way over the next year. I think they said they're looking for an agency to work with.

From: Young Craig C <craig.c.young@IRS.GOV>
Sent: Friday, June 08, 2018 7:55 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!

Drupal 8.

As for hosting, my advice: Look at Pantheon over Acquia.

Craig C. Young
Senior Web Analyst
Online Engagement, Operations and Media
Office of Online Services (OLS) | SE:OLS:OEOM:MED
D: NCFB C-462
P: 240-613-9712
E: craig.c.young@irs.gov

From: Wilcox, Lisa- ERS [mailto:000000da61bc737b-dmarc-request@LISTSERV.GSA.GOV]
Sent: Friday, June 08, 2018 7:38 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!

We are using Umbraco. The last I knew, so was OPM and SSA if I am not mistaken.

Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov / 202-999-9619
USDA ERS
Office: 202-694-5574 / Fax: 202-245-4781
www.ers.usda.gov

From: Bowden, Beth (NIH/NIEHS) [E] [mailto:bowden1@NIEHS.NIH.GOV]
Sent: Thursday, June 7, 2018 12:43 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!

Thank you so much for your answers! I've attached the results.

- The first sheet in the workbook has two pivot tables and the second has the data.
- I omitted names or emails
- I aggregated with your responses with earlier surveys from digital.gov and a survey taken in Winter 2017. The column labelled "Source" indicates which was used.

Thanks again!

Beth Bowden
beth.bowden@nih.gov | 984-287-3114
NIEHS, MD Keystone 2126, P.O. Box 12233, Research Triangle Park, NC 27709

From: Bowden, Beth (NIH/NIEHS) [E] [mailto:bowden1@NIEHS.NIH.GOV]
Sent: Wednesday, May 23, 2018 8:08 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

Good morning, Content Managers,

What CMS (if any) do you use?
Where is it hosted?

We are looking at different CMSs and would like your input. I'll aggregate the results and distribute to this listserv.

Thanks in advance!

Beth Bowden
beth.bowden@nih.gov | 984-287-3114
NIEHS, MD Keystone 2126, P.O. Box 12233, Research Triangle Park, NC 27709

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

Subject: Re: Need your answers to two quick questions about CMSs - the rest of the story!

From: (b) (6) @STATE.GOV>

Reply To:

Date: Wed, 13 Jun 2018 16:58:24 +0000

Content-Type: multipart/alternative

Parts/Attachments: text/plain (4 kB) , text/html (15 kB)

Is anyone using Blackmesh?

New name Contegix

https://www.contegix.com/

I'm curious about their set up.

I'm thinking of moving to DDev for a localhost for dev and want to find a solid server project for DDev moving forward. I've done the AWS route (not a fan), just wanted to know who else was on contegix and from this list, it looks like no one is. Is that true?

Kirsten

From: Bowden, Beth (NIH/NIEHS) [E] <bowden1@NIEHS.NIH.GOV>
Sent: Thursday, June 07, 2018 12:43 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!

Thank you so much for your answers! I've attached the results.

- The first sheet in the workbook has two pivot tables and the second has the data.
- I omitted names or emails
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Thanks again!

Beth Bowden
beth.bowden@nih.gov I 984-287-3114
NIEHS, MD Keystone 2126, P.O. Box 12233, Research Triangle Park, NC 27709

From: Bowden, Beth (NIH/NIEHS) [E] [mailto:bowden1@NIEHS.NIH.GOV]
Sent: Wednesday, May 23, 2018 8:08 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs

Good morning, Content Managers,

What CMS (if any) do you use?
Where is it hosted?

We are looking at different CMSs and would like your input. I'll aggregate the results and distribute to this listserv.

Thanks in advance!

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Subject: Re: Need your answers to two quick questions about CMSs - the rest of the story!

From: (b) (6), (b) (7)(C) @HQ.DHS.GOV>

Reply To: (b) (6), (b) (7)(C)

Date: Wed, 13 Jun 2018 17:06:16 +0000

Content-Type: multipart/related

Parts/Attachments: text/plain (9 kB) , text/html (28 kB) , image001.png (28 kB) , image002.png (28 kB) , image003.jpg (28 kB) , image004.jpg (28 kB)

As far as I know, they don't have an ATO, but they have partnered with Google (who does have an ATO).

Pantheon's upstream tech is second to none! And I dig their container system, although realize others (like IBM) have picked this up as containers are old news…..

With that being said, you might be able to get to pantheon services through Google ATO – Dunno.

I know DOI (drupal 7) is on IBM and has a PaaS. They pay a flat rate per month for allotted space and next to no downtime.

FWS is moving to Drupal 8 and will host on DOI's PaaS as far as I know (but that was as of Jan 2018)

Over here at DHS, we do things inhouse for hosting. Drupal, mostly 7… a few D8 (as far as I know)

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

From: (b) (6) @STATE.GOV>
Sent: Wednesday, June 13, 2018 12:51 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!

Wait, is Pantheon now available for Gov use? I've asked them, they don't have the plans in place yet. Platform.sh is moving in that direction and has a plan in place over the next 3 to 4 years there's also Amazee labs who is hoping to move this way over the next year. I think they said they're looking for an agency to work with.

From: Young Craig C <craig.c.young@IRS.GOV>
Sent: Friday, June 08, 2018 7:55 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!

Drupal 8.

As for hosting, my advice: Look at Pantheon over Acquia.

Craig C. Young
Senior Web Analyst
Online Engagement, Operations and Media
Office of Online Services (OLS) | SE:OLS:OEOM:MED
D: NCFB C-462
P: 240-613-9712
E: craig.c.young@irs.gov

From: Wilcox, Lisa- ERS [mailto:000000da61bc737b-dmarc-request@LISTSERV.GSA.GOV]
Sent: Friday, June 08, 2018 7:38 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!

We are using Umbraco. The last I knew, so was OPM and SSA if I am not mistaken.

Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov / 202-999-9619
USDA ERS
Office: 202-694-5574 / Fax: 202-245-4781
www.ers.usda.gov

From: Bowden, Beth (NIH/NIEHS) [E] [mailto:bowden1@NIEHS.NIH.GOV]
Sent: Thursday, June 7, 2018 12:43 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Need your answers to two quick questions about CMSs - the rest of the story!

Thank you so much for your answers! I've attached the results.

- The first sheet in the workbook has two pivot tables and the second has the data.
- I omitted names or emails
- I aggregated with your responses with earlier surveys from digital.gov and a survey taken in Winter 2017. The column labelled "Source" indicates which was used.

Thanks again!

Beth Bowden
beth.bowden@nih.gov | 984-287-3114
NIEHS, MD Keystone 2126, P.O. Box 12233, Research Triangle Park, NC 27709

From: Bowden, Beth (NIH/NIEHS) [E] [mailto:bowden1@NIEHS.NIH.GOV]
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Subject: Re: email list management tools
From: Victoria Wales - XACA <victoria.wales@GSA.GOV>
Reply To: Victoria Wales - XACA <victoria.wales@GSA.GOV>
Date: Thu, 14 Jun 2018 09:48:53 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (7 kB) , text/html (18 kB)

I've had this convo quite a bit these days. Here is a list by someone who developed it at Census, we use Hubspot, happy to go over that experience anytime.

This is a starter list of tools for folks who want to investigate further.

Feds are using or have used these:

GovDelivery (FedRamp OK. Advanced package has drip campaigns. Email Sign Up Overlay is a growth engine if implemented properly (see HC.gov).

Salesforce (Formerly ExactTarget. Salesforce CRM is FedRamp OK. Marketing tool is not. Also they are pitching Einstein AI as a value added feature that separates them from the pack. Also if you use Salesforce CRM this is a big plus for you.)

Adobe Marketing Cloud (Don't know a lot about this one but they offer email marketing, transactional messaging, and call center integration. They pitched to me at a conference recently so I assume they are approved for federal use.)

These three have some of the more advanced capabilities out there when it comes to campaign automation, content marketing, and flexibility. They seem scalable for medium sized operations and might work with a model where you are aggressively and regularly cleaning your list to scrub off inactive users. As we all learned from cell phone bills beware of surprise overage charges for growing your list or sending too many emails.

HubSpot (USAGov and an NIH branch uses this)

SendGrid

MailChimp

Other not used by federal agencies (as far as I know):

Drip (Check out Automation School)

ConvertKit (Check out Tradecraft)

And as a bonus two more that aren't email marketing tools but they spark some new ideas and maybe uncover some best practices.

Litmus (Check out the blog for all things email marketing)

Sumo (There are many different email capture and customer engagement tools in here that are smarter and more sophisticated than anything I've seen in use by feds.)

On Wed, Jun 13, 2018 at 11:14 AM, (b) (6) [redacted] @dupageco.org> wrote:

> Here at the County we use GovDelivery for most of our emailing. However we also have some groups that use Constant Contact and MailChimp. Depending on how many mailings you do and how many subscribers, those other services can be cheaper than GovDelivery. However, last time I checked, you either share a login if you have multiple groups using the tool or you have to have multiple accounts. The thing that GovDelivery does is allow multiple logins to allow various groups to login and send their newsletters. Other than that, the functionality is similar. GovDelivery claims that you will get 'organic' growth through their 'look at these other govt entities that you can subscribe to' but our grown has mainly come from the popup on our website. You can do that popup from Constant Contact and MailChimp as well.

(b) (6)

Web Services Manager

DuPage County

(b) (6)

[redacted] (fax)

(b) (6) @dupageco.org

http://www.dupageco.org

From: Jeffers, William [mailto:William.Jeffers@EIA.GOV]
Sent: Wednesday, June 13, 2018 9:27 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] email list management tools

Hello Forum Members,

Are any of you using any tool other than GovDelivery for your email list management?

If so, would you share assessments of the benefits, disadvantages, difficulties, best features, etc. of the tool?

Much appreciated, and I'd be glad to compile and post the list of tools from the responses.

William Jeffers

Office of Web Management

U.S. Energy Information Administration

William.jeffers@eia.gov | 202.586.8416

www.eia.gov

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--
Victoria B. Wales

Subject: Re: email list management tools
From: Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To: Bridget Serchak <BSerchak@VOANEWS.COM>
Date: Thu, 14 Jun 2018 14:44:07 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (10 kB) , text/html (25 kB) , image003.jpg (25 kB)

BBG PA and VOA PR use Constant Contact.

Regards,

Bridget
****
Bridget Ann Serchak
Director of Public Relations
Voice of America
Broadcasting Board of Governors
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

Voice of America
****

From: Victoria Wales - XACA [mailto:victoria.wales@GSA.GOV]
Sent: Thursday, June 14, 2018 9:49 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] email list management tools

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>
> ---
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> Web Services Manager
> DuPage County
> (b) (6) (fax)
> (b) (6) @dupageco.org
> http://www.dupageco.org
>
> **From:** Jeffers, William [mailto:William.Jeffers@EIA.GOV]
> **Sent:** Wednesday, June 13, 2018 9:27 AM
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> content-managers-l
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Victoria B. Wales
Acting Marketing and Outreach Lead, USAGov
Your Guide to Government Information and Services
TTS - U.S. General Services Administration
202-394-6261

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

Subject:	Usability webinar with Steve Krug
From:	"Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV>
Reply To:	Wilcox, Lisa- ERS
Date:	Fri, 15 Jun 2018 13:07:55 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1966 bytes) , text/html (7 kB)

I just wanted to give an awesome shout out to DigitalGov for the great Usability Webinar with Steve Krug yesterday.
I have read his books and love his work. This was very much appreciated!
Have a Fantastic Friday everyone!
Lisa

Lisa G. Wilcox / Web Design Lead
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: Re: Usability webinar with Steve Krug
From: Jacob Parcell - QXE <jacob.parcell@GSA.GOV>
Reply To: Jacob Parcell - QXE <jacob.parcell@GSA.GOV>
Date: Fri, 15 Jun 2018 09:23:56 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (10 kB)

Thanks Lisa!

Andrea Sigritz who is on our team here at GSA put it together. If you have other ideas for usability events, we are all ears. :)

To those of you who missed it, you can watch a recording here.

https://digital.gov/event/2018/06/14/usability-testing-with-steve-krug/

On Fri, Jun 15, 2018 at 9:07 AM, Wilcox, Lisa- ERS <000000da61bc737b-dmarc-request@listserv.gsa.gov> wrote:

> I just wanted to give an awesome shout out to DigitalGov for the great Usability Webinar with Steve Krug yesterday.
>
> I have read his books and love his work. This was very much appreciated!
>
> Have a Fantastic Friday everyone!
>
> Lisa
>
> **Lisa G. Wilcox** / Web Design Lead
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>
> **USDA ERS**
> Office: 202-694-5574 / Fax: 202-245-4781
> 355 E. Street S.W.
> Washington DC 20024-3221
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--

Director, Innovation Portfolio (acting)
Director, Mobile Program Management Office
Technology Transformation Service
U.S. General Services Administration
202.208.7139
jacob.parcell@gsa.gov

Check out the Mobile Gov Community of Practice, frequent mobile updates and get all your other DigitalGov needs on the DigitalGov Platform!

Follow us @digital_gov!

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

Subject: Job Opportunity: Social Media Manager GS-14 Position -- Closes 6/22
From: "(b) (6) USARMY HQDA ASA MRA (US)" <(b) (6) @MAIL.MIL>
Reply To: (b) (6) USARMY HQDA ASA MRA (US)
Date: Fri, 15 Jun 2018 13:59:35 +0000
Content-Type: multipart/signed
Parts/Attachments: text/plain (1090 bytes) , smime.p7s (6 kB)

A rare Social Media Manager GS-14 position located in Crystal City, Arlington.

Closes 6/22

https://www.usajobs.gov/GetJob/ViewDetails/502114100

(b) (6)
DOD

****
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****

Subject: Web Communication Strategist - USPTO
From: "Leyden, Jill A." <Jill.Leyden@USPTO.GOV>
Reply To: Leyden, Jill A.
Date: Mon, 18 Jun 2018 13:44:49 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2269 bytes) , text/html (7 kB)

Greetings Fellow Feds!
I am excited to share that we recently posted a position for a Web Communications Strategist (GS-13) at the U.S. Patent and Trademark Office for the Trademarks business unit. We are looking for a person who has strong skills in communication strategy/planning with experience in applying those skills on the web.

Strong candidates for this position can demonstrate an ability to understand the interconnectedness between web content, customer behavior, and business impacts, and as a result be able to thoughtfully design web content (and supporting) strategies. This person understands the need for leveraging data and gathering feedback to help drive decisions to benefit our customers and employees alike.

Please share this opportunity with your networks. We are looking to cast a wide net to find the best fit for this critically important position.

The position closes this Friday, June 22.

- All U.S. Citizens https://www.usajobs.gov/GetJob/ViewDetails/501987400
- Veterans, Federal employees, Sched A, etc. https://www.usajobs.gov/GetJob/ViewDetails/501829200

cross posted from CX Community of Practice listserv

Sincerely,

Jill Leyden

Customer Experience Administrator
Trademarks Business Unit
U.S. Patent and Trademark Office
571-272-6804
jill.leyden@uspto.gov

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

Subject: Re: "This site best viewed with..."
From: "Williams, David A." <david.williams@USPTO.GOV>
Reply To: Williams, David A.
Date: Mon, 18 Jun 2018 14:08:56 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (72 lines)

Thank you to the community; I had several responses; an edited summary follows:

Jonathan with NYC Small Business Services said:
We do testing and ensure usability on the following combinations for our high-traffic municipal sites:

Windows: Chrome, Firefox, IE, Edge
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iOS: Safari
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Paul from US Army Chaplain Center and School said, "Your pages should be viewable in most if not all web browsers (or have fall backs for when one fails to default to another without user intervention)."

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And that led me to a quick email with Maya at GSA about that design system where she noted:

We test on all browsers we support. We don't believe it needs to look exactly the same across browsers.

There are many ways to test Windows browsers (IE) if you're on a Mac like we are: a virtual machine, browserstack.com, saucelabs.com, access to a Windows machine: It depends on what your org permits and has access to.

Again, thanks to the community and to the folks mentioned who provided helpful information,
-David

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From: Williams, David A.
Sent: Monday, June 11, 2018 10:32 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Cc: Williams, David A. <david.williams@USPTO.GOV>
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I would love to see how PTO compares to other federal agencies.
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David Williams
Chief, Website Management Branch
Information Management Services
U.S. Patent & Trademark Office
U.S. Department of Commerce
Madison West, 4D35
Alexandria, VA 22314
1-571-272-3877
david.williams@uspto.gov

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Subject:	Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] "This site best viewed with..."
From:	Larry Gillick <larry_gillick@IOS.DOI.GOV>
Reply To:	Larry Gillick <larry_gillick@IOS.DOI.GOV>
Date:	Mon, 18 Jun 2018 11:21:17 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (6 kB) , text/html (10 kB)

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Subject:	Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] "This site best viewed with..."
From:	"Venable, John B. (Fed)" <john.venable@NIST.GOV>
Reply To:	Venable, John B. (Fed)
Date:	Tue, 19 Jun 2018 13:05:27 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (10 kB) , text/html (25 kB)

While I love the sentiment Larry, and I agree in principle, the history of browsers is replete with “quirks” that for a designer or dev to spend an inordinate amount of time to make your vision work. “Any desktop browser” is a scary phrase to a dev, the three letters IE6 strike fear into the heart of anyone who ever had to figure out what brand of hallucinogenic the Microsoft users were on when they read and implemented the HTML standard in that browser. IE8, while miles ahead of IE6, was still notorious for its quirks, so much so that Microsoft themselves included a quirks mode renderer in future versions of IE.

So unless you want essentially unstyled text, which is a different argument, one has to figure out what browsers one should support. I do believe that should be as broad as possible but if 1% of your users are using a browser that would cause 10% more work to implement a given design, some decisions need to be made. You may say, any design that doesn’t support “any desktop browser” is not a good design, but that ignores the history of HTML. The web isn’t what it was in 1995, so you can’t expect the tools developed then to work now, and if you agree with that, you then necessarily have to find where that cutoff is in time. That said, I agree that all modern browsers should be supported, there’s no excuse to ignore safari, or firefox, other than developers who built a site were only using chrome.

Anyway. My $0.02

John

From: Larry Gillick <larry_gillick@IOS.DOI.GOV>
Reply-To: Larry Gillick <larry_gillick@IOS.DOI.GOV>
Date: Monday, June 18, 2018 at 11:30 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
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> From: Williams, David A.
> Sent: Monday, June 11, 2018 10:32 AM
> To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV

Cc: Williams, David A. <david.williams@USPTO.GOV>
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Subject:	Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] "This site best viewed with..."
From:	Eric Mill <eric.mill@GSA.GOV>
Reply To:	Eric Mill <eric.mill@GSA.GOV>
Date:	Tue, 19 Jun 2018 10:28:47 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (13 kB) , text/html (20 kB)

Having been doing web dev since 1997, I definitely share the long memory of working around browser quirks.

But the web platform is fortunately a lot more consistent and robust than it was when IE6 was around. Depending on how modern a cutoff you can choose, you don't even need something like jQuery anymore to paper over implementation differences in HTML/CSS/XHR stuff anymore.

But even if you choose a non-modern cutoff, it's reasonable to expect website owners to use a framework that can gracefully degrade (or progressively enhance) for whatever range is appropriate. I agree that "Best viewed with..." is at this point not defensible, and it especially frustrates me when I see new *staff* facing services optimize for IE or any other browser. It signals that the team responsible for the application, whether it's COTS or custom, isn't using best practices, which is strongly correlated with underperforming on other aspects of application development (including backend development and data integrity and operational maturity).

-- Eric

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Subject:	Anyone else using Net Promoter Score?
From:	"Brantley, William" <William.Brantley@USPTO.GOV>
Reply To:	Brantley, William
Date:	Wed, 20 Jun 2018 16:52:55 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (4 kB) , image001.png (8 kB)

I added an NPS question to my training evaluations and looking for other agencies to benchmark my NPS against. Thank you.

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

Dr. Bill Brantley
(Certified Professional in Learning and Performance, 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

Subject: Re: "This site best viewed with..."
From: "Lapcewich, Dennis -FS" <dlapcewich@FS.FED.US>
Reply To: Lapcewich, Dennis -FS
Date: Mon, 25 Jun 2018 16:26:14 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (13 kB) , text/html (37 kB)

According to this site: https://analytics.usa.gov/

45.8 percent – Chrome users
28.1 percent – Safari users
11.8 percent – Internet Explorer users (various flavors with v11.0 taking up 10.8 percent)
5.0 percent – Firefox users
4.2 percent – Edge users

You can look up the devices being used as well as operating systems.

I subscribe to the approach offered by globalreach.com where Tier 1 web browsers should be fully supported. Tier 1 is made up of browsers which account for (at least) 5 percent of total user traffic. Using the above browsers stats, I guess that means MS Edge doesn't make the cut. I think what is critical is the platforms have changed. From strictly desktop/laptop we now have mobile and tablet platforms. To me that means using a responsive design to account for almost half of users these days. So by taking the entire browser list above (Holding to IE 11 and bringing back Edge and not voting it off of the island), and addressing responsive design, one is accounting for 93.9 percent of all browsers covering 100 percent of platforms.

Yes, I know, lies, damned lies, and statistics. But one must start from somewhere.

Dennis

From: Venable, John B. (Fed) [mailto:john.venable@NIST.GOV]
Sent: 19 June 2018 6:05 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] Re: [CONTENT-MANAGERS-L] "This site best viewed with..."

While I love the sentiment Larry, and I agree in principle, the history of browsers is replete with "quirks" that for a designer or dev to spend an inordinate amount of time to make your vision work. "Any desktop browser" is a scary phrase to a dev, the three letters IE6 strike fear into the heart of anyone who ever had to figure out what brand of hallucinogenic the Microsoft users were on when they read and implemented the HTML standard in that browser. IE8, while miles ahead of IE6, was still notorious for its quirks, so much so that Microsoft themselves included a quirks mode renderer in future versions of IE.

So unless you want essentially unstyled text, which is a different argument, one has to figure out what browsers one should support. I do believe that should be as broad as possible but if 1% of your users are using a browser that would cause 10% more work to implement a given design, some decisions need to be made. You may say, any design that doesn't support "any desktop browser" is not a good design, but that ignores the history of HTML. The web isn't what it was in 1995, so you can't expect the tools developed then to work now, and if you agree with that, you then necessarily have to find where that cutoff is in time. That said, I agree that all modern browsers should be supported, there's no excuse to ignore safari, or firefox, other than developers who built a site were only using chrome.

Anyway. My $0.02

John

From: Larry Gillick <larry_gillick@IOS.DOI.GOV>
Reply-To: Larry Gillick <larry_gillick@IOS.DOI.GOV>
Date: Monday, June 18, 2018 at 11:30 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] Re: [CONTENT-MANAGERS-L] "This site best viewed with..."

Just the teeniest bit off-subject, here's the guidance I provide to our website authors. I would just link to it, but it's inaccessible from "off-campus" -- for now.

Brand-name requirements

This is a particular gripe of mine, so if you detect any joy in my rule-making right now -- you are detecting corr

Let's start with the principle that we create websites for people to use at their own discretion -- and that requir

Good:

- Websites that look the same on any desktop browser, no matter what browser
- Websites that function the same, whether on a desktop or mobile browser
- Websites that work equally well, whether the user has a 4k widescreen monitor or an old-school 4x3 m

Bad

- Websites that don't work in a particular browser
- Websites that only work in a particular browser (I'm looking at you, government websites that only work
- Websites that don't work on a mobile device
- Websites that only work on a particular brand's mobile device (e.g., Apple vs. Android)

DOI.gov works everywhere -- on every browser -- so please understand that you are explicitly forbidden to fou
Things that come to mind include:

- Custom code that breaks our mobile-responsiveness (custom code itself is a bad idea, if you don't chat
- Custom code that breaks our usefulness on any browser
- Video files that don't conform to our specification -- and then break on mobile or other browsers
- Downloadable files that don't work on stock devices
- Anything that only runs on a particular browser
- Anything that only runs on a particular brand's software (I'm looking at you, Adobe-only or Apple-only P

TLDR: Don't break our website, nor make it work less universally. Period.

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, Jun 18, 2018 at 10:10 AM Williams, David A. <david.williams@uspto.gov> wrote:

> Thank you to the community; I had several responses; an edited summary follows:
>
> Jonathan with NYC Small Business Services said:
> We do testing and ensure usability on the following combinations for our high-traffic municipal sites:

Windows: Chrome, Firefox, IE, Edge
Mac: Chrome, Safari
iOS: Safari
Android: Chrome

Paul from US Army Chaplain Center and School said, "Your pages should be viewable in most if not all web browsers (or have fall backs for when one fails to default to another without user intervention)."

Jonn from Financial Research in Treasury pointed me to the U.S. Web Design System, https://designsystem.digital.gov/getting-started/developers/#browser-support (definitely worth reading that page) which says:

The current major version of the Design System (1.0) is designed to support the newest versions of Chrome, Firefox, Safari, and Internet Explorer 9 and up.

And that led me to a quick email with Maya at GSA about that design system where she noted:

We test on all browsers we support. We don't believe it needs to look exactly the same across browsers.

There are many ways to test Windows browsers (IE) if you're on a Mac like we are: a virtual machine, browserstack.com, saucelabs.com, access to a Windows machine: It depends on what your org permits and has access to.

Again, thanks to the community and to the folks mentioned who provided helpful information,
-David

-----Original Message-----
From: Williams, David A.
Sent: Monday, June 11, 2018 10:32 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Cc: Williams, David A. <david.williams@USPTO.GOV>
Subject: "This site best viewed with..."

I'm in discussions with my colleagues at USTPO about what browsers and devices our public websites ought to support. I'm hoping to get your input on how your agency has addressed this issue, for example:

Do you publically commit to browsers, devices or operating systems?
Do you have internal standards that you don't publically announce?
If you support clients that are not part of your standard desktop, how to you develop and test with those in mind?

I would love to see how PTO compares to other federal agencies.
Thank you for any input you can offer,
-David

David Williams
Chief, Website Management Branch
Information Management Services
U.S. Patent & Trademark Office
U.S. Department of Commerce
Madison West, 4D35
Alexandria, VA 22314
1-571-272-3877
david.williams@uspto.gov

****

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>
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> 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
> employees, so please consider that before sharing outside our community.
> **********

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Subject:	Don't Miss Out on The Lab's Newest Courses this July!
From:	"Thomas, Elaine" <Elaine.Thomas@OPM.GOV>
Reply To:	Thomas, Elaine
Date:	Mon, 25 Jun 2018 17:23:56 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (29 kB) , image001.png (29 kB) , image002.jpg (23 kB)

LAB OPM

Sign up now for

our Newest Course Offerings this July!

The Lab at OPM continues to expand its design education portfolio with six new modules to be launched in our Modules Fair (July 10-20). Our design modules are day-long workshops focusing on different aspects of the design process as it applies to government innovation.

Join us to be the first to take these new courses!

Problem-Framing for Solution Finding

July 10, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

Design is often characterized as a process of creative problem solving, but beyond simply finding solutions, design methods and mindsets afford us the opportunity to open up entirely new problem spaces full of unexplored possibilities and untapped potential. Framing a problem is as much a design opportunity as finding its solution, and re-framing old problems in new ways is often the key to discovering truly innovative solutions. In this one-day course, we will explore problem framing in the arts, sciences, industry, diplomacy, and humor (among other fields), and we will experiment with various applications of and approaches to this powerful practice in design.

Register at our website

Design for Government

July 11, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

History is an important part of understanding the context for public sector challenges and for designing human-centered solutions. This module will explore the historical design of this country's democracy and how it has led to the current state of its political institutions, with a focus on the federal bureaucracy. It will discuss the founders' intent of bureaucracy as a means through which to limit government and how that affects federal agencies in different ways as they attempt to actualize their three roles related to policy: administration, implementation, and regulation. Combining this historical grounding with the tenets of human-centered design will reveal levers for change and possibility to the perceived limits to public sector innovation.

Register at our website

Constructive Critique

July 12, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

Effective action and designs of products, services and strategies are developed and refined through thoughtful reflection and constructive dialogue of perspectives. Constructive Critique teaches approaches to design critique, feedback and collaboration through dialogue and interaction with material designs.

Register at our website

Participatory Design Methods

July 13, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

Having a rich understanding of what users think, feel and believe is vital to good design work. In addition to listening to what users say and observing what they do, we can also gain valuable insight by bringing them into the design process itself and paying attention to what they make and how they make it. Participatory design is designing with users, and not just for them. In this course, we explore the theory and methods of participatory design, as well as strategies for how and when to deploy them.

Register at our website

Visual Communication for Everyone

July 18, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

Whether consciously or not, we all communicate visually and make value judgments based on visual design every day. Through exercises and examples, we will illuminate the design principles that guide effective visual communication. With hands-on activities using the most accessible tools at hand, participants will learn to apply these principles in their own work.

Register at our website

Designing Your Next Transition

July 20, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

What's the story you tell yourself about professional and personal transitions? We all want to be smart about shaping life into an experience we enjoy. Design gives us an empowering approach to managing our transitions. This workshop will introduce you to a design-led approach to your professional and personal transitions. Federal agencies are in transition as a result of design-led innovation, workforce restructuring, strategic planning, and the ever-changing expectations of the people we serve. Federal employees are in transition as well. Learn to lead and live a design-led transition.

In this one-day course, we will draw on human-centered design and developmental psychology to develop strategies and next steps for making the most of your next transition. You will leave with a specific action plan and timetable for taking your next step.

Register at our website

Register at our website

Pictured above: *work produced during our first Visual Eloquence design module, held in October 2017.*

The Lab at OPM
1900 E Street NW, Washington, DC, 20415
lab.opm.gov • @LabOPM

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Subject: U.S. Web Design System July call: A first look at version 2.0
From: Maya Benari <maya.ben-ari@GSA.GOV>
Reply To: Maya Benari <maya.ben-ari@GSA.GOV>
Date: Tue, 26 Jun 2018 10:28:36 -0700
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1735 bytes) , text/html (2787 bytes)

Hi everyone,

Join us for our next call on **Friday, July 6, 2018 at 1:00 pm ET / 10:00 am PT** for our monthly conversation with fellow designers and developers across the government.

This month, the U.S. Web Design System team will preview the next version of the USWDS: 2.0. We'll be talking about the new grid system, flexible typography, an accessible color system, and utility classes.

Register for the call: https://www.eventbrite.com/e/july-us-web-design-system-monthly-call-a-first-look-at-uswds-20-tickets-46807677022

Thanks!

Maya

--
Maya Benari
U.S. Web Design System
Office of Products and Programs | 18F
Technology Transformation Service (TTS)
General Services Administration (GSA)
maya.ben-ari@gsa.gov

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Subject:	Last Chance: Free Drupal and Docker Event Friday in NOVA
From:	"(b) (6) " <(b) (6) @STATE.GOV>
Reply To:	(b) (6)
Date:	Thu, 28 Jun 2018 14:53:47 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3131 bytes) , text/html (24 kB)

For those in the area, I've got a free drupal event tomorrow in Northern Virginia.

https://www.eventbrite.com/e/drupal4gov-half-day-drupal-global-training-day-tickets-46274386937

Only about 10 spots left right now for Govies and 3 for non govies.

And yes, we've got a Docker Workshop for it, too. Bring a computer if you're coming for Docker, otherwise, no computer required.

Arrival is 9am and we're down when the lightning talks end around 1ish. Coffee and Bagels will be provided. Here's the agenda:

Topics

- Intro to Reactjs - Speaker Ashraf Abed - Debug Academy
- Drupal Accessibility - Speaker Cindy McCourt - Promet Source
- Devops: Continuous Collaboration with Probo.ci - Speaker Alex Urevick-Ackelsberg - Zivtech
- content type and taxonomy planning - Speaker Kat Kuhl - FFW
- UX and Accessibility - Speaker Samantha Schreiber - FFW
- Website Strategy - Alex Emmerman - DSFederal
- Hello Alexa, I'm Drupal- Speaker Arash Farazdaghi - BAH
- What's GDPR and what can/should be done - Peter Barclay - Taoti
- Twig in the Wild - Speaker Jeremy Koulish - Bixal
- Getting Hired - Speaker Steve Roberson Zurka Interactive

Lightning Talks

- Maggie Kilbride - HopeOneSource Drupal and Volunteering
- Ted Spencer - H5P Interactive Content
- Arash Farazdaghi - Decoupled Drupal: Trend or Fad?
- Jeremy Koulish - Twig
- Darryle Steplight - React Native

(b) (6)

http://uniongal.blogspot.com
Join Uniongal on Reddit http://www.reddit.com/r/Uniongal/

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Subject:	Science Writer position at National Human Genome Research Institute (contractor)
From:	"Ohab, John (NIH/NHGRI) [E]" <john.ohab@NIH.GOV>
Reply To:	Ohab, John (NIH/NHGRI) [E]
Date:	Fri, 29 Jun 2018 15:18:19 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (6 kB) , text/html (25 kB) , Science Writer NHGRI 06.28.2018.pdf (51 kB)

Dear colleagues,

We're looking for an outstanding science writer who will contribute to our website and other products. Contractor position. Please forward to any candidates who you think might be interested. Happy to answer any questions.

Thanks so much,
John

--
John Ohab, Ph.D. | Chief
Communications and Public Liaison Branch
National Human Genome Research Institute
john.ohab@nih.gov | 301.594.0954
http://genome.gov

Science Writer

The National Human Genome Research Institute (NHGRI), the driving force for advancing genomics research at the National Institutes of Health (NIH), is looking to hire an outstanding science writer for a full-time contract position at its headquarters in Bethesda, Maryland. We need a rock star: someone who is scientifically knowledgeable and a true team player, while also an independent worker, competent, detail-oriented, cheerful, and enthusiastic about genomics. The ideal candidate has extensive experience writing about biomedical research for a variety of audiences and is comfortable applying their writing skills in news stories, social media content, educational materials and other digital products.

Salary is commensurate with the candidate's experience. A full benefit package is available, including retirement, health and life insurance, long-term care insurance, leave and 401K.

To apply for this job, please send your resume and cover letter by email to Dr. John Ohab, NHGRI's Chief of Communications and Public Liaison, at john.ohab@nih.gov.

Qualifications

- In-depth knowledge and experience writing about biomedical research and public health topics.
- Proficiency in genetics/genomics terminology and methodology, and experience conducting research on genetics/genomics subject matter is preferred.
- Experience writing for different audiences, including scientists, health professionals, various educational levels, and the general public, and ability to adapt your writing style and voice to different requirements.
- Demonstrated ability to copyedit for scientific accuracy, Associated Press style, plain language and adherence to brand standards.
- Ability to write about potentially sensitive topics with judgment and skill, and successfully navigating the content clearance process in the same way.
- Experience using content management systems, such as Drupal, including familiarity with search

engine optimization principles.
- Demonstrated experience developing written content for effective social media campaigns and working with creative professionals to create multimedia social media products.
- Ability to work collaboratively with team members using online tools like Trello and Slack, and willingness to learn new tools.
- Expertise in Microsoft Office (Word, Excel, Outlook).
- Organized and detailed-oriented; ability to manage multiple ongoing projects and meet deadlines under pressure.
- Excellent interpersonal communications skills.
- Bachelor's degree in biology, genomics or related field, plus at least five years of experience writing for a scientific or technical organization, news publication, marketing or public relations firm, etc. Master's or doctoral degree and comparable experience preferred.

Roles and Responsibilities

- Write content for digital and print materials, including news articles, press releases, websites, social media, newsletters, presentations, fact sheets, infographics, video scripts, and other products to communicate about the institute's activities and topics in genomics.
- Work independently and in collaboration with scientific and technical experts to conduct background research and generate original ideas for digital and print products.
- Manage the writing, editing and clearance processes to meet stringent deadlines and to ensure the highest quality materials.
- Copyedit own work and the work of others to ensure consistency with institute writing, editing, and style specifications and standards.
- Work with members of the press to answer inquiries about institute activities and genomics, including pitching stories to national and local news outlets.
- Develop and implement media relations plans, strategies and tactics to effectively communicate NIH research and program advances.
- Work with creative teams to select photos and generate graphics used in combination with written materials, infographics and related products.
- Manage collaborative editorial calendar using online tools like Trello and Slack.
- Ensure proper clearances through NHGRI, NIH, and Department of Health and Human Services, in accordance with established guidelines.

About Us

The National Human Genome Research Institute offers you the opportunity to build your career alongside the most gifted minds in the field of genomics and partner with experts at NIH and around the world. Building on our leadership role in the initial sequencing of the human genome, we're the driving force for genomics research at the NIH, working to advance the field and guide its future. In this uniquely collaborative culture,

Science Writer

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Subject: Communications job descriptions
From: Elizabeth Holtan <eholtan@IMLS.GOV>
Reply To: Elizabeth Holtan <eholtan@IMLS.GOV>
Date: Fri, 29 Jun 2018 16:41:04 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1485 bytes) , text/html (5 kB)

Hello, all:

I'm looking for some examples of position descriptions along the lines of Public Affairs Specialist, Communications Specialist, Writer/Editor, Social Media Manager, etc. Might you have some you could share?

Thank you,
Elizabeth

Elizabeth Holtan
Communications Manager
Institute of Museum and Library Services
955 L'Enfant Plaza North, SW, Suite 4000
Washington, D.C. 20024
P: 202-653-4630 I C: (b) (6)
Website I Twitter I Facebook

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Subject: Re: Communications job descriptions
From: Victoria Wales - XACA <victoria.wales@GSA.GOV>
Reply To: Victoria Wales - XACA <victoria.wales@GSA.GOV>
Date: Fri, 29 Jun 2018 12:53:38 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3131 bytes) , text/html (7 kB)

Here you go Elizabeth:

https://digital.gov/resources/sample-position-descriptions-for-digital-government-jobs/

--
Victoria B. Wales
Acting Marketing and Outreach Lead, USAGov
Your Guide to Government Information and Services
Check out our blog!
TTS - U.S. General Services Administration
202-394-6261

What we think, we create.
What we feel, we attract.
What we imagine, we become

On Fri, Jun 29, 2018 at 12:41 PM, Elizabeth Holtan <000000e993eb1073-dmarc-request@listserv.gsa.gov> wrote:

> Hello, all:
>
> I'm looking for some examples of position descriptions along the lines of Public Affairs Specialist, Communications Specialist, Writer/Editor, Social Media Manager, etc. Might you have some you could share?
>
> Thank you,
>
> Elizabeth
>
> Elizabeth Holtan
>
> Communications Manager
>
> Institute of Museum and Library Services
>
> 955 L'Enfant Plaza North, SW, Suite 4000
>
> Washington, D.C. 20024
>
> P: 202-653-4630 I C: (b) (6)
>
> Website I Twitter I Facebook

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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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Subject:	Drupal Developer position at National Human Genome Research Institute (contractor)
From:	"Ohab, John (NIH/NHGRI) [E]" <john.ohab@NIH.GOV>
Reply To:	Ohab, John (NIH/NHGRI) [E]
Date:	Mon, 2 Jul 2018 15:22:39 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (5 kB) , text/html (24 kB) , Drupal Developer NHGRI 07.02.2018.pdf (51 kB)

Dear colleagues,

We're looking for an experienced Drupal developer to join our growing team in a full-time contract position in Bethesda, MD. Please forward to any candidates who you think might be interested. Happy to answer any questions.

Thanks so much,
John

Drupal Developer

The National Human Genome Research Institute (NHGRI), part of the National Institutes of Health (NIH), is looking for an experienced Drupal developer to join our growing team in a full-time contract position, and help build the next generation of NHGRI websites. As a Drupal developer, you will be working to support internal and external NHGRI websites and applications using Drupal 8 on Acquia Cloud, work that includes front-end and back-end development and site building. The ideal candidate will know Drupal through and through, and have exceptional programming skills, problem-solving abilities and a strong attention to detail.

The position is located in Bethesda, MD. Salary is commensurate with the candidate's experience. A full benefit package is available, including retirement, health and life insurance, long-term care insurance, leave and 401K.

To apply for this job, please send your resume and cover letter by email to Dr. John Ohab, NHGRI's Chief of Communications and Public Liaison, at john.ohab@nih.gov.

Skills and Qualifications

- Minimum of 3-5 years of experience in Drupal 7/8 development and site building, including a deep understanding of Drupal core functionality like views, built-in modules, content types, taxonomy, search and configuration.
- Strong backend development skills in PHP, MySQL/MariaDB.
- Strong experience in front-end development (high fluency in HTML5, CSS, JavaScript, jQuery, responsive frameworks, Twig).
- Ability to convert comprehensive layout and wireframes into working HTML pages.
- Experience creating custom Drupal 8 modules.
- Experience integrating Drupal 8 into other services via REST APIs.
- Demonstrated success with Acquia Cloud hosting environment.
- Full Drupal deployment experience: installation, configuration and production.
- Excellent ability to troubleshoot performance, security and functionality issues.
- Proficiency developing with GIT.
- Effective communicator with experience gathering requirements from system owners and users.
- Understanding of accessible design principles and Section 508 compliance.
- Comfortable working with front-end and back-end debugging tools.
- Bachelor's degree in relevant science, technology, engineering and math field.
- Self-starter with eagerness to learn and grow.
- Great team player with willingness to support additional roles or drive independent projects when needed.

Roles and Responsibilities

- Architect, build and theme custom Drupal 8 websites and modules on Acquia Cloud.
- Ensure high-performance and availability, and manage all technical aspects of the CMS.
- Use modern PHP and MySQL/MariaDB development standards to develop custom applications.
- Provide application integration to NIH enterprise systems and third-party services.

- Collaborate with stakeholders to gather and refine requirements to meet business needs and define project scope, ensuring technical solutions are properly architected.
- Adhere to government information security and privacy regulations, ensuring compliance with standards.
- Provide documentation as required and participate in code reviews, planning sessions, and routine status meetings.
- Investigate, trace, and debug system issues, identify root causes and make required software changes to resolve problems.
- Maintain and update Drupal themes, modules, views, code, and configuration.
- Participate in system migrations during updates to new version of Drupal.
- Liaise with external technical teams when needed for troubleshooting, updates, etc.
- Research new technologies, standards and systems to improve existing products and websites.

About Us

The National Human Genome Research Institute offers you the opportunity to build your career alongside the most gifted minds in the field of genomics and partner with experts at NIH and around the world. Building on our leadership role in the initial sequencing of the human genome, we're the driving force for genomics research at the NIH, working to advance the field and guide its future. In this uniquely collaborative culture, you will participate in high-impact research, hone your skills through specialized training, and join efforts to apply new discoveries to the study of human health and disease. Learn more at http://genome.gov.

Subject: DoDEA
From: "Aspiazu, Coqui (HHS/ASPA)" <Maria.Aspiazu@HHS.GOV>
Reply To: Aspiazu, Coqui (HHS/ASPA)
Date: Mon, 2 Jul 2018 17:08:26 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1383 bytes) , text/html (5 kB)

Hi all –

I'm trying to find a contact at DoD Education Activity for our work on StopBullying.gov.

Please reach out to me!

Thanks. 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: Federal TOS for Tableau Public?
From: "Noonan Sturm, Christine" <cnoonansturm@FTC.GOV>
Reply To: Noonan Sturm, Christine
Date: Tue, 3 Jul 2018 18:31:32 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (4 kB) , text/html (4 kB) , image003.jpg (4 kB)

Greetings, and happy Fourth!

The FTC is interested in using Tableau Public for data visualizations, which we may embed in FTC.gov. I did not see Tableau Public on the list of third-party services with a federal TOS, and am curious how a federal agency using this service may have approached the TOS.

Many thanks, and enjoy the (hot) holiday!

Regards,

Chris

Chris Noonan Sturm
Website Manager
COR I PMP I MBA
Office of Public Affairs
Federal Trade Commission
202-326-2728 I cnoonansturm@ftc.gov
www.ftc.gov I *Protecting America's Consumers*

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Subject:	Re: Anyone else using Net Promoter Score?
From:	(b) (6) @HHSC.STATE.TX.US>
Reply To:	
Date:	Thu, 5 Jul 2018 15:39:51 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (17 kB) , image002.png (4 kB) , image003.jpg (4 kB)

Bill, did you get any responses to this?

For 20 months I worked for an organization that used the NPS for all its survey-based results. In our experience:

- On the plus side, it gave us a number to point to as a measure of our success.
- On the minus side, it gave us no clear idea as to what to stop, start, or continue in order to improve.
- Perhaps for that reason, the score seemed remarkably resistant to our efforts to improve it. It was always high, but never "high enough."

I seem to recall that there was a rationale as to why that score truly represented the quality of our performance, but I recall no mention of how other organizations or, for that matter, any part of that organization had been able to use the score to identify and fix specific problems or to identify approaches that worked so they could be replicated elsewhere.

If you want to send the theoreticians into a tizzy, ask them why the same calculation when applied to a 5-point scale (score -1 for 1–3; 0 for 4; +1 for 5) does not yield a valid result.

YMMV

(b) (6)

EIR Accessibility Coordinator
Civil Rights Office
Health & Human Services Commission
Work: (b) (6)

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: Brantley, William [mailto:William.Brantley@USPTO.GOV]
Sent: Wednesday, June 20, 2018 11:53 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Anyone else using Net Promoter Score?

I added an NPS question to my training evaluations and looking for other agencies to benchmark my NPS against. Thank you.

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

Dr. Bill Brantley
(Certified Professional in Learning and Performance, 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:	Don't Miss Out on The Lab's Newest Courses this Month!
From:	"Thomas, Elaine" <Elaine.Thomas@OPM.GOV>
Reply To:	Thomas, Elaine
Date:	Fri, 6 Jul 2018 15:21:20 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (29 kB) , image001.png (29 kB) , image002.jpg (23 kB)

LAB OPM

Sign up now for

our Newest Course Offerings this Month!

The Lab at OPM continues to expand its design education portfolio with six new modules to be launched in our Modules Fair (July 10-20). Our design modules are day-long workshops focusing on different aspects of the design process as it applies to government innovation.

Join us to be the first to take these new courses!

Problem-Framing for Solution Finding

July 10, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

Design is often characterized as a process of creative problem solving, but beyond simply finding solutions, design methods and mindsets afford us the opportunity to open up entirely new problem spaces full of unexplored possibilities and untapped potential. Framing a problem is as much a design opportunity as finding its solution, and re-framing old problems in new ways is often the key to discovering truly innovative solutions. In this one-day course, we will explore problem framing in the arts, sciences, industry, diplomacy, and humor (among other fields), and we will experiment with various applications of and approaches to this powerful practice in design.

Register at our website

Design for Government

July 11, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

History is an important part of understanding the context for public sector challenges and for designing human-centered solutions. This module will explore the historical design of this country's democracy and how it has led to the current state of its political institutions, with a focus on the federal bureaucracy. It will discuss the founders' intent of bureaucracy as a means through which to limit government and how that affects federal agencies in different ways as they attempt to actualize their three roles related to policy: administration, implementation, and regulation. Combining this historical grounding with the tenets of human-centered design will reveal levers for change and possibility to the perceived limits to public sector innovation.

Register at our website

Constructive Critique

July 12, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

Effective action and designs of products, services and strategies are developed and refined through thoughtful reflection and constructive dialogue of perspectives. Constructive Critique teaches approaches to design critique, feedback and collaboration through dialogue and interaction with material designs.

Register at our website

Participatory Design Methods

July 13, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

Having a rich understanding of what users think, feel and believe is vital to good design work. In addition to listening to what users say and observing what they do, we can also gain valuable insight by bringing them into the design process itself and paying attention to what they make and how they make it. Participatory design is designing with users, and not just for them. In this course, we explore the theory and methods of participatory design, as well as strategies for how and when to deploy them.

Register at our website

Visual Communication for Everyone

July 18, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

Whether consciously or not, we all communicate visually and make value judgments based on visual design every day. Through exercises and examples, we will illuminate the design principles that guide effective visual communication. With hands-on activities using the most accessible tools at hand, participants will learn to apply these principles in their own work.

Register at our website

Designing Your Next Transition

July 20, 2018
The Lab at OPM – 1900 E Street NW
9:00 am to 4:30 pm
Tuition: $400

What's the story you tell yourself about professional and personal transitions? We all want to be smart about shaping life into an experience we enjoy. Design gives us an empowering approach to managing our transitions. This workshop will introduce you to a design-led approach to your professional and personal transitions. Federal agencies are in transition as a result of design-led innovation, workforce restructuring, strategic planning, and the ever-changing expectations of the people we serve. Federal employees are in transition as well. Learn to lead and live a design-led transition.

In this one-day course, we will draw on human-centered design and developmental psychology to develop strategies and next steps for making the most of your next transition. You will leave with a specific action plan and timetable for taking your next step.

Register at our website

Register at our website

Pictured above: *work produced during our first Visual Eloquence design module, held in October 2017.*

The Lab at OPM
1900 E Street NW, Washington, DC, 20415
lab.opm.gov • @LabOPM

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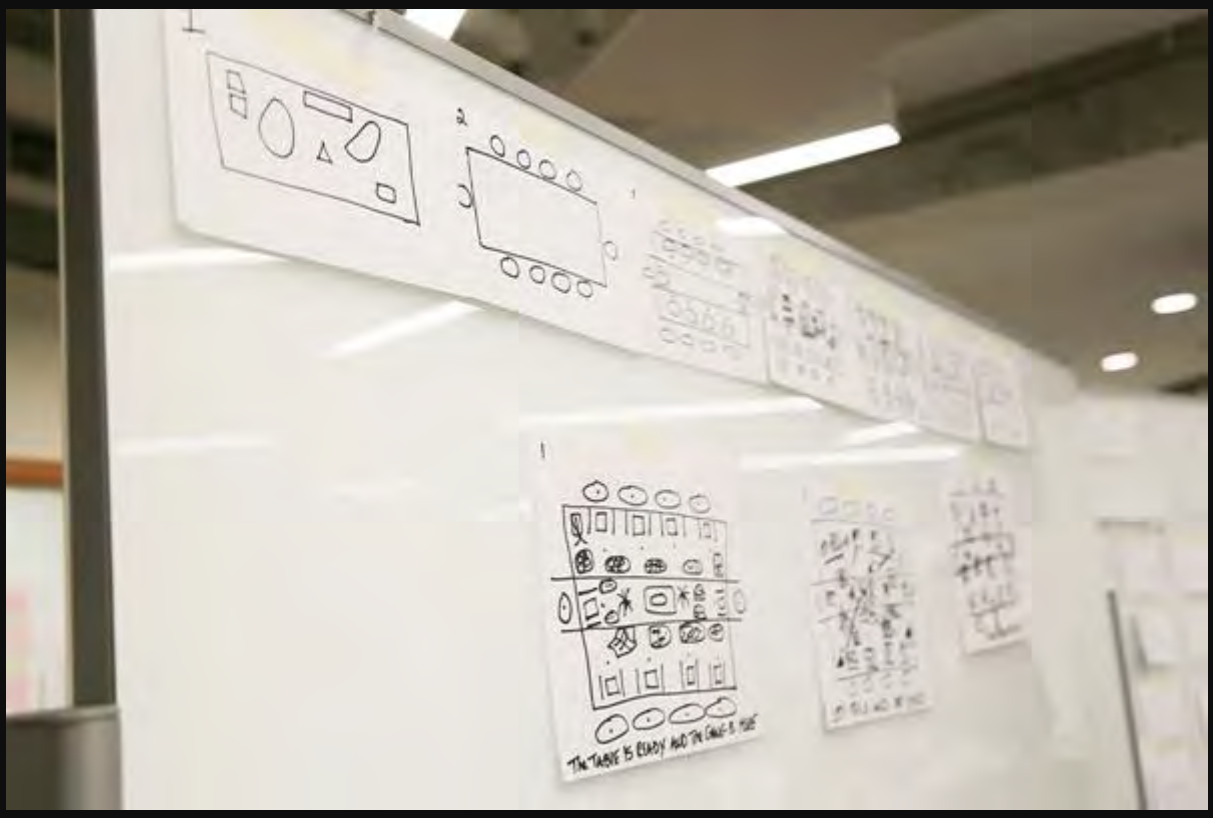

Subject:	Help us improve the 18F Blog
From:	Dahianna Salazar Foreman - QE <dahianna.salazarforeman@GSA.GOV>
Reply To:	Dahianna Salazar Foreman - QE <dahianna.salazarforeman@GSA.GOV>
Date:	Mon, 9 Jul 2018 12:38:38 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1709 bytes) , text/html (5 kB)

Hi everyone,

The team working on 18f.gsa.gov is looking to improve the design and content of our blog so it's a better resource for government employees. We're looking for volunteers to spend no more than 10 minutes sharing with us what topics or categories you find interesting through a card sorting exercise. **If you are a federal or state employee, we'd love your input!** You can access the exercise by going to https://ows.io/os/6xfb8383. Remember, there are no right or wrong answers, and all submissions are anonymous. We're looking to gather feedback by **Monday, July 16**.

Thank you so much for your willingness to help.

Best,

--
Dahianna V. Salazar Foreman
Agency Partnerships and Outreach
18F

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Subject: Introducing Accessibility for Teams
From: Maya Benari <maya.ben-ari@GSA.GOV>
Reply To: Maya Benari <maya.ben-ari@GSA.GOV>
Date: Tue, 10 Jul 2018 09:00:50 -0700
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1996 bytes) , text/html (3898 bytes)

Hi everyone,

We're excited to share a new guide we launched: Accessibility for Teams — Guidelines to help teams create accessible products and services.

- **Learn about the project:** https://digital.gov/2018/07/10/introducing-accessibility-for-teams/
- **Check out the guide:** https://accessibility.digital.gov/

This is a project of the Accessibility Guild and Digital.gov in GSA's Technology Transformation Services. We're thankful to everyone that's contributed from across the government. Let us know if it's helpful and how we can improve by emailing us at g-accessibility@gsa.gov or opening an issue.

Thanks!

Maya

--
Maya Benari
U.S. Web Design System
Office of Products and Programs | 18F
Technology Transformation Service (TTS)
General Services Administration (GSA)
maya.ben-ari@gsa.gov

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Subject:	BrowserStack ToS
From:	"Venable, John B. (Fed)" <john.venable@NIST.GOV>
Reply To:	Venable, John B. (Fed)
Date:	Tue, 10 Jul 2018 17:59:33 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1229 bytes) , text/html (3727 bytes)

Anyone here ever use BrowserStack? Did you negotiate a Gov-friendly terms of service?

Thanks!

--
John “PDF is NOT a web format” Venable
Web Team Lead
National Institute of Standards and Technology

Subject:	From the UK Digital Service - "The importance of content designers in government"
From:	"Brantley, William" <William.Brantley@USPTO.GOV>
Reply To:	Brantley, William
Date:	Wed, 11 Jul 2018 16:19:29 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (4 kB) , image001.png (8 kB)

Love this quote – "Without content designers, government would be impossible for people to understand."
https://gds.blog.gov.uk/2018/07/11/the-importance-of-content-designers-in-government/

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

Dr. Bill Brantley
(Certified Professional in Learning and Performance, Training Management, Project Management, Human Resources, and Data Science)

Subject:	FW: Supervisory Librarian and Supervisory Technical Info Specialist Opportunities Open at National Agricultural Library
From:	"Harmon, Kelly" <Kelly.Harmon@ARS.USDA.GOV>
Reply To:	Harmon, Kelly
Date:	Mon, 16 Jul 2018 17:31:07 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2439 bytes) , text/html (6 kB)

Forwarding for the National Agricultural Library. Feel free to share.

Thanks!

Kelly

Kelly A. Harmon
Webmaster, National Agricultural Library

Subject:	About AR Strategy
From:	"Brantley, William" <William.Brantley@USPTO.GOV>
Reply To:	Brantley, William
Date:	Tue, 17 Jul 2018 16:03:29 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (4 kB) , image001.png (8 kB)

Thought this was an interesting video - https://hbr.org/video/5809961699001/whiteboard-session-why-every-organization-needs-an-ar-strategy

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

Dr. Bill Brantley
(Certified Professional in Learning and Performance, Training Management, Project Management, Human Resources, and Data Science)

Subject:	Drupal4Gov Webinar Series: Why can't all platforms have the same authoring experience (AX)?
From:	"Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To:	Dearie, Jessica
Date:	Wed, 18 Jul 2018 12:48:41 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2911 bytes) , text/html (8 kB)

Join Drupal4Gov for our monthly webinar series – in tomorrow's webinar we'll learn how Penn State is developing a headless authoring solution to create a seamless authoring experience across platforms.

Register at https://www.eventbrite.com/e/drupal4gov-webinar-series-hax-registration-46147485371

HAX the web is a headless authoring solution being developed by Penn State built on one question: Why can't all platforms have the same authoring experience (AX)? We decided that in order to build the best AX for Drupal we needed to NOT build it just for Drupal. Learn about how you can leverage HAX in your (deep breathe) Drupal 6, Drupal 7, Drupal 8, GravCMS, Desktop apps, BackdropCMS sites and more!

Learn how and what you can build when we all work together across ecosystems on the front-end using a technology called Web components. Bryan Ollendyke (btopro) is the HAX project lead and will be demonstrating HAX, talking about it's capabilities and how to extend it, what you can do to use it in your projects and how and why web components should be the only technology implemented in your front end / theme layer of Drupal (and beyond).

Bryan Ollendyke (btopro) is a long time member of the Drupal community (13+ years) and works at Penn State on a platform called ELMS: Learning Network. Bryan is an open source absolutist, contributing 100% of his efforts back to the Drupal and web components communities in the form of modules, themes, install profiles, tutorials, design assets, tooling and more. Bryan drinks enough coffee to put down an elephant, and his "energy" is reflective of this.

Jessica Dearie
ORD Intranet Coordinator
ORD SharePoint Site Collection Administrator
ORD Office of Science Information Management
Drupal4Gov (join us drupal4gov@gmail.com)
202-564-8718
https://intranet.ord.epa.gov/

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Subject:	web prototyping software in govt
From:	"Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV>
Reply To:	Wilcox, Lisa- ERS
Date:	Wed, 18 Jul 2018 13:30:35 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2010 bytes) , text/html (7 kB)

Good morning all,
I'm wondering what software folks are using for wireframing and prototyping for web and mobile projects ? I have been trying out InvisionStudio, Marvel, and Adobe XD, but was wondering what was more widely used across government.
Thanks in advance,
Lisa

Lisa G. Wilcox / Web Design Lead
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: Re: web prototyping software in govt
From: (b) (6)@SBS.NYC.GOV>
Reply To:
Date: Wed, 18 Jul 2018 13:34:37 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3601 bytes) , text/html (11 kB)

We have usually used Invision, but we have even used Microsoft Visio for mapping out basic functionalities. I use Visio for explaining accessibility needs to people.

(b) (6) | **Content and Operations Manager**
NYC Department of Small Business Services
110 William Street, 8th Floor, New York, NY 10038
T (b) (6) | E (b) (6)@sbs.nyc.gov

nyc.gov/sbs
Facebook | Twitter | Instagram

From: Wilcox, Lisa- ERS <LGWILCOX@ERS.USDA.GOV>
Sent: Wednesday, July 18, 2018 9:31 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] web prototyping software in govt

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Thanks in advance,
Lisa

Lisa G. Wilcox / Web Design Lead
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

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Subject: Re: web prototyping software in govt
From: "Dooley, Wayne (NIH/OD) [E]" <wayne.dooley@NIH.GOV>
Reply To: Dooley, Wayne (NIH/OD) [E]
Date: Wed, 18 Jul 2018 13:39:41 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3572 bytes) , text/html (13 kB)

I used Balsamiq a few years ago, and enjoyed the product. Wireframes fell out of favor in our org, and we haven't revisited. I would also enjoy hearing what others are using successfully.

Wayne Dooley
HR SAID | Information Management Team
National Institutes of Health
(301) 827-5744 | wayne.dooley@nih.gov

From: "Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV>
Reply-To: "Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV>
Date: Wednesday, July 18, 2018 at 9:33 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] web prototyping software in govt

Good morning all,
I'm wondering what software folks are using for wireframing and prototyping for web and mobile projects ? I have been trying out InvisionStudio, Marvel, and Adobe XD, but was wondering what was more widely used across government.
Thanks in advance,
Lisa

Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov / 202-999-9619

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Subject: Re: web prototyping software in govt
From: "Hernandez, Paul (Fed)" <paul.hernandez@NIST.GOV>
Reply To: Hernandez, Paul (Fed)
Date: Wed, 18 Jul 2018 13:41:17 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (12 kB)

Sketch is my go to wireframing tool

https://www.sketchapp.com/

Paul Hernandez
IT Specialist
National Institute of Standards and Technology
100 Bureau Drive
Gaithersburg, MD 20899
Office: 301-975-5626

From: "Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV>
Reply-To: "Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV>
Date: Wednesday, July 18, 2018 at 9:31 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] web prototyping software in govt

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I'm wondering what software folks are using for wireframing and prototyping for web and mobile projects ? I have been trying out InvisionStudio, Marvel, and Adobe XD, but was wondering what was more widely used across government.
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Subject: Re: web prototyping software in govt
From: "(b) (6) (US) DeCA HQ OC" <(b) (6) @DECA.MIL>
Reply To: (b) (6) (US) DeCA HQ OC
Date: Wed, 18 Jul 2018 13:48:32 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (92 lines)

Lisa:

We use Axure RP for our prototyping. It's a pretty robust tool and allows you to publish your work for demonstrations and review. It's import limitations are the biggest downside that I hope they will fix in future iterations.

I know there are a ton of web-based tools out there, but not sure how secure they are for gov't needs.

Respectfully,

(b) (6)
Corporate Communications
Defense Commissary Agency
Toll Free 800-699-5063 x(b) (6)
COM (b) (6)
DSN(b) (6)
@deca.mil

-----Original Message-----
From: Wilcox, Lisa- ERS [mailto:LGWILCOX@ERS.USDA.GOV]
Sent: Wednesday, July 18, 2018 9:31 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] web prototyping software in govt

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Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov <mailto:lgwilcox@ers.usda.gov> / 202-999-9619

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<https://htmlsig.com/t/000001CCC723>

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<https://twitter.com/WebGirl_Lisa> <https://s3.amazonaws.com/htmlsig-assets/spacer.gif>
<https://www.linkedin.com/in/webgirl/> <https://s3.amazonaws.com/htmlsig-assets/spacer.gif>
<https://s3.amazonaws.com/htmlsig-assets/spacer.gif> <https://github.com/MsWebGirl>
<https://s3.amazonaws.com/htmlsig-assets/spacer.gif>

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****

Subject:	Re: web prototyping software in govt
From:	"Smith, Bradley G -FS" <bgsmith01@FS.FED.US>
Reply To:	Smith, Bradley G -FS
Date:	Wed, 18 Jul 2018 14:19:59 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3234 bytes) , text/html (10 kB)

Good morning Lisa – I try to keep it simple – vagrant, RHEL VM, vi, git, and apache for some wireframes or npm and vi with gulp.

brad

From: Wilcox, Lisa- ERS [mailto:LGWILCOX@ERS.USDA.GOV]
Sent: Wednesday, 18 July, 2018 06:31
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] web prototyping software in govt

Good morning all,
I'm wondering what software folks are using for wireframing and prototyping for web and mobile projects ? I have been trying out InvisionStudio, Marvel, and Adobe XD, but was wondering what was more widely used across government.
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Lisa

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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: web prototyping software in govt
From:	"Lapcewich, Dennis -FS" <dlapcewich@FS.FED.US>
Reply To:	Lapcewich, Dennis -FS
Date:	Wed, 18 Jul 2018 14:41:07 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (15 kB) , image001.png (6 kB) , image005.png (6 kB) , image006.png (6 kB) , image007.png (6 kB)

Retro …

Pencil and paper first!

And a LARGE eraser.

Dennis Lapcewich
Web Tools Specialist / USFS Webmaster / USFS 508 Taskforce

US Forest Service
Data Resources Management – Pacific Northwest Region

p: 360-891-5024
f: 360-891-5045
dlapcewich@fs.fed.us

Gifford Pinchot National Forest
Vancouver, WA 98661
www.fs.fed.us

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From: Wilcox, Lisa- ERS [mailto:LGWILCOX@ERS.USDA.GOV]
Sent: 18 July 2018 6:31 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] web prototyping software in govt

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Subject:	Re: web prototyping software in govt
From:	"Litsinger, Alice (NIH/NIAID) [E]" <litsingera@NIAID.NIH.GOV>
Reply To:	Litsinger, Alice (NIH/NIAID) [E]
Date:	Wed, 18 Jul 2018 15:57:18 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (14 kB) , image001.png (6 kB) , image002.png (6 kB) , image003.png (6 kB) , image004.png (6 kB) , image005.jpg (6 kB) , image006.jpg (6 kB) , image007.jpg (6 kB)

Seconding Axure. It's been extremely helpful and it's simple enough that once a template is created, some of our design beginners can easily use it.

From: Lapcewich, Dennis -FS <dlapcewich@FS.FED.US>
Sent: Wednesday, July 18, 2018 10:41 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] web prototyping software in govt

Retro …

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And a LARGE eraser.

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From: Wilcox, Lisa- ERS [mailto:LGWILCOX@ERS.USDA.GOV]
Sent: 18 July 2018 6:31 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] web prototyping software in govt

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Subject: Live Captioning
From: "(b) (6), (b) (7)(C)" <(b) (6), (b) (7)(C) @USDOJ.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Wed, 18 Jul 2018 17:43:20 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1544 bytes) , text/html (5 kB)

Hi all –

Does your agency live stream? If so, I'd love to hear how you live caption, including any vendors/services/equipment you use to accomplish this.

Thanks very much,

(b) (6), (b) (7)(C)
Digital Communications Manager
Office of Public Affairs | U.S. Department of Justice
(b) (6), (b) (7)(C) @usdoj.gov (b) (6), (b) (7)(C)
www.justice.gov

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Subject: Re: Live Captioning
From: David Low <lowd@ARTS.GOV>
Reply To: David Low <lowd@ARTS.GOV>
Date: Wed, 18 Jul 2018 18:15:00 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3471 bytes) , text/html (8 kB)

(b) (6)

We've been using the National Captioning Institute for live captioning for quite awhile. They provide both a link that opens the captioning in a separate browser tab and an embed code that can place the captioning display window on any webpage. I include the link on the stream page rather than using the embed code in order to give the user the option to uncouple the tab and position the captioning where they want in relation to the stream.

Most services keep a transcript of the captioning that is available to the client online immediately after the event.

Happy to discuss further.

Best,

David

David Low
Web Manager | Public Affairs
National Endowment for the Arts
400 7th Street SW | Washington DC 20506
lowd@arts.gov | 202-682-5794 (p) | 202-682-5611 (fax)
Learn more about the arts in your community at arts.gov

From: (b) (6), (b) (7)(C) @USDOJ.GOV>
Sent: Wednesday, July 18, 2018 1:43 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Live Captioning

Hi all –

Does your agency live stream? If so, I'd love to hear how you live caption, including any vendors/services/equipment you use to accomplish this.

Thanks very much,

(b) (6), (b) (7)(C)
| Digital Communications Manager
Office of Public Affairs | U.S. Department of Justice
(b) (6), (b) (7)(C) @usdoj.gov | (b) (6)
www.justice.gov

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Subject:	Re: Live Captioning
From:	"Overland, Gregory A. (CMS/OSSO)" <Gregory.Overland@CMS.HHS.GOV>
Reply To:	Overland, Gregory A. (CMS/OSSO)
Date:	Wed, 18 Jul 2018 18:59:42 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3024 bytes) , text/html (8 kB)

We use Cisco AnyRes encoders (AnyRes Live 8400 SDI/IP, AnyRes Live 8300 SDI/IP) to stream to YouTube with captioning provided by NCI. Currently we stream open caption but now that YouTube supports embedded captioning we will be moving to closed caption. We also have in our contract with NCI the ability for them to use the YouTube caption ingress feature.

Greg Overlnad
CMS/OSSO/ASG/DCCM

From: (b) (6), (b) (7)(C) (OPA) [mailto:(b) (6), (b) (7)(C)@USDOJ.GOV]
Sent: Wednesday, July 18, 2018 1:43 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Live Captioning

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Thanks very much,

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| Digital Communications Manager
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Subject: Re: web prototyping software in govt
From: (b) (6)@HHSC.STATE.TX.US>
Reply To:
Date: Thu, 19 Jul 2018 13:49:23 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (4 kB) , text/html (20 kB) , image002.png (4 kB) , image003.png (6 kB) , image004.png (6 kB) , image008.png (6 kB) , image009.png (6 kB)

I have to think larger: A whiteboard and markers, plus my iPhone to record the significant stages.

Thanks!

(b) (6)

EIR Accessibility Coordinator
Civil Rights Office
Health & Human Services Commission
Work: (b) (6)

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: Lapcewich, Dennis -FS [mailto:dlapcewich@FS.FED.US]
Sent: Wednesday, July 18, 2018 9:41 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] web prototyping software in govt

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Retro …

Pencil and paper first!

And a LARGE eraser.

Dennis Lapcewich
Web Tools Specialist / USFS Webmaster / USFS 508 Taskforce

US Forest Service
Data Resources Management – Pacific Northwest Region

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From: Wilcox, Lisa- ERS [mailto:LGWILCOX@ERS.USDA.GOV]
Sent: 18 July 2018 6:31 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
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digest
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This message was sent to the Web Content Managers Forum, a community of government employees who

Subject: Webinar TODAY and Drupal GovCon Training Highlight!
From: "Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To: Dearie, Jessica
Date: Thu, 19 Jul 2018 14:37:49 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (36 kB)

What's better than FREE?!?!?! Especially with quality like this!

Today! 7/19 3pm Webinar for Headless Authoring plus Last Call Media and Forum One Training during GovCon.

View this email in your browser

Learn from the best: Free Training during Drupal GovCon!

Webinar Today 7/19!

Why can't all platforms have the same authoring experience (AX)? Penn State thinks you can and is developing HAX - a headless authoring solution. Learn more with @btopro in our webinar today at 3pm EDT.

Register now!

GovCon Schedule

The Schedule is now LIVE - check it out and build a schedule of your favorites. When viewing any session, scroll to the bottom of the page and click on the Add to my scheduled link. You'll need to be logged in to add things to your schedule, and will be able to see a personalized "My Schedule" on the main schedule age. Remember, you must be registered for Drupal GovCon in order to attend ANY TRAINING classes or event sessions.

Now, Let's Talk Drupal GovCon Training!

We want this to be a great experience for our trainers and attendees, so

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. Training class sizes are also limited. So, you will need to sign up for training using the links for each of the training classes, but again, please only do so if you will be attending.

Friday, August 24th 9am to 4pm

Component-Based Theming with Twig and Pattern Lab with Forum One

Each iteration of Drupal introduces new and exciting ways to manage content. However, the display of content is even more important along with the knowledge of how to convert a design to a theme. While we have all read about, watched, and even worked with Twig to create new themes in Drupal 8, the way we work with Twig has changed. Join us as we walk through the theming variations that started with the traditional theme-centric design and has quickly moved into component-based design.

Thursday, August 23rd 9am to 4pm

Last Call Media for Getting Real About Agile

Join Last Call Media as they explore how Agile methods can help you and your team increase your speed and effectiveness, ultimately delivering value to your customers faster.

GovCon 2018 Trainings

Be a Personal Sponsor of Drupal GovCon!

We are dedicated to making Drupal GovCon accessible to all attendees. And a big part of this is offering it as a free event. Each year we have people who say they would be willing to pay to contribute back to the Drupal4Gov community, so here we go.

For the first time ever, we are offering Personal Sponsorships for Drupal GovCon!

You choose any amount with which you're comfortable and in exchange, we'll include your name in our list of sponsors and 3 early lunch tickets. That's right. You get to go get your lunch 1/2-hour earlier than general admission. If that's not worth it, we don't know what is. Well, maybe knowing that you're supporting a great community and conference, but whatevs. We totally get it if it's about lunch.

Interested? Head on over to our Sponsorship Page and choose "Personal" from

the options.

We Found More Below Per Diem Hotel Rates!

The Room Block at our conference hotel The Residence Inn has SOLD OUT. But don't worry, we have another option! We were able to negotiate a room block of DOUBLE BED rooms across the street at the Hilton Garden Inn Washington for $145/night including breakfast. The Conference Rate expires July 24th, so please book your rooms, ASAP.

The hotel is approximately 1 mile from the Conference Center at NIH.

Drupal GovCon, a production of Drupal4Gov, is made possible by our wonderful sponsors and volunteers. Graciously hosted by the NIH Library.

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Subject: Re: web prototyping software in govt
From: (b) (6) @HAWAII.GOV>
Reply To:
Date: Thu, 19 Jul 2018 18:49:55 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (142 lines)

"think larger"

I like that.

The following may not be an acceptable response, but I believe web prototyping overlaps word-processing.

I have no need to learn prototyping at work. We are a department in one of three branches, and the templates provided. We are into our second content management system - first was Plone, and for the last four years, WordPress.

At the personal level, at work and at home, almost all my writing of any length on a keyboard is simple HTML 5 and simple CSS, a spreadsheet, or scripts.

For "software", it's mainly a text editor, spreadsheets, Acrobat, and Open Office Draw. I've been doing process docs and logs, for my own use, for over five years. They are local "web sites" - one is 164MB consisting of 1,731 files and 267 folders, and the other is 488MB consisting of 2,215 files and 211 folders. I see it as inexpensive, portable word processing, and plain text search. (I like Perl and regular expressions.)

Back to "Web prototyping". Recently, I have decided to reenter modern CSS, I think I should start with flexbox and grid. I think I will try planning my experiments with flow chart stuff - processing boxes, decision diamonds, and document symbols. On 8-1/2x11 linen paper, with fountain pens and different color inks and nibs, because mathematical symbols. All in a kind of semiotic way. I think flexbox, grid, responsive, and accessible, are here to stay.

I recently watched a youtube video on "Layout Land", and she spoke of "experimenting" and having fun with basics. I have accepted. So, flexbox and grid is in my future.

To me, we have reached the point where mucho software - frameworks, IDEs, or what-have-you, obsolesce too quickly for me for me to invest my time, like in the last 15 years. So I'm more inclined to deal with building blocks than kits.

Happy Thursday,
(b) (6)

-----Original Message-----
From: (b) (6) @HHSC.STATE.TX.US]
Sent: Thursday, July 19, 2018 3:49 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] web prototyping software in govt

I have to think larger: A whiteboard and markers, plus my iPhone to record the significant stages.

Thanks!

(b) (6)
EIR Accessibility Coordinator
Civil Rights Office
Health & Human Services Commission
Work: (b) (6)

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

From: Lapcewich, Dennis -FS [mailto:dlapcewich@FS.FED.US]
Sent: Wednesday, July 18, 2018 9:41 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] web prototyping software in govt

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Retro ...
Pencil and paper first!

And a LARGE eraser.

Dennis Lapcewich
Web Tools Specialist / USFS Webmaster / USFS 508 Taskforce
US Forest Service
Data Resources Management - Pacific Northwest Region
p: 360-891-5024
f: 360-891-5045
dlapcewich@fs.fed.us <mailto:dlapcewich@fs.fed.us>

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Vancouver, WA 98661
www.fs.fed.us <http://www.fs.fed.us/>
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From: Wilcox, Lisa- ERS [mailto:LGWILCOX@ERS.USDA.GOV]
Sent: 18 July 2018 6:31 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] web prototyping software in govt

Good morning all,

I'm wondering what software folks are using for wireframing and prototyping for web and mobile projects

? I have been trying out InvisionStudio, Marvel, and Adobe XD, but was wondering what was more

widely used across government.

Thanks in advance,
Lisa

Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov <mailto: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
<https://htmlsig.com/t/000001CCC723>
www.ers.usda.gov <http://www.ers.usda.gov/>
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[snip]

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employees, so please consider that before sharing outside our community.
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Subject: OT: Nathan Tardif interview
From: (b) (6) @HAWAII.GOV>
Reply To:
Date: Thu, 19 Jul 2018 19:17:32 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (32 lines)

I have no association with either Noodler's Ink or Goulet Pens.

Are you a fountain pen user?

Goulet Guests: Nathan Tardif, Founder of Noodler's Ink Co.
https://www.youtube.com/watch?v=dqLmMbq_eFo
Channel="The Goulet Pen Company"
Published on Jul 13, 2018. Runs 32:02 mins.

Noodler's Ink inks are Made in America. Three of my favorites - Mandalay Maroon, Red-Black, and Cactus Gruene.

Happy Thursday.

(b) (6)

****
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Subject:	Re: Live Captioning
From:	James Jones <jjones@FEC.GOV>
Reply To:	James Jones <jjones@FEC.GOV>
Date:	Fri, 20 Jul 2018 13:54:59 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3775 bytes) , text/html (8 kB)

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

My agency has been live streaming our meetings for several years now and each one was live captioned. Currently we use a EEG HD1492 encoder card that uses a system called iCap. The iCap system allows a caption vendor to connect directly to the card via the internet. The card sends our event audio to our caption vendor who generates the captions and transmits them back to the card where they are embedded into our video stream. We then push our stream to YouTube fully closed captioned. Most caption vendors know iCap so we included it as a requirement in our vendor RFP. You can see the final result on our YouTube channel here.

One side benefit of out process is that at the end of each event our vendor provides us with a txt copy of the captions which we make available to the public along with our recorded events.

From: (b) (6), (b) (7)(C) @USDOJ.GOV>
Reply-To: (b) (6), (b) (7)(C) @USDOJ.GOV>
Date: Wednesday, July 18, 2018 at 1:56 PM
To: Content Managers ListServ <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] Live Captioning

Hi all –

Does your agency live stream? If so, I'd love to hear how you live caption, including any vendors/services/equipment you use to accomplish this.

Thanks very much,

(b) (6), (b) (7)(C)
Digital Communications Manager
Office of Public Affairs | U.S. Department of Justice
(b) (6), (b) (7)(C) @usdoj.gov | (b) (6), (b) (7)(C)
www.justice.gov

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Subject: FW: [CONTENT-MANAGERS-L] Live Captioning
From: James Jones <jjones@FEC.GOV>
Reply To: James Jones <jjones@FEC.GOV>
Date: Fri, 20 Jul 2018 14:02:40 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (10 kB)

As for vendors, we've used three and has success with each. Deaf Services Unlimited was our first vendor. They provided excellent quality but were unable to meet our needs for open-ended event coverage. Birnbaum Interpreting Services (BIS) also provided excellent quality and I was sorry to see them go. We switched to VITEC (formerly Caption Colorado) in April. They have the best scheduling system of all the vendors I've used but we've had some quality issues. In their defense, my agency's terms of art can be a bit challenging at first.

From: James Jones <jjones@fec.gov>
Date: Friday, July 20, 2018 at 9:54 AM
To: Content Managers ListServ <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: Re: [CONTENT-MANAGERS-L] Live Captioning

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

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| Digital Communications Manager
Office of Public Affairs | U.S. Department of Justice
(b) (6), (b) (7)(C) @usdoj.gov | (b) (6), (b) (7)(C)
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Subject:	Re: web prototyping software in govt
From:	"Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV>
Reply To:	Wilcox, Lisa- ERS
Date:	Fri, 20 Jul 2018 15:07:00 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (16 kB) , image001.png (6 kB) , image005.png (6 kB) , image006.png (6 kB) , image007.png (6 kB)

That's what I was doing, but found I needed something faster for brainstorming with stakeholders.

Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov / 202-999-9619
USDA ERS
Office: 202-694-5574 / Fax: 202-245-4781
www.ers.usda.gov

From: Lapcewich, Dennis -FS
Sent: Wednesday, July 18, 2018 10:41 AM
To: Wilcox, Lisa- ERS <LGWILCOX@ERS.USDA.GOV>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: RE: web prototyping software in govt

Retro …

Pencil and paper first!

And a LARGE eraser.

Dennis Lapcewich
Web Tools Specialist / USFS Webmaster / USFS 508 Taskforce

US Forest Service
Data Resources Management – Pacific Northwest Region

p: 360-891-5024
f: 360-891-5045
dlapcewich@fs.fed.us

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Vancouver, WA 98661
www.fs.fed.us

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From: Wilcox, Lisa- ERS [mailto:LGWILCOX@ERS.USDA.GOV]
Sent: 18 July 2018 6:31 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] web prototyping software in govt

Good morning all,
I'm wondering what software folks are using for wireframing and prototyping for web and mobile projects ? I have been trying out InvisionStudio, Marvel, and Adobe XD, but was wondering what was more widely used across government.

Thanks in advance,
Lisa

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Office: 202-694-5574 / Fax: 202-245-4781
355 E. Street S.W.
Washington DC 20024-3221

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Reply To:	Wilcox, Lisa- ERS
Date:	Fri, 20 Jul 2018 15:07:49 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (5 kB) , text/html (25 kB) , image001.png (4 kB) , image002.png (6 kB) , image003.png (6 kB) , image004.png (6 kB) , image005.png (6 kB)

Thanks everyone for the great responses! I appreciate it!

Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov / 202-999-9619
USDA ERS
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From: (b) (6) [mailto:(b) (6) @HHSC.STATE.TX.US]
Sent: Thursday, July 19, 2018 9:49 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] web prototyping software in govt

I have to think larger: A whiteboard and markers, plus my iPhone to record the significant stages.

Thanks!

(b) (6)
EIR Accessibility Coordinator
Civil Rights Office
Health & Human Services Commission
Work: (b) (6)

TEXAS Health and Human Services

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Sent: Wednesday, July 18, 2018 9:41 AM
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Web Tools Specialist / USFS Webmaster / USFS 508 Taskforce

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Subject: Looking for ITAR solutions
From: (b) (6), (b) (7)(C)@HQ.DHS.GOV>
Reply To:
Date: Fri, 20 Jul 2018 18:44:44 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (7 kB) , text/html (11 kB) , image006.png (7 kB)

Hi all,

We are looking for a solution to replace our existing Information Technology Acquisition Review (ITAR) system. Do you have anything (developed in-house, COTS, etc.) that works well and would recommend for consideration?

Thank you!

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

Acting Branch Chief | Enterprise Platform Software and Services
Web Content Management as a Service Owner | Enterprise Content Delivery as a Service Owner
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 4629-88

Your IT delivery partner for Mission, IT, and Business Services at DHS

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Subject:	Design Systems
From:	"Smith, Bradley G -FS" <bgsmith01@FS.FED.US>
Reply To:	Smith, Bradley G -FS
Date:	Thu, 26 Jul 2018 16:43:01 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (5 kB) , text/html (11 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB)

https://gds.blog.gov.uk/2018/06/22/introducing-the-gov-uk-design-system/

The gov.uk team has introduced a design system. An interesting aspect to this is the fact that the initial gov.uk effort was a source of inspiration behind both the US Digital Services agency and GSA's 18f team. 18F, as we know, introduced their US Web Design Standards which evolved into the current design system that is available for US federal government agencies (and others) to adopt and extend for their purposes.

In a similar vein, Rachel Andrews posted about Pattern Libraries at Smashing Magazine: https://www.smashingmagazine.com/2018/07/pattern-library-first-css/.

There are other posts online that all point to the same goal: managing CSS across an enterprise like a federal agency in order to achieve consistency, coherence, and as important, maintainability across multiple web sites/applications.

If the goal for an agency is to create and sustain and evolve a common look and feel across multiple web sites (including web applications), then a design system is now an essential foundation. It also will require all of us, developers and designers, to learn from each other and work together. Especially if we are to evolve these systems and their implementations with minimal friction and cost.

At first glance I am seeing anti-patterns in the implementations of USWDS that do things like take the uswds.css file (e.g. for version 1.4.1), edit the file for a different color palette, remove a media query or two and then use file without a name change in production. In the meantime USWDS evolves the uswds.css system rapidly (1.6.6 now; v2.x in the wings) but the process used on the production site makes it impossible to drop in a new version of the CSS without going through a diff process and many tests. If this antipattern is extended to all the web sites in an agency, then the cost of change becomes significant and potentially a barrier. To be fair, the USWDS team provides an outline of how to avoid antipatterns like this but I would like to see more examples and clarity.

I also see critiques that USWDS is not X (e.g. bootstrap or react or …) and therefore it has foregone the collective wisdom of all X contributors. The counter point for me is that there are two investments in any web design system – creation and maintenance. Whether the system is based on bootstrap, another css framework, or an in-house framework, probably does not affect the ongoing maintenance costs in the long run. I tend to lean towards an in-house framework like USWDS (and the agency forks) because the work is more focused on the needs for agencies and there is more control on the final product. But there really is not any right or wrong choice.

Going forward, I see the need for developers and designers to work more closely. Designers will need to become familiar with developer tools like git, npm, gulp in order to evolve their designs in collaboration with developers in the agency but also to keep pace with the back end changes in the foundational design system itself (USWDS, the UK system, or …). To that end, I ran across the collection of books from A Book Apart (https://abookapart.com/) that appear to focus on exactly these skills and core design skills from a designer (not a developer) perspective. There is even a Git for Humans book. 😊

In any case, I have been a strong supporter of the goals and direction for USWDS. There is a lot of value for all of us, especially if we participate with pull requests, suggestions, comments, and critiques (I have asked for a CSS Grid version for example).

Brad

Bradley Smith
Branch Chief

Forest Service
Chief Information Office, Enterprise Business Solutions Services, EDiscovery and Enterprise Content Management

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Bend, OR 97701
www.fs.fed.us

Caring for the land and serving people

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Subject:	Re: Design Systems
From:	Daniel Williams - QXE <daniel.williams@GSA.GOV>
Reply To:	Daniel Williams - QXE <daniel.williams@GSA.GOV>
Date:	Thu, 26 Jul 2018 10:03:51 -0700
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1510 bytes) , text/html (2291 bytes)

Brad — this is really thoughtful and useful to hear. Your advice is good advice. The USWDS team is committed to helping developers and designers work together more closely and anything that could make that relationship better and more productive is something we'd like to hear about.

I'd also be interested to talk more about what we as the USWDS core team could do to address the antipattern you describe. Feel free to contact me directly or via the mechanism of a issue/PR/etc on Github!

--
// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

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Subject:	Looking to Chat about Data
From:	"Dawson, Earnestine" <Earnestine.Dawson@MAIL.HOUSE.GOV>
Reply To:	Dawson, Earnestine
Date:	Thu, 26 Jul 2018 19:47:56 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (2336 bytes) , text/html (7 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB)

Greetings to All!

As some of you know, I am the City Champion for Women in Digital – DC. One of our members, Annie Hardy, is heading to DC soon and would love to chat with anyone from NIH or NOAA. She is building an application that would combine allergen data with meteorology data, with alerts that help asthmatics, allergy sufferers, and migraine sufferers prevent and treat their allergen and weather-related flare-ups.

If anyone from those agencies think their analysts would like to meet with her, they can reach out via her contact information below. Her email address is annie@zeetconsulting.com or via her LinkedIn profile.

Thank you all very much.

P.S. We are still looking for members for Women in Digital – DC. Wanna join? Sign up here!

Earnestine E. Dawson
Digital Manager
Office of Congresswoman Yvette D. Clarke (NY-09)
2058 Rayburn House Office Building
T: 202.225.6231 | E: Earnestine.Dawson@mail.house.gov

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Subject: Website "Speed" fixes
From: "(b) (6) USARMY HQDA ASA MRA (US)" <(b) (6) @MAIL.MIL>
Reply To: (b) (6) USARMY HQDA ASA MRA (US)
Date: Wed, 1 Aug 2018 14:26:13 +0000
Content-Type: multipart/signed
Parts/Attachments: text/plain (1189 bytes) , smime.p7s (5 kB)

Does anyone have a checklist of "remedies" to improve website "speed" or load times. Just a list of actions your IT folks have taken to help optimize load times that have worked for your site in the past and are not too involved (i.e 6 month endeavors)?

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****

Subject: Start the New Fiscal Year with Fall Design School!
From: "Thomas, Elaine" <Elaine.Thomas@OPM.GOV>
Reply To: Thomas, Elaine
Date: Wed, 1 Aug 2018 15:18:28 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (21 kB) , text/html (16 kB) , image001.jpg (21 kB)

Fall Design School Registration is Open Now!

October 15-19, 2018
9:30 am-5:30 pm EST
1900 E Street NW, Washington, DC 20415
$3500 per person

Fall Design School is 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.

The goal of Fall Design School is to support government employees in navigating uncertainty through the use of structured and unstructured learning formats. While our Fundamentals of Human-Centered Design Workshop walks through the design process in a certain way using a specific challenge, Fall Design School participants bring their own challenge to the week and the activities provide a holistic view of design to show the various ways it can be applied.

Register today!

Want to learn more about Design School? Come join our webinar to learn more!

August 15, 2018
12:30 pm-1:30 pm EST
Webinar

It has been a year since we launched our first Design School! Since Summer Design School 2017, we have launched three others in the last year. With our fifth delivery coming this fall, we would like to celebrate this milestone by sharing the inspiring stories of the ways that past Design School participants have been bringing design to their work.

Come join us virtually to hear from four of our alumni on how they were able to apply what they learned in Design School back to their work in the public sector.

Webinar registration is happening now!

*** Please note: Webinar link will be provided closer to the date**.*

The Lab at OPM
1900 E Street NW, Washington, DC, 20415
lab.opm.gov • @LabOPM

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FALL
DESIGN SCHOOL
2018
LAB OPM

Subject: Re: Website "Speed" fixes
From: "Bronson, Samuel (OS/ASPA)" <Samuel.Bronson@HHS.GOV>
Reply To: Bronson, Samuel (OS/ASPA)
Date: Thu, 2 Aug 2018 12:26:48 +0000
Content-Type: multipart/signed
Parts/Attachments: text/plain (2495 bytes) , smime.p7s (8 kB)

From Google to you: https://developers.google.com/speed/docs/insights/rules

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

-----Original Message-----
From: (b) (6) USARMY HQDA ASA MRA (US)
(b) (6) @MAIL.MIL>
Sent: Wednesday, August 01, 2018 10:26 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Website "Speed" fixes

Does anyone have a checklist of "remedies" to improve website "speed" or load times. Just a list of actions your IT folks have taken to help optimize load times that have worked for your site in the past and are not too involved (i.e 6 month endeavors)?

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Subject: Re: Website "Speed" fixes
From: Karen Trebon - QXD <karen.trebon@GSA.GOV>
Reply To: Karen Trebon - QXD <karen.trebon@GSA.GOV>
Date: Thu, 2 Aug 2018 09:33:16 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4061 bytes) , text/html (5 kB)

Michael,

Here's a couple things I had in my reference materials. Each of these has 5 steps or techniques:

https://ffwagency.com/resources/your-site-performing-5-techniques-auditing-digital-health

https://www.infoworld.com/article/3237824/cloud-computing/how-to-diagnose-cloud-performance-issues.html

On Thu, Aug 2, 2018 at 8:26 AM, Bronson, Samuel (OS/ASPA) <Samuel.Bronson@hhs.gov> wrote:

> From Google to you: https://developers.google.com/speed/docs/insights/rules
>
> Sam Bronson
> Office: (
> Mobile: (b) (6)
>
> -----Or
> F (b) (6) USARMY HQDA ASA MRA (US)
> <(b) (6) @MAIL.MIL>
> Sent: Wednesday, August 01, 2018 10:26 AM
> To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> Subject: [CONTENT-MANAGERS-L] Website "Speed" fixes
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--
Karen Trebon - MPA, PMP
Acting Lead, Smarter IT Solutions Portfolio
Technology Transformation Service
U.S. General Services Administration

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Subject: Re: Website "Speed" fixes
From: Gray Brooks <gray.brooks@GSA.GOV>
Reply To: Gray Brooks <gray.brooks@GSA.GOV>
Date: Thu, 2 Aug 2018 09:47:43 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (7 kB)

Echoing Sam's suggestion, it's definitely worth putting your site through the accompanying tool to see it's suggestions.

https://developers.google.com/speed/pagespeed/insights/

Gray

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> Sent: Wednesday, August 01, 2018 10:26 AM
> To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
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 "compan
 "cell": "(b) (6)     ",
 "links": [{
  "name": "api.data.gov - API analytics for federal agencies",
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  "url": "https://bit.ly/apilistservedc"
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Subject: Re: Website "Speed" fixes
From: "Urban, Mark (CDC/OCOO/OCIO/ITSO)" <fka2@CDC.GOV>
Reply To: Urban, Mark (CDC/OCOO/OCIO/ITSO)
Date: Thu, 2 Aug 2018 14:06:21 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (5 kB) , text/html (17 kB) , image001.png (7 kB)

Interesting that the tool bypasses the async/load-after recommendation if you are using the google analytics scripts.

From an accessibility standpoint, screen readers/mags don't work until the page is rendered. So all JS should be either:

A. Inline (for simple scripts),
B. specifically necessary for page UI function, or
C. loaded async/post-render.

Subject: Re: Website "Speed" fixes
From: "Bronson, Samuel (OS/ASPA)" <Samuel.Bronson@HHS.GOV>
Reply To: Bronson, Samuel (OS/ASPA)
Date: Thu, 2 Aug 2018 14:19:46 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (7 kB) , text/html (20 kB) , image001.png (7 kB)

GA scripts are asynchronous; have been for a while.

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

From: Urban, Mark (CDC/OCOO/OCIO/ITSO) <fka2@CDC.GOV>
Sent: Thursday, August 02, 2018 10:06 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Website "Speed" fixes

Interesting that the tool bypasses the async/load-after recommendation if you are using the google analytics scripts.

From an accessibility standpoint, screen readers/mags don't work until the page is rendered. So all JS should be either:

A. Inline (for simple scripts),
B. specifically necessary for page UI function, or
C. loaded async/post-render.

That last one definitely includes analytics, which due to security/ad blockers can often make your page load times horrible, even though in the page speed ranks it looks OK.

Regards,
Mark D. Urban
CDC/ATSDR Section 508 Coordinator
Office of the Chief Information Officer (OCIO)
Office of the Chief Operating Officer (OCOO)
Murban@CDC.gov | 919-541-0562 office
OCIO Office of the Chief Information Officer

From: Gray Brooks <gray.brooks@GSA.GOV>
Sent: Thursday, August 2, 2018 9:48 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Website "Speed" fixes

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Subject:	Re: Website "Speed" fixes
From:	Eric Mill <eric.mill@GSA.GOV>
Reply To:	Eric Mill <eric.mill@GSA.GOV>
Date:	Fri, 3 Aug 2018 12:12:54 -0400
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (18 kB) , image001.png (7 kB)

Inline scripts are a problem though, because ideally (at least for dynamic applications) you want to be able to use a Content Security Policy that lets you block inline JavaScript, and then whitelist the allowed remote hostnames that JS can be pulled from. So async is really the way to go here.

On Thu, Aug 2, 2018 at 10:19 AM, Bronson, Samuel (OS/ASPA) <Samuel.Bronson@hhs.gov> wrote:

> GA scripts are asynchronous; have been for a while.

Subject:	Re: Website "Speed" fixes
From:	Laura Ponce - QEACC <laura.ponce@GSA.GOV>
Reply To:	Laura Ponce - QEACC <laura.ponce@GSA.GOV>
Date:	Fri, 3 Aug 2018 10:16:06 -0700
Content-Type:	multipart/related
Parts/Attachments:	text/plain (10 kB) , text/html (22 kB) , image001.png (7 kB)

The USWDS site has some helpful resources and information for performance guidelines as well: https://designsystem.digital.gov/performance/how/

On Fri, Aug 3, 2018 at 9:12 AM, Eric Mill <eric.mill@gsa.gov> wrote:

> Inline scripts are a problem though, because ideally (at least for dynamic applications) you want to be able to use a Content Security Policy that lets you block inline JavaScript, and then whitelist the allowed remote hostnames that JS can be pulled from. So async is really the way to go here.

Subject:	Analytics integration with ForeSee?
From:	Rucki Michael <Rucki.Michael@PBGC.GOV>
Reply To:	Rucki Michael <Rucki.Michael@PBGC.GOV>
Date:	Mon, 6 Aug 2018 20:49:31 +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) , image005.png (7 kB)

Hi All,

Are you using ForeSee integrated with web analytics? We've used Adobe Analytics & ForeSee together in the past, but are looking for other options for various reasons… I know ForeSee integrate with Google Analytics as well, but it's unclear whether we'd need the full-blown version or if the free GA would suffice. I'd love to know more about how/if others use this integration.

Thanks!
Mike

Subject: Intranet staff size
From: "(b) (6) (US) DeCA HQ OC" <(b) (6) @DECA.MIL>
Reply To: (b) (6) (US) DeCA HQ OC
Date: Wed, 8 Aug 2018 20:02:10 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (34 lines)

Content Managers:

Nielsen Norman's 2018 Best of Intranets shows and average of 14 employees on staff for an intranet site, and I was wondering how that compared with gov't agencies' staffing numbers. Do you have more? Less? The same? Just curious. Thanks for any information!

Respectfully,

(b) (6)
Corporate Communications
Defense Commissary Agency
Toll Free 800-699-5063 x(b) (6)
COM (b) (6)
DSN (b) (6)
@deca.mil

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employees, so please consider that before sharing outside our community.
****

Subject: JOB: Backend Developer (Drupal) - GS13 - National Archives
From: Dana Allen-Greil <dana.allen-greil@NARA.GOV>
Reply To: Dana Allen-Greil <dana.allen-greil@NARA.GOV>
Date: Thu, 9 Aug 2018 12:32:19 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3269 bytes) , text/html (11 kB)

Come join our team! This position will have the opportunity to support website development as well as help push the government forward in its use of APIs, AI/machine learning, and more. Hands-on Drupal experience is a must.

IT Specialist (Backend Developer)
National Archives
GS-13
Duty station may be in College Park, MD or a Long Distance Telework location negotiable after selection.

This position is located within the Office of Innovation (V), Digital Engagement Division (VE), Web and Social Media Branch (VES). The Office of Innovation is responsible for the Digital Strategy efforts, including the National Archives Catalog and online access and engagement efforts. This position serves as an Information Technology Specialist (Backend Developer), providing expert level technical support for web operations and platform (Drupal) development for the agency's websites, including Archives.gov.

The major duties of this position are back-end web development in Drupal and web server administration.

- Develop new websites/microsites in Drupal; implement custom themes in Drupal; develop custom website components including module creation/adaptation and database integration.
- Maintain websites, including new functionality, bug fixes, platform upgrades, meeting performance and security requirements, and performing site analysis.
- Provide both AWS cloud infrastructure configuration and web server administration to support enterprise website hosting.
- Perform RDS (MySQL) database management and optimization.
- Maintain web performance by performing system monitoring and analysis, and troubleshooting websites,
- Advise staff, managers, and contractors on technical and functional requirements involving web content management tools, statistical analysis packages, search engine capabilities, and database design.

Apply:

- Public: https://www.usajobs.gov/GetJob/ViewDetails/507571100
- Current and former Federal employees: https://www.usajobs.gov/GetJob/ViewDetails/507572100

Closes August 22, 2018.

Dana Allen-Greil
Web and Social Media Branch Chief
Office of Innovation

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Subject: U.S. Web Design System August call: Getting started with USWDS 2.0
From: Maya Benari <maya.ben-ari@GSA.GOV>
Reply To: Maya Benari <maya.ben-ari@GSA.GOV>
Date: Tue, 14 Aug 2018 13:38:25 -0700
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1707 bytes) , text/html (3967 bytes)

Hi everyone,

Join us for our next call on **Friday, August 24, 2018 at 1:00 pm ET / 10:00 am PT** for our monthly conversation with fellow designers and developers across the government.

This month, the U.S. Web Design System team will show you how to get started with USWDS 2.0: how to set up your project colors, fonts, and more.

Register for the call: https://www.eventbrite.com/e/august-us-web-design-system-monthly-call-getting-started-with-uswds-20-tickets-47179708779?cm

Thanks!

--
Maya Benari
U.S. Web Design System
Office of Products and Programs | 18F
Technology Transformation Service (TTS)
General Services Administration (GSA)
maya.ben-ari@gsa.gov

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Subject: QR Code generator: recommendations
From: "Dozier, LaSharn" <ldozier@CFTC.GOV>
Reply To: Dozier, LaSharn
Date: Thu, 16 Aug 2018 17:15:17 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1604 bytes) , text/html (3574 bytes)

Good afternoon,
The CFTC will be holding an event later this fall and would like to have a QR code to allow users to access more information about the event. We are currently considering the use of Eventbrite to manage event details and registration – which provides a link to a separate online tool to assist in QR code generation.

Can anyone share the details of a QR generator tool used for your agency, including any general feedback from users (positive/negative) and cost?

Any insight or recommendations are greatly appreciated.
Thank you!
===
LaSharn Dozier
IT Project Manager
Office of Data and Technology
U.S. Commodity Futures Trading Commission
202-418-5282

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Subject:	Re: [EXTERNAL] [CONTENT-MANAGERS-L] QR Code generator: recommendations
From:	Larry Gillick <larry_gillick@IOS.DOI.GOV>
Reply To:	Larry Gillick <larry_gillick@IOS.DOI.GOV>
Date:	Thu, 16 Aug 2018 13:41:14 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3360 bytes) , text/html (5 kB)

Hi LaSharn,

To save the group from my response on this, I hope you won't mind if I gently nudge you toward our Digital Media Guide entry on QR codes: https://www.doi.gov/employees/dmguide/embedded-services#qr

Our Digital Media Guide (for anyone interested) is our somewhat up-to-date, easy-to-update addendum to the various official handbooks and manuals around our agency: DOI.gov/dmguide -- and yes, we are geeky enough to have deliberately named it our DMGuide. Apologies to Gary Gygax.

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 16, 2018 at 1:21 PM Dozier, LaSharn <ldozier@cftc.gov> wrote:

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>
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> LaSharn Dozier
>
> IT Project Manager
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> Office of Data and Technology

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Subject:	Re: QR Code generator: recommendations
From:	"Dozier, LaSharn" <ldozier@CFTC.GOV>
Reply To:	Dozier, LaSharn
Date:	Thu, 16 Aug 2018 19:35:25 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3057 bytes) , text/html (7 kB)

Thank you, My Fellow Web Colleagues – Your recommendations have been helpful.
I did share the DOI Digital Media Guide with other staff coordinating the event. It was very insightful to their planning.
As of today, we may put the need for a QR code on hold, until event details are further fleshed out

===
LaSharn Dozier
IT Project Manager
Office of Data and Technology
U.S. Commodity Futures Trading Commission
202-418-5282

From: Dozier, LaSharn
Sent: Thursday, August 16, 2018 1:15 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] QR Code generator: recommendations

Good afternoon,
The CFTC will be holding an event later this fall and would like to have a QR code to allow users to access more information about the event. We are currently considering the use of Eventbrite to manage event details and registration – which provides a link to a separate online tool to assist in QR code generation.

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Subject:	Re: [EXTERNAL] [CONTENT-MANAGERS-L] QR Code generator: recommendations
From:	"Albert, Donavan -FS" <dalbert@FS.FED.US>
Reply To:	Albert, Donavan -FS
Date:	Fri, 17 Aug 2018 17:59:42 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (5 kB) , text/html (17 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB)

Hi Larry -

I've noticed that the wildland fire community uses QR codes fairly often.

The Type 2 team I'm on, we place a QR code(s) on the Incident Action Plan which allows firefighters, engine crews and anyone else to get into, via mobile devices, a directory which contains the latest maps (updated every morning, before 6am). The maps are then used with Avenza, and are typically georeferenced products.

Just sharing. I never was much of a QR fan…but, it seems to work out on fire and the fire community seems familiar with the process.

Donavan

Donavan Albert
National Web Manager
Forest Service
National Headquarters
p: 202-205-1407
f: 202-205-0885
dalbert@fs.fed.us
201 14th Street, SW
Washington, DC 20024
www.fs.fed.us

Caring for the land and serving people

From: Larry Gillick [mailto:larry_gillick@IOS.DOI.GOV]
Sent: Thursday, August 16, 2018 1:41 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] [CONTENT-MANAGERS-L] QR Code generator: recommendations

Hi LaSharn,

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Our Digital Media Guide (for anyone interested) is our somewhat up-to-date, easy-to-update addendum to the various official handbooks and manuals around our agency: DOI.gov/dmguide -- and yes, we are geeky enough to have deliberately named it our DMGuide. Apologies to Gary Gygax.

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Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

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Subject:	Re: [EXTERNAL] [CONTENT-MANAGERS-L] QR Code generator: recommendations
From:	Larry Gillick <larry_gillick@IOS.DOI.GOV>
Reply To:	Larry Gillick <larry_gillick@IOS.DOI.GOV>
Date:	Fri, 17 Aug 2018 14:06:22 -0400
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (16 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB) , image001.png (7 kB)

Outstanding. It's like someone thought through the audience (limited), risk of hijacking (also limited), and use case -- before launching the use of QR codes.

Applause all around -- and no deceased junior felines (assuming you saw the video).

Larry

Larry Gillick

Subject: Re: [EXTERNAL] [CONTENT-MANAGERS-L] QR Code generator: recommendations
From: (b) (6) @UN.ORG>
Reply To: (b) (6) @UN.ORG>
Date: Sat, 18 Aug 2018 01:50:00 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (8 kB) , text/html (19 kB)

Hello!

Although I am not a gov employee, I do know that FEMA uses QR codes in most/all of there training courses, programs and research. I should say it's the Emergency Management Institute.

I am an active member of CERT in CT, Amateur Radio Emergency Services and Web & Digital Content Manager at the United Nations.

I've only seen QR codes used with FEMAs material, doesn't appear on many other places I see.

That's my 2 Cents anyways...

Kind regards,

(b) (6)
- UN Department of Public Information
- UN Office of Coordination of Humanitarian Affairs

Kind regards,

(b) (6)
w (b) (6) .com
e: (b) (6) @outlook.com

From: Larry Gillick <larry_gillick@IOS.DOI.GOV>
Sent: Friday, August 17, 2018 2:06:22 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] [CONTENT-MANAGERS-L] QR Code generator: recommendations

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Larry Gillick
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Drupal PaaS Evangelist

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 Fri, Aug 17, 2018 at 1:59 PM Albert, Donavan -FS <dalbert@fs.fed.us> wrote:

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> Donavan

Forest Service Shield

Donavan Albert
National Web Manager
Forest Service

National Headquarters
p: 202-205-1407
f: 202-205-0885
dalbert@fs.fed.us
201 14th Street, SW
Washington, DC 20024
www.fs.fed.us
USDA Forest Service US

Caring for the land and serving people

From: Larry Gillick [mailto:larry_gillick@IOS.DOI.GOV]
Sent: Thursday, August 16, 2018 1:41 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] [CONTENT-MANAGERS-L] QR Code generator: recommendations

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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/

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LaSharn Dozier

IT Project Manager

Office of Data and Technology

U.S. Commodity Futures Trading Commission

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Subject: Transition from Drupal 7 to ...?
From: "Hessling, Michael" <Hessling.Michael@EPA.GOV>
Reply To: Hessling, Michael
Date: Tue, 21 Aug 2018 13:52:30 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (33 lines)

Hi.

-Are you using Drupal 7? Any plans to update? To what?
-Were you using Drupal 7? What did you update to? How did it go?

EPA is running Drupal 7, and while we're told D7 will be evergreen for a good while yet, it's a good idea to start looking for the best upgrade path that will situate us well into the future. Is that WordPress? Backdrop? D8? Stay on D7? Something I haven't even considered?

We hope to meet with anyone that has gone (or will go) through this process and pick some brains. With your permission!

Thank you!

==========
Michael Hessling
hessling.michael@epa.gov

****
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Subject: Re: Transition from Drupal 7 to ...?
From: "Venable, John B. (Fed)" <john.venable@NIST.GOV>
Reply To: Venable, John B. (Fed)
Date: Tue, 21 Aug 2018 15:07:59 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (60 lines)

We're towards the beginning of building our new Drupal 8 sites to migrate to. We noticed more and more of the efforts of the community were being dedicated to D8 and they're continuing to create some good useful tools, so we're standing up parallel sites while we consolidate architectures of our 2 major environments (intranet and public site) and we'll migrate while we build then flip the switch. We're shooting for a February 1 launch. Happy to answer any questions you have.

John Venable

On 8/21/18, 9:54 AM, "Hessling, Michael" <0000011e6e59acbe-dmarc-request@LISTSERV.GSA.GOV> wrote:

Hi.

-Are you using Drupal 7? Any plans to update? To what?
-Were you using Drupal 7? What did you update to? How did it go?

EPA is running Drupal 7, and while we're told D7 will be evergreen for a good while yet, it's a good idea to start looking for the best upgrade path that will situate us well into the future. Is that WordPress? Backdrop? D8? Stay on D7? Something I haven't even considered?

We hope to meet with anyone that has gone (or will go) through this process and pick some brains. With your permission!

Thank you!

==========
Michael Hessling
hessling.michael@epa.gov

****

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Subject:	JOB: Apply by 8/22 for Backend Developer (Drupal) at National Archives - GS-13
From:	Dana Allen-Greil <dana.allen-greil@NARA.GOV>
Reply To:	Dana Allen-Greil <dana.allen-greil@NARA.GOV>
Date:	Tue, 21 Aug 2018 14:36:41 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3379 bytes) , text/html (12 kB)

Just a reminder that this job closes tomorrow (8/22)! Please pass it on.

This position will have the opportunity to support website development as well as help push the government forward in its use of APIs, AI/machine learning, and more. Hands-on Drupal experience is a must.

IT Specialist (Backend Developer)
National Archives
GS-13
Duty station may be in College Park, MD or a Long Distance Telework location negotiable after selection.

This position is located within the Office of Innovation (V), Digital Engagement Division (VE), Web and Social Media Branch (VES). The Office of Innovation is responsible for the Digital Strategy efforts, including the National Archives Catalog and online access and engagement efforts. This position serves as an Information Technology Specialist (Backend Developer), providing expert level technical support for web operations and platform (Drupal) development for the agency's websites, including Archives.gov.

The major duties of this position are back-end web development in Drupal and web server administration.

- Develop new websites/microsites in Drupal; implement custom themes in Drupal; develop custom website components including module creation/adaptation and database integration.
- Maintain websites, including new functionality, bug fixes, platform upgrades, meeting performance and security requirements, and performing site analysis.
- Provide both AWS cloud infrastructure configuration and web server administration to support enterprise website hosting.
- Perform RDS (MySQL) database management and optimization.
- Maintain web performance by performing system monitoring and analysis, and troubleshooting websites,
- Advise staff, managers, and contractors on technical and functional requirements involving web content management tools, statistical analysis packages, search engine capabilities, and database design.

Apply:

- Public: https://www.usajobs.gov/GetJob/ViewDetails/507571100
- Current and former Federal employees: https://www.usajobs.gov/GetJob/ViewDetails/507572100

Closes August 22, 2018.

Dana Allen-Greil
Web and Social Media Branch Chief
Office of Innovation

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Subject: Acquia Cloud: Has anyone experienced unusual traffic in past weeks?
From: "Dozier, LaSharn" <ldozier@CFTC.GOV>
Reply To: Dozier, LaSharn
Date: Tue, 21 Aug 2018 20:48:07 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1996 bytes) , text/html (4 kB)

Good afternoon,
CFTC is currently investigating suspicious, high-traffic patterns across our websites. The traffic patterns resemble a low-level DDoS event (… I call it an "event", as CFTC was able to successfully thwart whatever it appeared to be).

However, as I still have nightmares about a DDoS attack in October 2016, that had taken down our site for 14+ hours with our previous hosting provider – I was wondering…
If you are in the Acquia Cloud, has your agency experienced suspicious or unusual traffic between July27 – Aug10?

In doing some research, I'm trying to determine if CFTC was targeted, or if other agencies saw an identical pattern during this timeframe.
Of course, I wouldn't want anyone to share any agency-internal protocols or security details. But, I would like to know if others in Acquia Cloud were seeing anything unusual.

Thank you in advance for any details you can share!
Always – very much appreciated.

===
LaSharn Dozier
IT Project Manager
Office of Data and Technology
U.S. Commodity Futures Trading Commission
202-418-5282

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Subject: Intranet Revamp
From: "Mays, Aline M." <Aline.Mays@OPM.GOV>
Reply To: Mays, Aline M.
Date: Tue, 21 Aug 2018 20:56:00 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1613 bytes) , text/html (3719 bytes)

We are in the process of revamping our intranet, primarily out intranet homepage. Our current homepage is not heavily used.

I'd like to get examples of other agency intranet homepages that engaging and well received and used by employees.

Screenshots, requirements documents shared with web teams or contractors for the creation of the page and any additional insight on updating an organizations intranet would be greatly appreciated.

==========

Aline Mays | HR Policy Specialist and Communications Coordinator
Office of Communications
U.S. Office of Personnel Management
Desk: 202-606-7117

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Subject:	Re: [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Revamp
From:	"Whitten, Wayne R." <Wayne.R.Whitten@SSA.GOV>
Reply To:	Whitten, Wayne R.
Date:	Tue, 21 Aug 2018 21:22:01 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3597 bytes) , text/html (7 kB)

We're assessing our intranet as well. I recently submitted a proposal to my executive management who then took it to our Commissioner's office for consideration. So if it gets approved, reconstituted, or otherwise gets a go-ahead, we'll be about to embark on something similar, but we're starting with governance since we already have a standard design. We'll be focusing on content, its workflow, and applicable policies. That's an extremely high level view of the whole proposal which has exponentially more background. For your purpose, I'll check whether we can share our design…if that'll help. It's pretty close to our internet design. If you'd like more info on the proposal, I might be able to share that as well.

Let me know off-line. I'd be glad to chat too.

Wayne Whitten
Senior web developer
Office of Communications
Social Security Administration

From: Mays, Aline M. [mailto:000001202208f361-dmarc-request@LISTSERV.GSA.GOV]
Sent: Tuesday, August 21, 2018 4:56 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Revamp

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Subject:	Re: [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Revamp
From:	"Erville, Kathleen (CFPB)" <Kathleen.Erville@CFPB.GOV>
Reply To:	Erville, Kathleen (CFPB)
Date:	Wed, 22 Aug 2018 13:29:00 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (5 kB) , text/html (15 kB) , 042005_NNG_Intranet_Conference_Memo.pdf (130 kB)

Hi Aline –

Several years back I was involved with the AFPortal – the USAF's Intranet presence as a consultant. We had success in thinking about the content on three levels:

- Editorial
- How-to
- Apps one stop shop

I'm happy to also share a write up I did of the a Neilson usability conference focused on Intranets where they laid out some research of what is the most popular (i.e. top tasks) on these platforms across organizations. They also had useful suggestions on how to staff up/organize an Intranet support team – Although it is dated, I think many of these findings still hold today, so I hope you find it useful.

kme

From: Whitten, Wayne R. <0000005be9b7e9a6-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, August 21, 2018 5:22 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Revamp

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A Review of Recent Research on Intranet Best Practices

(b) (6)

(b) (6)@emeraldstrategies.net

April 27, 2005

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Introduction

This report summarizes notes from a three day conference on Intranet Usability hosted by the Niesen Norman Group (NN/g) on April 18 – 20, 2005. The review was broad ranging and presented many ideas that are useful for ongoing Portal implementation projects, including good ideas for content, management techniques and usability testing protocols. The participants hailed from a variety of backgrounds, including corporate, government and non-profit. Although highly varied, conference participants agreed there were more that was similar than that was unique about each organization's Intranet.

Research Study Background

The backbone of the first two days of the conference was around findings from a study of Intranets done by the NN/g. The studies presented a framework for evaluation as well as take-away good ideas on content management and usable design ideas.

NN/g did two studies of 25 different Intranets which use a variety of CMS tools and vary widely in user group profiles. The largest served about 150K users. They evaluated the sites with 103 participants and 4 users per site doing task analysis. Most said they used the Intranet every day – but 30 percent were used to the older way of doing business and many of those frequent users used it for one thing: phonebook. They urge caution in including new employees in a test. In their experience the new employees don't know the Intranet or company jargon and are extra nervous about participating.

They found what drew users to the Intranets was fairly consistent even thought the workplaces varied widely.

Most Common Reasons Mentioned for Use of Intranet

- Find phone numbers
- Get project info/use their domain intranet
- Fill in time sheet/payroll info
- Read announcements/news
- Get employee/company info re policies and procedure
- Get benefits info
- Use or download forms
- Find info about people or groups
- Read/download documents
- Make vacation plans/requests
- Get a persons' address/location
- Review job postings
- Non-work related: gym/classifieds, menu, etc.

Compared to previous Intranet studies they observed a more mature Intranet environment. Before, the key was that there was no other way to get to certain information but the Intranet. Now they are observing claims of productivity increases. Also, what's changed is more people are empowered to add, remove and edit content than ever before.

Examples of Killer Applications

Employee Directory
- Check company news headlines
- Classified Ads
- Time sheet tool
- Payroll info tool
- Vacation request/track vacation time
- Form process for booking travel at a discount
- Project calendar

Killer applications were like honey to bees for some Intranets. Their key advise here: determine what your killer application is and strive to maintain success – make it visible, easy to find and quick/easy to use. Be sure to usability test any changes or risk alienating customers. The instructor observed, "Recovering from a bad design is not easy."

Tasks in the NN/g Study

NN/g wanted to compare across the Intranets with task based analysis. They identified 11 tasks that were common across all systems in the study and the results provide a metric to compare best and worst to see where our own Intranet fits in.

The tasks they studied were: (tasks were specific – number in brackets is how often per year they do this task)

- Find an employees phone number or email address <249>
- Find information about a group <5>
- Find information about a high-level manager (i.e. where they went to college) <3>
- Find information about a policy <10>
- Make a request or order (i.e. my printer died – please fix it) <12>
- Apply for another job <1>
- Sign up for training <n/a>
- Find information via search <82>
- Update some personal info (HR or status) <1>
- Find past news <12>
- Go to the Intranet and login (starting from other Web site – tests knowing URL) <249>

They measured partial ratings 1-2-3-4, with 1 being failure (user had to say I quit or I give up) and 4 being complete success. Binary ratings could be gleaned from this later. After each task they asked the user to rate three things:

- Confidence
- Satisfaction
- How easy or difficult it was

Findings include:

Success
Study one: average success was 74%
Study two: average success was 78%

Average Time/Task
Study one: average time: 3 min 35 seconds
Study two: average time 1 minute 45 seconds

In both studies there was a high relationship between success with these tasks and satisfaction.

Second study, done more recently, appears to exhibit the evolution of Intranets – they are easier to use and users are more familiar with common tasks.

In administering the task analysis, the evaluator held cards and asked them to perform one task at a time. If the success rate was lower than 3 the rollup was not included in the timing charts.

There was some caution on the part of NN/g about an outside rater impact – i.e. employees might hide dissatisfaction to "cover" for the company with an outsider. Overall, they found most were truthful.

Measurements and Ratings

In asking the study participants how they measured ROI, with Web sites they were looking at factors such as "throughput", sales, fewer phone calls. With Intranets, there was more concern about employee time savings/productivity, financial savings, less or no training, fewer support calls.

To develop an ROI score on the common tasks, they estimated the number of times each task was done by each person each year and calculates it against an hourly wage of $30.00 per employee.

To come up with the time to figure out the hours/year they did spent on these common Intranet activities they added up the total time taken to do the full task list (minus training signup since too few did this). Here is the chart

Productivity Analysis for 10 Tasks Combined				
		Time	Hours	Cost per employee/year
1	Best case	8:45	5	$150
2	Good usability	15:34	8	$240
3	Avg usability	19:35	11	$330
4	Bad usability	24:38	15	$450
5	Worst case	40:37	32	$960

The biggest cost savings between best and worst case Intranets were found on three tasks – find info about an employee (47 percent or $375), Search (32 percent or $255) and Login (11 percent or $90). The remaining tasks were less than five percent difference each. Going from best to worst could save millions, according to their calculations for a 10,000 person company where they estimate $8M in savings with increased productivity in moving an Intranet from worst to best.

This analysis offers a good template for doing a task analysis with our Intranet and seeing where it falls on the scale of best case to worst case.

Design Guidelines and Examples

Plan Intranet Features

For every 10 developers, NN/g recommends one usability person based on practices of the best sites they've observed. Consider your users and what your "competition" is – usually an offline way of doing business.

Login and Timeouts

Single sign in is not just for users. Help desks receive more calls for password resets than for any other issue. A report by the Gartner group in 2000 found 30 percent of helpdesk calls were password related. Each password rest costs the average company $32.

The money wasted on nonproductive time, paid to helpdesk staff and employee:

- User trying to guess password
- User phoning helpdesk
- User waiting for the rest
- Helpdesk staff dealing with password reset
- Opportunity cost

I was able to get a private consultation on the AF Portal login page with an NN/g expert who said that it was important to provide online user help in context. On the third try, pop up the automated reset tool, for example. The current structure of the page blocks off the FAQs and the rest from login and his view was that most users would miss these tools entirely and not see them because they were not "in context" of how they were doing the task of logging in.

Timeouts are also an issue for users. NN/g recommends best practices in timeout procedures: give users a different login screen and briefly explain why they must login again when it fails. An example was given for a travel site that told users "We are searching for the lowest fare for you, please wait" vs. another that provided no such information. Users were annoyed and thought the Intranet was buggy in the second case, while in the first, they happily waited.

Homepage

The key issue they observed was clutter. The key thing that addresses this is business rules that are clearly communicated. Rules and guidelines about what is on home yield benefits. Establish a procedure and the procedure develops its own power to help the Content Manager to deal with competing demands for real estate.
Personalization

Typically they found most people do not customize and if there are limited funds NN/g recommends you put money into personalization. When you do customize you must not make the area empty by default. Instead, inspire users to customize. Empty folders can annoy users.

A recommended workflow on expense reports:

Auto-populate fields:
- employee name
- employee number
- approving manager name

LINK TO:
- Expense status
- Past expense forms

- Employee fills in expenses, checks or changes managers name, submits
- Manager approves
- Employee receives printable page with instructions on submitting receipts via mail
- Accounts payable receives manager approval AND receipts and cuts check

For frequent data entry processes, such as filling in timesheets, pre-populate the form as much as possible to streamline process. With forms, it was also observed that the names in the index need to match what people actually call the form. Categorize long lists of forms for easier searching and include descriptions to help users decipher their needs. Most important: whenever possible make the forms HTML.

Other tips for forms:

- Partition numerical fields if there are dashes
- Provide a format example and make sure instructions are above, not below the fields. Provide an offline POC phone number for questions
- If there are different categories of information, divide the page up and provide current content pre-populated

Text

Don't assume users know the lingo. Consider an acronym dictionary. Also, COTS applications offer a means for users to provide terms and definitions (with approval workflow) to grow the dictionary in real time.

Biggest mistake: Web managers don't adapt content for online use. It is not the same format as print. You need clear headings, boldface for important words/phrases, short paragraphs, bullets and succinct writing. Tables can simplify the display of information.

Navigation and Terminology

Good navigation practices

- Design consistent navigation and look across the Intranet (Style Guide important)
- Provide persistent navigation controls
- Set up navigational framework to reflect common activities (by topic not dept)
- Eliminate extra steps
- Change color of visited links
- Make it easy to read and click on links
- Obviously display which section is currently selected
- Make the design scalable

NN/g is also cautious about "quick links" and said designers should be "judicious" here. It is a very common approach for alleviating bad navigation, they said, but okay if users customize it themselves. If you have FAQs and Quicklinks on the same page, users may get confused about what the difference is between them content-wise. Quicklinks also doesn't fix the problem of poor navigation. If the links in the area change you have to relearn where things are. A Top 10 links is also often a self-fulfilling prophecy.

Consider also when to hide or move content. Empty areas such as a jobs section without openings, training with no current classes and events with no schedule are reoccurring problems they observed in their study.

In line links for related items were also handled differently across the sites in the study. The best performers used a keyword with the action as the link instead of "click here" or "more". (i.e. file your expense report). Linking to new open windows is also problematic and they caution against this practice. The biggest problem: it breaks the back button. If it is a PDF document, however, it can be helpful to do this.

Search

Preliminary research shows that there was more browsing than usual across the 9 intranets included in the second study. 69% start at the menu first, 17% start at the link first and 14% start at search first. Another finding: 16 percent of the time people changed hunting strategy mid-task. This happened frequently when the search function was known to be bad.

Search was successful when users could find, use and get valuable results. GUI screens that go advanced search right away can baffle and overwhelm many users with too much information. Tips were good to see on advanced pages but when used with a simple search GUI it can overwhelm the user.

The NN/g recommends staying away from being a Portal to another search (i.e. Google). They view it as an unnecessary feature that is not the function of your site.

Best practices in search results:

- Repeat the user's query
- Number of results found
- Open field to do another search
- Sort by most relevant
- Allow sorting by other criteria
- Eliminate extraneous information

It is also considered a best practice to label the button after the search field SEARCH, which lets you eliminate a heading or label for this field. If there are no results found, you should also convey this explicitly and provide browsing options.

Also, it is vital to index the content of the page, not the navigation when configuring search. Otherwise you get bad gibberish results that index all pages on the Intranet which is not your intent.

Information about Individuals and Groups

Providing persistent navigation for a directory search is a best practice. One of the Intranets in the study labeled the box "who's who and the button FIND and put it right above the search field on every page. Another did a drop down menu that let you search on people or location. Providing a method of searching for an employee with partial information was appreciated by users. Another directory search let you plug in a phone number and get the information about that person (like Google), but did not provide instructions or notice of this surprise feature.

Employee directories that accommodate nicknames or changes in name due to marriage or divorce are a best practice.

Those Intranets which offered complete profiles of employees offered the following information:

- Name
- Location
- Telephone
- Email
- Office number

If appropriate, other info included:

- Picture (one company let the employee choose the photo!)
- Job title and responsibilities
- Hours
- Managers name and phone
- Direct reports
- mailstop

Some more sophisticated directories tied into a function that let users know that persons whereabouts – an out of office feature. Differentiating why the employee was out – on vacation or at a meeting – was not available on all systems to the frustration of some users.

Organizational information consistently provided across an organization can impact the culture. For example, an "about" corner that features who are we, vision/mission and strategic plan is a best practice.

Users go to these features to research individuals prior to or after meetings.

Searching by department to see the hierarchy of who reports to who is also helpful for those who are trying to determine who is responsible. For this reason, HTML org charts are helpful. If you are linking to an offline chart you will have maintenance issues depending on the size of the organization as people join and leave and the organization restructures. Better to link and automate an org chart with your employee directories.

Information about Locations

What to provide:

- Address
- Directions
- Maps to offices
- Email POC
- A picture of the location (or nearby city view)
- Currency information
- Weather information

- Time-zone information
- Airport information
- Customs and protocol

Newcomers information is also appreciated as well as restaurant location details.

Current Information and News

Most important: news has to be new to be valuable and encourage users to come back. Tracking important projects can be a good choice, for example the CVC construction with updated photos would be a good choice for employees of the USHR. If constructions or a campus project is featured, putting a Q&A feature with categories helps get out accurate information and build a reputation for transparency.

News releases can be overdone. NN/g recommends you put the titles for the three most recent and archive the rest.

Companies can showcase teams, people, clients and exciting things people are doing to draw in users and make it more relevant. A decision about including news not related to your employees directly – i.e. world or local news – should be carefully considered. Users usually prefer to get that elsewhere.

One firm lets users customize the news section with competitor information.

Archiving news is also considered a best practice. You should define a process and be diligent. They recommend expiration dates at some point in the cycle of the record.

Job Postings

A good morale booster is when an Intranet opens some jobs to internal candidates first and then publishes it to the public at large.

Information that should be included in a job posting:

- Job title
- Level
- Hiring manager
- Any other info specific at the organization a user should know
- Salary range (if available)
- Closing date
- Clear steps
    - Apply for the job (online applications are great!)
    - Post a resume
    - Call the hiring manager
    - Contact a specific HR representative

You should avoid making users register to search for job listings and be clear about company policy for notifying your current manager.

Training

What to include:

- What the class is about
- Instructor
- Who should/is allowed to take the class
- Where the class is offered
- When the class is offered

Good workflow for online registration for training

Instructor view:
Enrolled employees names and contact info

Employee view:

- Name of course
- Instructor name
- Who should/can attend
- Course description
- Course date, time, location
- Number of those registered v. seats available

Auto-populate form:
Employee name
Course name, date, time
Approving manager's name (if needed)

1. Manager receives request/approves
2. Confirmation message about enrollment sent
3. List of assignments or instructions
4. Reminder with directions to class

Technology Help Desk

It is a best practice to include instructions for technical, audio visual or other processes. This lets users self diagnose and fix problems. It also should provide common terms, not tech-speak, for instructions to be clear.

Self help information for users to try before contacting the IT help desk anticipates common problems and provides solutions.

You should also make it easy for users to report problems. When a request is submitted, tell users how quickly a problem will be resolve, what the next step will be. At Amazon, their remedy system sends an email every time the ticket moves – open, assigned, working, pending, closed.

Intranet Planning

Intranet Teams

The average size for a team in the Intranets in the second study was five people. The smallest was one and the largest was eight. One organization – Nestle—had more 20 people working on many Intranets and NN/g counted only those who worked on the main Intranet at HQ. Many team members often work part-time on the Intranet. Their organizing principle was that they maintained structure and technology with content duties distributed across the organization. Some groups also had cross-cutting steering groups from different departments that met regularly to access goals, projects and progress.

The roles on the teams spanned across many disciplines:

- Managers
- Team leaders, project managers
- Content Providers/Managers
- Editors
- Developers
- Usability Professionals
- User-Interface Designers
- Graphic Designers
- "Info-masters" to coordinate and lead content and be the POC for CMs
- Trainers
- Architecture group that worked on standards in a cross-cutting team

Most team sizes were less than four percent of the total number of users.

Where Internet teams sit in the organization also varied. Many teams were fully within the IT Department, others were in Marketing. Some had formed Intranet Departments or cross cutting teams with a goal of centralized management. The key to success was to report where the power is – as close as possible to decision makers who can be advocates for you for resources and support.

The number of usability methods per project was also tracked in relationship to the duration of the redesign project in months. The research shows that in 2004 the duration was falling while the number of usability tests was rising, showing that usability saves time and there are benefits to getting it right earlier with valuable user input. In 2002, for example there were on average 2.5 tests and it took over 12 months, while in 2005 there were 4.5 tests and it took about 8 months.

Define Your Goals

The discussion around defining goals quickly turned to what the conference participants wanted to discuss: how to work with upper management. One issue was upper management who wanted to get into the details of the design of the site and whose ideas may not be best practices. Ideas from the group on how to "manage the boss" in this circumstance was to "agree and ignore" hoping they'd forget, and often they did! Another tactic was called "the sandwich". Here the Web manager offers good words for their boss's idea, then offers a modification of a better way more informed by research and experience and then returns to the boss's idea and provides a "pat on the back". The take away is a variation of the boss's idea that just might work.

One hazard that was discussed was the bad idea. In some cases the boss offers vague direction and some samples of ideas (which may include bad ones) that they like and then they send his or her Web team off to work. In other cases, the boss requires options to come up the chain for them to review. Here, Web managers at the conference offered caution about including a bad idea for illustrative purposes because – gasp – the boss might actually pick the bad idea! The take away was to never include a bad idea in an options list.

Contributing/Publishing Content

Four different models were found for workflow, or reviewing content

- Intranet teams review content
- Content contributors groups review content
- Page owners review content
- No one reviews content except in key areas

Associating names with content was considered vital for review and accountability. Restricting content developer to a consistent template was also common, as was a vetting process for adding new sections. The Intranet teams controlled the templates, access and the publication process. Groups and users were the publishers and contact the Intranet team via email to request updates.

There were some examples of tools included in the Intranets to encourage and facilitate turning the users into the authors of content. One of the sites in the study featured a picture editing tool as part of the CMS package, which allowed users to crop images. Another featured a Web form to solicit user input for news features – it included fields to summarize the news idea, describe its importance, add links if needed and include an attachment such as a photo image. Another site had a feature on the home page that published photographs by users. Photos were submitted by email and had a few rules, including "no kids or pets or work pictures" and were amazed at the breadth of submissions and popularity of the feature.

Managing Content Contributors

The key advice: provide guidelines for content, design and structure. Of the Intranets in the NN/g study adherence to this rule varied widely.

- 90 percent had content guidelines
- 82 percent had design guidelines
- 73 percent had structural guidelines

Sometimes adapting existing guidelines from editorial or corporate communications worked well. The key to adoption was making them simple and enforceable with examples to demonstrate the right way and wrong way to do things.

What should be included in content guidelines? NN/g recommends five items:

- Appropriate and inappropriate content
- Content expiration dates (when to remove items from site or move to archives)
- Audiences
- Style guides: how to write for the Web with before and after samples
- Language requirements (if you need more than one language)

Design guidelines can be helped by template design and CMS tools which aid consistency in presentation. NN/g recommends design guidelines include:

- Branding/corporate style/color/logos
- Navigation, windows, menus
- Text
- Link
- Flashing and scrolling
- Image restrictions (size and location)
- PDF's, documents and forms

Structural guidelines offer rules for the team to follow. Without these rules issues of adding new sections or new pages will come up and decisions will appear arbitrary. NN/g recommends:

- Create clear rules about where new and updated content should be placed
- Establish a procedure for creating new pages or sections of a site
- Decide who can add or create new pages or sections
- Monitor site closely and establish who "owns" this function

After this set of three guidelines are written the organization also must be clear about who is responsible for enforcement and do follow-up work to know who is conforming and who is not. Awareness is also important and training of some sort is recommended for the guidelines as well as the CMS tool. Employees must be told who to contact with questions. Feedback is also essential when designs do not align with guidelines so inconsistent pages and out-of-date or inaccurate content is removed. All of the guidelines should be posted in one location for Content Managers/Providers for reference.

One firm that was part of the study created a page called "e-Gate" where they post statistics on their portal, information about the competition for inspiration and their guidelines. Here the content providers found tools, calendars and announcements as well that helped them do their job. Instructions for job duties and instructions on how to be successful were also deemed helpful additions to this type of Content Provider/Manager section.

Promoting the Intranet

How do new employees get introduced to the Intranet? Orientation needs to include information. This can be encouraged by putting new orientation documents and tools online which will attract these visitors. Be careful not to overwhelm and focus on key areas of the Intranet. At New York Life, the HR training for new employees is tailored to use of the Intranet. New employees also get a magnet at orientation with the URL and branding of the Intranet. Inside LCRA they have a page for New Employees with a title that says "You're hired, now what?" and subtopics on "Getting started" and "What you must read". A more light hearted orientation offers a "scavenger hunt" to look for things like mission statement, policy information, etc.

Promotion can include newsletters, e-cards or email notification, but NN/g recommends these be limited in number.

If changes are made you are also encouraged to publicize them. Examples could include a new tool or area, an improvement in an existing tool or re-launch or a redesign of the whole site. This notice of changes concept is also part of the OMB Content Management guidelines.

Many promotion channels can be leveraged in the workplace, including posters, placements in the cafeteria, video and more. Collecting feedback with a new launch is also a best practice, giving users a way to contact the Intranet team with an email that is answered. To inspire feedback to a survey, you might offer prizes in limited quantity. It might encourage participation and create urgency to know there are only five magnets left!

Design Guidelines and Formats

Print Publications and the Intranet

Some publications are better left offline and sometimes a hybrid solution works best. Consider pros and cons of putting information online. On the plus side, you may achieve economies by moving print publications online and eliminating offline publication. On the negative side, finding the publications and/or the archives can be difficult and there are legitimate concerns to weight about users not seeing information. The assumption

here is that user read paper information where they do not always read online information; this assumption may or may not be valid depending on your organization.

If you are considering migrating existing print newsletters online, you could select a PDF option. You could also strip the content and put the information on a logical section of the site instead of put in a publications section alone.

Online magazines had mixed success in this study. Sometimes the purpose wasn't clear and the format made navigation difficult. A Q&A format, however, was a winner and offered a place to find in depth interviews of senior leaders.

Email and Newsletters

Email clutter is a significant problem at all organizations and the Intranet can help. Often, face-to-face communication is seen as the best solution for many organizations. However, leveraging the Intranet can reduce email and replace a company wide email list. A salary review process was put online at one firm so everyone can see it and see a sample of what to do. With the warning that "go get it, we're not going to send it to you" there was a leveling effect that was healthy. Spreadsheet data-calls also eliminated the risk of out of date information.

NN/g cautions against "double dipping" – sending info via email AND putting it on the Intranet. It forces users to perform the same task twice in many cases. Sometimes email can leverage the Intranet with good use of links back to the Web for full information or interaction.

A good newsletter format that was briefed had a headline, a one to two line summary and a link to details on the site. Putting email newsletters online with these links can be confusing and with these links, however. If there are more than 10 items, they urge you to categorize and be sure the newsletter is less than four pages in length. A newsletter can also publicize a "KEYWORD" search.

Video

When do people watch and what draws them to online video? Usually people watch when multi-tasking with other activities at their desk. Other times it is used to save time in staff meetings – all employees must watch but they do it on their own schedule. Other times it is just informational and perhaps entertaining to keep up to date on what's happening at the company.

Organizations that do not use video usually find it frivolous and are concerned about interrupting neighbors with unwanted sound in the workplace. At other times they have technical concerns.

If video communication has been fully adopted, there are no technical concerns, people have no problems thinking it is rude to neighbors and people shamelessly watch it.

Signs of good production values are that you summarize the main information, include the name and title of the speaker and list related resources or items referenced in the video with appropriate links. To be Section 508 compliant you should also include a transcript and plug-in nearby. When shooting, be careful of the speaker's position and avoid having their back to the camera. In editing, be sure to eliminate dead air and assure audio and video are in sync.

Users also liked it when the file size and buffering time of the video was posted near the link to begin so they could anticipate the time involved in watching it and /or downloading it. If users prefer to watch it offline, include instructions on how to save it. Consider limits of less than 1 minute for promos or inspirational videos, 5 minutes for segments created for the Intranet. Longer videos are also okay but it is recommended you set guidelines for maximum file sizes (technical limitations of the company's technology). New York Life, for example, kept video file size to less than 1MB. Others divide longer videos into segments that are accessed separately. Be sure to including video controls in the window also helps the user pause, fast forward, rewind or mute.

When archiving video, include a clip description and contact information is appreciated.

Reference Materials: PDF v HTML

It is recommended you default to universal HTML format wherever possible. Printable PDFs can be a good reference, but too often PDF documents are not helpful online. For example, a policy document or reference materials are easier to reference as HTML.

Where PDF makes sense is an editable template that helps an organization with consistent presentation of information, such as flyers on billboards. An editable PDF lets individuals edit particular parts of it for their needs.

Information on the Organization

What to include:

- Leadership, with information about their background and pictures
- History
- Values
- Company goals and initiatives
- Leadership messages
- Information about company performance

Sharing information with online Q & A is also a best practice. It can be a format to:

- Submit ideas to executives
- Ask questions of executives
- Have peers share knowledge

If you offer it you need to ensure the process is simple and the purpose is clear. The system needs maintenance with plans to staff it so all questions are answered and all suggestions are acknowledged. Sometimes online communication can be too terse and editors should watch the tone of responses so they are not perceived as dismissive. If a response references a policy, provide the link too.

It is best if structure is imposed on submissions. Categorize posts with like items grouped together and routing to the right recipient. Decide which fields are required – is it anonymous? Let users know if anyone will see who posted the comment.

Sometimes organizations have multiple locations and languages at the office. A policy must be determined carefully by leadership before creating a separate Intranet presence. If you opt to translate some content it should be professionally translated to assure accuracy.

Work-Life Balance

Non-work tools can be valuable to employees but should not eclipse work-related content. Some companies include personal news and accomplishments. Others introduce new employees or plug local events and sports. Softball schedules are also popular at other companies, and might be as well on Capitol Hill where softball leagues are a popular after-work activity.

Classified listings can also be popular and can replace mass email messages or supplement bulletin boards near the cafeteria. However such listings may run afoul of company or government rules. Successful classified sections allow quick browsing and enable sorts by title, topic and author. Items are removed when sold and the number of queries with links to responses is also included, which eliminates multiple questions that are the same. A section specific search also helps with a full text search of the ad, not just the headline. For better search, suggest common language, such as dog and cat not puppies and kittens.

A Web form to collect classified information should have standard fields for item description, photographs, price, broad category types and contact information. Business rules and guidelines are sometimes needed. At nestle, some users coded HTML in the form so their own ads blinked before this was ruled out of line. A clear policy should be posted at the form page that forces users to agree with the policy to continue. Rules on expiration dates should also be clear to all sides. Finally, the system should be built so users find it is easy to reply to, edit and remove an ad.

Car-pool and transportation information is popular on some Intranets included in the study.

Cafeteria menus can also be very popular. On HouseNet, the USHR Intranet, menus are currently pulling about 40 percent of all the traffic on the system. NN/g recommends you show choices for dietary restrictions (i.e. lactose intolerance or veggie diet) and be sure that you display hours and up to three weeks of menus. Policies on bringing guests may be necessary at some company cafeterias and other post favorite recipes with alerts sent if it is "pizza" day if you sign up. Posting local restaurant menus can also be helpful if users want to leave the 'campus' to eat.

From the Trenches

Wachovia Bank: Financial Services

Their structure includes editors who create content, moderators who approve content and the author community each gets a half a day to a full day of training on their rights and roles in these positions. To support this community of over 1400 trained authors, they have a highly detailed style guide and author how-to section. The name of their site "The Exchange" complements the name of this page, "The Exchange Builder Zone". In addition to the guides are description of the process and contacts.

Authors are not expected to know anything but word processing. It helps them achieve their goal of getting Content Manger roles out to subject matter experts.

They have 1,400 authors to 96,000 end users, a ratio of about 1.5 to 1.

The team has three wings with 24 staff. It includes:

6 in the interactive design group (usability, standards management, style guide, graphics production and IA reside here). The bank has two information architects and any changes to the IA has to go through them first. They restrict terminology and help manage a taxonomy process.

10 employees are in the internal Web and support services branch, and this includes corporate business liaison, Web publishing and CMS services, primary author support, issue resolution, business continuity and enterprise knowledge management.

7 are in the iTech (Technology Services); they do hosting, maintenance, search, Web applications, capacity planning and technical consulting.

The whole team gets together every month in "forums" that include a dial in for remote members. Here surveys are reviewed and feedback is solicited. The top three areas of their site: directory, human resources, corporate communications. They do two surveys

and use Web Trends to do monthly metrics. The first survey is for the end user. They ended using a popup invitation and now use random email for greater reliability. The second survey is targeted to the author community.

A pleasant surprise for them has been the acceptance of the standards process. They find employees are open to doing things the right way and the standards manager is not viewed as the "police". They validate best practices with the style guide rules that are published and work with the authors to make necessary changes prior to publishing.

Their home page has some interesting features, including:

- Right navigation place to customize a market index with their stock picks
- A My Links place on right navigation to easily list sites they visit often
- Search is on left navigation, along with a link to bring them to member banks that have not yet migrated to the HQ site.

They found that the search engine was a powerful carrot to urge member banks to migrate to their site. When they explained that "nobody can find you" if you are on your own because you will be left out of search, owners of competing Intranets were motivated to change.

The top half of the page has up to four headlines with blurbs. Below this is static content with links in four categories, our company, our culture, corporate strategy and corporate focus.

Inside they have breadcrumbs as well as titles that are flush left on each page with the name of the tab they are in, which they call "signposts". The title on each page, falling left aligned in the main body, is always in the same location with the same font size.

Benefits of the current site include on-demand publishing, over 1200 communities of practice, which they call "team sites", robust search and a common look and feel with persistent global navigation.

During development they found it helpful to use scalable page width, percentages instead of points, rules to not defeat the browser and a color palette chosen for contrast. They also like their zoned search, preformatted templates (they have 12) and the many "signposts" that help users not get lost in the site. They also require a POC with email and phone at the bottom of every page, including a date published or last reviewed.

Elsevier: Global Scientific Publications

They began with several disperse Intranets around the globe and made a decision in 1998 to have one corporate structure. One year later, it was launched to their employees.

They selected 10 staff members from around the company to have an advisory role and created an environment that allows staff to edit and publish. This involved the creating of

a staging server and live server and selection of a tool for editors and publishers. An overarching goal was to create an Intranet brand with standard templates and one look and feel across the company.

They had six core applications, including a "who's who" a locations database, a products database and a job-bank. They also identified 10 content areas including forms and templates, organization charts, corporate background and human resources. With business site owners and editors in place they moved forward on a migration plan, a communications plan and created a new department to run the Intranet.

One of the victories in migration was a close public tracking of the closure of old "Intranets". Providing visibility for these "wins" helped establish a successful record for the team.

Their communications strategy involved many of the traditional offline channels but also include "road shows" in all of their sites which let the Intranet team talk to end users directly and spread the message that this was not the HQ Intranet, but belonged to the employees.

They have achieved a standard look and feel. In maintaining this victory they have found it necessary to do five things:

- Post rules and regulations online
- Provide a checklist for editors
- Provide standard templates for publishing
- Require a checkpoint before publication for new pages
- Police sites that are live with spot check compliance

Their online guide has a compliance checklist with complete instructions in a good online format. The categories on this page provide a good cookie cutter for a similar page. They include, introduction, getting up a new site, building your site, publishing a new site, maintaining your site, training, definitions and terms, FAQs and contacts.

Their ratio of editors and publishers to total employees is 700 to 35,000 or 2:100 and they have a staff of three at HQ.

Today, they host 35 applications and have 350 content areas maintained by their editors and publishers. Among the applications that they find users enjoy is a global announcement wizard which has reduced email clutter. A global meeting room booker is also popular, and includes information and links regarding equipment in the rooms, cafeteria availability and has an email confirmation feature. Because they are global, their room locater includes local time. Putting a timestamp on information that is served up to an audience in multiple time zones is a best practice.

Boeing: Defense Manufacturing

Boeing describes three audiences for their Intranet: customer, supplier and employee. They recently celebrated their tenth anniversary and have 10 million pages serving a workforce of 160,000. Each workday they get about 240,000 visits, which is aided in large measure by a policy that has it has the default start page at all work stations. They estimate that about two-thirds of their workforce or 100,000 employees use the Intranet on a regular basis.

They use Plumtree and have found that only 20 percent customize features. They developed taxonomy for the site, which involved lots of interviews with different business units and a six month time period. The taxonomy process began with a search test to demonstrate where the gaps were and what the need was. They classified terms and offer content authors the ability to pre-populate meta-tags.

They have found design and usability standards to be helpful. Among theirs are:

- Text size
- Color with orders to match the established scheme
- Animation limits with a one-cycle limit on scrolling banners
- Portlet footers also require consistency
- Popup windows are also discouraged (user freedom and control is important here)

They have found some barriers to adoption that include:

- First impressions: you only get one shot!
- Killer applications (their timekeeping system is hot)
- Response time (must be at least as fast as current methods)
- Joining communities can be difficult (most effective size 35 to 60 people)
- Training needs alternatives (online, classroom video, computer based training; a "10 minute trainer online helps users browse what they need)
- Communication with changes/transitions
- Feedback has shown all problems are perceived as portal problems

Their value proposition to management and users have been that it is faster, it makes information visible and helps users locate the authoritative source. Governance has also put an end to the cowboy culture of the earlier generation of the Intranet and has given standards some teeth.

DFAS: Government

DFAS calls itself the world's largest finance and accounting operation and manages 104M pay transactions each year with accounts for 282 active DOD appropriations. They started with an HTML static page controlled by technicians. The presenter, Dee Crawford, called them "cowboy Webmasters" who she said resented the loss of creativity with the portal strategy and wanted to sabotage it when it was first rolled out.

They use a variety of software tools, including:

- Plumtree and take advantage of collaboration tools, portlet creation wizards and user personalization
- For workflow they use BizFlow which aids employee self service
- They use Documentum for content management and put content through reviews for 508 compliance and automate expiration of older material

Benefits that have flowed from the Portal include reduction of inbox bloat with collaboration tools, duplicative Web sites have been retired, the reliance on local shared drives has been reduced and users get to personalize their view. The support of leaders who announce their preference for posting large documents on the portal instead of putting it in email gains acceptance quickly in a military culture. They found that users don't care about greetings on the page, choosing their own colors or using drag and drop features.

One key lesson learned was that they had too many meta-tags at the start – asking for author, date and topic along with keywords and description. It was too much work and they found users would skip the step. Now, they have fewer tags and it works well.

Their vision is that the portal helps them conduct business not just store content. Business intelligence is very important and they find that managers want to see a dashboard that helps them manage operations and track success. To chart a course ahead, they started a "Roadmap to WOW" team. This team includes subject matter experts from across business and product lines which brainstormed on future applications.

The first iteration of the roadmap created a quad chart that let them access opportunities by mapping their value in relationship to their complexity. They were scored as Quick Hits (minimum analysis required, COTs tools), Mid-Range (an initiative that is an extension of a COTs tool or DFAS system with some custom code required) and Long Range (where an initiative requires custom code and programming and thorough analysis). I found this a helpful method for planning new capabilities.

As they recruited and trained their content managers they found that the ratio of CMs to end users was about 1:50. They have 750 CMs with a universe of 37,500 employees and have "Portal Rangers" who are available to anyone with technical questions. Initially training was done in person on location which had high travel costs. Now they use NetMeeting with training that is shorter and more frequent with higher granularity on topics. Users sign up when they need it.

In an effort to police out of date content they have hired an accountant who has a mission to be "ruthless" in something they have called "Operation Clean Sweep". They notify owners of content about periodic review and watch communities with declining participation. If there are problems they notify the owner that it is gone as of this date unless you take some positive action. To date they have minimal push back.

Their ePortal 2.0 is scheduled to launch in May and it will feature new Plumtree tools, redesigned UI and a redesigned taxonomy. Standard operation procedures have been developed for all aspects of Portal governance, which gives them a lot of documentation.

Taxonomy redesign has been a challenge. They started with 40 folder structures and shifted it to seven categories, including for example, "policy and procedures". They started with migrating content as is and had too much trash at the start, according to the presenter. Quality control was minimal and the focus was on quantity instead. The taxonomy redesign working group had subject matter experts from the "Road to WOW" team and they asked content managers to identify the pain points. With a usability expert and a facilitator to focus the team and implement decisions they now have a topical structure in place. It was a seven month effort to deploy ePortal 2.0.

Taxonomy is an ongoing process. Focus groups will further refine each folder and there is an ongoing role for the working group to create new k knowledge folders, do metadata spot checks, periodic content reviews and review portal metrics to observe patterns and recommend changes. Below is a good design for a public feedback form to ask users where they expect to find information.

Looking for something on the Portal?

Are you having problems finding something on the ePortal? We want to help. Please fill out the short form below. We'll use your feedback to make the ePortal more useful to you for bringing you the right information in the right place.

Your Email address (field)
What information are you looking for? (field)
How did you already look for it? (checkboxes)
- Search
- Community page
- Projects list
- Document directory
- Other

Other (please explain)
Did you find the item (radio buttons: yes or no)
Would you like a response from the ePortal team (radio button: yes or no)
Submit (button)

Want to see what we did about your feedback and the feedback of your coworkers? Select the See our Responses link below. IT takes several days for us to take an action on our feedback so visit us often.

Their checklist for the ePortal of Tomorrow on Governance:

Community Management (clearly defined roles/activity rights)
Project Management
- Register and re-validate projects
- Projects for "limited access" content

Content Management
- Control folders in knowledge directory
- Review portal metrics
- Knowledge directory for open access

Portlet Management
- Deployment controls

Summary Panel Discussion

A key takeaway was the value of usability testing. Of the Intranets that were profiled at the conference, all of them did usability testing and all of them did it in-House, without the assistance of third party vendors.

There were four key methods:

1. Simple: watch users complete tasks/scenarios as often as possible.
2. Formal: Quantify ROI; a long-term task that records savings in time and money
3. Field Observation: This is most useful in revamping business processes and refining workflows
4. Reviews: this requires written guidelines and helps assure standards and consistency; the guidelines are always living documents

With simple usability tests, the 11 tasks profiled by the NN/g study provide a benchmark to measure how you compare to other Portal implementations for speed. They say that using video to record these sessions can be helpful in sealing the deal with executives who control budgets, with wisdom straight from the users about why current navigation or applications aren't working as expected.

The key important tactic was to develop formative goals and expectations and then move to summative where you measure if you've met the goals.

In closing, the panel was asked to discuss things that failed that they would counsel against for other portal implementations. They recommend avoiding the following:

- Bulletin boards
- Communities by organization (although this works well for Army Knowledge Online)
- Blogs (seen as inappropriate by a largely corporate audience)
- Ask the CEO (which has worked well in government settings)
- Employee pictures (where some experienced a backlash)

Subject: Re: [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Revamp
From: "Litsinger, Alice (NIH/NIAID) [E]" <litsingera@NIAID.NIH.GOV>
Reply To: Litsinger, Alice (NIH/NIAID) [E]
Date: Wed, 22 Aug 2018 15:00:56 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (16 kB)

Hi Aline,
We're about 6 months ahead of you in our intranet revamp project. Not all of the designs are finalized but I'd be happy to share and chat as well. One of the key elements that we've been working on for our homepage is more of a personalized launching pad. As an intranet , our homepage traffic tends to be more focused on a general "what's going on at NIAID" and we'd like to elevate that to include both the general and the more personal information based on role and job tasks.

From: Erville, Kathleen (CFPB) <Kathleen.Erville@CFPB.GOV>
Sent: Wednesday, August 22, 2018 9:29 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Revamp

Hi Aline –

Several years back I was involved with the AFPortal – the USAF's Intranet presence as a consultant. We had success in thinking about the content on three levels:

- Editorial
- How-to
- Apps one stop shop

I'm happy to also share a write up I did of the a Neilson usability conference focused on Intranets where they laid out some research of what is the most popular (i.e. top tasks) on these platforms across organizations. They also had useful suggestions on how to staff up/organize an Intranet support team – Although it is dated, I think many of these findings still hold today, so I hope you find it useful.

kme

From: Whitten, Wayne R. <0000005be9b7e9a6-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, August 21, 2018 5:22 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Revamp

We're assessing our intranet as well. I recently submitted a proposal to my executive management who then took it to our Commissioner's office for consideration. So if it gets approved, reconstituted, or otherwise gets a go-ahead, we'll be about to embark on something similar, but we're starting with governance since we already have a standard design. We'll be focusing on content, its workflow, and applicable policies. That's an extremely high level view of the whole proposal which has exponentially more background. For your purpose, I'll check whether we can share our design…if that'll help. It's pretty close to our internet design. If you'd like more info on the proposal, I might be able to share that as well.

Let me know off-line. I'd be glad to chat too.

Wayne Whitten
Senior web developer
Office of Communications
Social Security Administration

From: Mays, Aline M. [mailto:000001202208f361-dmarc-request@LISTSERV.GSA.GOV]
Sent: Tuesday, August 21, 2018 4:56 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Revamp

We are in the process of revamping our intranet, primarily out intranet homepage. Our current homepage is not heavily used.

I'd like to get examples of other agency intranet homepages that engaging and well received and used by employees.

Screenshots, requirements documents shared with web teams or contractors for the creation of the page and any additional insight on updating an organizations intranet would be greatly appreciated.

==========
Aline Mays | HR Policy Specialist and Communications Coordinator
Office of Communications
U.S. Office of Personnel Management
Desk: 202-606-7117

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Subject:	Re: U.S. Web Design System August call: Getting started with USWDS 2.0
From:	Maya Benari <maya.ben-ari@GSA.GOV>
Reply To:	Maya Benari <maya.ben-ari@GSA.GOV>
Date:	Wed, 22 Aug 2018 09:30:52 -0700
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2336 bytes) , text/html (6 kB)

Hi everyone,

The U.S. Web Design System August Call is just around the corner and we hope to see you there! :)

If you haven't registered yet, you can do so here: https://www.eventbrite.com/e/august-us-web-design-system-monthly-call-getting-started-with-uswds-20-tickets-47179708779

Thanks,

Subject:	Seeking public feedback on SaferProducts.gov, best practice for questions to ask
From:	"Galbo, Joseph" <JGalbo@CPSC.GOV>
Reply To:	Galbo, Joseph
Date:	Thu, 23 Aug 2018 14:17:41 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2428 bytes) , text/html (4 kB)

Good morning, all.

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I've been a part of a handful of redesigns, but this is the first time I've been asked to conduct a public survey as part of

Subject: Re: Seeking public feedback on SaferProducts.gov, best practice for questions to ask
From: (b) (6) @SBS.NYC.GOV>
Reply To:
Date: Thu, 23 Aug 2018 14:22:18 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (9 kB)

A couple of thoughts:

1. Always ask if they found the site easy to use, and if they got done what they needed to get done
2. Track preferred language – it's a way of seeing if second-language English speakers have trouble with the site
3. I also like having a free comment field for people to add things they can't put into questions
4. Don't design the survey around specific new features, it skews the data
5. You should get at least 100 responses before doing any analysis

Good luck!

(b) (6) **Content and Operations Manager**
NYC Department of Small Business Services
110 William Street, 8th Floor, New York, NY 10038
T (b) (6) | E (b) (6)@sbs.nyc.gov
nyc.gov/sbs
Facebook | Twitter | Instagram

From: Galbo, Joseph <000000b95b789205-dmarc-request@LISTSERV.GSA.GOV>
Sent: Thursday, August 23, 2018 10:18 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Seeking public feedback on SaferProducts.gov, best practice for questions to ask

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Hoping some of you have done this kind of survey before and would be willing to share an outline or specific questions you found valuable. Thanks!

Best,
Joe

Joseph Galbo
Public Affairs, Social Media Specialist
Consumer Product Safety Commission
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Subject:	Re: Seeking public feedback on SaferProducts.gov, best practice for questions to ask
From:	"Erville, Kathleen (CFPB)" <Kathleen.Erville@CFPB.GOV>
Reply To:	Erville, Kathleen (CFPB)
Date:	Thu, 23 Aug 2018 16:44:43 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (7 kB) , text/html (20 kB)

I have always been partial to the SUS survey (system usability score), which was found in an old usability white paper to be one of the most reliable satisfaction question sets out there. You can read the white paper or get other ideas on questions at a blog post I wrote a while back on satisfaction surveys http://www.emeraldstrategies.net/all-about-customer-satisfaction-surveys/#more-909

Here are the SUS questions (to be used with a five point Likert scale –

1. I think that I would like to use this system frequently
2. I found the system unnecessarily complex
3. I thought the system was easy to use
4. I think that I would need the support of a technical person to be able to use this system
5. I found the various functions in this system were well integrated
6. I thought there was too much inconsistency in this system
7. I would imagine that most people would learn to use this system very quickly
8. I found the system very cumbersome to use
9. I felt very confident using the system
10. I needed to learn a lot of things before I could get going with this system

Notice how the questions ask the same thing from two different angles to avoid folks going down the middle and just scoring your survey without thinking too hard … this is one of the things that makes this a stand-out survey instrument. If you have this same question set done before and after the roll-out on old v. new system you have an outstanding way to measure success with managers…who always ask “compared to what” in my experience….

kme

Kathleen Erville
Content Strategist | Office of Consumer Response
Office: (202) 435-7949 | Mobile: (b) (6)

Bureau of Consumer Financial Protection
consumerfinance.gov

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From: (b) (6) SBS.NYC.GOV>
Sent: Thursday, August 23, 2018 10:22 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Seeking public feedback on SaferProducts.gov, best practice for

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Good luck!

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nyc.gov/sbs
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From: Galbo, Joseph <000000b95b789205-dmarc-request@LISTSERV.GSA.GOV>
Sent: Thursday, August 23, 2018 10:18 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Seeking public feedback on SaferProducts.gov, best practice for questions to ask

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Hoping some of you have done this kind of survey before and would be willing to share an outline or specific questions you found valuable. Thanks!

Best,
Joe

Joseph Galbo
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Consumer Product Safety Commission
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Subject:	Re: Seeking public feedback on SaferProducts.gov, best practice for questions to ask
From:	Rachel Flagg - M1E <rachel.flagg@GSA.GOV>
Reply To:	Rachel Flagg - M1E <rachel.flagg@GSA.GOV>
Date:	Thu, 23 Aug 2018 10:07:08 -0700
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4018 bytes) , text/html (8 kB)

Hi Joseph,
OMB has just released some new guidance for Federal agencies related to customer experience and surveys, as part of the Customer Experience (CX) CAP goal (Circular A-11, Section 280).
See https://www.performance.gov/cx/ to learn more. Guidance includes sample questions and a CX maturity assessment.
Hope this helps!
-Rachel

Thanks!

GSA U.S. General Services Administration

Rachel Flagg
Digital Strategy & Content Management
Office of Government-wide Policy

On Thu, Aug 23, 2018 at 7:19 AM Galbo, Joseph <000000b95b789205-dmarc-request@listserv.gsa.gov> wrote:

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Subject: Re: Seeking public feedback on SaferProducts.gov, best practice for questions to ask

From: (b) (6) @NCPC.GOV>

Reply To: (b) (6)

Date: Thu, 23 Aug 2018 18:07:19 +0000

Content-Type: multipart/alternative

Parts/Attachments: text/plain (3991 bytes) , text/html (7 kB)

I was wondering if the Paper Reduction Act (PRA) has had any impact on any other agency when getting feedback from the general public for something like this? Any time we do a survey to get feedback we first have to get permission from OMB, then put an OMB control number on our survey forms, keep track of public hours spent on filling out the form, etc. It's a headache. How do other agencies handle this?

(b) (6)

From: Galbo, Joseph <000000b95b789205-dmarc-request@LISTSERV.GSA.GOV>
Sent: Thursday, August 23, 2018 10:18 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Seeking public feedback on SaferProducts.gov, best practice for questions to ask

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Subject:	Re: Seeking public feedback on SaferProducts.gov, best practice for questions to ask
From:	Rachel Flagg - M1E <rachel.flagg@GSA.GOV>
Reply To:	Rachel Flagg - M1E <rachel.flagg@GSA.GOV>
Date:	Thu, 23 Aug 2018 11:17:17 -0700
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (5 kB) , text/html (11 kB)

Federal agencies are required to get PRA clearance from OMB before we survey the public (ask the same question of more than 9 people who are not Federal employees). Most agencies already have a generic clearance in place for this sort of thing, so you will likely be able to use the fast track process (https://digital.gov/resources/paperwork-reduction-act-fast-track-process/) for the OMB review of your specific survey.

Contact your agency PRA or Privacy Officer, or Counsel's office, for the specific internal process you'll need to follow to submit your PRA request.

GSA

U.S. General Services Administration

Rachel Flagg
Digital Strategy & Content Management
Office of Government-wide Policy

On Thu, Aug 23, 2018 at 11:08 AM (b) (6) @ncpc.gov> wrote:

> I was wondering if the Paper Reduction Act (PRA) has had any impact on any other agency when getting feedback from the general public for something like this? Any time we do a survey to get feedback we first have to get permission from OMB, then put an OMB control number on our survey forms, keep track of public hours spent on filling out the form, etc. It's a headache. How do other agencies handle this?
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> **From:** Galbo, Joseph <000000b95b789205-dmarc-request@LISTSERV.GSA.GOV>
> **Sent:** Thursday, August 23, 2018 10:18 AM
> **To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> **Subject:** [CONTENT-MANAGERS-L] Seeking public feedback on SaferProducts.gov, best practice for questions to ask
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Subject: Re: Seeking public feedback on SaferProducts.gov, best practice for questions to ask
From: "Bronson, Samuel (OS/ASPA)" <Samuel.Bronson@HHS.GOV>
Reply To: Bronson, Samuel (OS/ASPA)
Date: Thu, 23 Aug 2018 18:20:23 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (10 kB) , text/html (30 kB)

Great discussion.

Some additional things to keep in mind:

- Sample sizes aren't arbitrary numbers, and quick calculators can be found online to help you find a target.
- You want as much data as possible, so balance the number of questions (fewer boosts acceptance and completion rates) with timeline for data collection
- Other ways to increase acceptance rates include branding survey to your site, and crafting invite page language appropriately
- Different surveys are needed for different scenarios, just as there are different goals for a planned redesign vs and existing site.
- Ensure you have at least one open-ended question, as most of your insights for practical improvements will come from these data.
- Consider how you might want to segment the data during analysis when crafting questions. If audience identification is important for segmentation, include that question. Project goals can help guide you to what you might want to segment during analysis.
- Watch out for how you word questions. For Regulations.gov, I would not use the word "satisfied" or "satisfaction" in a survey, nor for most government websites. The reason is because of inherent bias government creates just by its existence. One example might be user who visits a site to check on the status of a grant they applied to previously, only to find out they were denied. They might respond that "yes" they found information quickly and easily, but rate a general satisfaction question negatively. The same is true for very politicized content or regulations that affect people differently. Our main KPIs for satisfaction are proxy questions to avoid this bias that can really pollute a straightforward satisfaction question.

Happy to have a more specific conversation, Joe, if you'd like.

Thanks.

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

From: Erville, Kathleen (CFPB) <Kathleen.Erville@CFPB.GOV>
Sent: Thursday, August 23, 2018 12:45 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Seeking public feedback on SaferProducts.gov, best practice for questions to ask

I have always been partial to the SUS survey (system usability score), which was found in an old usability white paper to be one of the most reliable satisfaction question sets out there. You can read the white paper or get other ideas on questions at a blog post I wrote a while back on satisfaction surveys http://www.emeraldstrategies.net/all-about-customer-satisfaction-surveys/#more-909

Here are the SUS questions (to be used with a five point Likert scale –

1. I think that I would like to use this system frequently

2. I found the system unnecessarily complex
3. I thought the system was easy to use
4. I think that I would need the support of a technical person to be able to use this system
5. I found the various functions in this system were well integrated
6. I thought there was too much inconsistency in this system
7. I would imagine that most people would learn to use this system very quickly
8. I found the system very cumbersome to use
9. I felt very confident using the system
10. I needed to learn a lot of things before I could get going with this system

Notice how the questions ask the same thing from two different angles to avoid folks going down the middle and just scoring your survey without thinking too hard … this is one of the things that makes this a stand-out survey instrument. If you have this same question set done before and after the roll-out on old v. new system you have an outstanding way to measure success with managers…who always ask "compared to what" in my experience….

kme

Kathleen Erville
Content Strategist | Office of Consumer Response
Office: (202) 435-7949 | Mobile: (b) (6)

Bureau of Consumer Financial Protection
consumerfinance.gov

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From: (b) (6) SBS.NYC.GOV>
Sent: Thursday, August 23, 2018 10:22 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Seeking public feedback on SaferProducts.gov, best practice for questions to ask

A couple of thoughts:

1. Always ask if they found the site easy to use, and if they got done what they needed to get done
2. Track preferred language – it's a way of seeing if second-language English speakers have trouble with the site
3. I also like having a free comment field for people to add things they can't put into questions
4. Don't design the survey around specific new features, it skews the data
5. You should get at least 100 responses before doing any analysis

Good luck!

(b) (6) | **Content and Operations Manager**
NYC Department of Small Business Services
110 William Street, 8th Floor, New York, NY 10038
T (b) (6) | E (b) (6)@sbs.nyc.gov

nyc.gov/sbs

Facebook | Twitter | Instagram

From: Galbo, Joseph <000000b95b789205-dmarc-request@LISTSERV.GSA.GOV>
Sent: Thursday, August 23, 2018 10:18 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Seeking public feedback on SaferProducts.gov, best practice for questions to ask

Good morning, all.

CPSC plans to post a survey/questionnaire on Regulations.gov inviting the public to comment on needed improvements for our second-most important website – SaferProducts.gov. SaferProducts.gov is primarily a reporting and response tool – the public can report unsafe products to the agency and businesses have an opportunity to respond to those reports.

I've been a part of a handful of redesigns, but this is the first time I've been asked to conduct a public survey as part of the user research phase.

Hoping some of you have done this kind of survey before and would be willing to share an outline or specific questions you found valuable. Thanks!

Best,
Joe

Joseph Galbo
Public Affairs, Social Media Specialist
Consumer Product Safety Commission
Phone: 301.504.7683
Follow CPSC on Facebook, Instagram, and Twitter: @USCPSC

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Subject:	Re: Seeking public feedback on SaferProducts.gov, best practice for questions to ask
From:	Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To:	Bridget Serchak <BSerchak@VOANEWS.COM>
Date:	Thu, 23 Aug 2018 18:21:40 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (10 kB) , text/html (21 kB) , image003.jpg (21 kB)

A word of advice – when I attempted to implement a simple yes/no five question website visitor survey when I was chief, public affairs at DoD OIG, it took me 18 months to get the OMB PRA clearance as no one at DoD OIG had ever requested/had it before. I tried mightily to get the fast track process to no avail. If you have never had it before, there are both internal and external obstacles to overcome, so be sure to factor in plenty of time so you can let the powers that be know that this is not always a quick turnaround effort.

Regards,

Bridget

Subject:	Re: Seeking public feedback on SaferProducts.gov, best practice for questions to ask
From:	"Larrimore, Laura" <Laura.Larrimore@USPTO.GOV>
Reply To:	Larrimore, Laura
Date:	Thu, 23 Aug 2018 18:30:25 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (12 kB) , text/html (27 kB) , image001.jpg (27 kB)

What Bridget says is definitely true… but on the flipside, it may not end up being as onerous as you might think….

The PRA can definitely come into play – and as a non-PRA expert it can seem like an intimidating hurdle, or may discourage you from pursuing customer feedback. The fast-track process is in my opinion a great way to go if you can. Fortunately we have a group that handles/keeps track of things that fall under the PRA at our agency. They gave me a really reassuring presentation about how they facilitate the process, and they've gotten fairly fast at helping us through the "fast track" version

Subject: Drupal GovCon Recordings!
From: "Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To: Dearie, Jessica
Date: Tue, 28 Aug 2018 13:05:34 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3105 bytes) , text/html (13 kB)

Good Morning!

From the feedback we're hearing, Drupal GovCon was a great success! We recorded all the sessions – so for those of you that didn't make it, I encourage you to check out the recordings.

The Content Strategy track received lots of great reviews from some our more non-tech attendees. For those of you in that role (or also wearing that hat) – check out the sessions from that track and see if something interests you.

We're working on getting individual recordings into individual session pages, but for now you can access them all on Drupal4Gov's YouTube channel.

All session recordings can be found on our YouTube channel. We've broken them down into 3 playlists:

- Day 1 Recordings
- Day 2 Recordings
- Day 3 Recordings

The keynote recordings are located in NIH's video library:

- Day 1 Keynote
  Adam Bergstein, VP of Engineering at Hook 42
- Day 2 Keynote
  Deborah Bryant, Senior Director Open Source and Standards at Red Hat
- Day 3 Keynote
  Julián Rodriguez Orihuela, National Director of Digital Services for the Government of Argentina

---
Jessica Dearie
ORD Intranet Coordinator
ORD SharePoint Site Collection Administrator
ORD Office of Science Information Management
Drupal4Gov (join us drupal4gov@gmail.com)
202-564-8718
https://intranet.ord.epa.gov/

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Subject:	Digital Asset Management Platform/Tool
From:	"Petrowski, Matthew J - Washington, DC" <Matthew.J.Petrowski@USPS.GOV>
Reply To:	Petrowski, Matthew J - Washington, DC
Date:	Wed, 29 Aug 2018 13:36:34 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1554 bytes) , text/html (3958 bytes)

Hello all. We're looking at digital asset management platform/tool options and hopefully this is a place to get some valuable feedback. Does your agency/team use a DAM? If so, do you have any recommendations? From what I understand, other federal agencies/entities have built their own solutions but I haven't heard of any cases where existing platforms (e.g. Adobe, Brandfolder, Webdam, Aprimo, etc) are being used. Any insight you can provide would be appreciated.

Matt Petrowski
Program Manager, Digital Analytics
USPS Digital Brand Marketing

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Subject:	Re: Digital Asset Management Platform/Tool
From:	"Pye, John -FS" <jpye@FS.FED.US>
Reply To:	Pye, John -FS
Date:	Wed, 29 Aug 2018 14:03:38 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (11 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB)

The US Forest Service runs a Fedora Commons solution at www.fs.usda.gov/rds/archive to distribute research data products. Dave Rugg could speak to the experience.

The agency's National Library uses a service for their DAM solution for offering publications. Tom Moothart would be an appropriate contact.
--John

John Pye
Program Specialist – Internet Communications
Forest Service

Subject:	Re: Digital Asset Management Platform/Tool
From:	"Smith, Bradley G -FS" <bgsmith01@FS.FED.US>
Reply To:	Smith, Bradley G -FS
Date:	Wed, 29 Aug 2018 14:04:31 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3460 bytes) , text/html (6 kB)

The US Forest Service is deploying an enterprise content management system based on Box to all employees. One of the features is digital asset management but that capability is still a work in progress as we have been focused primarily on the enterprise file sharing and eRecords integration. So not at lot we can say at the moment on the DAM features.

Brad Smith

From: Petrowski, Matthew J - Washington, DC <00000068594d4ea9-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, 29 August, 2018 06:37
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Digital Asset Management Platform/Tool

Hello all. We're looking at digital asset management platform/tool options and hopefully this is a place to get some valuable feedback. Does your agency/team use a DAM? If so, do you have any recommendations? From what I understand, other federal agencies/entities have built their own solutions but I haven't heard of any cases where existing platforms (e.g. Adobe, Brandfolder, Webdam, Aprimo, etc) are being used. Any insight you can provide would be appreciated.

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Subject: Re: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Digital Asset Management Platform/Tool
From: "(b) (6) DHA DIR SUPPORT (US)" <(b) (6)@MAIL.MIL>
Reply To: Marsh, Heather S CIV DHA DIR SUPPORT (US)
Date: Wed, 29 Aug 2018 16:39:47 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (101 lines)

Heh, "DAM features"... love that!

Sorry, I couldn't resist. ;-)

V/R
(b) (6)
Public Affairs Officer
Defense Health Agency Communications
Mobile: (b) (6) (text and call)

-----Original Message-----
From: Smith, Bradley G -FS [mailto:bgsmith01@FS.FED.US]
Sent: Wednesday, August 29, 2018 10:05 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Digital Asset Management Platform/Tool

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Brad Smith

From: Petrowski, Matthew J - Washington, DC <00000068594d4ea9-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, 29 August, 2018 06:37
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV

Subject: [CONTENT-MANAGERS-L] Digital Asset Management Platform/Tool

Hello all. We're looking at digital asset management platform/tool options and hopefully this is a place to get some valuable feedback. Does your agency/team use a DAM? If so, do you have any recommendations? From what I understand, other federal agencies/entities have built their own solutions but I haven't heard of any cases where existing platforms (e.g. Adobe, Brandfolder, Webdam, Aprimo, etc) are being used. Any insight you can provide would be appreciated.

Matt Petrowski < Caution-https://uspsmeetings.webex.com/meet/TTWNQ0 >

Program Manager, Digital Analytics

USPS Digital Brand Marketing

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Subject:	Re: Digital Asset Management Platform/Tool
From:	Kimberly Becht <Kimberly.Becht@TRADE.GOV>
Reply To:	Kimberly Becht <Kimberly.Becht@TRADE.GOV>
Date:	Wed, 29 Aug 2018 18:28:43 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (17 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB)

We too are looking for a DAM tool.

Kimberly J. C. Becht
Office of the Chief Information Officer, Special Projects & Legacy Platforms
U.S. Department of Commerce, International Trade Administration
Office: (202) 482-0420 I Mobile: (b) (6)

From: Pye, John -FS <jpye@FS.FED.US>
Sent: Wednesday, August 29, 2018 10:04 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Digital Asset Management Platform/Tool

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--John

John Pye
Program Specialist – Internet Communications
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Research & Development
p: 919-549-4013
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jpye@fs.fed.us
3041 E. Cornwallis Rd.
Research Triangle Park, NC 27705-2254
www.fs.usda.gov/research/people/jpye
Caring for the land and serving people

From: Petrowski, Matthew J - Washington, DC [mailto:00000068594d4ea9-dmarc-request@LISTSERV.GSA.GOV]
Sent: Wednesday, August 29, 2018 9:37 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Digital Asset Management Platform/Tool

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Program Manager, Digital Analytics
USPS Digital Brand Marketing

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Subject:	International Trade Administration Director of Digital Strategy Announcement
From:	Laura Merchant <Laura.Merchant@TRADE.GOV>
Reply To:	Laura Merchant <Laura.Merchant@TRADE.GOV>
Date:	Thu, 30 Aug 2018 14:25:06 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (21 kB) , text/html (4 kB) , image001.png (21 kB)

If anyone is interested, the ITA at the Department of Commerce has posted a job announcement for a Director of Digital Strategy (GS-15). MAP and DE/CR
The opportunity currently closes on 9/4 but we are considering extending it.

Laura Merchant
International Trade Administration
U.S. Department of Commerce
202.482.0367

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