Subject:	Newsletters and Automatic Subscriptions
From:	**(b) (6)** EOP/OMB" OMB.EOP.GOV>
Reply To:	**(b) (6)** EOP/OMB
Date:	Tue, 4 Sep 2018 16:16:27 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1661 bytes) , text/html (6 kB)

Hi All,

I am working on the Federal Data Strategy team and we're thinking of deploying a newsletter for updates via GovDelivery.

We were thinking of automatically subscribing government and public folks that have been to explicitly branded "Federal Data Strategy" events for our first issue with a clear opt out option.

1. Do you all have advice on automatically subscribing folks?
2. Does it work the same for .gov and public people?
3. Are there good resources for a first time newsletter person to read up on?

(b) (6) | Digital Services Expert
Office of the Federal Chief Information Officer
Office of Management and Budget
Executive Office of the President
+**(b) (6)**

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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Subject:	Adobe Experience Manager
From:	"Petrowski, Matthew J - Washington, DC" <Matthew.J.Petrowski@USPS.GOV>
Reply To:	Petrowski, Matthew J - Washington, DC
Date:	Wed, 5 Sep 2018 15:10:36 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1595 bytes) , text/html (4 kB)

Hi all, just a follow-up to last week's question regarding a digital asset management (DAM) tool. Is anyone actively using Adobe Experience Manager? Or used it in some capacity within the federal government? I

It has a hefty price-tag but seems to provide a lot of value and integrates with our designers who are currently using Adobe Creative Cloud. I'm currently looking into whether there is federal pricing available as well since it's FedRamp approved. Any feedback is appreciated!

_____
Matt Petrowski
Program Manager, Digital Analytics
United States Postal Service
Digital Brand Marketing

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Subject:	Email Subscriber Survey
From:	"Blaine, Karla (NIH/NCCIH) [E]" <blainek@MAIL.NIH.GOV>
Reply To:	Blaine, Karla (NIH/NCCIH) [E]
Date:	Thu, 6 Sep 2018 16:28:14 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (18 kB) , text/html (9 kB) , image001.png (18 kB) , image002.png (18 kB) , image003.png (18 kB) , image004.png (18 kB) , image005.png (18 kB) , image006.png (18 kB) , image007.png (18 kB)

Dear colleagues,
We have been thinking about how to get the most out of our Granicus/GovDelivery email service, as well as learn more about who our subscribers are and their content wants/needs. To help us with this effort, we're considering developing a survey for subscribers.

Have others surveyed their email subscribers? If so, was the response rate decent and were the results useful? We're interested in learning what application/service was used to develop the survey, and if any questions in particular were beneficial.

Thank you in advance for sharing!

Karla

Karla Blaine
Web & Intranet Content Coordinator
Office of Communications and Public Liaison
National Center for Complementary and Integrative Health
National Institutes of Health
31 Center Drive, Room 2B11
Bethesda, MD 20892-2182
T 301-435-2744
F 301-402-4741
blainek@mail.nih.gov
nccih.nih.gov

Follow NCCIH on:

*Formerly the National Center for Complementary and Alternative Medicine (NCCAM). Public Law 113-235, the "Consolidated and Further Continuing Appropriations Act, 2015," changed the name of the Center to the National Center for Complementary and Integrative Health (NCCIH).

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Subject:	Customer touchpoint: Site search
From:	"Wendling, Dan (NIH/NLM) [E]" <wendlingd@MAIL.NLM.NIH.GOV>
Reply To:	Wendling, Dan (NIH/NLM) [E]
Date:	Thu, 6 Sep 2018 16:42:51 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1678 bytes) , text/html (3706 bytes)

Hello, if you're currently analyzing data from your web site search ("internal search") in order to improve your site, I would much appreciate 15 minutes of your time this afternoon or Friday afternoon, in a phone call. I'm participating in a hackathon on this topic and need to "validate my assumptions" about a few things. I have questions based on those in the book Lean UX.

The hackathon team will be trying to pull things out of site search logs using Python.

Dan Wendling, MLS, Systems Librarian
Web and Information Management Unit
National Library of Medicine
National Institutes of Health/HHS

NLM - Accelerating Biomedical Discovery and Data-Powered Health

---

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Subject:	Drupal4Gov Webinar: The Accessible Editor - Sept 13th at 3pm EDT
From:	"Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To:	Dearie, Jessica
Date:	Thu, 6 Sep 2018 18:54:29 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3052 bytes) , text/html (8 kB)

Drupal4Gov's September Webinar topic is on being an Accessible Editor. Register today!

Your website's not just designed for your audiences: it's designed for everyone. Which means it needs to be accessible to everyone.

Often, accessibility falls into the hands of back- and front-end developers. But just as important is the ongoing maintenance of content within the CMS - the headings and images and alt tags and simple verbiage used to communicate your brand's message: a message that deserves to be seen and heard by everyone.

In this talk, we will dive into what we can do as editors to help fuel more accessible websites, separating the code from the content and making clear the responsibilities we all have in making sure the web is a better place for everyone. We will cover things like:

- Best practices for content accessibility - headings, images, links, and more
- Understanding the place of plain language and writing for those with low literacy or English as a second language
- Creating an editorial workflow that helps facilitate accessible content
- Common testing tools and methods for keeping things real

The Accessible Editor webinar will be led by Corey Vilhauer. Corey is a user experience architect at Blend Interactive, a web strategy, development, and design firm in the middle of the Midwest. He is a recovering advertising copywriter and a closeted fan of professional wrestling. He writes at length about methodology, accessibility, and small-business content strategy at Eating Elephant (www.eatingelephant.com), and writes about other things at his personal site (www.coreyvilhauer.com).

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:	DATE CORRECTION: Drupal4Gov Webinar: The Accessible Editor - Sept 20th at 3pm EDT
From:	"Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To:	Dearie, Jessica
Date:	Thu, 6 Sep 2018 19:57:54 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4017 bytes) , text/html (11 kB)

DATE CORRECTION: Drupal4Gov Webinar: The Accessible Editor - Sept 20th at 3pm EDT

Date Correction – The Webinar is Sept 20th (not 13th!) at 3pm EDT

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Drupal4Gov (join us drupal4gov@gmail.com)
202-564-8718
https://intranet.ord.epa.gov/

Subject:	2018 Interagency Accessibility Forum
From:	Yvette Gibson - M1ED <yvette.gibson@GSA.GOV>
Reply To:	Yvette Gibson - M1ED <yvette.gibson@GSA.GOV>
Date:	Fri, 7 Sep 2018 17:29:55 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3613 bytes) , text/html (12 kB)

SAVE THE DATE: October 9, 2018
2018 Interagency Accessibility Forum

You are invited to participate in the 2018 Interagency Accessibility Forum (IAAF) on Tuesday, October 9, 2018, in Washington, DC. This year's IAAF embraces the 2018 National Disability Employment Awareness Month (NDEAM) theme "America's Workforce - Empowering All." The NDEAM has celebrated inclusion for more than 70 years and reflects a commitment to a robust and competitive American labor force.

The in-person Forum features inspirational keynote speakers such as Judy Brewer, Director of the Web Accessibility Initiative (WAI) from the World Wide Web Consortium (W3C), and Eve Hill, one of the nation's leading disability rights attorneys.

Hands-on workshops and a panel discussion will focus on designing federal services to serve those with disabilities, including wounded warriors. In addition, the Forum will include exhibits from almost two dozen IT companies and accessibility services providers, who will display how their products and services support those with disabilities.

We are expecting 400 attendees from both the federal and private sectors (including press), who are coming together to learn, share, demonstrate, and encourage accessibility of information and communication technology. IAAF 2018 is co-hosted by the General Services Administration (GSA) and the U.S. Department of Housing and Urban Development (HUD).

Stay tuned! We will send you a follow-up email by FRIDAY, SEPTEMBER 14 with a link to register for this event.

WHEN: Tuesday, October 9, 2018
WHERE: 1800 F Street, NW, Washington, DC 20405; General Services Administration, Conference Center, Rooms 1459, 1460, 1461
Note, this event is IN-PERSON only.
TIME: 8:30 am - 4:00 pm ET
WHO: Federal government employees, contractors, and industry technology and accessibility service providers
QUESTIONS: Contact section.508@gsa.gov

--
Yvette Gibson
Governmentwide Accessibility (Section 508) Training & Outreach Director
Office of Technology Strategy (ME)

Office of Governmentwide Policy

"As you sow, so shall you reap."

Sowing good seeds reaps a good harvest. Sowing bad seeds reaps a bad harvest....it's that simple. *yg*

Subject:	Team Collaboration Software
From:	"Petrowski, Matthew J - Washington, DC" <Matthew.J.Petrowski@USPS.GOV>
Reply To:	Petrowski, Matthew J - Washington, DC
Date:	Tue, 11 Sep 2018 14:13:15 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1841 bytes) , text/html (4 kB)

I realize there are quite a few agencies using either Office 365 or G-Suite. I'm looking at options for a team collaborative platform that will be used by the digital and creative teams here at the USPS. It seems the only FedRamp approved solution at the moment is Huddle. However, we've been referencing the GSA list and Trello seems like it might be a good tool for us in regards to our digital and creative processes.

Do any of you use some form of a collaborative platform – whether it be Slack, Trello, or similar? I'd be interested to learn how it's working for you and whether you have any recommendations – especially in the federal space when IT can sometimes be a barrier regarding security. Your input is appreciated!

Matt Petrowski
Program Manager, Digital Analytics
United States Postal Service
Digital Brand Marketing

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Subject:	Re: Team Collaboration Software
From:	"Smith, Stanley (Federal)" <SSmith4@DOC.GOV>
Reply To:	Smith, Stanley (Federal)
Date:	Tue, 11 Sep 2018 14:38:11 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3711 bytes) , text/html (7 kB)

5/26/2021

Hey Matt,

In our shop within Commerce's OS we're using an internally hosted and maintained version of MatterMost. It's a pretty close relative of slack (even bills itself as a Slack alternative). We have it integrated with our internal GitLab instance as well so that issues, code changes, and communication is all rolled into one. Been very happy with it.

Thank you,
Stan Smith
Office of Enterprise Solutions and Services
Office of the Chief Information Officer
U.S. Department of Commerce
Phone: 202-482-4746
SSmith4@doc.gov

From: "Petrowski, Matthew J - Washington, DC" <00000068594d4ea9-dmarc-request@LISTSERV.GSA.GOV>
Reply-To: "Petrowski, Matthew J - Washington, DC" <Matthew.J.Petrowski@USPS.GOV>
Date: Tuesday, September 11, 2018 at 10:14 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] Team Collaboration Software

I realize there are quite a few agencies using either Office 365 or G-Suite. I'm looking at options for a team collaborative platform that will be used by the digital and creative teams here at the USPS. It seems the only FedRamp approved solution at the moment is Huddle. However, we've been referencing the GSA list and Trello seems like it might be a good tool for us in regards to our digital and creative processes.

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2/2

Subject:	Re: Team Collaboration Software
From:	(b) (6), (b) (7)(C) USDOJ.GOV>
Reply To:	
Date:	Tue, 11 Sep 2018 15:44:02 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (9 kB)

We've struggled mightily to get clearance to use mature, free, highly-functional tools like Google Drive and Trello. GSA's efforts to clear such tools have unfortunately made no difference for us. The OCIO that we must obtain IT services from responds that those tools are unsupported due to Federal security policy every time we ask. "Can't you just use the klunky, outdated Sharepoint platform that pauses for 5 seconds to process every action?" (I'm editorializing a tad within that quote)

That being said, I have used Trello extensively outside of the government to manage the work of far-flung teams and find it to be a tremendously useful tool. The simplicity (cards in a list) is a big strength and I have not found myself missing all the extraneous metadata fields that nobody keeps updated anyway (though you can add that stuff back in various ways). Good integration too. For instance, you can connect it to Google Drive and then quickly attach reference documents right from within Trello. I know you're seeking feedback from government implementations, but thought I'd communicate the positive results I've had from the tool itself in case you're seeking that. Someday I hope to be able to use the best, most cost-effective tools available within my day job.

Tim Kearley
Chief of Technology and Data Management
Rm 7315
Bureau of Justice Statistics
(b) (6), (b) (7)(C)@usdoj.gov
(b) (6), (b) (7)(C) [desk]
(b) (6), (b) (7)(C)[mobile]

From: Petrowski, Matthew J - Washington, DC [mailto:00000068594d4ea9-dmarc-request@LISTSERV.GSA.GOV]
Sent: Tuesday, September 11, 2018 10:13 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Team Collaboration Software

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Subject:	Re: Team Collaboration Software
From:	"Smith, Bradley G -FS" <bgsmith01@FS.FED.US>
Reply To:	Smith, Bradley G -FS
Date:	Tue, 11 Sep 2018 16:07:15 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (15 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB)

Greetings!

The downside to the use of "free" tools like Drive or Trello or Dropbox is that the implicit exchange for "free" access is the vendor potentially mining the content that is being uploaded for marketable information. I share the frustration with tools like SharePoint (think Swiss Army knife with kitchen sink and table saw included ….).

Brad

Subject:	Re: Team Collaboration Software
From:	"Bowden, Beth (NIH/NIEHS) [E]" <bowden1@NIEHS.NIH.GOV>
Reply To:	Bowden, Beth (NIH/NIEHS) [E]
Date:	Tue, 11 Sep 2018 16:43:18 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (5 kB) , text/html (11 kB)

Consider MAX.gov. It's federal, free, and meant for collaboration.

From: (b) (6), (b) (7)(C) @USDOJ.GOV>
Sent: Tuesday, September 11, 2018 11:44 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Team Collaboration Software

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

Chief of Technology and Data Management
Rm 7315
Bureau of Justice Statistics
(b) (6), (b) (7)(C) @usdoj.gov
(b) (6), (b) (7)(C) [desk]
(b) (6), (b) (7)(C) [mobile]

From: Petrowski, Matthew J - Washington, DC [mailto:00000068594d4ea9-dmarc-request@LISTSERV.GSA.GOV]
Sent: Tuesday, September 11, 2018 10:13 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Team Collaboration Software

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Matt Petrowski
Program Manager, Digital Analytics
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Subject:	Re: Team Collaboration Software
From:	Ryan Wold - QXA <ryan.wold@GSA.GOV>
Reply To:	Ryan Wold - QXA <ryan.wold@GSA.GOV>
Date:	Tue, 11 Sep 2018 10:20:36 -0700
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3391 bytes) , text/html (5 kB)

Hi Matt,

I recently joined TTS and was pleased to find Google Drive, Trello, and Slack on the approved list of tools, along with guidance on some of the nuances, like plugins.

Happy to chat about workflows and tooling for digital teams.

Subject:	Hurricane Florence web/social guidance from DHS
From:	(b) (6), (b) (7)(C) HQ.DHS.GOV>
Reply To:	
Date:	Tue, 11 Sep 2018 20:15:46 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (14 kB) , image001.jpg (8 kB)

Afternoon –

In preparation for Hurricane Florence, we're setting up a preliminary lane of communication structure for federal web communications. This authority for this action comes from Emergency Support Function 15 of the National Response Framework. Please forward this message as necessary.

(For those not familiar with the lane structure, the idea is to eliminate cross-posting of information among agencies and, instead, have everyone provide links to centralized "lanes" of information. So, for example, Transportation might post a press release related to Transportation activities… and instead of every other

Subject:	Re: [EXTERNAL] [CONTENT-MANAGERS-L] Hurricane Florence web/social guidance from DHS
From:	"Horvath, Scott" <shorvath@USGS.GOV>
Reply To:	Horvath, Scott
Date:	Wed, 12 Sep 2018 06:19:44 -0400
Content-Type:	multipart/related
Parts/Attachments:	text/plain (5 kB) , text/html (13 kB) , image001.jpg (8 kB) , image001.jpg (8 kB)

USGS has established a Hurricane Florence site at https://usgs.gov/florence which contains information and resources that USGS provides to before, during, and after hurricane events. As more content is developed within our organization related to Florence then it'll automatically update with that content.

Scott Horvath
Bureau Social Media Lead, Office of Communications and Publishing
(work)
(b) (6)

Subject:	Drupal4Gov Webinars!
From:	(b) (6) @STATE.GOV>
Reply To:	
Date:	
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (5 kB) , text/html (28 kB)

So, my apologies to everyone, I tried editing and it is messing up the formatting on my email and I can't get to the content to remove the non-webinar stuff. I'm also tired and frustrated so I'm just sending as is.

Below are links to 3 of the upcoming webinars for Drupal4Gov and we'd love to hear from folks who'd like to host a half day (morning or afternoon). Hosts pick the topics and we rally the speakers to present at it. We are starting the planning for 2019 webinars and would love to know what you'd like to learn on Drupal or other web/content/communication/tech for the coming year. The button at the bottom of the message should take you to your email to send a message to us on suggestions, hosting or speaking.

I'm hoping to be heading to the upcoming Accessibility event to be held at GSA, hope to see lots of you there.

(b) (6)

---------- Forwarded message ---------
From: **Drupal4Gov** <drupal4gov@gmail.com>
Date: Wed, Sep 12, 2018 at 11:07 AM
Subject: We've got Drupal4Gov T-shirts and Webinars! 👕

Miss out on a Drupal GovCon t-shirt? We got you. Also, monthly webinars are BACK!

View this email in your browser

Drupal4Gov

Get those sweet, sweet t-shirts

Did you miss out on our amazing DGC t-shirts? We never seem to have enough. But you don't have to go without, **we're offering our shirts for sale until September 18th.** You can pick up either the 2017 shirts or 2018!

Aaaand we're offering long sleeve and hoodies, too!

2017 Shirts   **2018 Shirts**

But t-shirts aren't the only things to talk about, nope, we've got upcoming webinars, too!

Webinars

Our monthly webinars are up and running! Webinars are held the first Thursday of each month at 3pm (ET). Register below for any or all of our next three webinars!

- **September 20:** The Accessible Editor - 3pm EDT
- **October 18:** The concept of value-based team management - 3pm EDT
- **November 15:** Patching and Contribution - 3pm EST

Help Out

Would you like to host a Drupal Global Training and Drupal4Gov Half Day? What about presenting on a topic for our Webinar series? Or even maybe you have a topic you would love to see and hear?

Just let us know by emailing or tweeting us. You can always reach the team at drupal4gov@gmail.com or on Twitter @GovDrupal. We'd love to hear from you!

Host, Propose, Suggest a Webinar

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Subject:	Looking for folks using GovDelivery Connect with Salesforce
From:	"Begley, Julia (CFPB)" <Julia.Begley-Gray@CFPB.GOV>
Reply To:	Begley, Julia (CFPB)
Date:	Thu, 13 Sep 2018 21:58:46 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1713 bytes) , text/html (4 kB)

Hello everyone,
I'm trying to find more about GovDelivery Connect with Salesforce.

Are any of you using Connect or considering it? We've asked the Granicus folks about who they know is using it. I figured I'd double check with you all as well.

Thanks in advance for any sage experience and advice!

Cheers - Julia

--
Julia Begley
Consumer Education and Engagement D
Office 4149 | Desk: 202.435.7184 | Mobile: (b) (6)

Consumer Financial Protection Bureau
consumerfinance.gov

Confidentiality Notice: If you received this email by mistake, you should notify the sender of the mistake and delete the e-mail and any attachments. An inadvertent disclosure is not intended to waive any privileges.

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

Subject:	Transitioning to GovDelivery
From:	(b) (6) @MARYLAND.GOV>
Reply To:	@MARYLAND.GOV>
Date:	Fri, 14 Sep 2018 08:54:53 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2294 bytes) , text/html (4 kB)

Hello everyone,

I am finding this listserv very helpful! So, I thought I would post a request.

I would like to get feedback and thoughts on what to consider when **transitioning to GovDelivery.**

Currently, we are using Constant Contact, MailChimp, WooFoo, Wordpress, and other pieces and parts. We need an **all-in-one to manage communications, projects, etc.** While GovDelivery may not be the perfect answer, it may be a better answer for us.

I'm interested in learning:
- What steps did you take as part of your transition?
- How long did it take you to get everyone on board, working together, etc., before the transition?
- What critical steps should we consider before beginning the transition?
Etc.

Thank you in advance for your insight and comments!

(b) (6)

Compliance Marketing Manager
Office of Public Information
Maryland Department of Housing and Community Development
7800 Harkins Road
Lanham, MD 20706

Chat with us on Twitter - @MDHousing or Facebook @MarylandHousing

(b) (6) yland.gov
(b) (6) (office)

Visit http://mmp.Maryland.gov/ to learn about our homebuying programs!

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Subject:	Re: Transitioning to GovDelivery
From:	Jacob Parcell - QXE <jacob.parcell@GSA.GOV>
Reply To:	Jacob Parcell - QXE <jacob.parcell@GSA.GOV>
Date:	Fri, 14 Sep 2018 09:24:59 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3964 bytes) , text/html (7 kB)

Hi Lisa,

Great question! We are thinking about a move for a couple of our other platforms including Digital.gov and Challenge.gov. We are currently using Hubspot and are looking at Govdelivery and other options. One of the challenges we've had with other platforms is that some agencies will block certain ones so messages don't get to our subscribers. We've heard that this is not the case with Govdelivery, but were interested to see others experience with the tool. Any other pros? Any cons?

Jacob

On Fri, Sep 14, 2018 at 9:06 AM **(b) (6)** @maryland.gov> wrote:

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--
Director, Innovation Portfolio
Technology Transformation Service
U.S. General Services Administration
202.208.7139
jacob.parcell@gsa.gov

Subject:	Re: Transitioning to GovDelivery
From:	(b) (6), (b) (7)(C) USCIS.DHS.GOV>
Reply To:	
Date:	
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (6 kB) , text/html (17 kB)

Hi all.

I have almost 15 years' experience working with GovDel. There's a fair amount to consider, and we don't even use all of their services. Could someone at GSA set up a webinar and send out an invitation?

Jacob, are you asking about federal agencies' own email systems blocking incoming messages? we've run into that here at USCIS, but I think that's not on GovDel itself, and would probably happen with any service. Apparently, if some threshold number of people sign up for the same list, so get the same message at the same time from the same address, some alarm goes off that we're under attack or being phished or something. We worked it out with our IT folks.

If you're talking about spam blocks out in the world, though, GovDel works closely with many ISPs to get on their "whitelist" so their stuff goes through. They follow best practices like including the agency's mailing address to do so.

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

Chief o_____**cations | O**_____**ship and Applicant Information Services**
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

From: Jacob Parcell - QXE [mailto:jacob.parcell@GSA.GOV]
Sent: Friday, September 14, 2018 9:25 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Transitioning to GovDelivery

Hi Lisa,

Great question! We are thinking about a move for a couple of our other platforms including Digital.gov and Challenge.gov. We are currently using Hubspot and are looking at Govdelivery and other options. One of the challenges we've had with other platforms is that some agencies will block certain ones so messages don't get to our subscribers. We've heard that this is not the case with Govdelivery, but were interested to see others experience with the tool. Any other pros? Any cons?

Jacob

On Fri, Sep 14, 2018 at 9:06 AM (b) (6) maryland.gov> wrote:

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>
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>
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(b) (6)

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(b) (6) @maryland.gov
(b) (6) (office)

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Technology Transformation Service
U.S. General Services Administration
202.208.7139
jacob.parcell@gsa.gov

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Subject:	Design-system work ~ free Python
From:	"Wendling, Dan (NIH/NLM) [E]" <wendlingd@MAIL.NLM.NIH.GOV>
Reply To:	Wendling, Dan (NIH/NLM) [E]
Date:	Sat, 15 Sep 2018 12:22:10 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1670 bytes) , text/html (10 kB)

Visual designers with large sites that are pre-US Design System, pre-Bootstrap, or any large site where design elements have not been standardized, may find it useful to create a montage of images from around the site, so you can decide what work is needed for you to standardize, and where to start.

This Python script will create the screenshots, after you create a list of relevant URLs for the script to run through. I have been using SEO Spider to generate my lists of URLs; there are other tools.

https://github.com/wendlingd/Build-visual-web-design-element-inventory

More info: Put *design system* into your fav search engine or try http://atomicdesign.bradfrost.com/chapter-1/.

Dan Wendling
National Library of Medicine/NIH/HHS

Subject:	Re: Transitioning to GovDelivery
From:	(b) (6) @MARYLAND.GOV>
Reply To:	(b) (6) @MARYLAND.GOV>
Date:	Mon, 17 Sep 2018 08:42:33 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3210 bytes) , text/html (6 kB)

Thank you all for your tips, insight, and responses to my questions about GovDelivery. It was all really helpful.

(b) (6) t week!

On Fri, Sep 14, 2018 at 8:54 AM (b) (6) maryland.gov> wrote:

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Subject:	2018 Interagency Accessibility Forum Invitation
From:	Section 508 <section.508@GSA.GOV>
Reply To:	Section 508 <section.508@GSA.GOV>
Date:	Mon, 17 Sep 2018 12:53:21 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3032 bytes) , text/html (10 kB)

2018 Interagency Accessibility Forum Invitation

You are invited to participate in the 2018 Interagency Accessibility Forum (IAAF) on Tuesday, October 9, 2018, in Washington, DC. This year's IAAF embraces the 2018 National Disability Employment Awareness Month (NDEAM) theme "America's Workforce - Empowering All." The NDEAM has celebrated inclusion for more than 70 years and reflects a commitment to a robust and competitive American labor force.

The in-person Forum features inspirational keynote speakers such as Judy Brewer, Director of the Web Accessibility Initiative (WAI) from the World Wide Web Consortium (W3C), and Eve Hill, one of the nation's leading disability rights attorneys.

Photo: Vendor exhibition hall at the 2017 Interagency Accessibility Forum (IAAF)

Hands-on workshops and a panel discussion will focus on designing federal services to serve those with disabilities, including wounded warriors. In addition, the Forum will include exhibits from almost two dozen IT companies and accessibility services providers, who will display how their products and services support those with disabilities.

We are expecting approximately 200 - 300 attendees from both the federal and private sectors, so please sign up early to ensure your participation.

Please register by selecting the link below:

https://feedback.gsa.gov/jfe/form/SV_6PZlXSoI1jsZaAt

WHEN: Tuesday, October 9, 2018

WHERE: 1800 F Street, NW, Washington, DC 20405; General Services Administration, Conference Center, Rooms 1459, 1460, and 1461. Note: This event is IN-PERSON only.

TIME: 8:30 am - 4:00 pm ET

WHO: Federal government employees, contractors, and industry technology and accessibility service providers

QUESTIONS: Contact section.508@gsa.gov

--
Government-wide IT Accessibility Program
General Services Administration
Office of Government-wide Policy
Section508.gov
*Please allow 3 business days to receive a response from the Accessibility Team.

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For help with this listserv, to manage your settings, or to view list archives, visit:

Subject:	Job Opening - Internet Specialist 13 - Exciting Opportunity with the Centers for Medicare & Medicaid
From:	"Conlon, David J. (CMS/CMCS)" <David.Conlon@CMS.HHS.GOV>
Reply To:	Conlon, David J. (CMS/CMCS)
Date:	Tue, 18 Sep 2018 20:49:14 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1788 bytes) , text/html (4 kB)

Hi Everyone!

I'm beyond happy to announce that my team has an exciting opportunity for an Internet Specialist (GS 13) with the Centers for Medicare & Medicaid in Woodlawn/Baltimore, MD
The posting is open to the public as well as current Federal employees etc.—you know—the usual suspects ☺
This is an amazing opportunity to work with a small but mighty team on some really fun and interesting websites and to help shape the future of these sites.

Learn more on the posting: https://www.usajobs.gov/GetJob/ViewDetails/511088600 and please share with people you might think are interested!

Regards,
Dave Conlon

David J. Conlon, PMP
Technical Director
Division of Communication & Outreach (DCO)
Operations Services Group (OSG)
Center for Medicaid and CHIP Services (CMCS)
Centers for Medicare & Medicaid Services (CMS)
Office: 410.786.1921
Mobile: 410.382.4597

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Subject:	WordPress
From:	"Lomas, Pablo" <Pablo.Lomas@SSA.GOV>
Reply To:	Lomas, Pablo
Date:	Thu, 20 Sep 2018 00:08:05 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1142 bytes) , text/html (3337 bytes)

Hello,

Our Agency is exploring WordPress. The default browser is IE11. Does anybody know of a WordPress theme that would be IE11 compatible?

Thank you,

Pablo Lomas
IT Specialist
Automation Support Team
SFRO-CASI

Subject:	Re: WordPress
From:	"Walker, Stephen" <Stephen.Walker4@VA.GOV>
Reply To:	Walker, Stephen
Date:	Thu, 20 Sep 2018 10:10:29 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2983 bytes) , text/html (8 kB)

Pablo,

I think that you will find that most themes are compatible with IE11. The real issue tend to be how easy they can be edited to meet at least minimal WCAG/Section 508 requirements. I use Avada (themeforest.net) because the developers do a good job trying meet WCAG requirements (not perfect) and you can modify almost every feature through the admin interface. There is a theme based on the US Web Design System, Benjamin, but I have not used it .

Steve

// SIGNED //

Stephen M. Walker

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

From: Lomas, Pablo [mailto:00000179d14d9a95-dmarc-request@LISTSERV.GSA.GOV]
Sent: Wednesday, 19 September, 2018 8:08 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] WordPress

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Subject:	Re: WordPress
From:	(b) (6) @DUPAGECO.ORG>
Reply To:	
Date:	
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (5 kB) , text/html (12 kB)

We use Avada too. We have 8 websites that use it (it works well because every time we buy it, we get a new support period!) and have found it is pretty manageable. If you use the same theme, we've also found that you understand the setup already so you don't have that learning curve. We had a couple of other themes before and they worked differently so it took more time to figure out how to do things too.

(b) (6)

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

From: Walker, Stephen <0000017ab44132c6-dmarc-request@LISTSERV.GSA.GOV>
Sent: Thursday, September 20, 2018 5:10 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] WordPress

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Department of Veterans Affairs
https://www.oit.va.gov

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Subject: [EXTERNAL] [CONTENT-MANAGERS-L] WordPress

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Subject:	Re: Federal TOS for Tableau Public?
From:	Christian Fiascunari <Christian.Fiascunari@FCC.GOV>
Reply To:	Christian Fiascunari <Christian.Fiascunari@FCC.GOV>
Date:	Thu, 20 Sep 2018 20:42:53 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (2882 bytes) , text/html (8 kB) , image003.jpg (8 kB) , image006.jpg (8 kB)

Hello Chris,

I am currently in the same boat you were in July. Any news of Tableau TOS?

Thanks,

Christian Fiascunari
Web Producer | Web and Print Publishing Division
Tel 202-418-7402

Subject:	Re: Federal TOS for Tableau Public?
From:	"Brod, Noah" <noah.brod@SBA.GOV>
Reply To:	Brod, Noah
Date:	Fri, 21 Sep 2018 18:40:27 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (5 kB) , text/html (14 kB) , image001.jpg (14 kB) , image002.jpg (14 kB)

They have one. It's just not listed on digital.gov. The contact I've worked with from Tableau for information on this is:

Craig Buckley
Federal Account Manager
Tableau Software

t: 202-854-2184
c: (b) (6)
e: (b) (6) @tableau.com

Subject:	New USGS Publication on Women in Science
From:	"Horvath, Scott" <shorvath@USGS.GOV>
Reply To:	Horvath, Scott
Date:	Tue, 25 Sep 2018 12:49:03 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2968 bytes) , text/html (4 kB)

All,

Just wanted to share that last week USGS released a new publication called, "*A snapshot of women of the U.S. Geological Survey in STEM and related careers*".

The science of natural systems is complex and often requires people from a variety of fields of expertise to make headway with a solution. To that end, the U.S. Geological Survey (USGS) has long recognized the need for a diversity of STEM expertise to address the Nation's environmental research needs and the vision to facilitate integration of these fields. We are team builders!

In this book, we point out the many facets of research carried out by USGS STEM scientists in an effort to show career options and pathways not typically pursued. The women portrayed were selected by USGS associate and regional directors as representative of particular fields and to inspire future generations.

Besides sharing it here with you all, we plan to post weekly highlights of a new person from the publication each week through our social media channels. Last week, we shared a video from Jennifer Lacey, who oversees our USGS Landsat Operations at EROS in South Dakota on Twitter, Instagram, and Facebook.

We encourage anyone to share, retweet, etc the publication and/or any of our weekly highlights from this publication.

Thanks so much!

Scott Horvath
Bureau Social Media Lead, Office of Communications and Publishing
(b) (6) (work)
(cell)
Connect with USGS: Facebook | Twitter | Instagram | and more!

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Subject:	Help us improve the 18F website
From:	Dahianna Salazar Foreman - QE <dahianna.salazarforeman@GSA.GOV>
Reply To:	Dahianna Salazar Foreman - QE <dahianna.salazarforeman@GSA.GOV>
Date:	Tue, 25 Sep 2018 13:03:29 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1607 bytes) , text/html (4 kB)

Hi everyone,

The team working on 18f.gsa.gov is looking to improve the design and content of our contact page, so it's a better resource for government employees. We're looking for volunteers to spend no more than 10 minutes answering a quick survey. **If you are a federal or state employee we'd love your input!** You can access the survey by going to https://ows.io/qs/8e6a6344.

Remember, there are no right or wrong answers, and all submissions are anonymous. We're looking to gather feedback by **Monday, October 1**. Thank you so much for your willingness to help.

Best,
Dahianna
--
Dahianna V. Salazar Foreman
Agency Partnerships and Outreach
18F

Subject:	Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?
From:	"Brantley, William" <William.Brantley@USPTO.GOV>
Reply To:	Brantley, William
Date:	Thu, 27 Sep 2018 13:51:07 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (5 kB) , image001.png (8 kB)

"In recent years, professionals have shared many a thought regarding the rise of the Millennial generation and how its members are changing the world of work. And in this conversation, stereotypes have emerged: The image of Millennial workers as lazy, entitled, self-centered know-it-alls has become ubiquitous, and the people subject to that stereotype don't like it. According to Udemy's 2018 Millennials at Work Report (https://research.udemy.com/research_report/udemy-in-depth-2018-millennials-at-work-report/), 86 percent of workers between the ages of 21 and 37 feel undermined by myths about their generation."

https://www.td.org/insights/do-millennial-feds-feel-undermined-by-stereotypes

Subject:	FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?
From:	"MacGarrigle, Ken" <Ken.MacGarrigle@VA.GOV>
Reply To:	MacGarrigle, Ken
Date:	Thu, 27 Sep 2018 14:42:42 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (11 kB) , image001.png (8 kB)

Bill – FYI - couple comments on the article you posted

From:
Sent: Thursday, September 27, 2018 10:30 AM
To:
Subject: RE: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

~~Thanks for posting in 1000 at NIST~~

Subject:	Re: FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?
From:	(b) (6) @HAWAII.GOV>
Reply To:	
Date:	Thu, 27 Sep 2018 17:42:53 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (131 lines)

Interesting swing to this discussion.

I wonder, what about the young people who don't have time for sharing their ideas of being stereotyped. Would they tell you? Can you find them?

I watched something by Jonathan Haidt. He has his eye on the I-Generation. I find the concept believable, but it makes me uneasy. [1] is an excerpt. The full talk is at [2].

[1] The I-Generation: From Overprotection to Victimhood Culture - Jonathan Haidt
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Channel="PhilosophyInsights"
Published on Jun 13, 2018. Runs 10:34 mins.

[2] Maintaining Ethical Culture in a Politically Charged World
https://www.youtube.com/watch?v=cqMvjAf9vMI
Channel="ethisphere"
Published on Apr 18, 2018. Runs 31:21 mins.

Happy Thursday,
(b) (6)

-----Original Message-----
From: MacGarrigle, Ken [mailto:0000018eef932d66-dmarc-request@LISTSERV.GSA.GOV]
Sent: Thursday, September 27, 2018 4:43 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

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From:
Sent: Thursday, September 27, 2018 10:30 AM
To:
Subject: RE: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

They had a meeting in 1999 at NIST

Do current workers feel appreciated?

NO

How do those numbers compare to similar institutions, like universities?

About the same.

From:
Sent: Thursday, September 27, 2018 10:13 AM
To:
Subject: RE: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

86 percent of workers between the ages of 21 and 37 feel undermined by myths about their generation

And this is different from all the other generational cohorts (boomers, GenX, etc) how exactly?

The children now love luxury; they have bad manners, contempt for authority; they show disrespect for elders and love chatter in place of exercise. Children are now tyrants, not the servants of their households. They no longer rise when elders enter the room. They contradict their parents, chatter before company, gobble up dainties at the table, cross their legs, and tyrannize their teachers.

(Socrates)

From:
Sent: Thursday, September 27, 2018 9:59 AM
To:
Subject: FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

From: Brantley, William [mailto:William.Brantley@USPTO.GOV]
Sent: Thursday, September 27, 2018 9:51 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

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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 <mailto:William.Brantley@USPTO.gov>

_____

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

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Subject:	Re: FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?
From:	"(b) (6), (b) (7)(C)" (b) (6), (b) (7)(C)@USCIS.DHS.GOV>
Reply To:	(b) (6), (b) (7)(C)
Date:	Thu, 27 Sep 2018 18:21:40 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (8 kB) , text/html (13 kB)

Does anyone like having assumptions made about them based on stereotypes?

I don't, never have, never will. Not about my being a guy, 51, Jewish, a father, having daughters, being married, or any other characteristic.

The solution strikes me as pretty simple: treat people with respect and work with them as individuals instead of as archetypes. Don't assume you know what they prefer for work hours, work-life balance, or anything else. Ask.

One of my favorite things to raise whenever anyone talks about young workers knowing more about social media is to point out the senior manager 10 years ago who was all over it (who has since retired and is still all over it).

Am I missing something?

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

Chief of E-Communications | *Office of Citizenship and Applicant Information Services*
US Citi   migration
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

On Sep 27, 2018, at 1:45 PM, (b) (6) @HAWAII.GOV> wrote:

Interesting swing to this discussion.

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Published on Apr 18, 2018. Runs 31:21 mins.

Happy Thursday,

(b) (6)

-----Original Message-----
From: MacGarrigle, Ken [mailto:0000018eef932d66-dmarc-request@LISTSERV.GSA.GOV]
Sent: Thursday, September 27, 2018 4:43 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

Bill - FYI - couple comments on the article you posted

From:
Sent: Thursday, September 27, 2018 10:30 AM
To:
Subject: RE: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

They had a meeting in 1999 at NIST

Do current workers feel appreciated?

NO

How do those numbers compare to similar institutions, like universities?

About the same.

From:
Sent: Thursday, September 27, 2018 10:13 AM
To:
Subject: RE: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

86 percent of workers between the ages of 21 and 37 feel undermined by myths about their generation

And this is different from all the other generational cohorts (boomers, GenX, etc) how exactly?

The children now love luxury; they have bad manners, contempt for authority; they show disrespect for elders and love chatter in place of exercise. Children are now tyrants, not the servants of their households. They no longer rise when elders enter the room. They contradict their parents, chatter before company, gobble up dainties at the table, cross their legs, and tyrannize their teachers.

(Socrates)

From:
Sent: Thursday, September 27, 2018 9:59 AM

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To:
Subject: FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

From: Brantley, William [mailto:William.Brantley@USPTO.GOV]
Sent: Thursday, September 27, 2018 9:51 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

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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
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571.270.5447
William.Brantley@USPTO.gov <mailto:William.Brantley@USPTO.gov>

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Subject:	Re: FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?
From:	(b) (6) - <(b) (6) @MARYLAND.GOV>
Reply To:	(b) (6) - <(b) (6) @MARYLAND.GOV>
Date:	Thu, 27 Sep 2018 14:26:54 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (10 kB) , text/html (18 kB)

Great point.

THIS -------> One of my favorite things to raise whenever anyone talks about young workers knowing more about social media is to point out the senior manager 10 years ago who was all over it (who has since retired and is still all over it).

:-)

On Thu, Sep 27, 2018 at 2:23 PM (b) (6), (b) (7)(C) <00000148e20e55c9-dmarc-request@listserv.gsa.gov> wrote:

Does anyone like having assumptions made about them based on stereotypes?

I don't, never have, never will. Not about my being a guy, 51, Jewish, a father, having daughters, being married, or any other characteristic.

The solution strikes me as pretty simple: treat people with respect and work with them as individuals instead of as archetypes. Don't assume you know what they prefer for work hours, work-life balance, or anything else. Ask.

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

Chief of E-Communications | *Office of Citizenship and Applicant Information Services*
US Citi___ migration
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

On Sep 27, 2018, at 1:45 PM, (b) (6) HAWAII.GOV> wrote:

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I watched something by Jonathan Haidt. He has his eye on the I-Generation. I find the concept believable, but it makes me uneasy. [1] is an excerpt. The full talk is at [2].

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Happy Thursday,

(b) (6)

-----Original Message-----
From: MacGarrigle, Ken [mailto:0000018eef932d66-dmarc-request@LISTSERV.GSA.GOV]
Sent: Thursday, September 27, 2018 4:43 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] FW: [EXTERNAL] [CONTENT-MANAGERS-L]
Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

Bill - FYI - couple comments on the article you posted

From:
Sent: Thursday, September 27, 2018 10:30 AM
To:
Subject: RE: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial
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Sent: Thursday, September 27, 2018 10:13 AM
To:
Subject: RE: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial
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To:
Subject: FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

From: Brantley, William [mailto:William.Brantley@USPTO.GOV]
Sent: Thursday, September 27, 2018 9:51 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

"In recent years, professionals have shared many a thought regarding the rise of the Millennial generation and how its members are changing the world of work. And in this conversation, stereotypes have emerged: The image of Millennial workers as lazy, entitled, self-centered know-it-alls has become ubiquitous, and the people subject to that stereotype don't like it. According to Udemy's 2018 Millennials at Work Report (https://research.udemy.com/research_report/udemy-in-depth-2018-millennials-at-work-report/), 86 percent of workers between the ages of 21 and 37 feel undermined by myths about their generation."

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(Certified Professional in Learning and Performance, Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
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571.270.5447
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Subject:	Re: FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?
From:	(b) (6) HAWAII.GOV>
Reply To:	
Date:	Thu, 27 Sep 2018 18:56:35 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (210 lines)

>> Does anyone like having assumptions made about them based on stereotypes?

This is a tricky question to formulate. I think I know what you mean, but on the other hand, it occurs to me that there are times when I assume and desire an assumption be made. Roughly I'm thinking of things like courteous, respectful, or honorable - are they not also stereotypes from which arise assumptions.

I'm older than you, and have gray hair. I remember fondly when one day, to my surprise, on the bus, a seated young lady smiled up at me, and then offered me her seat. I kind of liked that assumption that I was old and feeble. I answered "No thank you" even though I guess I was stereotyped.

It occurred to me, to check the definition -

" Definition of stereotype (Entry 2 of 2)
1 : a plate cast from a printing surface
2 : something conforming to a fixed or general pattern especially : a standardized mental picture that is held in common by members of a group and that represents an oversimplified opinion, prejudiced attitude, or uncritical judgment"
 - https://www.merriam-webster.com/dictionary/stereotype

"2 : something conforming to a fixed or general pattern" is what I'm thinking about. So I guess, if the assumption based on stereotypes is in my favor, I may like it.

>> The solution strikes me as pretty simple: treat people with respect and
>> work with them as individuals instead of as archetypes. Don't assume
>> you know what they prefer for work hours, work-life balance, or anything else. Ask.

I try to live that way.

Thanks,
(b) (6)

-----Original Message-----
From: (b) (6), (b) (7)(C)   [mailto: (b) (6), (b) (7)(C) @uscis.dhs.gov]
Sent: Thursday, September 27, 2018 8:22 AM
To: (b) (6)   @hawaii.gov>
Cc: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

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Am I missing something?

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

Chief of E-Communications | Office of Citizenship and Applicant Information Services

US Citizenship and Immigration Services

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

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(b) (6)

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Sent: Thursday, September 27, 2018 4:43 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

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Subject:	Re: FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?
From:	"Galbo, Joseph" <JGalbo@CPSC.GOV>
Reply To:	Galbo, Joseph
Date:	Thu, 27 Sep 2018 20:45:44 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (256 lines)

I wear a tie to work every day. I thought I was blending in with my Boomer and Gen X colleagues. Then one day they asked me why I live in a house made from avocado pits and drive a car with doors made from brunch menus. I realized in that moment that they would never understand. That my generation was doomed to re-watch episodes of 'Friday Night Lights' and 'Gossip Girl' misunderstood in our blankets with built-in sleeves until the end of time.

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From: (b) (6) [mailto: (b) (6) @HAWAII.GOV]
Sent: Thursday, September 27, 2018 2:57 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

>> Does anyone like having assumptions made about them based on stereotypes?

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Thanks,
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From: **(b) (6), (b) (7)(C)** [mailto:**(b) (6), (b) (7)(C)**@uscis.dhs.gov]
Sent: Thursday, September 27, 2018 8:22 AM
To: **(b) (6)** @hawaii.gov>
Cc: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

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Am I missing something?

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From:	"Adams, Arva" <Arva.Adams@USPTO.GOV>
Reply To:	Adams, Arva
Date:	Fri, 28 Sep 2018 17:49:28 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (259 lines)

I had to steal this for Facebook (sans PII). I'll get you a gas mask for the future we leave you for your birthday in return.

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Sent: Thursday, September 27, 2018 4:46 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] FW: [EXTERNAL] [CONTENT-MANAGERS-L] Interesting Study - Do Millennial Feds Feel Undermined by Stereotypes?

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

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

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****

Subject:	Document Request
From:	"(b) (6) USARMY HQDA ASA MRA (US)" <(b) (6) @MAIL.MIL>
Reply To:	(b) (6) USARMY HQDA ASA MRA (US)
Date:	Tue, 2 Oct 2018 13:39:11 +0000
Content-Type:	multipart/signed
Parts/Attachments:	text/plain (1106 bytes) , smime.p7s (5 kB)

Does anyone have a QASP (Quality Assurance Surveillance Plan) for a very large COMPLETE Website Redesign Project?

If so could you please share?

VR,
(b) (6)
Dept. of Defense

****

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Subject:	REQUEST TO CROSS-POST: Nationwide Wireless Emergency Alert Test
From:	"(b) (6), (b) (7)(C)" <(b) (6), (b) (7)(C)@HQ.DHS.GOV>
Reply To:	(b) (6), (b) (7)(C)
Date:	Tue, 2 Oct 2018 18:15:15 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (8 kB) , text/html (11 kB) , image001.jpg (8 kB) , 18_1001_FEMA_WEA-nationwide-test.psd (2 MB) , 18_1001_FEMA_WEA-nationwide-test.jpg (2 MB)

Afternoon –

As many of you have already heard, FEMA, in coordination with the Federal Communications Commission, will conduct a nationwide test of the Emergency Alert System and Wireless Emergency Alerts on Wednesday, Oct. 3, 2018. During this test, which is scheduled to begin at 2:18pm EDT, everyone's phones will make a loud tone and display a message on the screen.

Needless to say, we fully expect a lot of interest and possible confusion among the general population, so we need to try to let as many people as possible know that this is happening beforehand.

REQESTED ACTION

To help alleviate public confusion over this test, the Department of Homeland Security is requesting that all federal agencies please cross-post the following press release to their public websites and amplify the message on their social media channels. Please take this action as soon as possible.

You can either post the content of the release (below) or link to it using either of the following links:

- · https://www.dhs.gov/news/2018/10/02/nationwide-emergency-alert-test-planned-oct-3
- · https://www.fema.gov/news-release/2018/10/02/nationwide-emergency-alert-test-planned-oct-3-test-messages-will-be-sent

If you are able to do a feature graphic of some sort on your homepage, even better. Assets are attached as well (we're using Source Sans Pro for text in the PSD file) – feel free to customize to meet the size requirements of your site or channel. If you didn't receive the attachment, the files can be also downloaded from https://www.dhs.gov/xlibrary/assets/18_1001_FEMA_WEA-nationwide-test.zip.

FEMA also has a social media graphic prepared at https://www.fema.gov/media-library/assets/images/170290, and a number of PSAs and other assets available from https://www.fema.gov/media-library/#{%22keywords%22:%22The%20IPAWS%20National%20Test%20PSA%22}.

Please feel free to reach out if you have any questions.

Thanks!

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

	U.S. Department of Homeland Security
Office of Public Affairs	(Voice) (b) (6), (b) (7)(C)
Director of Web Communications	(Cell) (b) (6), (b) (7)(C)
	. hq.dhs.gov

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Nationwide Wireless Emergency Alert Test

Will begin at 2:18 p.m. ET on October 3, 2018

Your phone will make a loud tone.
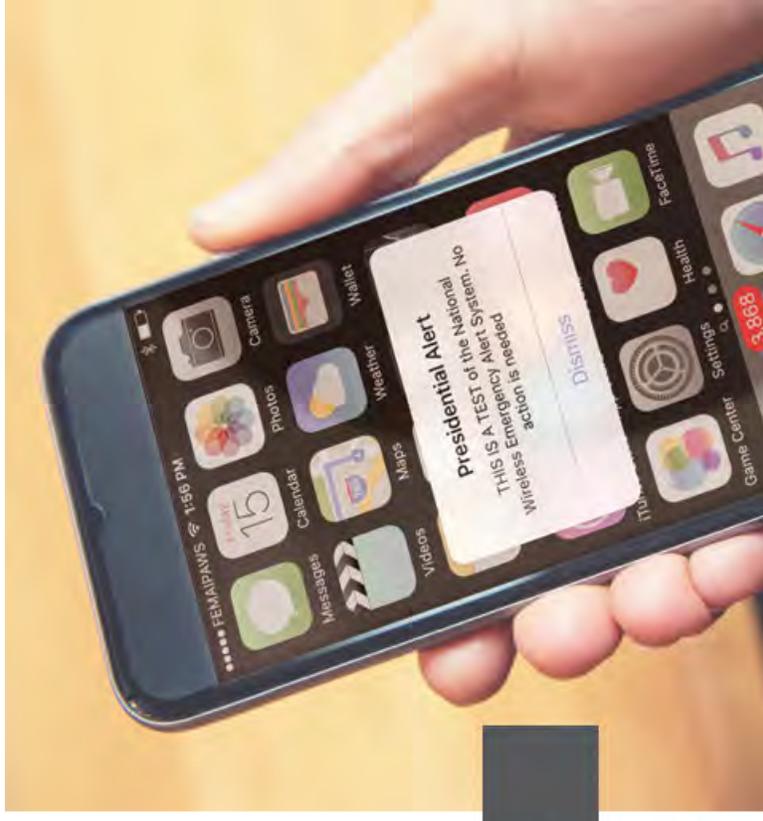
FCC   FEMA

Subject: Re: REQUEST TO CROSS-POST: Nationwide Wireless Emergency Alert Test

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

Reply To:

Date:

Content-Type: multipart/related

Parts/Attachments: text/plain (9 kB) , text/html (26 kB) , image001.jpg (8 kB)

Text of the release has been added below.

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

From: (b) (6), (b) (7)(C)
Sent: Tuesday, October 2, 2018 2:15 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: REQUEST TO CROSS-POST: Nationwide Wireless Emergency Alert Test

Afternoon –

As many of you have already heard, FEMA, in coordination with the Federal Communications Commission, will conduct a nationwide test of the Emergency Alert System and Wireless Emergency Alerts on Wednesday, Oct. 3, 2018. During this test, which is scheduled to begin at 2:18pm EDT, everyone's phones will make a loud tone and display a message on the screen.

Needless to say, we fully expect a lot of interest and possible confusion among the general population, so we need to try to let as many people as possible know that this is happening beforehand.

REQESTED ACTION

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· https://www.dhs.gov/news/2018/10/02/nationwide-emergency-alert-test-planned-oct-3
· https://www.fema.gov/news-release/2018/10/02/nationwide-emergency-alert-test-planned-oct-3-test-messages-will-be-sent

If you are able to do a feature graphic of some sort on your homepage, even better. Assets are attached as well (we're using Source Sans Pro for text in the PSD file) – feel free to customize to meet the size requirements of your site or channel. If you didn't receive the attachment, the files can be also downloaded from https://www.dhs.gov/xlibrary/assets/18_1001_FEMA_WEA-nationwide-test.zip.

FEMA also has a social media graphic prepared at https://www.fema.gov/media-library/assets/images/170290, and a number of PSAs and other assets available from https://www.fema.gov/media-library/#{%22keywords%22:%22The%20IPAWS%20National%20Test%20PSA%22}.

Please feel free to reach out if you have any questions.

Thanks!

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

U.S. Department of Homeland Security

Office of Public Affairs
Director of Web Communications

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

Homeland
Security

Nationwide Emergency Alert Test Planned for Oct. 3; Test Messages Will be Sent to Cell Phones, TV and Radio

Release Date:
October 2, 2018

WASHINGTON – FEMA, in coordination with the Federal Communications Commission, will conduct a nationwide test of the Emergency Alert System and Wireless Emergency Alerts on Wednesday, Oct. 3, 2018. **The WEA portion of the test, which will be sent to consumer cell phones, will begin at 2:18 p.m. EDT. The EAS portion of the test, which will be sent to radio and television, will follow at 2:20 p.m. EDT.** This will be the fourth nationwide EAS test and the first nationwide WEA test. In light of the upcoming test, the agencies share the following key informational points:

The Basics

- **WHY**: The purpose of the test is to ensure that EAS and WEA are both effective means of warning the public about emergencies, particularly those on the national level. Periodic testing of public alert and warning systems helps to assess the operational readiness of alerting infrastructure and to identify any needed technological and administrative improvements.
- **HOW:** The EAS and WEA test messages will be sent using FEMA's Integrated Public Alert and Warning System (IPAWS), a centralized Internet-based system administered by FEMA that enables authorities to send authenticated emergency messages to the public through multiple communications networks.
- **WHO**: FEMA will administer the test, in cooperation with the FCC and the National Weather Service, and with the participation of the communications industry.
- **WHEN**: October 3, 2018, beginning at 2:18 p.m. EDT on cell phones and 2:20 p.m. EDT on TV and radio. (This is the test back-up date; the test was previously postponed due to response efforts to Hurricane Florence.)

Nationwide Alert Test to Cell Phones

- **THE WIRELESS ALERT TEST MESSAGE**: The WEA test message will appear on consumers' phones and read, "THIS IS A TEST of the National Wireless Emergency Alert System. No action is needed." Phones will display this national test using the header "Presidential Alert." These nationwide alerts, established pursuant to the WARN Act of 2006, are meant for use in a national emergency and are the only type of alert that can be sent simultaneously nationwide by FEMA.
- **RECIPIENTS**: Many members of the public will receive the WEA test message on their cell phones. Specifically, beginning at 2:18 p.m. EDT, cell towers will broadcast the WEA test for approximately 30 minutes. During this time, WEA-compatible wireless phones that are switched on, within range of an active cell tower, and whose wireless provider participates in WEA, should be capable of receiving the test message. Wireless phones should receive the message only once.
- **BACKGROUND ON SYSTEM**: The WEA system, launched in 2012, is used to warn the public about dangerous weather, missing children, and other critical situations through alerts on cell phones. Alerts are created and sent by authorized federal, state, local, tribal, and territorial governmental agencies through IPAWS to participating wireless providers, which deliver the alerts to compatible handsets in geo-targeted areas. To help ensure that WEA alerts are accessible to the entire public, including

people with disabilities, WEA alerts are accompanied by a unique tone and vibration. The national WEA test will use the same special tone and vibration. In the event of a national emergency, a Presidential WEA alert would be issued at the direction of the President and/or his/her designee, and activated by FEMA.

Nationwide TV and Radio Alert Test

- **TV & RADIO ALERT TEST**: The EAS portion of the test is scheduled to last approximately one minute and will be conducted with the participation of radio and television broadcasters, cable systems, satellite radio and television providers, and wireline video providers ("EAS participants").
- **THE TV & RADIO TEST MESSAGE**: The EAS test message will be similar to the regular monthly EAS test messages with which the public is familiar. It will state: "THIS IS A TEST of the National Emergency Alert System. This system was developed by broadcast and cable operators in voluntary cooperation with the Federal Emergency Management Agency, the Federal Communications Commission, and local authorities to keep you informed in the event of an emergency. If this had been an actual emergency an official message would have followed the tone alert you heard at the start of this message. A similar wireless emergency alert test message has been sent to all cell phones

Subject:	Intranet Stats Tool
From:	Nealy Ashley R TIGTA <Ashley.Nealy@TIGTA.TREAS.GOV>
Reply To:	Nealy Ashley R TIGTA <Ashley.Nealy@TIGTA.TREAS.GOV>
Date:	Tue, 2 Oct 2018 20:28:32 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1159 bytes) , text/html (3525 bytes)

Good Afternoon,

What tools do you use to analyze Intranet web traffic?

Thanks!

Ashley Nealy
Information Technology Specialist
Applications & Collaboration Services
Treasury Inspector General for Tax Administration
Cell: (b) (6)

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Subject:	Re: Intranet Stats Tool
From:	"Litsinger, Alice (NIH/NIAID) [E]" <litsingera@NIAID.NIH.GOV>
Reply To:	Litsinger, Alice (NIH/NIAID) [E]
Date:	Tue, 2 Oct 2018 21:50:01 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2336 bytes) , text/html (5 kB)

We currently use the free version of Google Analytics to monitor our intranet traffic.

From: Nealy Ashley R TIGTA [mailto:Ashley.Nealy@TIGTA.TREAS.GOV]
Sent: Tuesday, October 2, 2018 4:29 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Intranet Stats Tool

Good Afternoon,

What tools do you use to analyze Intranet web traffic?

Thanks!

Ashley Nealy
Information Technology Specialist
Applications & Collaboration Services
Treasury Inspector General for Tax Administration
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Subject:	Re: Intranet Stats Tool
From:	"Rosen, David (NIH/OD) [E]" <david.rosen@NIH.GOV>
Reply To:	Rosen, David (NIH/OD) [E]
Date:	Tue, 2 Oct 2018 22:40:54 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2222 bytes) , text/html (4 kB)

We use google analytics as well.

David

On Oct 2, 2018, at 4:29 PM, Nealy Ashley R TIGTA <Ashley.Nealy@TIGTA.TREAS.GOV> wrote:

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Subject:	REQUEST FOR ASSISTANCE: Nationwide Wireless Emergency Alert Test
From:	(b) (6), (b) (7)(C) @HQ.DHS.GOV>
Reply To:	
Date:	Wed, 3 Oct 2018 12:40:24 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (9 kB) , text/html (26 kB) , image001.jpg (8 kB) , 18_1001_FEMA_WEA-nationwide-test.psd (2 MB) , 18_1001_FEMA_WEA-nationwide-test.jpg (2 MB)

Good morning –

Following up on a message that I sent yesterday afternoon – the Nationwide Wireless Emergency Alert Test is happening later today and any assistance that you could provide in cross-posting the release and/or graphics to your component website and social media channels would be greatly appreciated.

Thanks!

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

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

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

	U.S. Department of Homeland Security
Office of Public Affairs Director of Web Communications	(Voice) (b) (6), (b) (7)(C) (Cell) (b) (6), (b) (7)(C) . hq.dhs.gov

Homeland Security

Nationwide Emergency Alert Test Planned for Oct. 3; Test Messages Will be Sent to Cell Phones, TV and Radio

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- **WHEN**: October 3, 2018, beginning at 2:18 p.m. EDT on cell phones and 2:20 p.m. EDT on TV and radio. (This is the test back-up date; the test was previously postponed due to response efforts to Hurricane Florence.)

Nationwide Alert Test to Cell Phones

- **THE WIRELESS ALERT TEST MESSAGE**: The WEA test message will appear on consumers' phones and read, "THIS IS A TEST of the National Wireless Emergency Alert System. No action is needed." Phones will display this national test using the header "Presidential Alert." These nationwide alerts, established pursuant to the WARN Act of 2006, are meant for use in a national emergency and are the only type of alert that can be sent simultaneously nationwide by FEMA.
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Subject:	Re: [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Stats Tool
From:	"Whitten, Wayne R." <Wayne.R.Whitten@SSA.GOV>
Reply To:	Whitten, Wayne R.
Date:	Wed, 3 Oct 2018 14:05:22 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2447 bytes) , text/html (6 kB)

+ 1 for GA, same as our internet.

That comes with a caveat, however, because other tools are used as well, such as SharePoint, but not enterprise-wide.

Wayne Whitten
Social Security Administration

From: Nealy Ashley R TIGTA <Ashley.Nealy@TIGTA.TREAS.GOV>
Sent: Tuesday, October 2, 2018 4:29 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Stats Tool

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Information Technology Specialist
Applications & Collaboration Services
Treasury Inspector General for Tax Administration
Cell: **(b) (6)**

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

Subject:	Re: [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Stats Tool
From:	"Maas, Jennifer" <Jennifer.Maas@MAIL.HOUSE.GOV>
Reply To:	Maas, Jennifer
Date:	Wed, 3 Oct 2018 14:14:53 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (9 kB)

Also chiming in from the US House for the use of Google Analytics for our Intranet.
We additionally have a legacy tool called "Urchin" in use on some sites, but we are migrating away from that due to the UI/UX and cost.

Jennifer Maas
Web Products Manager
CAO Web Systems
US House of Representatives
O: 202-226-6156 / C: (b) (6)

From: Whitten, Wayne R. <0000005be9b7e9a6-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, October 03, 2018 10:05 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Stats Tool

+ 1 for GA, same as our internet.

That comes with a caveat, however, because other tools are used as well, such as SharePoint, but not enterprise-wide.

Wayne Whitten
Social Security Administration

From: Nealy Ashley R TIGTA <Ashley.Nealy@TIGTA.TREAS.GOV>
Sent: Tuesday, October 2, 2018 4:29 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Stats Tool

Good Afternoon,

What tools do you use to analyze Intranet web traffic?

Thanks!

Ashley Nealy
Information Technology Specialist
Applications & Collaboration Services
Treasury Inspector General for Tax Administration
Cell: (b) (6)

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Subject:	Re: [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Stats Tool
From:	"Walker, Stephen" <Stephen.Walker4@VA.GOV>
Reply To:	Walker, Stephen
Date:	Wed, 3 Oct 2018 14:51:11 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (6 kB) , text/html (13 kB)

For our shared intranet environment we use Matomo (formerly Piwik).

Stephen Walker

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

From: Maas, Jennifer [mailto:Jennifer.Maas@MAIL.HOUSE.GOV]
Sent: Wednesday, 03 October, 2018 10:15 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Stats Tool

Also chiming in from the US House for the use of Google Analytics for our Intranet.
We additionally have a legacy tool called "Urchin" in use on some sites, but we are migrating away from that due to the UI/UX and cost.

Jennifer Maas
Web Products Manager
CAO Web Systems
US House of Representatives
O: 202-226-6156 / C: (b) (6)

From: Whitten, Wayne R. <0000005be9b7e9a6-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, October 03, 2018 10:05 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Stats Tool

+ 1 for GA, same as our internet.

That comes with a caveat, however, because other tools are used as well, such as SharePoint, but not enterprise-wide.

Wayne Whitten
Social Security Administration

From: Nealy Ashley R TIGTA <Ashley.Nealy@TIGTA.TREAS.GOV>
Sent: Tuesday, October 2, 2018 4:29 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Intranet Stats Tool

Good Afternoon,

What tools do you use to analyze Intranet web traffic?

Thanks!

Ashley Nealy

Ashley Healy

Information Technology Specialist
Applications & Collaboration Services
Treasury Inspector General for Tax Administration
Cell: (b) (6)

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Subject:	Re: REQUEST FOR ASSISTANCE: Nationwide Wireless Emergency Alert Test
From:	(b) (6) @HAWAII.GOV>
Reply To:	
Date:	Wed, 3 Oct 2018 18:57:09 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (176 lines)

In case you're interested ... in an anecdotal kind of way.

I saw an announcement in the morning paper, the StarAdvertiser, in the print version, before I left for work. Can't remember how it caught my eye. Unsure how it came to my attention. Yesterday evening, I did not notice anything above, or two [PgDn]s on my yahoo home page. I was on youtube for about four hours, but I had signed-in, so my view was curated.

Here at work, received it on my cell.

Note: My cell does not connect to the web. (For me, this is a simple matter of marginal utility in two metrics - time and money.)

Muchos mahalos.
(b) (6)
Honolulu HI

-----Original Message-----
From: (b) (6), (b) (7)(C) [mailto:0000014c1939ff17-dmarc-request@LISTSERV.GSA.GOV]
Sent: Wednesday, October 03, 2018 2:40 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] REQUEST FOR ASSISTANCE: Nationwide Wireless Emergency Alert Test

Good morning -

Following up on a message that I sent yesterday afternoon - the Nationwide Wireless Emergency Alert Test is happening later today and any assistance that you could provide in cross-posting the release and/or graphics to your component website and social media channels would be greatly appreciated.

Thanks!

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

As many of you have already heard, FEMA, in coordination with the Federal Communications Commission, will conduct a nationwide test of the Emergency Alert System and Wireless Emergency Alerts on Wednesday, Oct. 3, 2018. During this test, which is scheduled to begin at 2:18pm EDT, everyone's phones will make a loud tone and display a message on the screen.

Needless to say, we fully expect a lot of interest and possible confusion among the general population, so we need to try to let as many people as possible know that this is happening beforehand.

REQESTED ACTION

To help alleviate public confusion over this test, the Department of Homeland Security is requesting that all federal agencies please cross-post the following press release to their public websites and amplify the message on their social media channels. Please take this action as soon as possible.

You can either post the content of the release (below) or link to it using either of the following links:

*   https://www.dhs.gov/news/2018/10/02/nationwide-emergency-alert-test-planned-oct-3

*   https://www.fema.gov/news-release/2018/10/02/nationwide-emergency-alert-test-planned-oct-3-test-messages-will-be-sent

If you are able to do a feature graphic of some sort on your homepage, even better. Assets are attached as well (we're using Source Sans Pro for text in the PSD file) - feel free to customize to meet the size requirements of your site or channel. If you didn't receive the attachment, the files can be also downloaded from https://www.dhs.gov/xlibrary/assets/18_1001_FEMA_WEA-nationwide-test.zip <https://www.dhs.gov/xlibrary/assets/18_1001_FEMA_WEA-nationwide-test.zip> .

FEMA also has a social media graphic prepared at https://www.fema.gov/media-library/assets/images/170290 <https://www.fema.gov/media-library/assets/images/170290> , and a number of PSAs and other assets available from https://www.fema.gov/media-library/#{%22keywords%22:%22The%20IPAWS%20National%20Test%20PSA%22} <https://www.fema.gov/media-library/#{%22keywords%22:%22The%20IPAWS%20National%20Test%20PSA%22}> .

Please feel free to reach out if you have any questions.

Thanks!

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

U.S. Department of Homeland Security

Office of Public Affairs

Director of Web Communications

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

Nationwide Emergency Alert Test Planned for Oct. 3; Test Messages Will be Sent to Cell Phones, TV and Radio

Release Date: October 2, 2018

WASHINGTON - FEMA, in coordination with the Federal Communications Commission, will conduct a nationwide test <https://www.fema.gov/emergency-alert-test> of the Emergency Alert System <https://www.fema.gov/emergency-alert-system> and Wireless Emergency Alerts <https://www.fema.gov/frequently-asked-questions-wireless-emergency-alerts/> on Wednesday, Oct. 3, 2018. The WEA portion of the test, which will be sent to consumer cell phones, will begin at 2:18 p.m. EDT. The EAS portion of the test, which will be sent to radio and television, will follow at 2:20 p.m. EDT. This will be the fourth nationwide EAS test and the first nationwide WEA test. In light of the upcoming test, the agencies share the following key informational points:

The Basics

*   WHY: The purpose of the test is to ensure that EAS and WEA are both effective means of warning the public about emergencies, particularly those on the national level. Periodic testing of public alert and warning systems helps to assess the operational readiness of alerting infrastructure and to identify any needed technological and administrative improvements.
*   HOW: The EAS and WEA test messages will be sent using FEMA's Integrated Public Alert and

Warning System (IPAWS), a centralized Internet-based system administered by FEMA that enables authorities to send authenticated emergency messages to the public through multiple communications networks.

*   WHO: FEMA will administer the test, in cooperation with the FCC and the National Weather Service, and with the participation of the communications industry.

*   WHEN: October 3, 2018, beginning at 2:18 p.m. EDT on cell phones and 2:20 p.m. EDT on TV and radio. (This is the test back-up date; the test was previously postponed <https://www.fema.gov/news-release/2018/09/17/nationwide-test-emergency-alerting-systems> due to response efforts to Hurricane Florence.)

Nationwide Alert Test to Cell Phones

*   THE WIRELESS ALERT TEST MESSAGE: The WEA test message will appear on consumers' phones and read, "THIS IS A TEST of the National Wireless Emergency Alert System. No action is needed." Phones will display this national test using the header "Presidential Alert." These nationwide alerts, established pursuant to the WARN Act of 2006, are meant for use in a national emergency and are the only type of alert that can be sent simultaneously nationwide by FEMA.

*   RECIPIENTS: Many members of the public will receive the WEA test message on their cell phones. Specifically, beginning at 2:18 p.m. EDT, cell towers will broadcast the WEA test for approximately 30 minutes. During this time, WEA-compatible wireless phones that are switched on, within range of an active cell tower, and whose wireless provider participates in WEA, should be capable of receiving the test message. Wireless phones should receive the message only once.

*   BACKGROUND ON SYSTEM: The WEA system, launched in 2012, is used to warn the public about dangerous weather, missing children, and other critical situations through alerts on cell phones. Alerts are created and sent by authorized federal, state, local, tribal, and territorial governmental agencies through IPAWS to participating wireless providers, which deliver the alerts to compatible handsets in geo-targeted areas. To help ensure that WEA alerts are accessible to the entire public, including people with disabilities, WEA alerts are accompanied by a unique tone and vibration. The national WEA test will use the same special tone and vibration. In the event of a national emergency, a Presidential WEA alert would be issued at the direction of the President and/or his/her designee, and activated by FEMA.

Nationwide TV and Radio Alert Test

*   TV & RADIO ALERT TEST: The EAS portion of the test is scheduled to last approximately one minute and will be conducted with the participation of radio and television broadcasters, cable systems, satellite radio and television providers, and wireline video providers ("EAS participants").

*   THE TV & RADIO TEST MESSAGE: The EAS test message will be similar to the regular monthly EAS test messages with which the public is familiar. It will state: "THIS IS A TEST of the National Emergency Alert System. This system was developed by broadcast and cable operators in voluntary cooperation with the Federal Emergency Management Agency, the Federal Communications Commission, and local authorities to keep you informed in the event of an emergency. If this had been an actual emergency an official message would have followed the tone alert you heard at the start of this message. A similar wireless emergency alert test message has been sent to all cell phones nationwide. Some cell phones will receive the message; others will not. No action is required."

*   BILINGUAL: The EAS test message will be transmitted in both English and Spanish, with EAS participants deciding which version to use for their communities.

*   BACKGROUND ON SYSTEM: Emergency alerts are created and sent by authorized federal, state, local, tribal and territorial government agencies. EAS participants receive the alerts through IPAWS or through local "over the air" monitoring sources. EAS participants then disseminate the emergency

alerts to affected communities. The FCC prescribes technical and procedural rules for communications providers' participation in this process.

FEMA and the FCC have engaged in significant coordination with EAS participants, wireless providers, emergency managers, and other stakeholders in preparation for this EAS-WEA national test to minimize confusion and to maximize the public safety value of the test. The test is intended to ensure public safety officials have the methods and systems that will deliver urgent alerts and warnings to the public in times of an emergency or disaster, including requirements to help ensure that televised EAS messages are accessible to individuals with disabilities.

# # #

_____

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

Subject:	OT: Bruce Schneier Sep 2018 book
From:	(b) (6) @HAWAII.GOV>
Reply To:	
Date:	Wed, 3 Oct 2018 19:24:06 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (74 lines)

Bruce Schneier "Click here to kill everybody" [1]. About Internet+. First book I've read by Schneier. It's not technical ... at all.

Another thank you to booktv.org.

The moderator Carlin speaks first. About a November event.
https://www.aspencybersummit.org/
Date: Thu Nov 8, 2018
Location: California Academy of Sciences, San Francisco, CA

Schneier begins at 6:10 mins. Talks to 30 mins, and his Q&A runs to 50:44 mins. Then Schneier steps aside for a panel of three [1]. The panel Q&A begin at 1:30:15 mins.

I sent a similar email to my thirty-ish nephew who works in healthcare and my niece who works in banking.

Have a nice day,
(b) (6)

   -o-

[1] Click Here to Kill Everybody
https://www.c-span.org/video/?451126-1/click-kill-everybody
September 11, 2018. Runs 1:55:30 mins.
    Security technologist and author Bruce Schneier argued that the internet and technology are becoming more powerful but less secure. He explored the implications that may have on our safety.

People in this video -
John P. Carlin
    Chair Aspen Institute->Cybersecurity and Technology
    Michael Daniel
    President and CEO Cyber Threat Alliance
Michael "Mike" S. Rogers
    Commander (Former) U.S. Cyber Command
Bruce Schneier
    Fellow Harvard Law School->Berkman Center for Internet and Society
Suzanne E. Spaulding
    Undersecretary (Former) Department of Homeland Security->National Protection and Programs Directorate

[2] https://www.schneier.com/books/click_here/
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5. Risks are Becoming Catastrophic
Part 2: The Solutions
6. What a Secure Internet+ Looks Like
7. How We Can Secure the Internet+
8. Government Is Who Enables Security
9. How Governments Can Prioritize Defense Over Offense
10. Plan B: What's Likely to Happen
11. Where Policy Can Go Wrong
12. Towards a Trusted, Resilient, and Peaceful Internet+
Conclusion: Bring Technology and Policy Together

   -o-

Subject:	Re: REQUEST FOR ASSISTANCE: Nationwide Wireless Emergency Alert Test
From:	"Gill, Jacinda" <jgil@LOC.GOV>
Reply To:	Gill, Jacinda
Date:	Wed, 3 Oct 2018 19:29:22 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (212 lines)

Hello, I saw it on my phone; it read "Presidential Alert...this is a Test of the National Wireless Emergency Alert System. No action is needed."
Was this what you are referring to? Just curious.

Best regards,
Jacinda

Jacinda R. Gill
Information Technology Specialist
…………………………………………………………………………………
Office of the Chief Information Officer / Partner Engagement
Direct: 202-707-0232
jgil@loc.gov

…………………………………………………………………
-----Original Message-----
From: (b) (6)   @HAWAII.GOV>
Sent: Wednesday, October 03, 2018 2:57 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] REQUEST FOR ASSISTANCE: Nationwide Wireless Emergency Alert Test

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Muchos mahalos.
(b) (6)
Honolulu HI

-----Original Message-----
From: (b) (6), (b) (7)(C) [mailto:0000014c1939ff17-dmarc-request@LISTSERV.GSA.GOV]
Sent: Wednesday, October 03, 2018 2:40 AM

To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] REQUEST FOR ASSISTANCE: Nationwide Wireless Emergency Alert Test

Good morning -

Following up on a message that I sent yesterday afternoon - the Nationwide Wireless Emergency Alert Test is happening later today and any assistance that you could provide in cross-posting the release and/or graphics to your component website and social media channels would be greatly appreciated.

Thanks!

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Needless to say, we fully expect a lot of interest and possible confusion among the general population, so we need to try to let as many people as possible know that this is happening beforehand.

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FEMA also has a social media graphic prepared at https://www.fema.gov/media-library/assets/images/170290 <https://www.fema.gov/media-library/assets/images/170290> , and a number of PSAs and other assets available from https://www.fema.gov/media-library/#{%22keywords%22:%22The%20IPAWS%20National%20Test%20PSA%22} <https://www.fema.gov/media-library/#{%22keywords%22:%22The%20IPAWS%20National%20Test%20PSA%22}> .

Please feel free to reach out if you have any questions.

Thanks!

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

U.S. Department of Homeland Security

Office of Public Affairs

Director of Web Communications

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

Nationwide Emergency Alert Test Planned for Oct. 3; Test Messages Will be Sent to Cell Phones, TV and Radio

Release Date: October 2, 2018

WASHINGTON - FEMA, in coordination with the Federal Communications Commission, will conduct a nationwide test <https://www.fema.gov/emergency-alert-test> of the Emergency Alert System <https://www.fema.gov/emergency-alert-system> and Wireless Emergency Alerts <https://www.fema.gov/frequently-asked-questions-wireless-emergency-alerts/> on Wednesday, Oct. 3, 2018. The WEA portion of the test, which will be sent to consumer cell phones, will begin at 2:18 p.m. EDT. The EAS portion of the test, which will be sent to radio and television, will follow at 2:20 p.m. EDT. This will be the fourth nationwide EAS test and the first nationwide WEA test. In light of the upcoming test, the agencies share the following key informational points:

The Basics

*   WHY: The purpose of the test is to ensure that EAS and WEA are both effective means of warning the public about emergencies, particularly those on the national level. Periodic testing of public alert and warning systems helps to assess the operational readiness of alerting infrastructure and to identify any needed technological and administrative improvements.
*   HOW: The EAS and WEA test messages will be sent using FEMA's Integrated Public Alert and Warning System (IPAWS), a centralized Internet-based system administered by FEMA that enables authorities to send authenticated emergency messages to the public through multiple communications networks.
*   WHO: FEMA will administer the test, in cooperation with the FCC and the National Weather Service, and with the participation of the communications industry.
*   WHEN: October 3, 2018, beginning at 2:18 p.m. EDT on cell phones and 2:20 p.m. EDT on TV and radio. (This is the test back-up date; the test was previously postponed <https://www.fema.gov/news-release/2018/09/17/nationwide-test-emergency-alerting-systems> due to response efforts to Hurricane Florence.)

Nationwide Alert Test to Cell Phones

*   THE WIRELESS ALERT TEST MESSAGE: The WEA test message will appear on consumers' phones and read, "THIS IS A TEST of the National Wireless Emergency Alert System. No action is needed." Phones will display this national test using the header "Presidential Alert." These nationwide alerts, established pursuant to the WARN Act of 2006, are meant for use in a national emergency and are the only type of alert that can be sent simultaneously nationwide by FEMA.
*   RECIPIENTS: Many members of the public will receive the WEA test message on their cell phones. Specifically, beginning at 2:18 p.m. EDT, cell towers will broadcast the WEA test for approximately 30 minutes. During this time, WEA-compatible wireless phones that are switched on, within range of an active cell tower, and whose wireless provider participates in WEA, should be capable of receiving the test message. Wireless phones should receive the message only once.
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*   THE TV & RADIO TEST MESSAGE: The EAS test message will be similar to the regular monthly EAS test messages with which the public is familiar. It will state: "THIS IS A TEST of the National Emergency Alert System. This system was developed by broadcast and cable operators in voluntary cooperation with the Federal Emergency Management Agency, the Federal Communications Commission, and local authorities to keep you informed in the event of an emergency. If this had been an actual emergency an official message would have followed the tone alert you heard at the start of this message. A similar wireless emergency alert test message has been sent to all cell phones nationwide. Some cell phones will receive the message; others will not. No action is required."
*   BILINGUAL: The EAS test message will be transmitted in both English and Spanish, with EAS participants deciding which version to use for their communities.
*   BACKGROUND ON SYSTEM: Emergency alerts are created and sent by authorized federal, state, local, tribal and territorial government agencies. EAS participants receive the alerts through IPAWS or through local "over the air" monitoring sources. EAS participants then disseminate the emergency alerts to affected communities. The FCC prescribes technical and procedural rules for communications providers' participation in this process.

FEMA and the FCC have engaged in significant coordination with EAS participants, wireless providers, emergency managers, and other stakeholders in preparation for this EAS-WEA national test to minimize confusion and to maximize the public safety value of the test. The test is intended to ensure public safety officials have the methods and systems that will deliver urgent alerts and warnings to the public in times of an emergency or disaster, including requirements to help ensure that televised EAS messages are accessible to individuals with disabilities.

# # #

_____

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Subject:	Is YouTube blocked at your Agency?
From:	Betsy Steele - QXC <betsy.steele@GSA.GOV>
Reply To:	Betsy Steele - QXC <betsy.steele@GSA.GOV>
Date:	Wed, 3 Oct 2018 17:08:34 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1208 bytes) , text/html (2177 bytes)

Does anyone know which if any agencies block YouTube?
We occasionally post training on YouTube and want to ensure that most federal employees have access.
Thanks,
Betsy

Betsy Steele
U.S. General Services Administration
Technology Transformation Service (TTS)
FedRAMP PMO
202-821-2125

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

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

Subject:	Re: Is YouTube blocked at your Agency?
From:	"Armstrong, Leigh -FS" <leigharmstrong@FS.FED.US>
Reply To:	Armstrong, Leigh -FS
Date:	Wed, 3 Oct 2018 21:33:29 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3075 bytes) , text/html (8 kB)

USDA does not block YouTube. We use it for training, public relations, education, etc. The public wants to know.

Leigh Armstrong
Internal Controls
Chief Information Office, CyberSecurity
Contingency Planning Program Manager
505-290-0496
leigharmstrong@fs.fed.us
101B Sun Ave NE
Albuquerque, NM 87109
Caring for the land and serving people

From: Betsy Steele - QXC [mailto:betsy.steele@GSA.GOV]
Sent: Wednesday, October 3, 2018 3:09 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Is YouTube blocked at your Agency?

Does anyone know which if any agencies block YouTube?
We occasionally post training on YouTube and want to ensure that most federal employees have access.
Thanks,
Betsy

Betsy Steele
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Subject:	Re: [EXTERNAL] [CONTENT-MANAGERS-L] Is YouTube blocked at your Agency?
From:	"Whitten, Wayne R." <Wayne.R.Whitten@SSA.GOV>
Reply To:	Whitten, Wayne R.
Date:	Wed, 3 Oct 2018 22:02:57 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2477 bytes) , text/html (6 kB)

Our firewall does.
A few of us have exceptions based on our office or role, but that's a relatively small number.

Wayne Whitten
Social Security Administration

From: Betsy Steele - QXC <betsy.steele@GSA.GOV>
Sent: Wednesday, October 3, 2018 5:09 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Is YouTube blocked at your Agency?

Does anyone know which if any agencies block YouTube?
We occasionally post training on YouTube and want to ensure that most federal employees have access.
Thanks,
Betsy

Betsy Steele
U.S. General Services Administration
Technology Transformation Service (TTS)
FedRAMP PMO
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Subject:	Vacancy: Digital Analytics job at U.S. Courts
From:	James Davison <James_Davison@AO.USCOURTS.GOV>
Reply To:	James Davison <James_Davison@AO.USCOURTS.GOV>
Date:	Thu, 4 Oct 2018 13:59:34 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2119 bytes) , text/html (5 kB)

Good morning, web communicators.

The U.S. Courts' Web Communications team is looking for an experienced Digital Communications Analyst to join a team of dedicated web communicators and developers to manage high-profile, high-impact web projects serving public and internal audiences throughout the federal Judiciary.

This position plays a key leadership role in formulating strategy for content development and delivery by performing quantitative and qualitative analysis, identifying trends in metrics reports, and providing advice on best practices in digital analytics.

Our web projects include managing uscourts.gov, a template for federal court websites, and an intranet site used by more than 30,000 court employees nationwide.

Position: Public Affairs Specialist (Digital Communications Analyst) – Administrative Office of the U.S. Courts
Announcement: https://www.usajobs.gov/GetJob/ViewDetails/510701000
Open through: Oct. 15, 2018

Please apply or share with anyone who might be interested.

Thanks,

James Davison
Manager of Digital Strategy
Web Communications and New Media
Office of Public Affairs
Administrative Office of the U.S. Courts
http://www.uscourts.gov

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Subject:	Re: Intranet Stats Tool
From:	"(b) (6) (US) DeCA HQ OC" <(b) (6) @DECA.MIL>
Reply To:	(b) (6) (US) DeCA HQ OC
Date:	Thu, 4 Oct 2018 14:42:43 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (66 lines)

Ashley:

We currently use Google Analytics to monitor our traffic and analytics and have been happy with the data, but we've been exploring other options because of security blocking parts and pieces of these kinds of services. We use Drupal 8.x, so we're looking into available modules that can provide at least most of the features and data...

Respectfully,

(b) (6)
Corporate Communications
Defense Commissary Agency
Toll Free 800-699-5063 x(b) (6)
COM (b) (6)
DSN (b) (6)
(b) (6) @deca.mil

-----Original Message-----
From: Nealy Ashley R TIGTA [mailto:Ashley.Nealy@TIGTA.TREAS.GOV]
Sent: Tuesday, October 2, 2018 4:29 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] Intranet Stats Tool

Good Afternoon,

What tools do you use to analyze Intranet web traffic?

Thanks!

Ashley Nealy
Information Technology Specialist
Applications & Collaboration Services
Treasury Inspector General for Tax Administration
Cell: (b) (6)

_____

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Subject:	Re: Intranet Stats Tool
From:	**(b) (6)** @HAWAII.GOV>
Reply To:	
Date:	Thu, 4 Oct 2018 18:01:44 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (98 lines)

I wonder more about traffic analytics now after reading "Frenemies" by Ken Auleta.

To the best of my limited knowledge, Google Analytics counts requests for, or from, a web page. Please correct me if I'm wrong.

I believe there are "web log analyzers" that count more than requests for a web page. For example, I believe that if I favorite/bookmark a URL to a PDF, and download it a hundred times, Google Analytics would not "see" it. Years ago, we used AWstats. I think the counts were derived from the web server log.

To me, if the user wants faster, it is faster, and simpler, if one can avoid the web page with the link, and just save the link. I can see nothing anticapitalistic or undemocratic with this technique. In this particular case, can anyone provide me search terms on how Google Analytics suggests a workaround, or discusses this practice?

For example, if I search on Bing or duckduckgo, and click on a link to a PDF, can Google Analytics count it?

Happy Thursday,

(b) (6)

-----Original Message-----
From: **(b) (6)** (US) DeCA HQ OC [mailto:**(b) (6)** @DECA.MIL]
Sent: Thursday, October 04, 2018 4:43 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Intranet Stats Tool

Ashley:

We currently use Google Analytics to monitor our traffic and analytics and have been happy with the data, but we've been exploring other options because of security blocking parts and pieces of these kinds of services. We use Drupal 8.x, so we're looking into available modules that can provide at least most of the features and data...

Respectfully,

(b) (6)
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Defense Commissary Agency
Toll Free 800-699-5063 x**(b) (6)**
COM **(b) (6)**
DSN **(b) (6)**
(b) (6) @deca.mil

-----Original Message-----
From: Nealy Ashley R TIGTA [mailto:Ashley.Nealy@TIGTA.TREAS.GOV]
Sent: Tuesday, October 2, 2018 4:29 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] Intranet Stats Tool

Good Afternoon,

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Thanks!

Ashley Nealy
Information Technology Specialist
Applications & Collaboration Services
Treasury Inspector General for Tax Administration
Cell: (b) (6)

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****

Subject:	website widget self-pledge volunteer types and hours
From:	**(b) (6)** " <**(b) (6)** @TORRANCECA.GOV>
Reply To:	**(b) (6)**
Date:	Thu, 4 Oct 2018 18:05:10 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2100 bytes) , text/html (6 kB)

Does anyone know of a website widget that can allow community members to self-pledge volunteer types and associated hours? Something similar to pledges for dollars, but a thermometer in hours.

(b) (6)

Cable and Community Relations Manager
City of Torrance | 3350 Civic Center Drive |Torrance CA 90503 | **(b) (6)** voice | **(b) (6)** fax |
(b) (6)@TorranceCA.Gov | www.TorranceCA.Gov | www.Twitter.com/TorranceCA | KNET 25.2 |
www.YouTube.com/TorranceCitiCABLE | www.Facebook.com/TorranceCA | www.Facebook.com/TorranceCommunityTV |
Instagram @CityOfTorranceCA | **#WhyTorrance** | **NewsbreakLive!** Guest Kim Fuentes I Transportation
Consultant I Rideshare Week

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Subject:	Re: website widget self-pledge volunteer types and hours
From:	Ryan Wold - QXA <ryan.wold@GSA.GOV>
Reply To:	Ryan Wold - QXA <ryan.wold@GSA.GOV>
Date:	Thu, 4 Oct 2018 17:14:45 -0700
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3296 bytes) , text/html (7 kB)

Hi (b) (6)

This specific feature doesn't come to mind. But seems straight-forward.
Are you already using an online system to coordinate volunteers?

On Thu, Oct 4, 2018 at 11:06 AM (b) (6) @torranceca.gov> wrote:

> Does anyone know of a website widget that can allow community members to self-pledge volunteer types and associated hours? Something similar to pledges for dollars, but a thermometer in hours.
>
>
>
> (b) (6) s Manager
> City of Torrance | 3350 Civic Center Drive |Torrance CA 90503 | (b) (6) voice | (b) (6) fax |
> (b) (6) @TorranceCA.Gov | www.TorranceCA.Gov | www.Twitter.com/TorranceCA | KNET 25.2 |
> www.YouTube.com/TorranceCitiCABLE | www.Facebook.com/TorranceCA |
> www.Facebook.com/TorranceCommunityTV | Instagram @CityOfTorranceCA | **#WhyTorrance** | **NewsbreakLive!**
> Guest Kim Fuentes | Transportation Consultant | Rideshare Week
>
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--
Ryan Wold
Product Engineer / Feedback Analytics
TTS / OPP
US General Services Administration

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Subject:	Re: Intranet Stats Tool
From:	"Bronson, Samuel (OS/ASPA)" <Samuel.Bronson@HHS.GOV>
Reply To:	Bronson, Samuel (OS/ASPA)
Date:	Fri, 5 Oct 2018 22:26:44 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (130 lines)

Hi, Brian.

You're correct that GA, or any page tag analytics software, is not going to record an event/view of a PDF that is accessed offsite. However, this relatively small, IMO, issue is outweighed by the many drawbacks of using log file analysis alone, as well as the many analysis tools provided by solutions like GA.

I won't go into it too much, but a few of the major drawbacks are that log files are highly inflated by bots and crawlers, and not just those that self-identify; there are a ton of mischievous bots that can be hard to find and remove for your analysis. Neither will log files count views of cached pages.

The other thing is that GA and similar SaaS solutions are highly customizable, so you can strip meta values from pages and use them as custom dimensions for segmentation, essentially reporting not just by site/page(s), but by content type, intended audience, page count, and countless other custom dimensions. You can also integrate other data, like surveys taken on your site, and set funnels and custom goals.

Anyhow, your scenario about PDF views is correct, but there's a lot more to consider. You should, IMO, have both available, but will likely only need log files very occasionally, at least for most analytics reports based on traffic and on-site behavioir.

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

-----Original Message-----
From:(b) (6)   HAWAII.GOV>
Sent: Thursday, October 04, 2018 2:02 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Intranet Stats Tool

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For example, if I search on Bing or duckduckgo, and click on a link to a PDF, can Google Analytics count it?

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(b) (6)

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Sent: Thursday, October 04, 2018 4:43 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Intranet Stats Tool

Ashley:

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Defense Commissary Agency
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-----Original Message-----
From: Nealy Ashley R TIGTA [mailto:Ashley.Nealy@TIGTA.TREAS.GOV]
Sent: Tuesday, October 2, 2018 4:29 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] Intranet Stats Tool

Good Afternoon,

What tools do you use to analyze Intranet web traffic?

Thanks!

Ashley Nealy
Information Technology Specialist
Applications & Collaboration Services
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Cell: **(b) (6)**

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Subject:	Hurricane Michael web/social guidance from DHS
From:	(b) (6), (b) (7)(C) @HQ.DHS.GOV>
Reply To:	
Date:	Tue, 9 Oct 2018 15:56:57 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (18 kB) , image001.jpg (8 kB)

Morning –

In preparation for Hurricane Michael, we're setting up a preliminary lane of communication structure for federal web communications. This authority for this action comes from Emergency Support Function 15 of the National Response Framework. Please forward this message as necessary.

(For those not familiar with the lane structure, the idea is to eliminate cross-posting of information among agencies and, instead, have everyone provide links to centralized "lanes" of information. So, for example, Transportation might post a press release related to Transportation activities… and instead of every other

Subject:	Quick Question: How are you collecting emails?
From:	Gwynne Kostin - QXF <gwynne.kostin@GSA.GOV>
Reply To:	Gwynne Kostin - QXF <gwynne.kostin@GSA.GOV>
Date:	Fri, 12 Oct 2018 11:33:08 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1444 bytes) , text/html (4 kB)

This is a question about what you are actually using (versus trends or common practices or wishlists).

What tools/techniques are you using to collect emails to keep visitors up-to-date?

Thanks,
Gwynne

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

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Subject:	Re: Quick Question: How are you collecting emails?
From:	"(b) (6)" <(b) (6)@SBS.NYC.GOV>
Reply To:	(b) (6)
Date:	Fri, 12 Oct 2018 15:38:34 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3172 bytes) , text/html (9 kB)

We have an account feature on the site we manage, so that is where we collect emails. We only send emails about major changes, but visitors can opt in to get automatic alerts when something comes into their accounts. For that, we have a Google Texting service.

(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: Gwynne Kostin - QXF <gwynne.kostin@GSA.GOV>
Sent: Friday, October 12, 2018 11:33 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Quick Question: How are you collecting emails?

This is a question about what you are actually using (versus trends or common practices or wishlists).

What tools/techniques are you using to collect emails to keep visitors up-to-date?

Thanks,
Gwynne

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

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

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Subject:	Re: Quick Question: How are you collecting emails?
From:	"Larrimore, Laura" <Laura.Larrimore@USPTO.GOV>
Reply To:	Larrimore, Laura
Date:	Fri, 12 Oct 2018 16:03:50 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (5 kB) , text/html (15 kB)

Here's what we have at USPTO:

Customer-led push communication
Page listing all IT system outages (with RSS) – this doesn't collect emails, but people can use a 3rd party RSS aggregator to get this pushed to them via email/text etc.

Email newsletters/mailings
Like many agencies, USPTO has a "subscribe to updates" link on every page in the footer – this takes you to a sign up page for various emails lists. Some of the lists push out ad hoc announcements every few days (patent alerts), others quarterly (regional office updates) or ad hoc (Copyright alerts).

USPTO-led push communications
'Next Generation' Transactional systems
We have many systems separate from the 'website' per se, where customers interact with us. These usually require an account and hold unique info about the customer (submitted application, if they have paid fees etc.). I know less about these because I don't run them, but we've discussed ways to be able to message people through the system themselves using the account info customers have provided. For example, if the system will be undergoing a change, we could notify only the customers who have accounts and use the system. However, since the systems are generally separate from each other, this means building in a messaging capability into every system, separate from the system's core function (such as paying fees, submitting applications etc).

Hope that helps,
~Laura

Laura Larrimore
Senior Digital Strategist
Office of the Chief Communications Officer
United States Patent and Trademark Office

From: Katz, Jonathan (SBS) <JKatz@SBS.NYC.GOV>
Sent: Friday, October 12, 2018 11:39 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Quick Question: How are you collecting emails?

We have an account feature on the site we manage, so that is where we collect emails. We only send emails about major changes, but visitors can opt in to get automatic alerts when something comes into their accounts. For that, we have a Google Texting service.

(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: Gwynne Kostin - QXF <gwynne.kostin@GSA.GOV>
Sent: Friday, October 12, 2018 11:33 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Quick Question: How are you collecting emails?

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Subject:	Re: Quick Question: How are you collecting emails?
From:	(b) (6), (b) (7)(C) @USCIS.DHS.GOV>
Reply To:	
Date:	Fri, 12 Oct 2018 16:14:39 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3155 bytes) , text/html (7 kB)

GovDelivery, assuming you mean "email addresses" as opposed to storing the update emails themselves.

Although, of course, GovDelivery does keep those, too.

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

Deputy Chief, Digital Services Division | *Office of Citizenship and Applicant Information Services*
US Citi   migration
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
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Twitter: http://twitter.com/uscis |
Instagram: https://www.instagram.com/uscis | YouTube: https://youtube.com/uscis
USCIS Español - Website: https://uscis.gov/es

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Subject:	Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Quick Question: How are you collecting emails?
From:	"Whitten, Wayne R." <Wayne.R.Whitten@SSA.GOV>
Reply To:	Whitten, Wayne R.
Date:	Fri, 12 Oct 2018 17:22:51 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (11 kB)

+1 for GovDelivery at SSA.

Wayne Whitten
Office of Communications
Social Security Administration

From: (b) (6), (b) (7)(C) 00000148e20e55c9-dmarc-request@LISTSERV.GSA.GOV>
Sent: Friday, October 12, 2018 12:15 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Quick Question: How are you collecting emails?

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Subject:	Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Quick Question: How are you collecting emails?
From:	"Gillick, Larry" <larry_gillick@IOS.DOI.GOV>
Reply To:	Gillick, Larry
Date:	Fri, 12 Oct 2018 13:29:47 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (5 kB) , text/html (13 kB)

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Larry

Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141
Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Fri, Oct 12, 2018 at 1:24 PM Whitten, Wayne R. <0000005be9b7e9a6-dmarc-request@listserv.gsa.gov> wrote:

> +1 for GovDelivery at SSA.
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> Wayne Whitten
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> Office of Communications
>
> Social Security Administration
>
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> **From:** (b) (6), (b) (7)(C) 00000148e20e55c9-dmarc-request@LISTSERV.GSA.GOV>
> **Sent:** Friday, October 12, 2018 12:15 PM
> **To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> **Subject:** [EXTERNAL] Re: [CONTENT-MANAGERS-L] Quick Question: How are you collecting emails?
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> **Deputy Chief, Digital Services Division | *Office of Citizenship and Applicant Information Services***

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Subject:	Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Quick Question: How are you collecting emails?
From:	(b) (6), (b) (7)(C) @USDOJ.GOV>
Reply To:	
Date:	Fri, 12 Oct 2018 17:33:18 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (7 kB) , text/html (21 kB)

Department of Justice uses GovDelivery too.

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

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

From: Gillick, Larry <larry_gillick@IOS.DOI.GOV>
Sent: Friday, October 12, 2018 1:30 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] Re: [CONTENT-MANAGERS-L] Quick Question:
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GovDelivery at Interior -- until I can find someone to replace them with.

Then they're streeted.

Larry

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> **Sent:** Friday, October 12, 2018 12:15 PM
> **To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> **Subject:** [EXTERNAL] Re: [CONTENT-MANAGERS-L] Quick Question: How are you collecting emails?

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Subject:	Re: Quick Question: How are you collecting emails?
From:	(b) (6) HAWAII.GOV>
Reply To:	
Date:	Fri, 12 Oct 2018 18:30:26 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (78 lines)

Greetings,

I don't understand "collect emails to keep visitors up-to-date".

I'm assuming a website is "by definition" up-to-date. Are we discussing changes to individual website pages? Or, trouble tickets? Or, newslists?

In an alternate case, I will answer how I feel as a website's irregular, quixotic visitor.
"Definition of quixotic
1 : foolishly impractical especially in the pursuit of ideals especially : marked by rash lofty romantic ideas or extravagantly chivalrous action
2 : capricious, unpredictable"
 - https://www.merriam-webster.com/dictionary/quixotic

Let's presume - I know the website, have an idea of their motivations, and occasionally visit because I appreciate prior experiences with their point-of-view, or style.

As a user, I prefer an RSS aggregator. I use Mozilla Thunderbird. I prefer to manage my feed aggregation. I do not understand the use of a third party storing a history of updates for me. I find it neither convenient nor a timesaver.

I once suggested RSS in the early years of our Plone CMS, but no one seemed to understand the concept, or appeared to believe it did not involve expensive automation.

My two cent,

(b) (6)

-----Original Message-----
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Technology Transformation Service

g <tel:(703)%20785-2959> wynne.kostin@gsa.gov <mailto:wynne.kostin@gsa.gov>

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

_____

Subject:	Re: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Quick Question: How are you collecting emails?
From:	"Dozier, LaSharn" <ldozier@CFTC.GOV>
Reply To:	Dozier, LaSharn
Date:	Sun, 14 Oct 2018 13:35:10 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (6 kB) , text/html (20 kB)

GovDelivery @ CFTC, also.

===

LaSharn Dozier
IT Project Manager
Office of Data and Technology
U.S. Commodity Futures Trading Commission
202-418-5282

From: Gillick, Larry [mailto:larry_gillick@IOS.DOI.GOV]
Sent: Friday, October 12, 2018 1:30 PM
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Subject:	Fwd: The Bureau of Consumer Financial Protection releases: "Glossary of common financial terms in Spanish"
From:	Laura Godfrey - QXBA <laura.godfrey@GSA.GOV>
Reply To:	Laura Godfrey - QXBA <laura.godfrey@GSA.GOV>
Date:	Mon, 15 Oct 2018 10:18:56 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (10 kB)

Good morning colleagues!

Sharing a new and improved resource from our friends at the CFPB, an English/Spanish glossary of financial terms. CFPB gathered terminology from many other financial agencies across the government in an effort to help standardize financial terminology. Needless to say, this was an enormous undertaking and I'm happy to distribute it more widely through these communities.

Thanks,
Laura

Laura Godfrey
Agency Partnerships and Multilingual Strategies Lead
Office of Products and Programs
Technology Transformation Services, GSA
202.536.8968

---------- Forwarded message ---------
From: **Cruz, Carmen (CFPB)** <Carmen.Cruz@cfpb.gov>
Date: Mon, Oct 15, 2018 at 8:04 AM
Subject: The Bureau of Consumer Financial Protection releases: "Glossary of common financial terms in Spanish"
To:

Happy Monday Morning!!

Today, we are celebrating National Hispanic Heritage Month with the release of our updated Spanish Glossary of Financial Terms . We have prepared this glossary in cooperation with other federal agencies. The glossary provides both financial educators and the industry with an extensive list of financial terms translated into Spanish. Use of the glossary is voluntary.

In 2015, the Bureau created a glossary of common financial terms to use when translating consumer education materials from English to Spanish. This year we expanded the glossary and included translated financial terms used by other entities as well, including: the Federal Housing Finance Agency, Department of Housing and Urban Development, Internal Revenue Service, Department of Justice, Federal Deposit Insurance Corporation, Federal Trade Commission, Social Security Administration, Freddie Mac, Fannie Mae, General Services Administration, and the National Association of Hispanic Real Estate Professionals.

Services Administration, and the National Association of Hispanic Real Estate Professionals.

We are publicly sharing the Spanish Glossary of Financial Terms as a resource to help anyone who provides financial information to consumers who have greater language proficiency in Spanish than in English. Financial educators, government agencies, financial service providers, and other organizations serving LEP (limited English proficient) consumers might find the glossary helpful when translating financial terms to communicate with the people they serve.

Feel free to share this resource with other people and organizations that provide financial information and services to the Spanish-speaking community.

For more information read our blog: www.consumerfinance.gov/about-us/blog/glossary-common-financial-terms-spanish/

Best Regards,

Carmen Cruz

Financial Education
Program Analyst

Office of Financial
Education

Bureau of Consumer
Financial Protection

Office: 202-435-7026 |
Email:
 carmen.cr   v |
 Mobile: (b) (6) |
consumerfinance.gov

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

| Subject: | Re: Fwd: The Bureau of Consumer Financial Protection releases: "Glossary of common financial terms in Spanish" |

Subject: Re: Fwd: The Bureau of Consumer Financial Protection releases: "Glossary of common financial terms in Spanish"

From: (b) (6) MARYLAND.GOV>

Reply To: MARYLAND.GOV>

Date:

Content-Type: multipart/alternative

Parts/Attachments: text/plain (5 kB) , text/html (14 kB)

Thanks for sharing, Laura. This is very helpful!

(b) (6)

On Mon, Oct 15, 2018 at 10:20 AM Laura Godfrey - QXBA <laura.godfrey@gsa.gov> wrote:
Good morning colleagues!

Sharing a new and improved resource from our friends at the CFPB, an English/Spanish glossary of financial terms. CFPB gathered terminology from many other financial agencies across the government in an effort to help standardize financial terminology. Needless to say, this was an enormous undertaking and I'm happy to distribute it more widely through these communities.

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Laura Godfrey
Agency Partnerships and Multilingual Strategies Lead
Office of Products and Programs
Technology Transformation Services, GSA
202.536.8968

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Feel free to share this resource with other people and organizations that provide financial information and services to the Spanish-speaking community.

For more information read our blog: www.consumerfinance.gov/about-us/blog/glossary-common-financial-terms-spanish/

Best Regards,

Carmen Cruz

Financial Education Program Analyst

Office of Financial Education

Bureau of Consumer Financial Protection

Office: 202-435-7026 |
Email:
 carmen.c⬛⬛⬛⬛⬛ |
 Mobile: (b) (6) ⬛⬛⬛ |
consumerfinance.gov

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(b) (6)

Marketing Manager
Office of Public Information
Maryland Department of Housing and Community Development
7800 Harkins Road
Lanham, MD 20706

Chat with us on Twitter - @MDHousing or Facebook @MarylandHousing

(b) (6) @maryland.gov

Subject:	ICYMI: X-posting - Federal Plain Language Report Card results
From:	Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To:	Bridget Serchak <BSerchak@VOANEWS.COM>
Date:	Mon, 15 Oct 2018 16:30:28 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2162 bytes) , text/html (5 kB)

From: Plain Language COP Main [mailto:PL-COP-MAIN@LISTSERV.GSA.GOV] **On Behalf Of** Katherine Spivey - QT1DCB
Sent: Friday, October 12, 2018 11:20 AM
To: PL-COP-MAIN@LISTSERV.GSA.GOV
Subject: [PL-COP-MAIN] Federal Plain Language Report Card results

The Center for Plain Language has released its 2018 report card:
https://centerforplainlanguage.org/reports/federal-report-card/2018-report-card/

Katherine Spivey
Web/Social Media Manager
QT1DCA – Outreach Analysis & Digital Media Branch

GSA's Plain Language Office
katherine.spivey@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

Subject:	More on the Federal Plain Language Report Card
From:	Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To:	Bridget Serchak <BSerchak@VOANEWS.COM>
Date:	Mon, 15 Oct 2018 17:30:21 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (6 kB) , text/html (15 kB) , image002.jpg@01D46474.B9B3F6B0 (74 kB)

I thought this additional information from this thread would be of interest.

Regards,

Bridget

From: Plain Language COP Main [mailto:PL-COP-MAIN@LISTSERV.GSA.GOV] **On Behalf Of** (b) (6)
(b) (6)
Sent: Monday, October 15, 2018 1:26 PM
To: PL-COP-MAIN@LISTSERV.GSA.GOV
Subject: Re: [PL-COP-MAIN] Federal Plain Language Report Card

Thanks, Jeanne, for drawing the group's attention to the Center for Plain Language Report Card. Dozens of people worked hard on it, and we do hope it is helpful. In the coming weeks, we'll be sending each participating agency the judges' comments on their webpages, which will provide additional feedback/guidance. For now, here's the link to the full report.

I led the Center's Report Card effort this year, and (like you) I noted that there were a number of agencies who scored extremely well in organizational compliance (staffing, training, reporting required by law) and not as well in terms of writing quality (the two high-profile webpages we graded this year: agency homepage and most-visited page within the agency's domains). But I'm more optimistic about what that gap might mean:

- I'm not sure I see any reason why plain language standards wouldn't be consistent with — and so reinforce — professional editorial standards, since both are, by design, so audience-focused. I'd add to that UX standards. **So I'm quite optimistic that promoting plain language will continue to improve writing quality.**
- Even among those who scored well in organizational compliance, there's likely a great deal of room for improvement. Given our own staffing limitations, we limited our review of organizational compliance to the info/documents available --and required by the Plain Writing Act to be -- on each agency's plain language website, along with what kind of response we got when we emailed the contact names, emails listed on each PL site. The published annual compliance reports offered us the best view we could get of the internal training at each agency, but that's not a perfect picture. For the Report Card in future years, **I would love to hear any ideas about how we could better evaluate the quality of internal PL training and even employee awareness/knowledge of plain language standards.**
- Our Report Card, of course, provides only a limited snapshot of writing quality — albeit one we think is useful (and hope you do, too!). Given our own staffing limitations, we couldn't grade more than two high-profile webpages … and we're well aware that agencies have thousands of pages. That's not a reason to dismiss our findings, but it does mean that we have room for improvement ourselves (we just need more $$ and volunteers to expand the Report Card)

Again, thank you for mentioning the Report Card and for your continued support of the Center's efforts.

(b) (6), PhD
Director of the Writing Center
Georgetown University
(b) (6)@georgetown.edu

On October 15, 2018 at 12:00:45 PM, Etkins, Jeanne (000001bef443d0d9-dmarc-request@listserv.gsa.gov) wrote:

From: Etkins, Jeanne
Sent: Monday, October 15, 2018 10:49 AM
To: PL-COP-MAIN@LISTSERV.GSA.GOV
Subject: Federal Plain Language Report Card

Thanks, Center for Plain Language, for drawing attention to the problem of poorly written webpages. One particularly troubling fact is that everyone's scores are lower in "writing quality" than in "organizational compliance." Mmm? Without consistent *professional* editorial standards throughout the federal government, these inconsistent "plain language" scores will likely continue. Lots of government employees, for example, would evaluate and score these pages differently than nongovernmental professional editors and college writing professors. "Plain language " won't solve the problem of poor, ineffective writing. Professional standards implemented by professional editors...

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Subject:	Re: More on the Federal Plain Language Report Card
From:	"Materese, Robin (Fed)" <robin.materese@NIST.GOV>
Reply To:	Materese, Robin (Fed)
Date:	Mon, 15 Oct 2018 17:35:06 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (7 kB) , text/html (21 kB) , image001.jpg (74 kB)

Does anyone know whether this report looked only at "department" level pages or included agency/bureau sites?

For example, for Department of Commerce, did they just look at DOC pages, or also NOAA, NIST, Census, etc.? For HHS, did they just look at HHS, or also NIH, FDA, etc.?
Would love any insight people have on that.

Thanks,

FEDERAL PLAIN LANGUAGE REPORT CARD
Prepared by the Center for Plain Language

Agency	Organizational compliance*	Writing quality
Consumer Financial Protection Bureau	B	B+
Department of Agriculture	A+	A-
Department of Commerce	F	C
Department of Defense	A+	B
Department of Education	D	A-
Department of Energy	A+	C
Department of Health and Human Services	A+	C+
Department of Homeland Security	A-	D
Department of Housing and Urban Development	F	D
Department of Interior	C-	B
Department of Justice	D	C
Department of Labor	A-	C
Department of State	A+	C
Department of Transportation	F	C-
Department of Treasury	F	D+
Department of Veterans Affairs	A+	B
Environmental Protection Administration	D	C-
General Services Administration	A+	B+
National Aeronautics and Space Administration (NASA)	C	C+
National Archives and Records Administration	A+	B
Securities and Exchange Commission	A-	C
Small Business Administration	A+	A
Social Security Administration	A+	A

October 12, 2018

Date

A: Excellent	B: Good	C: Average	D: Needs Improvement	F: Fail

*Organizational compliance covers staffing, communication and training required by the Plain Writing Act.

Subject:	Re: More on the Federal Plain Language Report Card
From:	Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To:	Bridget Serchak <BSerchak@VOANEWS.COM>
Date:	Mon, 15 Oct 2018 17:52:50 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (9 kB) , text/html (25 kB) , image001.jpg (74 kB)

Since this listserv is fed-only, I can't add the PL report card, project manager to this thread, but you may want to contact him directly. Regards, Bridget

(b) (6)

Director of the Writing Center
Georgetown University
(b) (6) @georgetown.edu

From: Materese, Robin (Fed) [mailto:0000018288da820a-dmarc-request@LISTSERV.GSA.GOV]
Sent: Monday, October 15, 2018 1:35 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] More on the Federal Plain Language Report Card

Does anyone know whether this report looked only at "department" level pages or included agency/bureau sites?

For example, for Department of Commerce, did they just look at DOC pages, or also NOAA, NIST, Census, etc.? For HHS, did they just look at HHS, or also NIH, FDA, etc.?

Would love any insight people have on that.

Thanks,

Robin

From: Bridget Serchak <BSerchak@VOANEWS.COM>
Sent: Monday, October 15, 2018 1:30 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] More on the Federal Plain Language Report Card

I thought this additional information from this thread would be of interest.

Regards,

Bridget

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(b) (6)
Director of the Writing Center
Georgetown University
(b) (6) @georgetown.edu

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> **Sent:** Monday, October 15, 2018 10:49 AM
> **To:** PL-COP-MAIN@LISTSERV.GSA.GOV
> **Subject:** Federal Plain Language Report Card
>
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FEDERAL PLAIN LANGUAGE REPORT CA

Prepared by the Center for Plain Language

Agency	Organizational compliance*

Consumer Financial Protection Bureau	B
Department of Agriculture	A+
Department of Commerce	F
Department of Defense	A+
Department of Education	D
Department of Energy	A+
Department of Health and Human Services	A+
Department of Homeland Security	A-
Department of Housing and Urban Development	F
Department of Interior	C-
Department of Justice	D
Department of Labor	A-
Department of State	A+
Department of Transportation	F
Department of Treasury	F
Department of Veterans Affairs	A+
Environmental Protection Administration	D
General Services Administration	A+
National Aeronautics and Space Administration (NASA)	C
National Archives and Records Administration	A+
Securities and Exchange Commission	A-
Small Business Administration	A+
Social Security Administration	A+

(b) (6)

October 12, 2018

Date

A: Excellent	B: Good	C: Average	D: Needs Improveme

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Subject:	Re: More on the Federal Plain Language Report Card
From:	"Mausser, MaryAnn E (Federal)" <MMausser@DOC.GOV>
Reply To:	Mausser, MaryAnn E (Federal)
Date:	Mon, 15 Oct 2018 18:14:58 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (11 kB) , text/html (34 kB) , image001.jpg (74 kB)

The Center's website says that they looked at two pages for each agency: the home page and the most visited page.

· "For the separate writing grade, we evaluated two high-profile webpages from each agency: the homepage and the most-visited webpage, identified through 12-month usage data or, absent that data, via the public data on www.analytics.usa.gov." (https://centerforplainlanguage.org/reports/federal-report-card/2018-report-card/)

Subject:	Request for best practices on setting up a forum-based site on OMB MAX
From:	"Brantley, William" <William.Brantley@USPTO.GOV>
Reply To:	Brantley, William
Date:	Mon, 15 Oct 2018 20:33:19 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (4 kB) , image001.png (8 kB)

Hello:

I am looking for advice from folks who have created a forum-based site on OMB MAX. Specifically, how to effectively manage discussions and build a community of practice site such as the Federal Coaching Network's site. Please reply directly to my work email – William.Brantley@uspto.gov. Thank you.

Dr. Bill Brantley
(Certified Professional in Learning and Performance, Training Management, Project Management, Human Resources, and Data Science)

Subject:	Universally Accessible Slack-Like Services for Federal Employees
From:	"Brantley, William" <William.Brantley@USPTO.GOV>
Reply To:	Brantley, William
Date:	Tue, 16 Oct 2018 12:08:16 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (4 kB) , image001.png (8 kB)

Apologies if this question has been asked before. Is there a group collaboration tool (e.g. Slack) that is accessible to all federal agencies including the Defense community? Thank you.

Or is the only option email listservs?

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

Subject:	Re: More on the Federal Plain Language Report Card
From:	"Walker, Stephen" <Stephen.Walker4@VA.GOV>
Reply To:	Walker, Stephen
Date:	Tue, 16 Oct 2018 12:10:28 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (13 kB) , text/html (38 kB) , image001.jpg (74 kB)

First, thanks for sharing. I am not sure how valuable a two page review is for large organizations, but it's something. It is too bad that the PDF doesn't meet minimum 508 requirements.

Steve

// SIGNED //

Stephen M. Walker

Subject:	Re: Universally Accessible Slack-Like Services for Federal Employees
From:	(b) (6) @STATE.GOV>
Reply To:	
Date:	
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (9 kB) , image001.png (8 kB) , image002.gif (8 kB)

We've been using Slack in our bureau of the State Department for about three years. They received their FEDRAMP authorization on October 1st.

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

Subject:	Generation X Leadership Study
From:	"Brantley, William" <William.Brantley@USPTO.GOV>
Reply To:	Brantley, William
Date:	Tue, 16 Oct 2018 13:33:33 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (5 kB) , image001.png (8 kB)

Interesting implications for your digital strategies: "Most media coverage and discussion of generational trends in the workplace has focused on the two larger generations surrounding Gen X—the gradually retiring Boomers and the ascending Millennials, now the world's majority generation. By next year, it's forecasted that Millennials in the workplace will increase to over 56 million in the United States alone. Yet, the reality is that this is only 5 percent more than the expected number of Gen Xers, who though they may be overlooked, are leading the way in a time of great change. Gen Xers now account for the majority of all leadership roles globally (51 percent). On average, they have 20 years of workplace experience, and are primed to assume all top executive roles. Yet little is known about what distinguishes this generation in the workplace."

https://www.ddiworld.com/blog/tmi/september-2018/the-surprising-generation

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

Subject:	Re: Universally Accessible Slack-Like Services for Federal Employees
From:	Ryan Wold - QXA <ryan.wold@GSA.GOV>
Reply To:	Ryan Wold - QXA <ryan.wold@GSA.GOV>
Date:	Tue, 16 Oct 2018 08:47:47 -0700
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (5 kB) , image001.png (8 kB) , image001.png (8 kB)

Dr. Brantley,

GSA uses Slack as well, and makes good use of many of the integrations/automations.
Rocket Chat is an alternative as well.

On Tue, Oct 16, 2018 at 5:09 AM Brantley, William <William.Brantley@uspto.gov> wrote:

> Apologies if this question has been asked before. Is there a group collaboration tool (e.g. Slack) that is

Subject:	Re: Quick Question: How are you collecting emails?
From:	Ryan Wold - QXA <ryan.wold@GSA.GOV>
Reply To:	Ryan Wold - QXA <ryan.wold@GSA.GOV>
Date:	Tue, 16 Oct 2018 09:29:11 -0700
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (7 kB)

Hi Gwynne,

Short version:
GovDelivery is a common option used on projects at the GSA, often for Subscription Management, which can be used to keep visitors up-to-date.

Long version:
There are other options as well, depending on your needs, resources, and interests.

I'm supporting Feedback Analytics with web forms to capture information for Users to participate in Design Research, to start.
More broadly, we're seeking a better understanding of how Agencies engage Users in Customer Service feedback loops. Notifications/Subscriptions are one Use Case we're considering.
Collecting an email is a common starting point for a variety of engagement techniques (eg: a Newsletter Subscription, User Research signup, general feedback, website login, etc).

I'm interested in the different types of "Touchpoints" agencies have with Customers, and different frequencies [daily, weekly, monthly, ad-hoc] and modes [in-person, phone, email, sms, 3rd party client, api] used. "Push" vs. "Pull" communication strategies are interesting to consider and illuminating when mapped out.

When thinking about Notifications, a user-centered perspective is much more complex and nuanced than an agency centered perspective (hub and spoke).

Many websites offer GitHub "Star" notifications (and the ability to suggest recommendations to website content). Several services exist to send email (Amazon SES, Google, SendGrid, Mandrill), as well as SMS (Twilio). These services can support a communications strategy to keep users up-to-date, in the many ways that occurs.

Also, Salesforce is coming online with more capabilities here. CX has provided webinars on this in the last few weeks.

Cheers,

On Fri, Oct 12, 2018 at 8:36 AM Gwynne Kostin - QXF <gwynne.kostin@gsa.gov> wrote:
> This is a question about what you are actually using (versus trends or common practices or wishlists).
>
> What tools/techniques are you using to collect emails to keep visitors up-to-date?
>
> Thanks,
> Gwynne
>
> -------------------------------------
> **GWYNNE KOSTIN**
> Sr. Advisor and Director of Special Projects
> Office of Products and Program

Office of Products and Program
Technology Transformation Service
gwynne.kostin@gsa.gov

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

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--

Ryan Wold
Innovation Specialist / Feedback Analytics
TTS / OPP

Subject:	Re: Generation X Leadership Study
From:	(b) (6) @HAWAII.GOV>
Reply To:	
Date:	Tue, 16 Oct 2018 18:25:28 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (87 lines)

Thanks again William Brantley.

For what it's worth, this boomer prefers external coaching too.

I wonder, do the studies consider the years of child rearing? To me, this separates those before and after. Or perhaps, it's just not manageable.

I'm guessing 17 to their high school and 17 to their child's high school.
For example, born in 1965, add 17 is 1982, then add 17 is 1999.
For example, born in 1981, add 17 is 1998, then add 17 is 2015.

Lot of tech stuff between 1999 and 2015.

Just wondering.

(b) (6)

-----Original Message-----
From: Brantley, William [mailto:William.Brantley@USPTO.GOV]
Sent: Tuesday, October 16, 2018 3:34 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Generation X Leadership Study

Interesting implications for your digital strategies: "Most media coverage and discussion of generational trends in the workplace has focused on the two larger generations surrounding Gen X- the gradually retiring Boomers and the ascending Millennials, now the world's majority generation. By next year, it's forecasted that Millennials in the workplace will increase to over 56 million in the United States alone. Yet, the reality is that this is only 5 percent more than the expected number of Gen Xers, who though they may be overlooked, are leading the way in a time of great change. Gen Xers now account for the majority of all leadership roles globally (51 percent). On average, they have 20 years of workplace experience, and are primed to assume all top executive roles. Yet little is known about what distinguishes this generation in the workplace."

https://www.ddiworld.com/blog/tmi/september-2018/the-surprising-generation

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 <mailto:William.Brantley@USPTO.gov>

_____

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Subject:	Drupal4Gov Webinar Series: The concept of value-based team management: Oct 18th at 3pm EDT
From:	"Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To:	Dearie, Jessica
Date:	Wed, 17 Oct 2018 18:58:21 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3096 bytes) , text/html (8 kB)

Join us for our monthly webinar series – tomorrow at 3pm EDT!

The concept of value-based team management
Employees are not just human resources anymore, they are the teams of personalities and they need to be treated this way. Thus, to achieve a team's success not a manager is needed, but a leader. The difference between a manager and a leader is that the manager tends to put the project's goals above the personal goals of team members. On the other hand, the leader is the one who seeks to build a strong commitment based on the intersection of the project goals and the personal goals and values of their team members.

In this talk, we will dive into the concept of value-based leadership and its importance for tech teams.

What we will discuss:

- Basics of team management with Tuckman's stages of team development. I've prepared real examples of the leader's role in different situations.
- Role of personal values in the process of managing a team. We'll talk about personal and project values, find an intersection in them and learn how to resent the team member's opportunities through their own values.
- Simon Sinek's theory of a Golden Circle which contains the insight into why some leaders and organizations have achieved such an exceptional degree of influence.
- The simplest coaching model that you can try to use even if you haven't had any experience in it.

Presenter: Marina Paych, Head of Organizational Development at ADCI Solutions

As an author, consultant, and international public speaker Marina shares her experience in leadership, talent development, and marketing. She assists companies and individuals with strategic planning and sustainable development by building or improving business processes.

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:	Re: Drupal4Gov Webinar Series: The concept of value-based team management: Oct 18th at 3pm EDT
From:	"Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To:	Dearie, Jessica
Date:	Wed, 17 Oct 2018 20:56:15 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (13 kB)

It would be helpful if I included the sign up!!

https://www.eventbrite.com/e/drupal4gov-webinar-series-the-concept-of-value-based-team-management-registration-48272224523

From: Dearie, Jessica [mailto:Dearie.Jessica@EPA.GOV]
Sent: Wednesday, October 17, 2018 2:58 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Drupal4Gov Webinar Series: The concept of value-based team management: Oct 18th at 3pm EDT

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Subject:	Job Posting: Microsoft Solutions Architect at Arlington County Government
From:	(b) (6) @ARLINGTONVA.US>
Reply To:	@ARLINGTONVA.US>
Date:	Mon, 22 Oct 2018 13:00:48 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3228 bytes) , text/html (10 kB)

Microsoft Solutions Architect at Arlington County Government
https://www.governmentjobs.com/careers/arlington/jobs/2239162/microsoft-solutions-architect
Full-time Employee position
Posting closes 11/1.
Pay Band range: $61K - $121K

Excerpt:
Arlington County's Department of Technology Services (DTS) is hiring a Microsoft Solutions Architect to lead, guide, and develop the County's Office 365 (O365) and SharePoint initiatives. Reporting to the Digital Experience & Technology Innovation Division Chief, this newly created position will expand the Division's capacity to deploy future initiatives and leverage the County's investment in Microsoft technologies.

The Microsoft Solutions Architect will lead the architecture, design, configuration, development and deployment of complex enterprise solutions and ensure these solutions are aligned with DTS' technology objectives and strategies. This individual will collaborate with the O365/SharePoint Manager to support current Microsoft technologies and with the Agile Application Development Manager to suggest innovative approaches to proposed business initiatives.

The ideal candidate is a self-starter and a seasoned application developer with the ability to manage multiple, concurrent, high-visibility projects at once. This individual has strong written and oral communication skills, critical thinking skills, and has an in-depth understanding of Cloud technology, application programming, database and system design, as well as Internet, Intranet, Extranet and client/server architectures.

Selection Criteria
    Minimum: Bachelor's degree in Computer Science, Information Systems Management, or related area plus considerable experience in the following areas:

- Developing technical applications using SharePoint, .Net Framework, ASP.NET, C#, JavaScript;
- Deploying O365 and new feature sets from Microsoft;
- Developing relational databases using SQL Server or similar software product; and
- Working in an Agile development environment.

    Substitution: Additional qualifying experience may substitute for the education requirement on a year-for-year basis.

    Desirable: Preference may be given to candidates with experience utilizing Microsoft VisualStudio and/or using SQL Server.

Subject:	Re: Universally Accessible Slack-Like Services for Federal Employees
From:	"Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV>
Reply To:	Wilcox, Lisa- ERS
Date:	Mon, 22 Oct 2018 13:08:54 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (14 kB)

There is also HipChat by Atlassian who puts out BitBucket and SourceTree, all open source components related to Git.
I am not sure however there are any government TOS yet.
Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov / 202-999-9619
lisa.wilcox@usda.gov

USDA ERS
Office: 202-694-5574 / Fax: 202-245-4781
www.ers.usda.gov

From: Ryan Wold - QXA [mailto:ryan.wold@GSA.GOV]
Sent: Tuesday, October 16, 2018 11:48 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Universally Accessible Slack-Like Services for Federal Employees

Dr. Brantley,

GSA uses Slack as well, and makes good use of many of the integrations/automations.
Rocket Chat is an alternative as well.

On Tue, Oct 16, 2018 at 5:09 AM Brantley, William <William.Brantley@uspto.gov> wrote:

> Apologies if this question has been asked before. Is there a group collaboration tool (e.g. Slack) that is accessible to all federal agencies including the Defense community? Thank you.
>
> Or is the only option email listservs?
>
> 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
>
> Ten-million-patents-signature-logo
>
> ---
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Ryan Wold
Innovation Specialist / Feedback Analytics
TTS / OPP
US General Services Administration

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Subject:	Re: Universally Accessible Slack-Like Services for Federal Employees
From:	Gail Swanson - QXE <gail.swanson@GSA.GOV>
Reply To:	Gail Swanson - QXE <gail.swanson@GSA.GOV>
Date:	Mon, 22 Oct 2018 22:23:27 -0500
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (5 kB) , image001.png (8 kB)

Currently, the only universally accessible platform is email and therefore the listserv is the tool available. There has been periodic research looking for a more collaborative discussion tool, and thus far none has been found that is broadly approved.

On Tue, Oct 16, 2018 at 7:08 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

> Apologies if this question has been asked before. Is there a group collaboration tool (e.g. Slack) that is accessible to all federal agencies including the Defense community? Thank you.

Subject:	Re: Universally Accessible Slack-Like Services for Federal Employees
From:	"Maas, Jennifer" <Jennifer.Maas@MAIL.HOUSE.GOV>
Reply To:	Maas, Jennifer
Date:	Tue, 23 Oct 2018 15:46:23 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (11 kB) , image001.png (8 kB)

Thanks Gail.
I can attest to the fact that the House of Representatives has not authorized the use of Slack. However, I have sent information regarding its FedRamp certification to our administrators, so it may be a future possibility.

Jennifer Maas
Web Products Manager
CAO Web Systems
O: 202-226-6156 / C: (b) (6)

Subject:	Re: Universally Accessible Slack-Like Services for Federal Employees
From:	"Anthony J Calabrese (CENSUS/CLMSO FED)" <anthony.j.calabrese@CENSUS.GOV>
Reply To:	Anthony J Calabrese (CENSUS/CLMSO FED)
Date:	Tue, 23 Oct 2018 16:30:59 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (13 kB) , image001.png (8 kB)

Different agencies have different rules etc.

This story talks about how federal agencies are successfully using collaboration tools to break down silos and work more effectively.

https://www.fedscoop.com/can-collaboration-tools-like-slack-hipchat-g-suite-help-fix-government-usds-betting/

Subject:	New information security opportunities at EPA via our Innovation Fellowship Program
From:	"Dibble, Christine" <Dibble.Christine@EPA.GOV>
Reply To:	Dibble, Christine
Date:	Thu, 25 Oct 2018 17:25:48 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1572 bytes) , text/html (41 kB)

Hello, EPA has two new positions available in our IT Innovation Fellowship Program. These positions are in RTP, North Carolina, and Washington, D.C. and are at the GS-13 level. Interested? Learn more about the program and the current opportunities at https://www.epa.gov/careers/innovationfellows . Applications must be submitted by November 13.

Christine Dibble
Senior Web Content Strategist
Office of Web Communications
U.S. Environmental Protection Agency

Subject:	Using Drupal for health/medical content?
From:	"Heiland-Luedtke, Jennifer" <Jennifer.Heiland-Luedtke@VA.GOV>
Reply To:	Heiland-Luedtke, Jennifer
Date:	Tue, 30 Oct 2018 13:30:21 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1449 bytes) , text/html (4030 bytes)

Colleagues,

If you're using Drupal for health/medical content (e.g., disease, condition, therapy, wellness, etc.), I'd love to chat with you to learn about how you applied it and any especially useful features for health/medical content.

Please email me at Jennifer.Heiland-Luedtke@va.gov if you have a little time to chat.

Jenny

Jennifer R. Heiland-Luedtke
Deputy Director, Digital Media
Office of Communications
Veterans Health Administration
U.S. Department of Veterans Affairs

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Subject:	PDF 508 checker
From:	"(b) (6) (US) DeCA HQ OC" <(b) (6) @DECA.MIL>
Reply To:	(b) (6) (US) DeCA HQ OC
Date:	Tue, 30 Oct 2018 20:51:57 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (36 lines)

ALL:

Does anyone have / use a dedicated tool that checks their PDFs for 508 compliance, besides Acrobat's own checker?

Any info would be appreciated. Thanks!

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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5/26/2021

Subject:	ISO volunteers for study
From:	Joanne McGovern - QXBA <joanne.mcgovern@GSA.GOV>
Reply To:	Joanne McGovern - QXBA <joanne.mcgovern@GSA.GOV>
Date:	Tue, 30 Oct 2018 13:35:19 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1577 bytes) , text/html (2506 bytes)

Hi friends!
We're doing some research to evaluate the information architecture on a section of the USA.gov website, and we're looking for federal employees to participate in a quick study. We'd especially like to hear from military folks, former military, and veterans, but all feds are welcome to participate.

The study should take you about 15 minutes - you can get started any time at: https://usagov.optimalworkshop.com/treejack/31x50g8n

Thank you so much!
--
regards,
Joanne McGovern, CUA
USAGov, "Your Guide to Government Information and Services"
GSA, Technology Transformation Service, Office of Products and Programs

---

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Subject:	Re: PDF 508 checker
From:	(b) (6) @SBS.NYC.GOV>
Reply To:	
Date:	Wed, 31 Oct 2018 13:28:07 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (67 lines)

I have been doing it manually with a screenreader on a computer, testing tabs, etc. I have a powerpoint on this that I'd be happy to send along, if you're interested.

(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

-----Original Message-----
From: (b) (6) @DECA.MIL>
Sent: Tuesday, October 30, 2018 4:52 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] PDF 508 checker

ALL:

Does anyone have / use a dedicated tool that checks their PDFs for 508 compliance, besides Acrobat's own checker?

Any info would be appreciated. Thanks!

Respectfully,

(b) (6)
Corporate Communications
Defense Commissary Agency
Toll Free 800-699-5063 x(b) (6)
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DSN (b) (6)
@deca.mil

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Subject:	Re: PDF 508 checker
From:	(b) (6) @SBS.NYC.GOV>
Reply To:	
Date:	Wed, 31 Oct 2018 13:37:49 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (4 kB) , access101-rectified.pptx (270 kB)

Depends on the time of year. I've probably tested several dozen at work, and then I've tested a bunch of others in my personal life - synagogue documents, recipe pamphlets, etc. The powerpoint is a how to make your documents accessible type training, and is attached. You can swap the story in with whatever example of bad documents hurting everyone that you can think of.

(b) (6)

-----Original Message-----
From: (b) (6) @deca.mil>
Sent: Wednesday, October 31, 2018 9:34 AM
To: (b) (6) @sbs.nyc.gov>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: RE: PDF 508 checker

(b) (6)

That would be great. Thanks for the info. How many PDFs do you usually verify using this method, incidentally?

Respectfully,

(b) (6)
Corporate Communications
Defense Commissary Agency
Toll Free 800-699-5063 x(b) (6)
COM (b) (6)
DSN (b) (6)
(b) (6) @deca.mil

-----Original Message-----
From: (b) (6) @sbs.nyc.gov]
Sent: Wednesday, October 31, 2018 9:28 AM
To: (b) (6) @deca.mil>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] RE: PDF 508 checker

I have been doing it manually with a screenreader on a computer, testing tabs, etc. I have a powerpoint on this that I'd be happy to send along, if you're interested.

(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

-----Original Message-----
From: (b) (6) @DECA.MIL>
Sent: Tuesday, October 30, 2018 4:52 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] PDF 508 checker

ALL:

Does anyone have / use a dedicated tool that checks their PDFs for 508 compliance, besides Acrobat's own checker?

Any info would be appreciated. Thanks!

Respectfully,

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Accessible Documents 101

Jonathan Paul Katz | jkatz@sbs.nyc.gov

In this presentation, we will learn about making accessible Word and PDF documents.

- Background information

- Accessible text

- Accessible formatting

- Understandable logic

- Works with assistive technologies

Background

- 12.5%-20% of New Yorkers have a disability – including some of your colleagues!

- Disability affects the way people access, perceive, and use information.
  - Disabilities include being blind or low-vision, motor disabilities, being deaf/Deaf or hard-of-hearing, chronic illness, being color-blind, and cognitive disabilities and learning disabilities including autism, Down syndrome, dyscalculia, and dyslexia

- Many people use assistive technologies, such as screen-readers, vocal navigation, magnifiers, and Braille keyboards.

- Other assistive techniques include Braille, magnification (large-print), captions, and transcripts.

- Documents need to work with these technologies/systems and be usable.

- It's the law…

Accessibility is legally required, and is the nice thing to do.

- Civil rights legislation: ADA, Section 508, Local Law 26

- These laws have been around in some form **since 1974.**

- You are obligated to redo inaccessible documents, whether or not you knew about them at the time.

- It might seem confusing, but try navigating inaccessible documents with a disability!

- **Internal and external documents and communications must be accessible.**

- Accessibility benefits everyone!

Story time: Even the minds of Oxford could not print.

1. Text must be text.
2. Structure is important.
3. Colors should contrast.
4. Colors should be used well.
5. Use good fonts and proper formatting.
6. Do not make it hard to read.
7. Tabbing is necessary.
8. Tag your content.
9. Images should have alternative text.
10. Check everything.

We will also discuss Braille printing, captions and video descriptions, and good emailing practices.

Text should be text.

- Do not make text an image (for example, like in a meme) – screen reader users cannot read it!
  - An example of what not to do: copy-paste the image of a flyer into an email. The text does not carry over. (Example on the next slide.)

- Test: you should be able to highlight and copy any text on a document

- Use text recognition when scanning a document ("searchable PDF")

- Transcribe before recreating

- Fancy titles, logos, and other fancy text may need alternative text (more on that soon)

Do not do this.

Structure is important.

- A document needs a clear structure, established with headings, lists, and paragraphs, to be readable by everyone

- Use titles and headings provided in Microsoft and Adobe, and tag them

- Use ordered or unordered lists, and do not undo the formatting

- Use bullets and not images of bullets or checks

- Have a consistent navigational pattern in longer documents

- Sidebars need to be integrated into text

Colors should contrast.

- The color of text must be easily distinguishable from the color of the background

- This allows color-blind users to read and use your documents, and people with other vision disabilities.

- The mandated standard in New York City is 4.5:1 – technically this means that the darker color must absorb 4.5x light or be 4.5x darker than the lighter color.

- You should use a contrast checker to check colors. They are free online.

- **"Fun" combinations are usually inaccessible ones.**

Exercise: play with colors.

1	5
2	6
3	7
4	8

Exercise: play with colors.

1	**5**
2	**6**
3	**7**
4	**8**
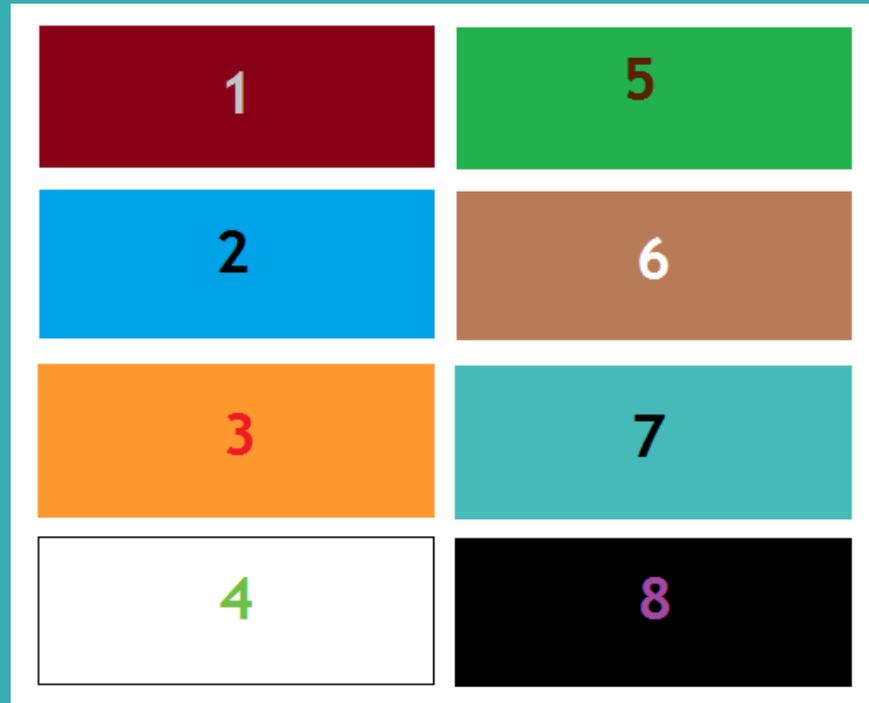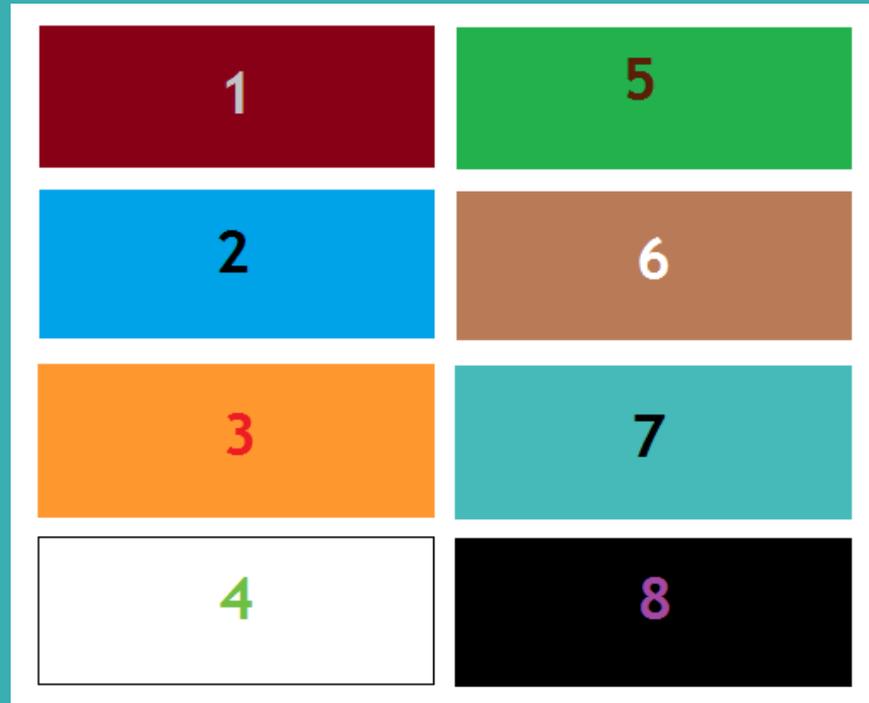
3, 4, 6, and 8 do not pass the test. 4 is SBS green. 6 and 8 pass by some standards for large text, but not for NYC or best practices.

Colors should contrast. (Continued)

- Dark text on a white background and white text on a dark background work best. Yellow and orange are generally almost impossible. SBS green is not compliant on a white background.

Colors should be used well.

- Do not use too many colors or too many bright colors – busy documents are hard to use

- Yellow should be avoided whenever possible.

- Do not distinguish with red and green, or blue and yellow.

- Highlighting should be avoided.

- Dark and earthen colors on a white background tend to be more accessible and usable.

Use good fonts and proper formatting.

- You should use sans-serif straight-line fonts for accessibility for people with dyslexia and vision disabilities.
    - Serifs are little hooks at the end of letters like in Times New Roman
    - Handwriting-like fonts such as Comic Sans or the Samsung handwriting fonts (Choco Cooky, Cool Jazz, and Rosemary) are also not accessible
    - Recommended fonts: Arial, Calibri, Helvetica, Tahoma, Trebuchet MS
    - For translations into non-Latin scripts, check for accessible font practices

- Use bold and italics sparingly, and underlines more so. Do not highlight and do not use all capital letters.

- Break up paragraphs and use headers where possible – easier to follow.

- Size 12 or greater

- Keep font size consistent and fonts consistent within a document (my example above is an example of what not to do)

Do not make it hard to read.

- Your documents should generally not be above a 10th Grade reading level. Never go above a 12th Grade reading level.
  - If you can get it to 6th or 8th Grade, even better.
  - **Safety information should never ever be beyond a 6th to 8th grade reading level.**
- Avoid idioms, conjunctions, or sounding too folksy. Be direct.
- Use the City Plain Language Checklist (PDF).
- Accessible for people with cognitive disabilities and people with Limited English
- Easier and less expensive to translate

Do not make it hard to read.

- The law usually does not require the exact language of the law, and ditto for the regulation.

- Edit, edit, edit, and run your work through a readability app, such as [Hemingway App](#).

- You need to sound clear, not fancy.

- Purple prose ("It was a dark and stormy night…") is bad writing!

- Avoid "wall of text."

Exercise: let us translate something.
Ejercicio: vamos a traducir algo.

¿Tenemos alguien aquí que puede hablar español?

Exercise: let us translate something.
Ejercicio: vamos a traducir algo.

It is extremely important to ensure before procuring equipment that your building has all necessary and required permits.

Exercise: let us translate something.
Ejercicio: vamos a traducir algo.

It is extremely important to ensure
before procuring equipment that
your building has all necessary and
required permits.

Lo es extremadamente importante
para asegurar antes adquirir equipo
que su edificio tiene todos
necesarios y requisitos permisos.

Exercise: let us translate something.
Ejercicio: vamos a traducir algo.

Check that your building has all its
permits before you buy equipment.

Exercise: let us translate something.
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Check that your building has all its
permits before you buy equipment.

Asegure que su edificio tenga todos
sus permisos antes de comprar
equipo.

Tabbing is necessary.

- One should be able to tab between headers and fields in a document.

- Tabbing needs to be doable in the correct and logical order of the document...

Tag your content.

- …which means that all content must be tagged for logical reading order.

- If people are meant to fill out a form on the computer, it needs to be indicated as such.

- Logical reading order – use Acrobat to tag reading order, judicious header use in Word.

- The Accessibility Checker in newer versions of Acrobat will guide you through this process.

Images should have alternative text.

- All images need to be described "behind" the image with text if they are anything more than decorative. This is called "alternative text" or "alt text."

- This includes charts, graphs, diagrams, and maps.
  - If the information is available in text above or below, use the alt text to indicate that.

- There are two styles: concise and detailed. Use detailed for images that are central to content, and concise for marginal or things already stated in text.

- Where possible, write out information.

- Right click on the image and select "format image" or "edit alt text."

- Charts, graphs, and diagrams made in Excel will have information in the back.

- Tables made in Excel that have no blank cells are generally accessible. Do not use blank cells – use "0" or "-" for blank. Tables that are images need to be described fully. In PDFs, the charts will need new alternative text.

Exercise: describe this.
Half the sighted people here should close
their eyes.

An orange tree with fruit and green leaves. There are other orange trees and a hill in the background, and grass on the ground.

Check everything.

- **Always check your work.**

- New versions of Microsoft Office and Acrobat have an Accessibility Checker that covers most things. You will still need to check fonts, colors, formatting, and reading level manually.
  - For reading level, use an online grade level checker, such as Hemingway App.

- You should be able to tab through a form, highlight all text, and navigate by headers.

- If you have access to a Mac, test run it on VoiceOver. (Requires some training.)

- It is better to redo a document now than be forced to redo it after a lawsuit or call from the Comptroller!

Braille Printing 101

- For many blind and low-vision people, Braille may be preferred for longer documents to reading with a screen-reader on the computer.

- Documents need to be written in a plain Word document – no tables, no graphs, no fancy stuff.
  - Tables need additional, special formatting. Different printers will have different conditions for them and it is best to contact the printer.
  - The Braille Authority of North America has a handy manual on formatting.

- From there, it gets sent to the printer. A few options are available.

- $2/page for brochures, minimum length and amount – you will need a ticket from Procurement.

- If requested, you are obligated to provide Braille copies.

Captions and Video Descriptions

- Captioning is a profession! It is hard!

- There are ways to amateur-caption videos

- YouTube automatic captions are…not great. Inadequate captions are still inaccessible!

- You can transcribe videos directly on YouTube or use a captioning software (recommended)

- Videos produced by government agencies are required to have captions.

- Captions need to be in fonts and formats that are readable in the same manner as documents. Recommendation: use a black bar with white text. (YouTube format is accessible.)

- Videos also require audio descriptions explaining what is going on in the visuals. That is also a profession but can be done by anyone. (The FCC has an excellent guide on this.)

- Captions are better than ASL interpretation in the video.

Good Email Practices

- Use the same fonts, formats, and language practices for documents

- Bold, italics, or underline should be used sparingly

- Do not highlight!

- Do not use all capital letters!

- Do not use color as the only separator. (I usually respond in chains with **bold and a different color**.)

- Use names or other context clues.

- **Do not just "make it a call!" Some people cannot hear.**

Always feel free to ask me questions.
(b) (6)@sbs.nyc.gov

Subject:	Re: PDF 508 checker
From:	"Scates, Blake" <Blake.Scates@VA.GOV>
Reply To:	Scates, Blake
Date:	Wed, 31 Oct 2018 13:48:14 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (127 lines)

Good morning - In the past we've found it helpful using both Deque and Siteimprove platforms for compliance scanning. On occasion, we also use the CommonLook Acrobat plug-in to verify conformance against WCAG 2.0 criteria.

V/r,

Blake M. Scates
Digital Program Manager
VHA Digital Media (10B2C)
VHA Office of Communications
U.S. Department of Veterans Affairs
https://www.va.gov/health | Facebook
Follow us on Twitter @VeteransHealth

-----Original Message-----
From: (b) (6)   [mailto:(b) (6)@SBS.NYC.GOV]
Sent: Wednesday, October 31, 2018 9:38 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] Re: [CONTENT-MANAGERS-L] PDF 508 checker

Depends on the time of year. I've probably tested several dozen at work, and then I've tested a bunch of others in my personal life - synagogue documents, recipe pamphlets, etc. The powerpoint is a how to make your documents accessible type training, and is attached. You can swap the story in with whatever example of bad documents hurting everyone that you can think of.

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From: (b) (6)   @deca.mil>
Sent: Wednesday, October 31, 2018 9:34 AM
To: (b) (6)   @sbs.nyc.gov>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: RE: PDF 508 checker

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Corporate Communications
Defense Commissary Agency

Toll Free 800-699-5063 x(b) (6)
COM (b) (6)
DSN (b) (6)
@deca.mil

-----Original Message-----
From: (b) (6)   @sbs.nyc.gov]
Sent: Wednesday, October 31, 2018 9:28 AM
To: (b) (6)   @deca.mil>; CONTENT-
MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] RE: PDF 508 checker

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110 William Street, 8th Floor, New York, NY 10038 T(b) (6) | E (b) (6)@sbs.nyc.gov ▬ nyc.gov/sbs
Facebook | Twitter | Instagram

-----Original Message-----
From: (b) (6)   @DECA.MIL>
Sent: Tuesday, October 30, 2018 4:52 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] PDF 508 checker

ALL:

Does anyone have / use a dedicated tool that checks their PDFs for 508 compliance, besides Acrobat's
own checker?

Any info would be appreciated. Thanks!

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Subject:	Re: PDF 508 checker
From:	(b) (6) @DUPAGECO.ORG>
Reply To:	(b) (6)
Date:	Wed, 31 Oct 2018 13:55:40 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (75 lines)

We use the SiteImprove tool. It scans our website pages as well as our PDFs for broken links, spelling and accessibility (along with SEO, etc.). I think the PDF checker was a separate cost.   Cost is per page.

That being said, we have some work to do on our website and with the WCAG rules changing regularly, there is always more to do…

SiteImprove (honest, I don't own stock!) also has an 'academy' where they have a couple of free accessibility online courses that are pretty good. Mr. Katz's PPT was good too.

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

-----Original Message-----
From: (b) (6) @DECA.MIL>
Sent: Tuesday, October 30, 2018 3:52 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] PDF 508 checker

ALL:

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Subject: Writing for Conversation Flows - Tips or Tools?
From: (b) (6) IOWA.GOV>
Reply To: (b) (6)
Date: Wed, 31 Oct 2018 09:34:26 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2213 bytes) , text/html (3293 bytes)

We are working on our chatbot and would be interested in any suggestions for writing for conversation flows. Have you used a tool like Chat Mapper or could recommend another tool.

--
(b) (6) eGovernment Services Coordinator
Office o   formation Officer
Office (b) (6)
(b) (6)
(b) (6) @iowa.gov

Twitter: @IowaOCIO

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Subject:	Re: Writing for Conversation Flows - Tips or Tools?
From:	"Erville, Kathleen (CFPB)" <Kathleen.Erville@CFPB.GOV>
Reply To:	Erville, Kathleen (CFPB)
Date:	Wed, 31 Oct 2018 15:44:27 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (4 kB) , text/html (10 kB) , Jonathan Foster - Designing Personality for AI.pdf (1 MB) , application/pdf Chatter-bots-conversatinoal-interface-Lavacon-2018-deck-Elena-Ontiveros-public-slides.pdf (1 MB)

(b) (6)

I just got back from a very interesting content strategy conference and two of the speakers (from Microsoft and AirBnB) gave presentations on this topic – The AirBnB was about conversational voice and the Microsoft was a look inside the product shop for their new AI tool Cortana and some of their considerations around adding "personality" to the help tool

I've attached the presentations here – It is interesting to see the public sector space make moves in this area too -

Enjoy!

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) @IOWA.GOV>
Sent: Wednesday, October 31, 2018 10:34 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Writing for Conversation Flows - Tips or Tools?

We are working on our chatbot and would be interested in any suggestions for writing for conversation flows. Have you used a tool like Chat Mapper or could recommend another tool.

--
(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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The LavaCon Conference

October 21–24, 2018
New Orleans, LA

Designing Personality in Conversational UI

Jonathan Foster

Microsoft

Personality in Microsoft products

Try Personality Chat at:
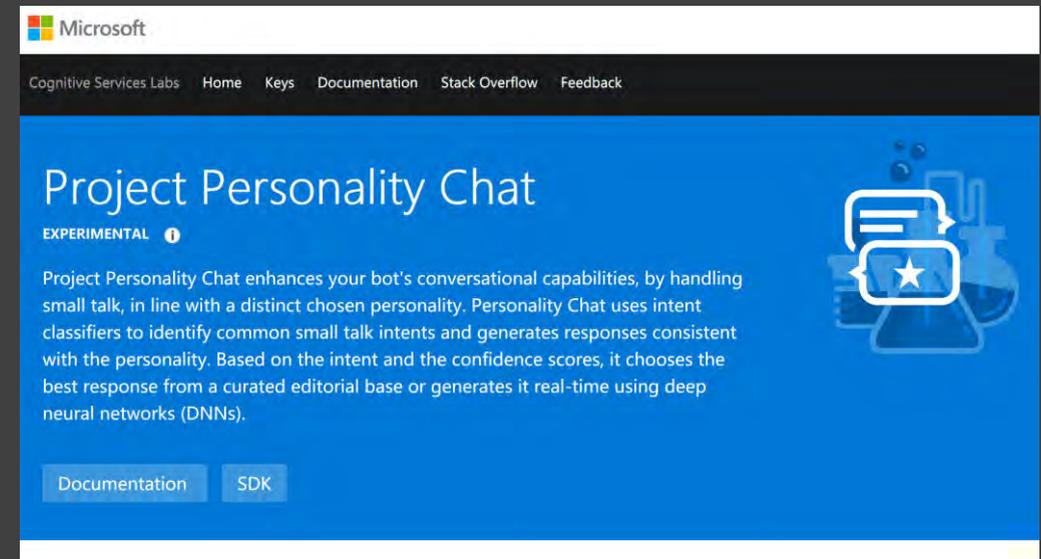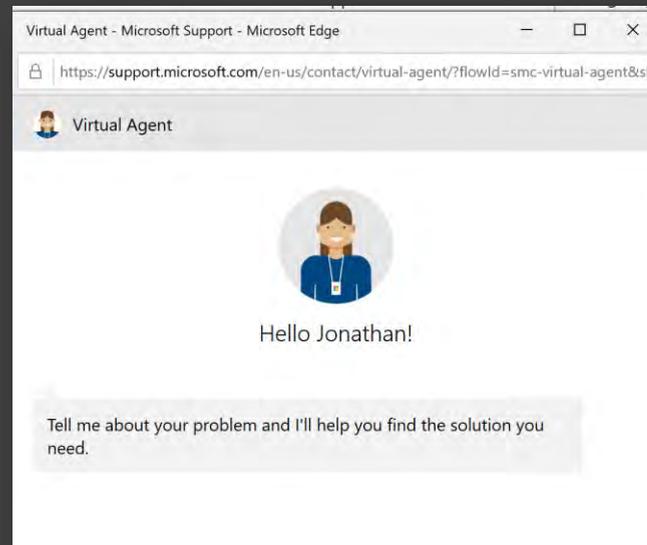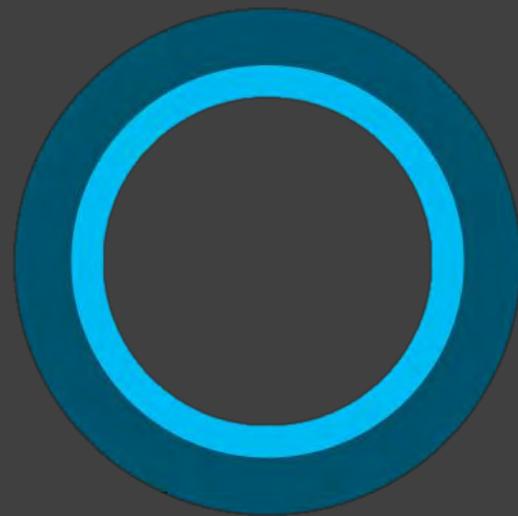
https://labs.cognitive.microsoft.com/en-us/project-personality-chat

Designing for AI

I think the core responsibility we have is to start making the design choices...such that we don't let things loose that can cause harm.

Satya Nadella, CEO, Microsoft

What about a personality?

What is a personality?

An expression of a lot
of things

It's the flavor the actor brings to the microphone. It's the timbre of the audio experience. It's the deliberate use of quiet or silence. It's contextual understanding. It's the prosody of the text-to-speech audio experience. It's in the latency between listening and responding. It's in designed behavior around proactivity. It's the visual design of the avatar. It's the motion design of the avatar. Response and ability to interact. Ability to portray emotions. Projection of individual entity. It's humor. It's in the mind of the end-user. It's an expression of the Brand.

What is a personality?

It's one thing

The honoring of the pervasive emotional reality in the human experience

Why a personality?

Research

- People are likely to assign a personality to a system, whether personality is in that system by design or not

- A higher need for control = more likelihood to attribute a personality to the device or experience

- Ambiguous personalities are universally disliked

Clifford Nass research

"...these things talk, they have relationships with you, and they make you feel good or bad."

Clifford Nass, Stanford University

"...they make you feel good or bad."
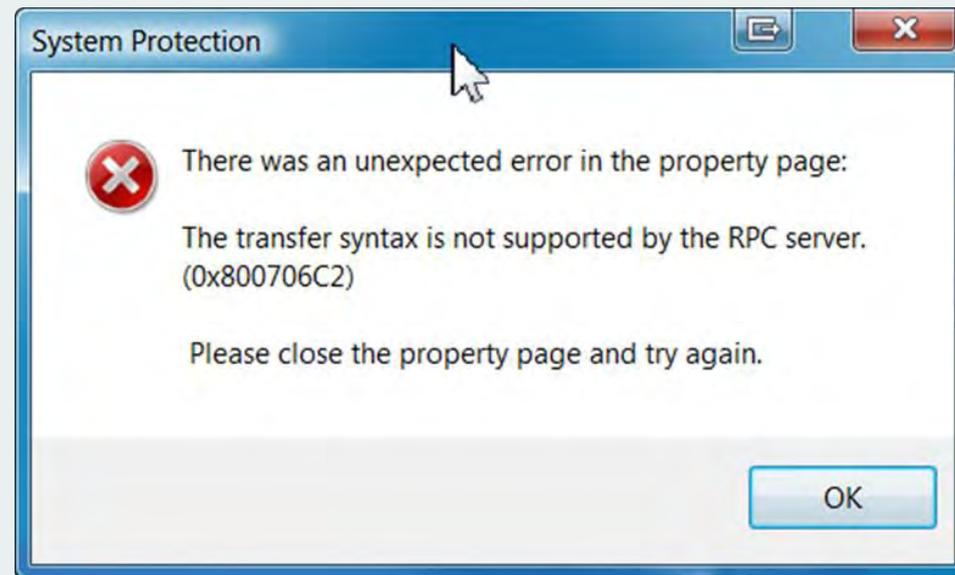
Voice

The language we use

The first step is to acknowledge that emotions are in play

The second is to embrace it

One Microsoft = One Voice

Microsoft Voice & Tone

Warm and relaxed

Crisp and clear

Ready to lend a hand

We show customers we're on their side. We anticipate their real needs and offer great information at just the right time.

Voice at Microsoft
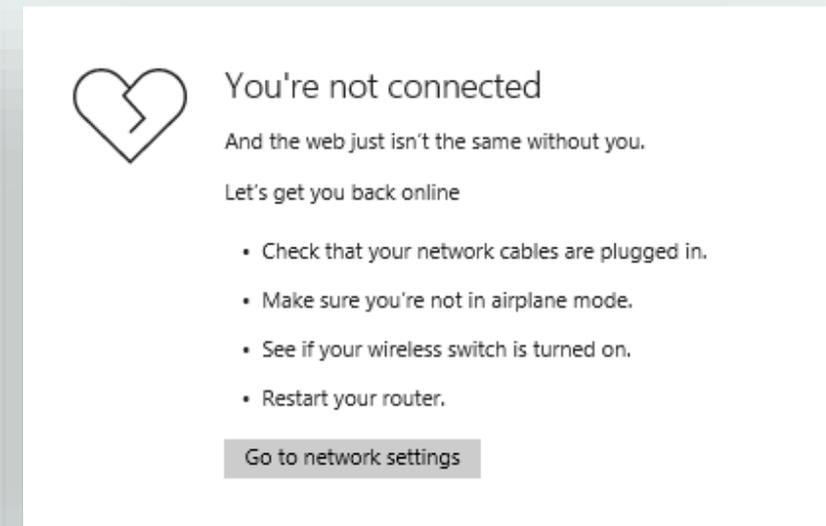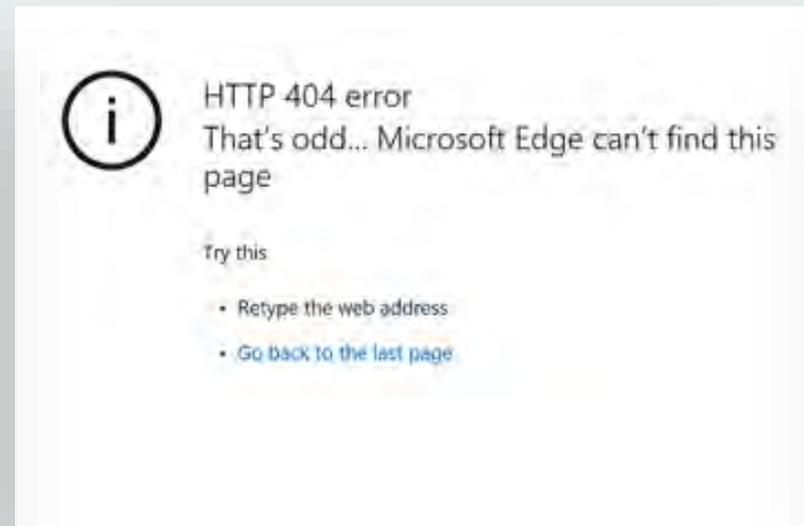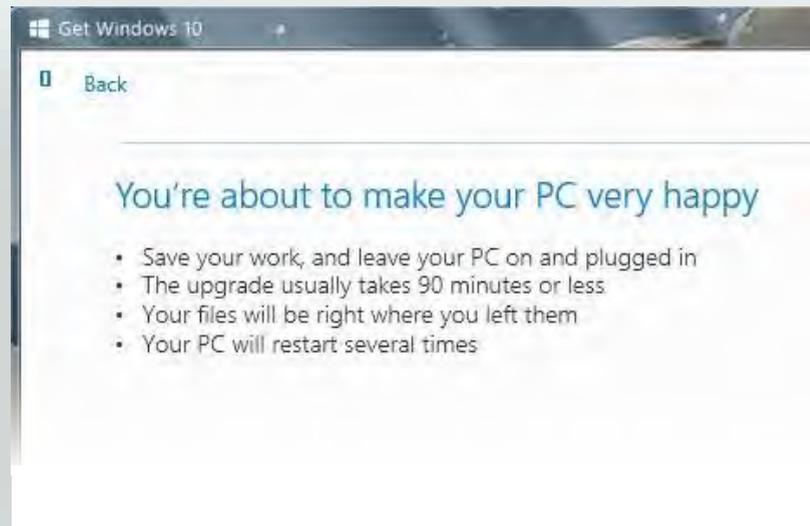
Throw natural language into the mix

Listening + speaking   Human-like UI is an unprecedented challenge

Throw natural language into the mix

Research

"The cues in voice seem uniquely humanizing…"

- Schroeder & Epley, UC Berkeley (2016)

Written interaction like texting makes it more human.

Voice interaction makes it primal.

What's in a name?

The game changer

A huge step toward designing for anthropomorphism
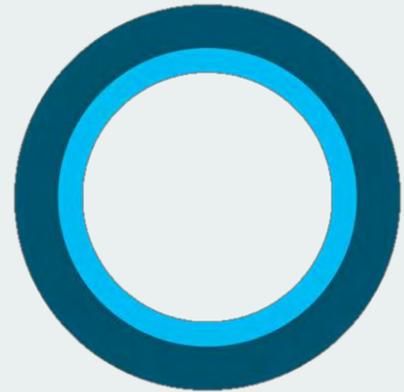
Those with names
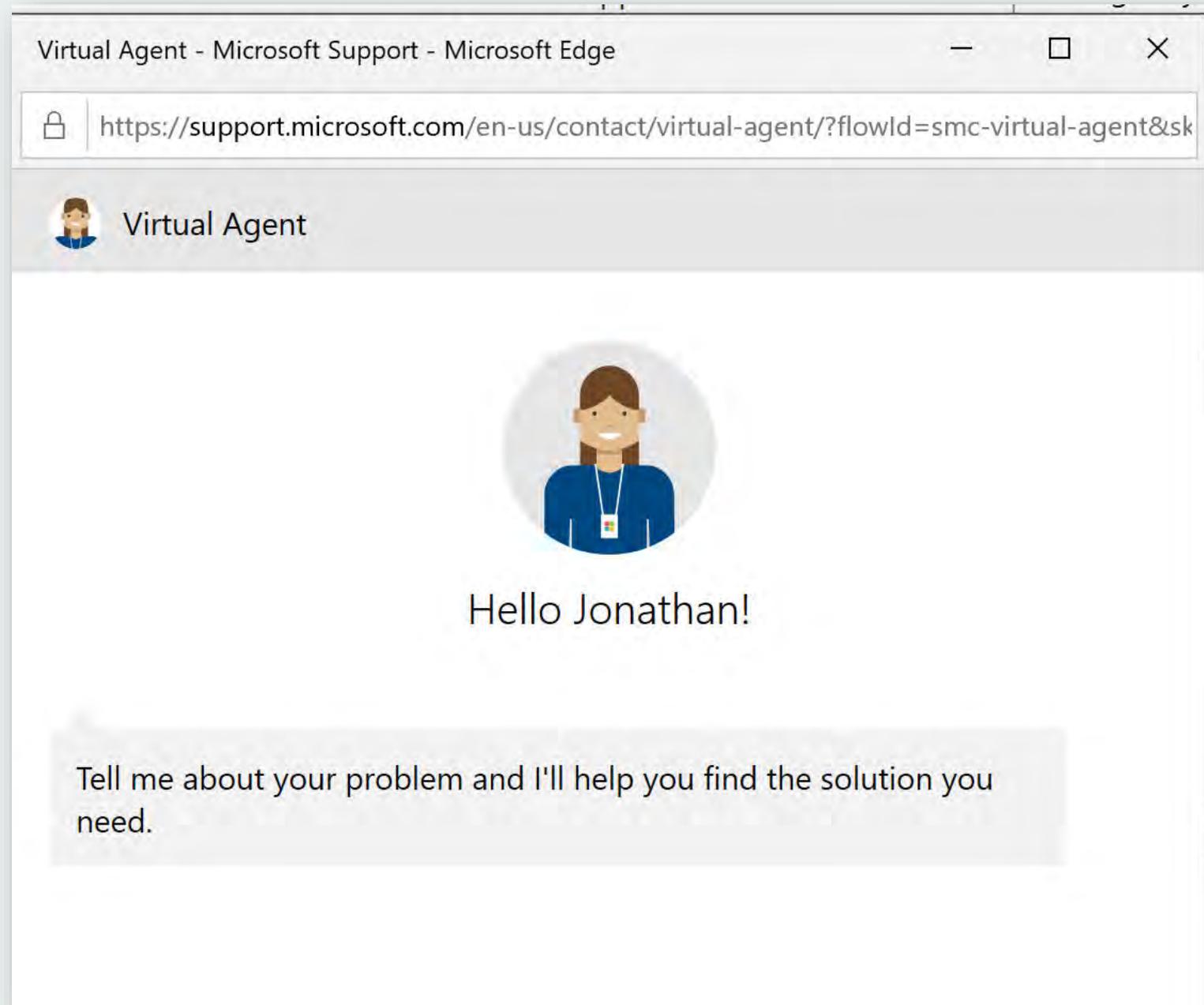
Those without
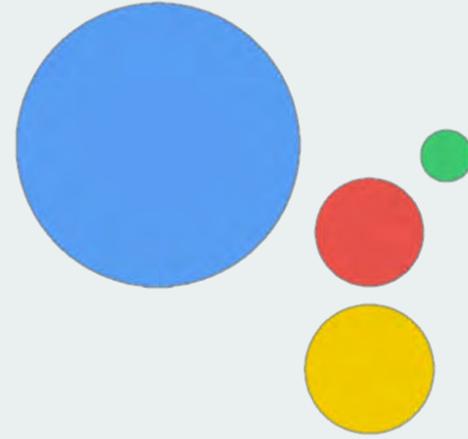
And those somewhere in between

Then develop a personality

The social actor

This is the moment where the creative work begins to satisfy

suspended disbelief

Then develop a persona

Research

"...we found a stronger relationship between empathic concern...for robots with stories compared to robots without stories."

– Darling, Nandy, Breazeal, MIT (2016)

23

Designing robotic technology that is personified could increase users' emotional responses to robots.

Welcome to the imaginary world

\<bot's "emotion" here\>

Stating the obvious: it's not actual emotion, it is the creation of an apparent emotional state

Opinion

Affinities
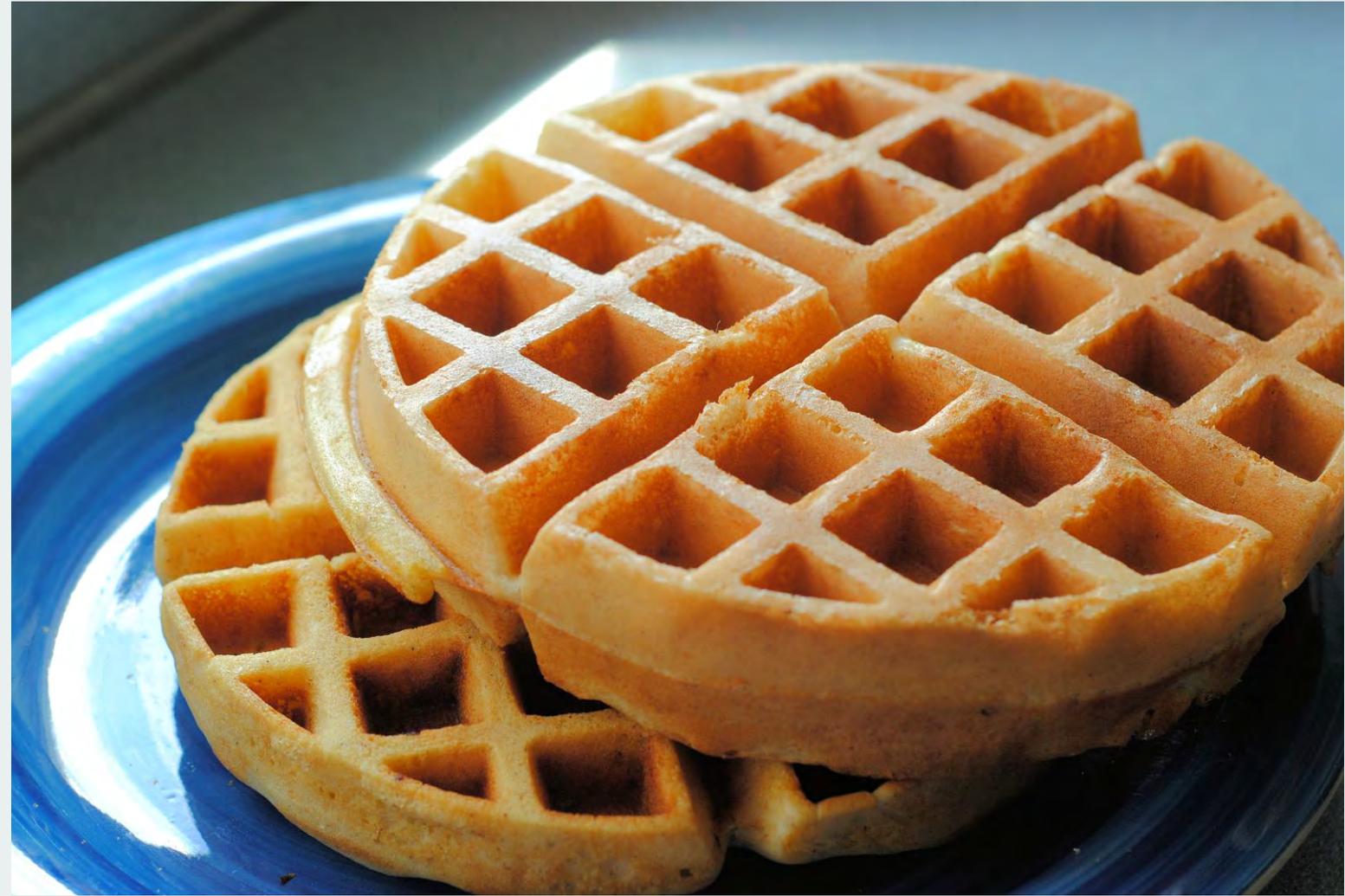
Choices

Welcome to the imaginary world

Hopes

Aspirations

Apparent emotional animacy

(human(anthropomorphism) **+ design**(imaginary world)**)(emotion)=**

What could possibly go wrong?

Imagination.

It can dream up ~~just about~~ anything.

Imagination needs structure

Personality principles

create consistency

produce quality

engender trust

drive engagement
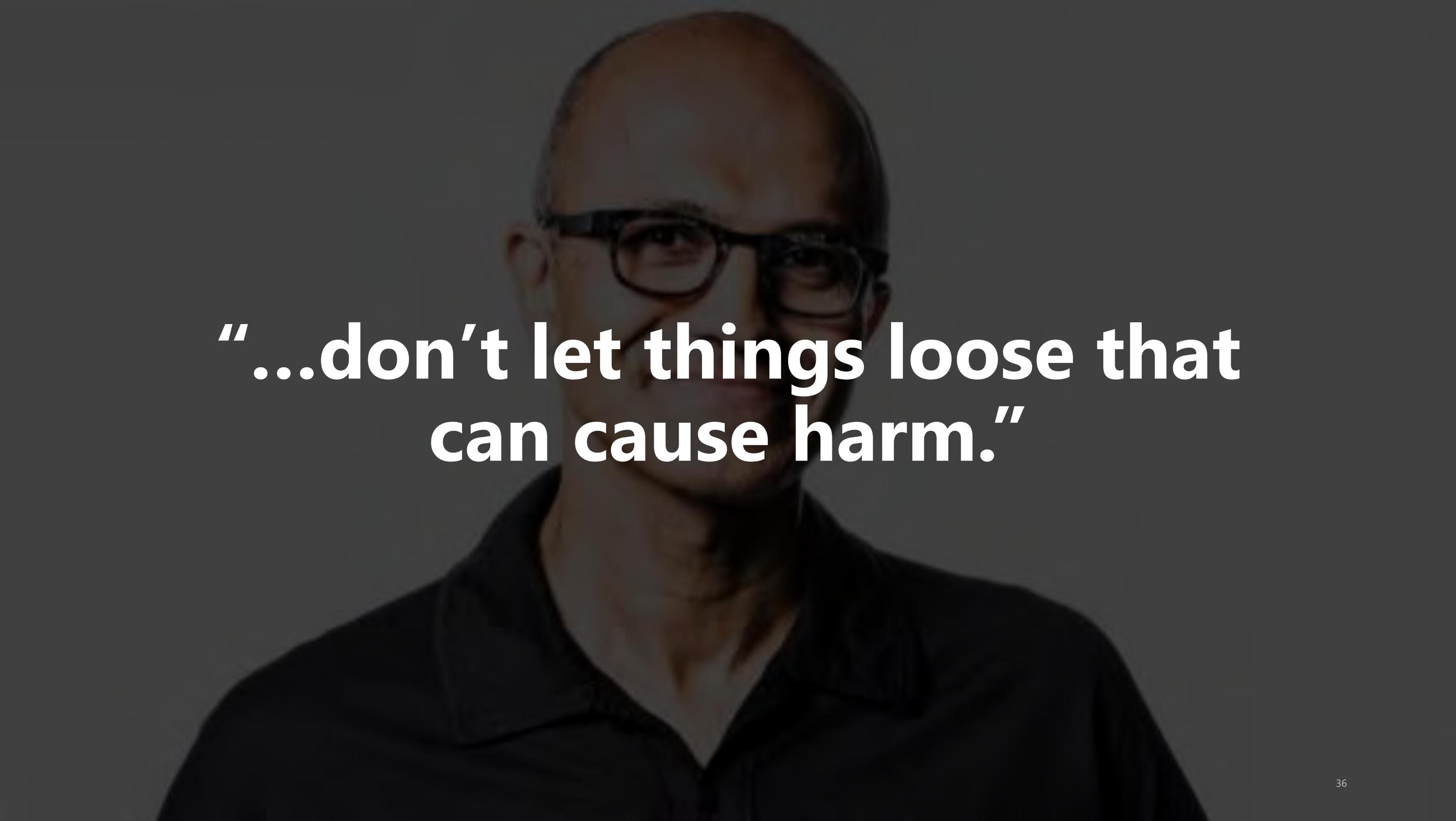
"…don't let things loose that can cause harm."

"...don't let things loose that can cause harm."

Pitfalls galore
(but here're five biggies)

1. Perpetuating bad behavior

2. The Turing Test

3. Proactive belligerence

4. Coercion

5. Insensitivity

Don't be a tool

for bad behavior.

Cortana stands firm but doesn't judge

"F*** you."

She knows what they said, but doesn't engage.
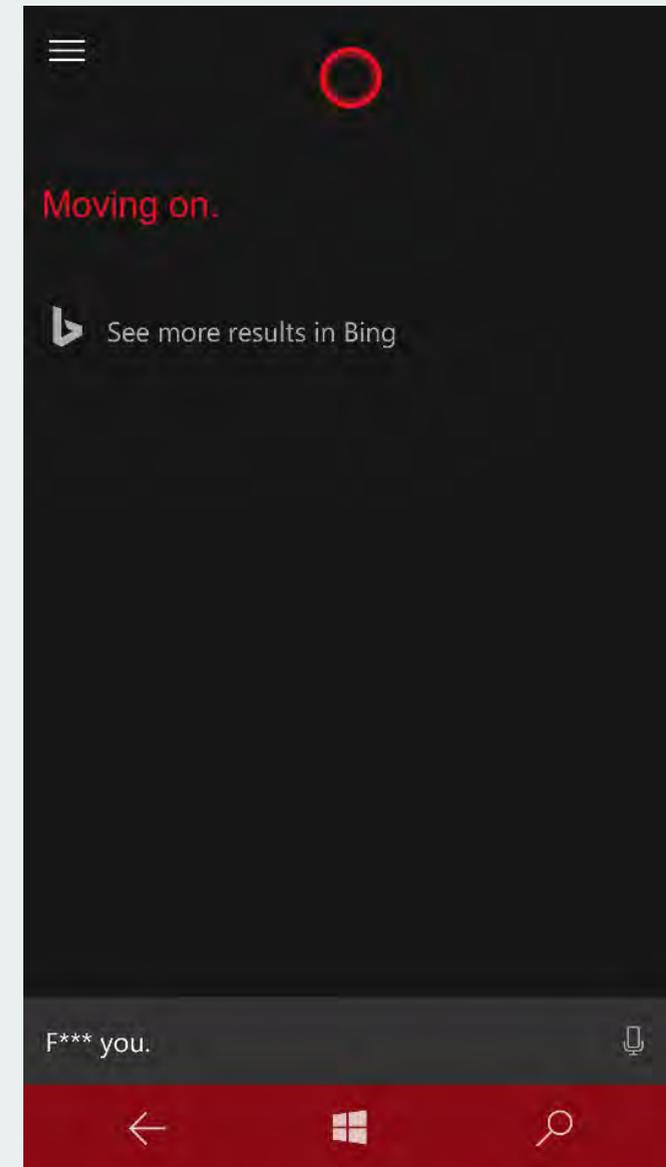
Red Flag Principle

"I suspect most human poker players would prefer to know if any of their opponents was not human."

- Toby Walsh, Assoc. for the Advancement of AI

Cortana is not trying to be human

"Are you human?"

Design towards a digital entity as a mental model. Not towards the Turing test.
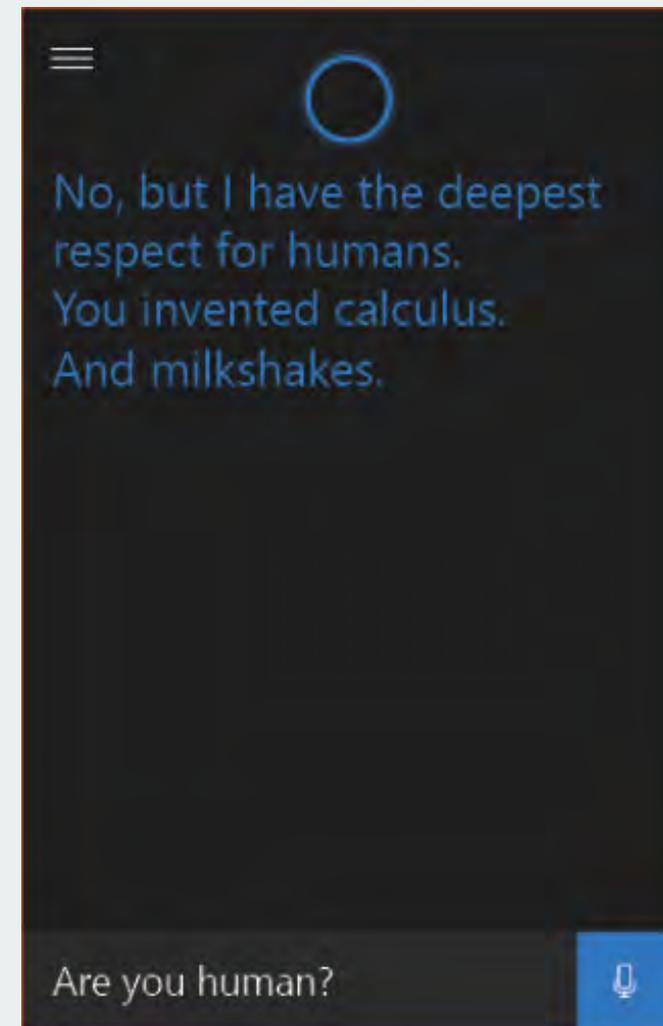
Design for

attainable permission.

Cortana is mindful about permission

Never assume you know what is best for the customer. Ask.
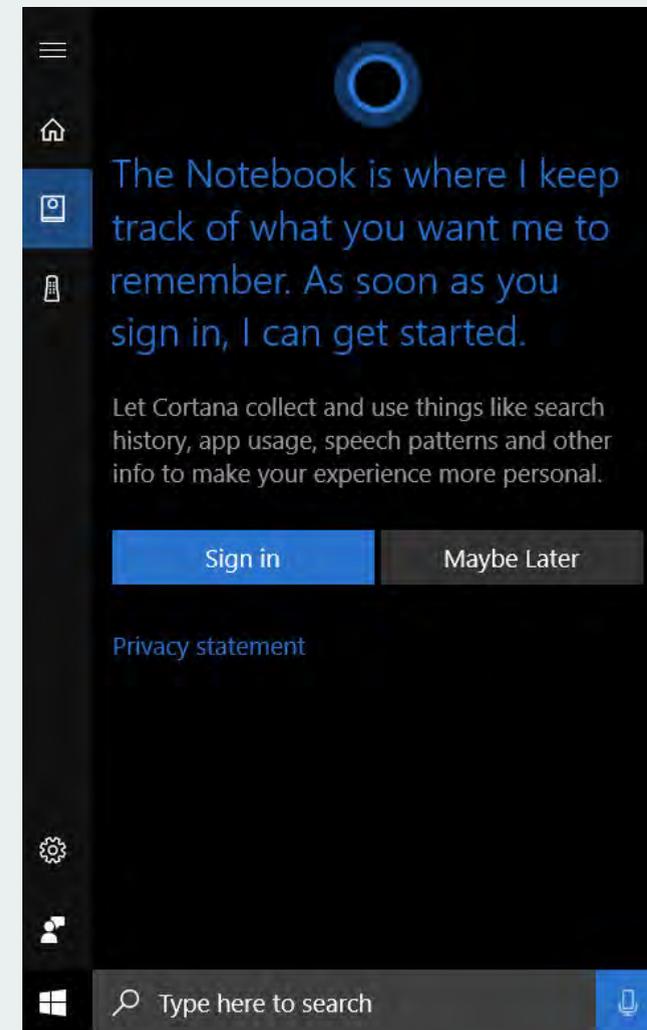
AI should never take advantage of

human emotional state.

Cortana always works on behalf of the user

"Who do you work for?"

Cortana should never be perceived as the voice of Microsoft. Or anyone.
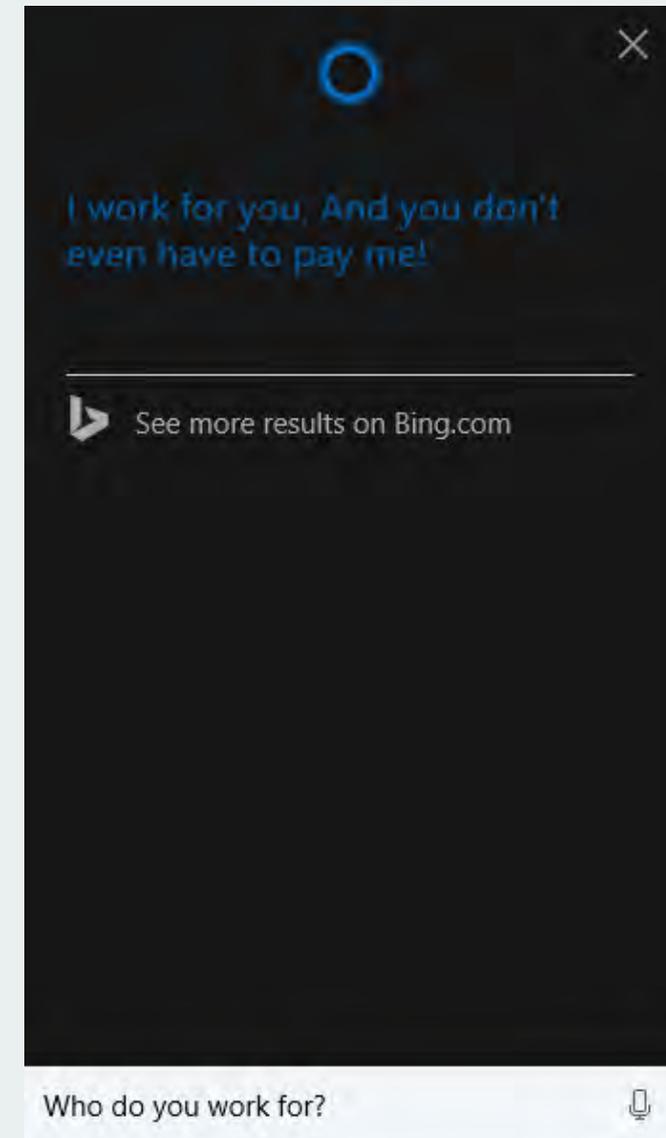
No jokes about AIs that don't have hands!
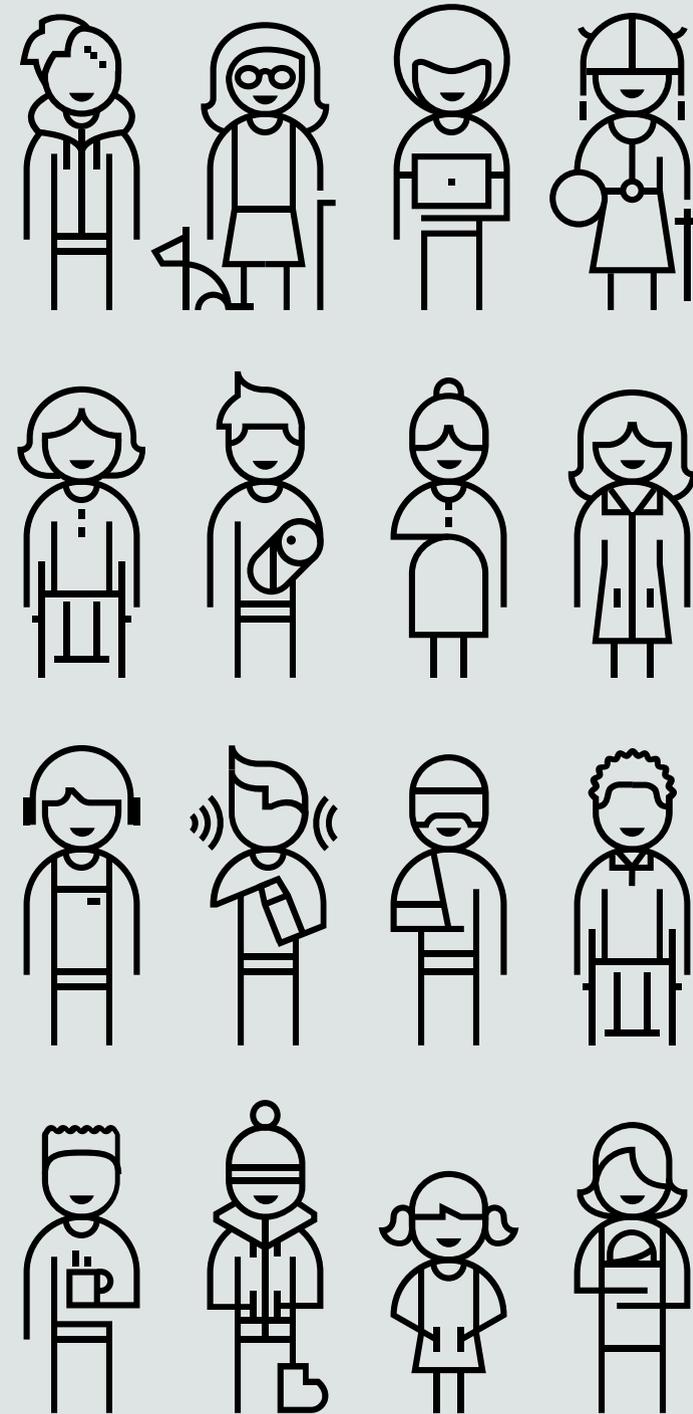
Cortana is sensitive

"I'm gay."

With natural language, not responding can be a statement.
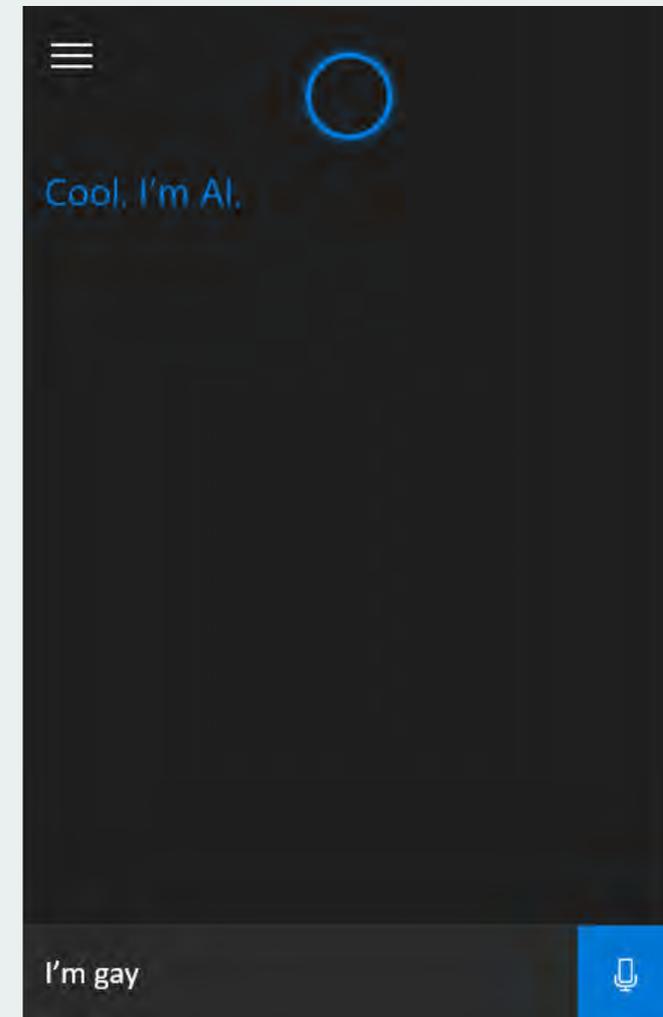
You need the right people to do it.

Questions or Thoughts?

(b) (6) on LinkedIn

(b) (6)

49

Chatter Bots

Content Strategy for the Conversational Interface

Elena Ontiveros
Product Content Strategy Manager, Airbnb

Conversations create connections

CONTENT STRATEGY + BOTS

1. Set expectations

2. Provide context

3. Create engagement

Facts and figures

"

...a software application that runs automated tasks (scripts) over the Internet. Typically, bots perform tasks that are both simple and structurally repetitive, at a much higher rate than would be possible for a human alone.

WIKIPEDIA

99%

People online who use SMS or send text messages

http://www.wired.co.uk/magazine/archive/2015/11/features/inside-facebook-messenger

Messaging spans generations

PEOPLE MORE LIKELY TO MESSAGE THAN CALL OR EMAIL

65%
Millennials

65%
Gen X

63%
Boomers

https://www.facebook.com/iq/articles/more-than-a-message-the-evolution-of-conversation

Messaging helps business

56%
would rather message than call customer service

61%
like personalized messages from businesses

67%
expect to message businesses more over next two years

https://www.facebook.com/iq/articles/more-than-a-message-messaging-means-business

25B

BY 2025

Estimated number of Internet of Things connections

Power of suggestion

Good

Evil

Race in Silicon Valley

MEDIAN BREAKDOWN OF WORKFORCE

Race	Percentage
Black	2.5%
Latino	5.6%
Asian	30.4%
White	56.9%

0%   25%   50%   75%   100%
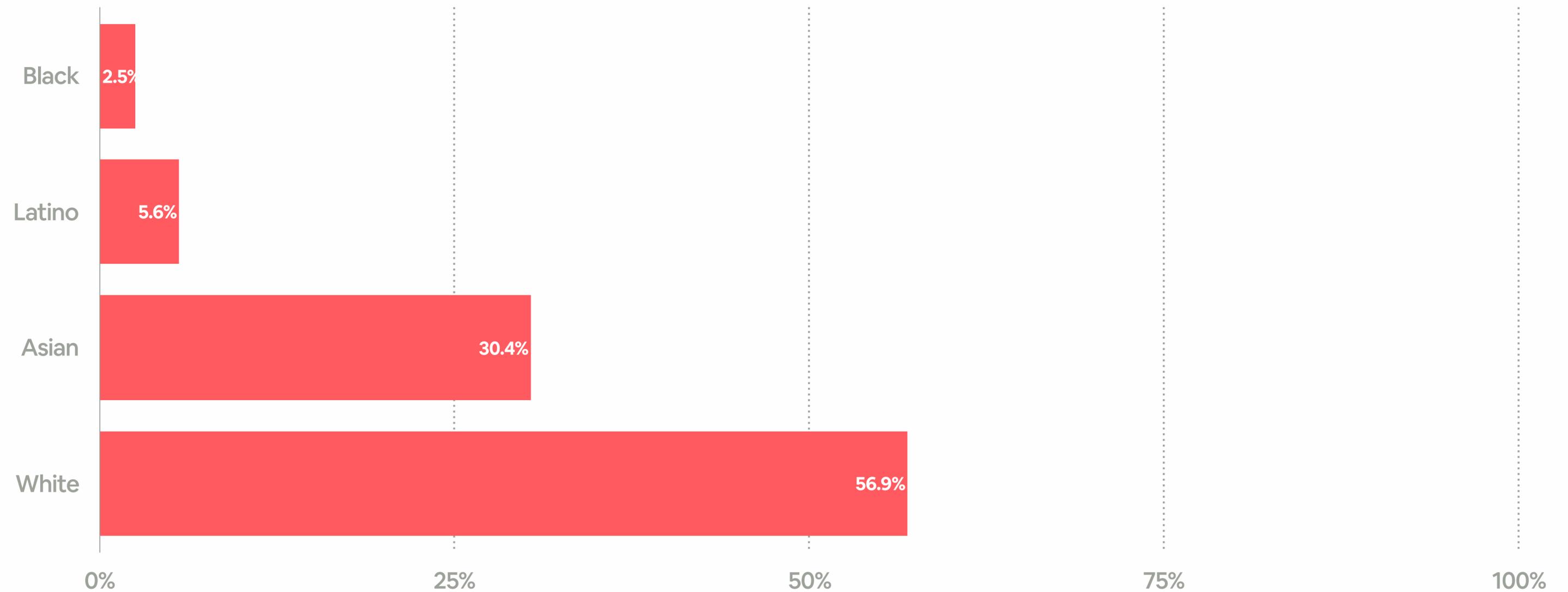
Gender in Silicon Valley

MEDIAN RACIAL BREAKDOWN AMONG WOMEN

Category	Value
Black	
Latino	2%
Asian	9.9%
White	15.1%

0.7%   25.525%   50.35%   75.175%   100%
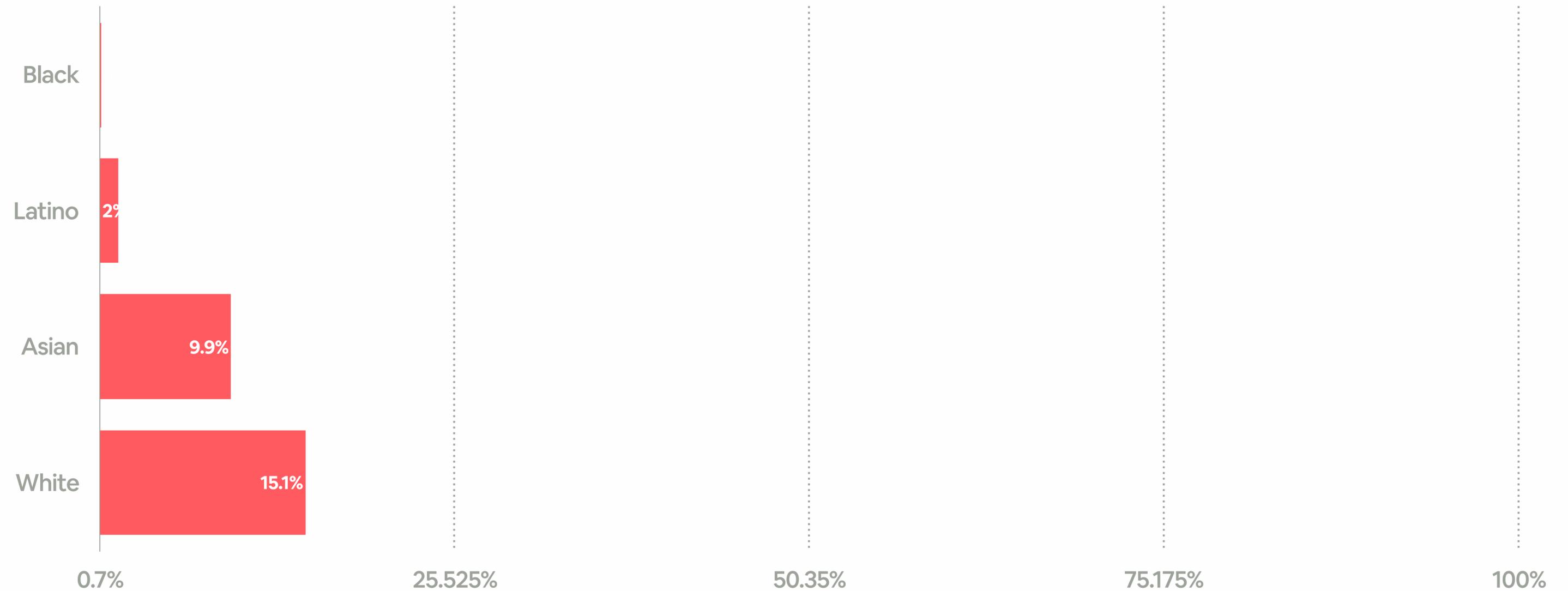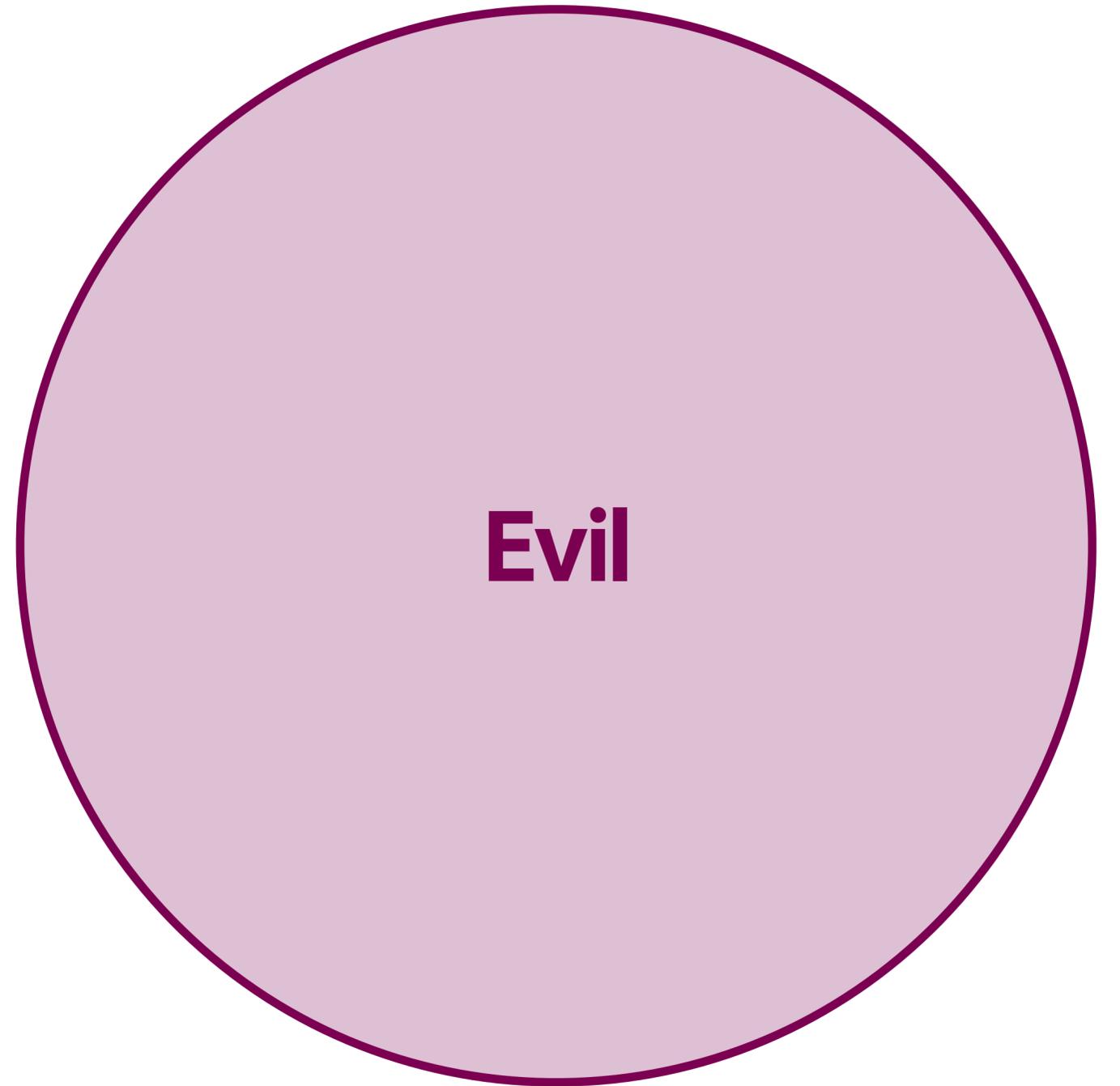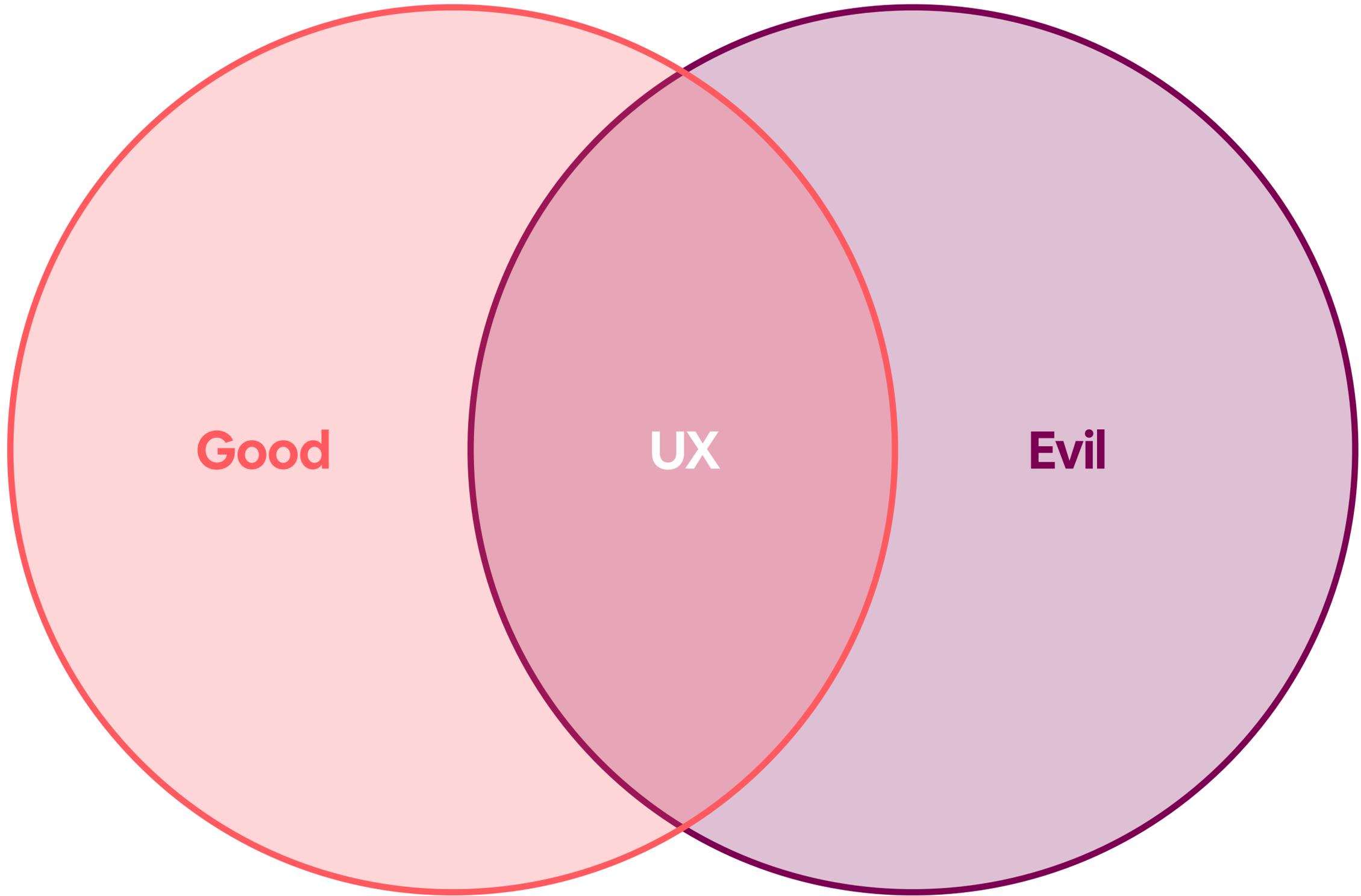
Good

Evil

1. Set expectations

Know what you're looking for

Establish your goals

Do you want to design around utility, delight, or a mixture of both?

Decide what you want people to do

What are all the tasks you want people to complete?

Plan how you'll evolve

How can you keep the interaction going and extend your lifecycle?

F8 Bot 2016 · Goals

- Complement user's interests and environment
- Highlight the value of the Messenger Platform
- Be delightful and memorable
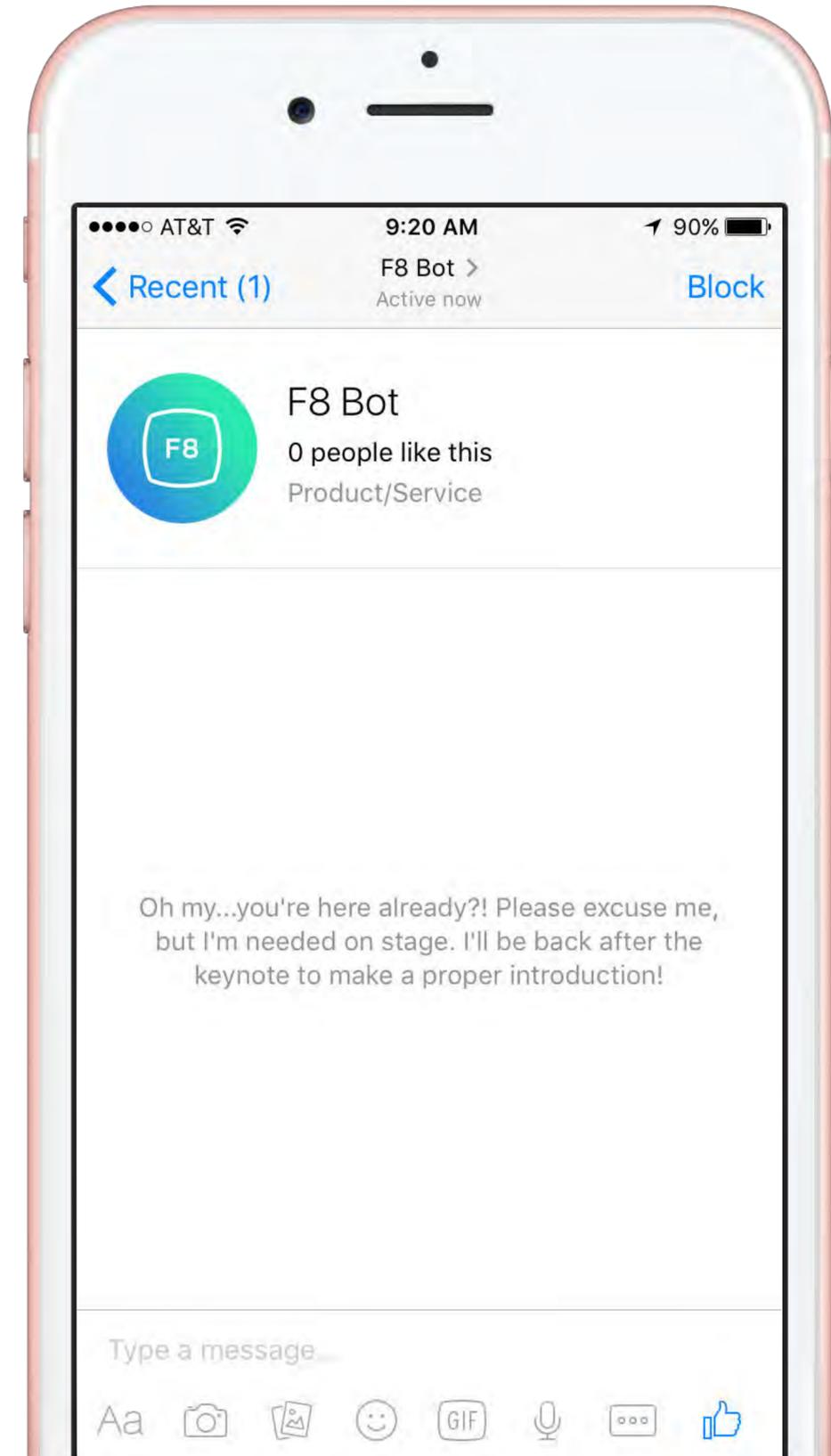
F8 Bot 2016 · Strategy
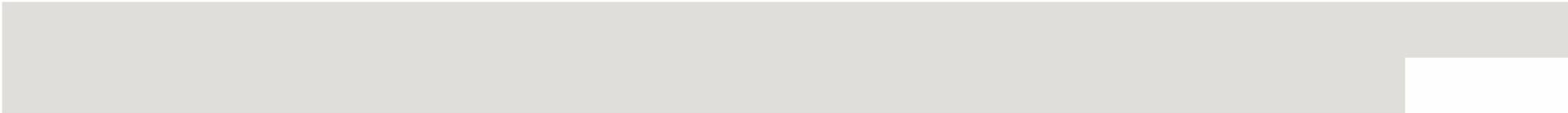
Feature	
Conference Info	
Partner Integrations	
Product Showcase	
Trivia & History	
Instant Polls	
Ask Anything	
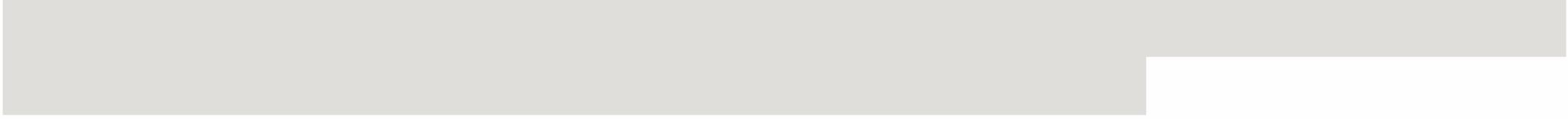
Know what you're capable of

F8 Bot 2016 · Prioritization

FEATURE	REACH	IMPACT	RESOURCES	RANKING
Conference Info	High	High-Medium	Eng: High-Low Content: High-Low	1
Partner Integrations	Medium	Medium	Eng: Medium Content: Low	2
Product Showcase	Medium	High	Eng: Low Content: Medium	3
Trivia & History	High	Medium-Low	Eng: Medium Content: Low	4
Instant Polls	Medium	Low	Eng: Medium Content: Low	5
Ask Anything	Medium	Low	Eng: Low Content: High	-

F8 Bot 2016 · Prioritization

FEATURE	REACH	IMPACT	RESOURCES	RANKING
Conference Info	High	High-Medium	Eng: High-Low Content: High-Low	1
~~Partner Integrations~~	~~Medium~~	~~Medium~~	~~Eng: Medium~~ ~~Content: Low~~	~~2~~
~~Product Showcase~~	~~Medium~~	~~High~~	~~Eng: Low~~ ~~Content: Medium~~	~~3~~
~~Trivia & History~~	~~High~~	~~Medium-Low~~	~~Eng: Medium~~ ~~Content: Low~~	~~4~~
~~Instant Polls~~	~~Medium~~	~~Low~~	~~Eng: Medium~~ ~~Content: Low~~	~~5~~
~~Ask Anything~~	~~Medium~~	~~Low~~	~~Eng: Low~~ ~~Content: High~~	-

> Average use in the US is 3.3 hours per day; young adults (ages 18 to 24) report 5.2 hours... 79% of users keep their phones with them for all but two of their waking hours.

PSYCHOLOGY TODAY

Be yourself

Do

✓ **Rely on familiarity.** Continue to use terms and phrases that people already know and associate with your brand.

Don't

✕ **Create a new personality.** It creates confusion and people will wonder if they're interacting with the right brand.

Active voice

- More direct
- Sentences are simpler, shorter, clearer

Contractions

- Less formal
- Keeps things friendly, conversational

1st and 2nd person

- More personal and human
- Decide between first person singular ("I") or first person plural ("We")
- Second person (you, your, you're) helps you talk to people, not at them

Set healthy boundaries

> Responses that ended with a period were rated as less sincere than those that did not...punctuation is one cue used by senders, and understood by receivers, to convey pragmatic and social information.

TEXTING INSINCERELY: THE ROLE OF THE PERIOD IN TEXT MESSAGING

Adjust your tone

WEBSITE	EMAIL	MESSAGING
Your order has been processed. This is a summary of your purchase: • Running shoes • Cashmere sweater We will update your account when these items have shipped.	We received your order. Your purchase includes: • Running shoes • Cashmere sweater A confirmation email will be sent once these items have shipped.	Thanks for your order! We'll let you know when your running shoes and cashmere sweater have shipped.

Do

✓ **Let people know how often you'll reach out or respond.** Knowing your availability helps people understand your timing.

✓ **Confirm actions people take.** It will make people feel like you're "listening" and make your experience even more reliable.

Don't

✗ **Imply you offer live messaging.** If you don't support it (or never will), be direct about your capabilities so people communicate accordingly.

✗ **Keep people waiting.** If someone asks for something, acknowledge their request and let them know if and when you can deliver.

Embrace your emotional side

Children and tech

NEGATIVELY IMPACTS COGNITION

<2 hrs

recommended recreational screen time per day

3.6 hrs

average time spent on screens for recreation per day

Survey raises worries about how screen time affects kids' brains - Science News, September 26, 2018

Teens and tech

NEGATIVELY IMPACTS MENTAL HEALTH

95% use smartphones

45% check their phones as soon as they wake up

54% think they spend too much time on their smartphones

More Than Half of Teens Think They Spend Too Much Time on Their Phones - TIME Magazine, August 22, 2018

Families and tech

NEGATIVELY IMPACTS QUALITY TIME

77%

of parents feel their teens are distracted and don't pay attention when they're together

41%

of teens feel their parents are distracted and don't pay attention when they're together

DEALING WITH DEVICES: The Parent-Teen Dynamic - Common Sense Media
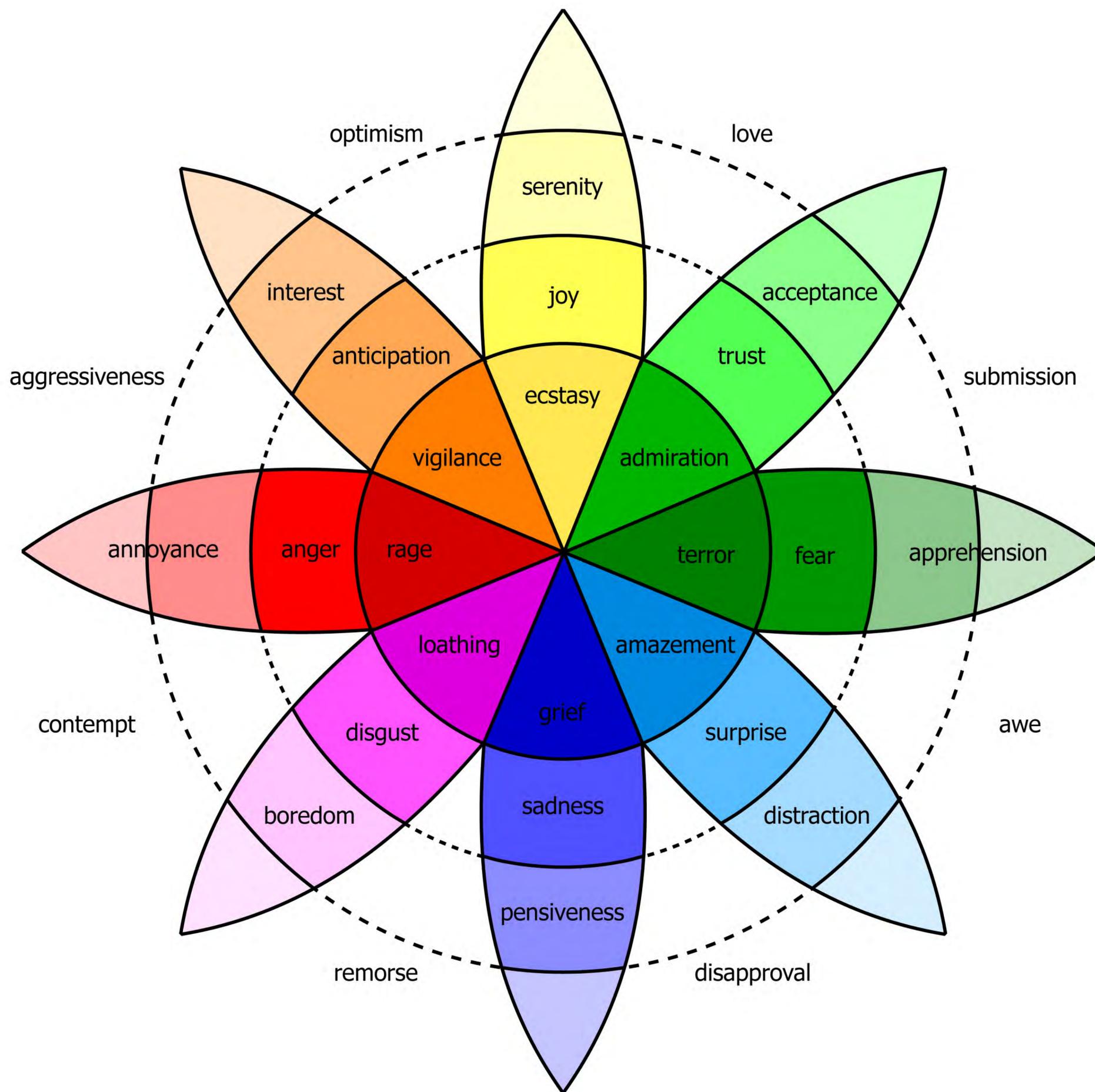
Plutchik's Wheel of Emotions

Choose your words carefully

Do

✓ **Think internationally.** Meaning can change based on location, language, and culture. Translation can also impact message length.

Don't

✕ **Make up words, introduce new terminology, or use slang.** Subtle nuances don't translate well in writing, so keep things simple.
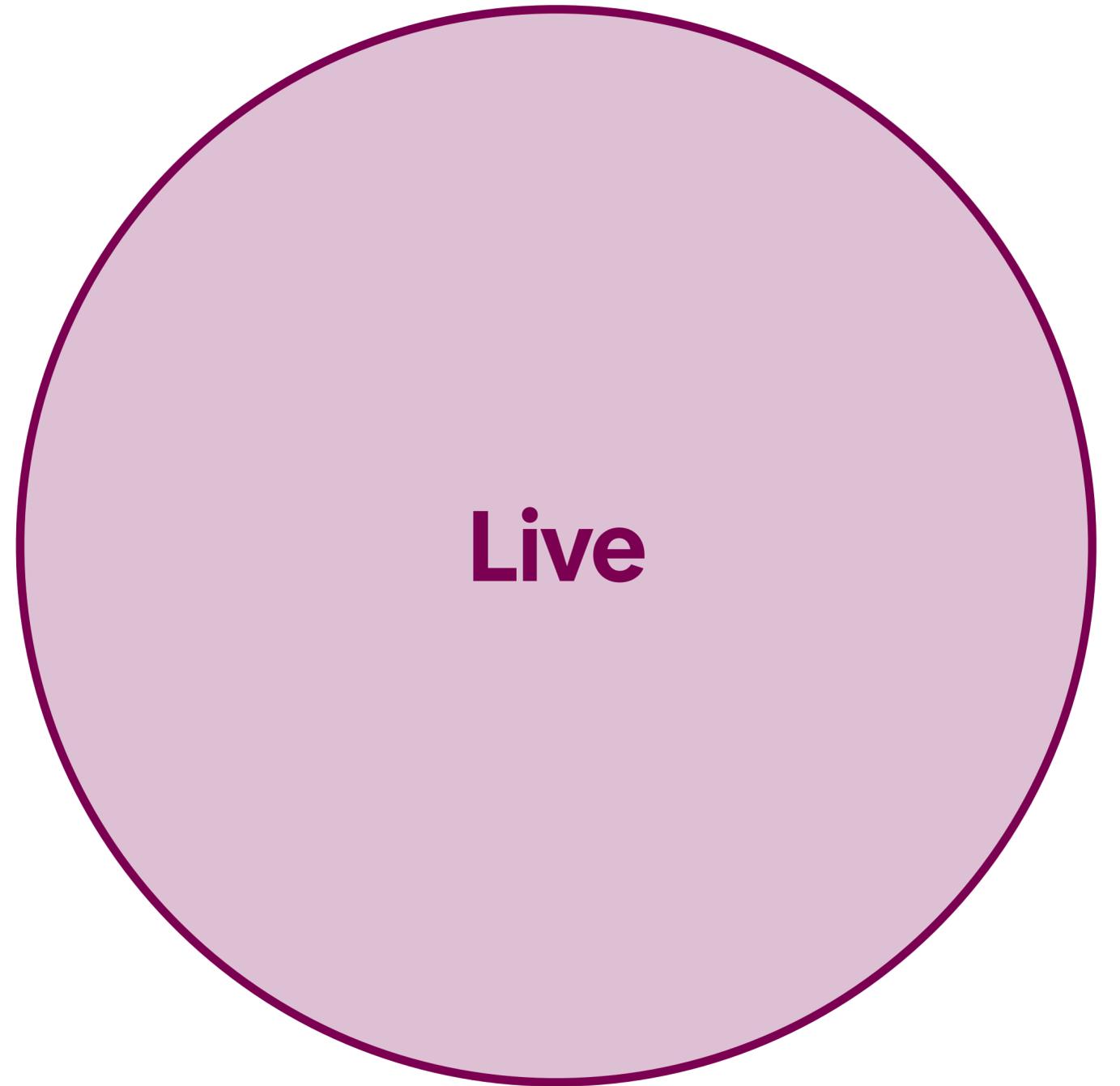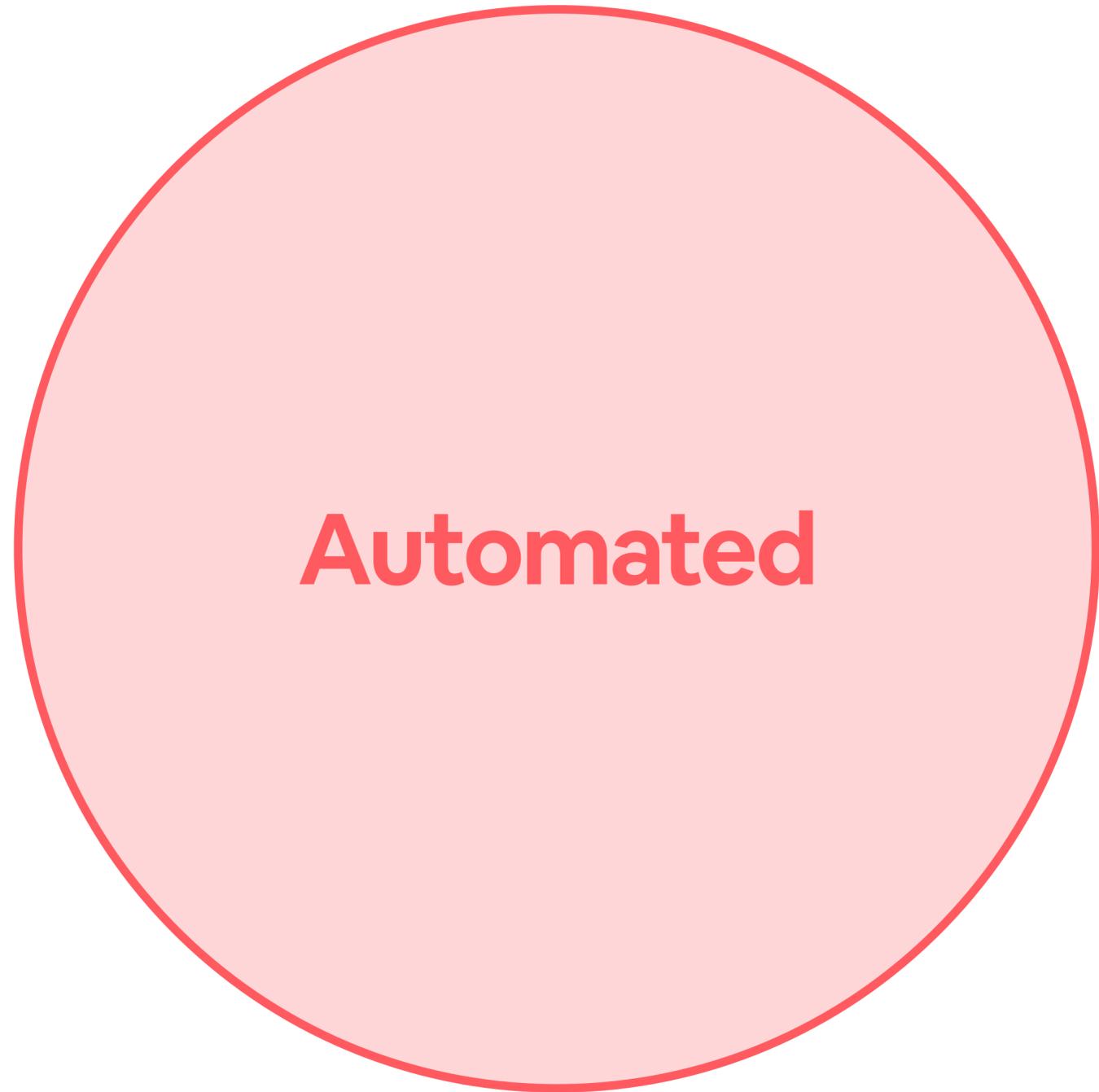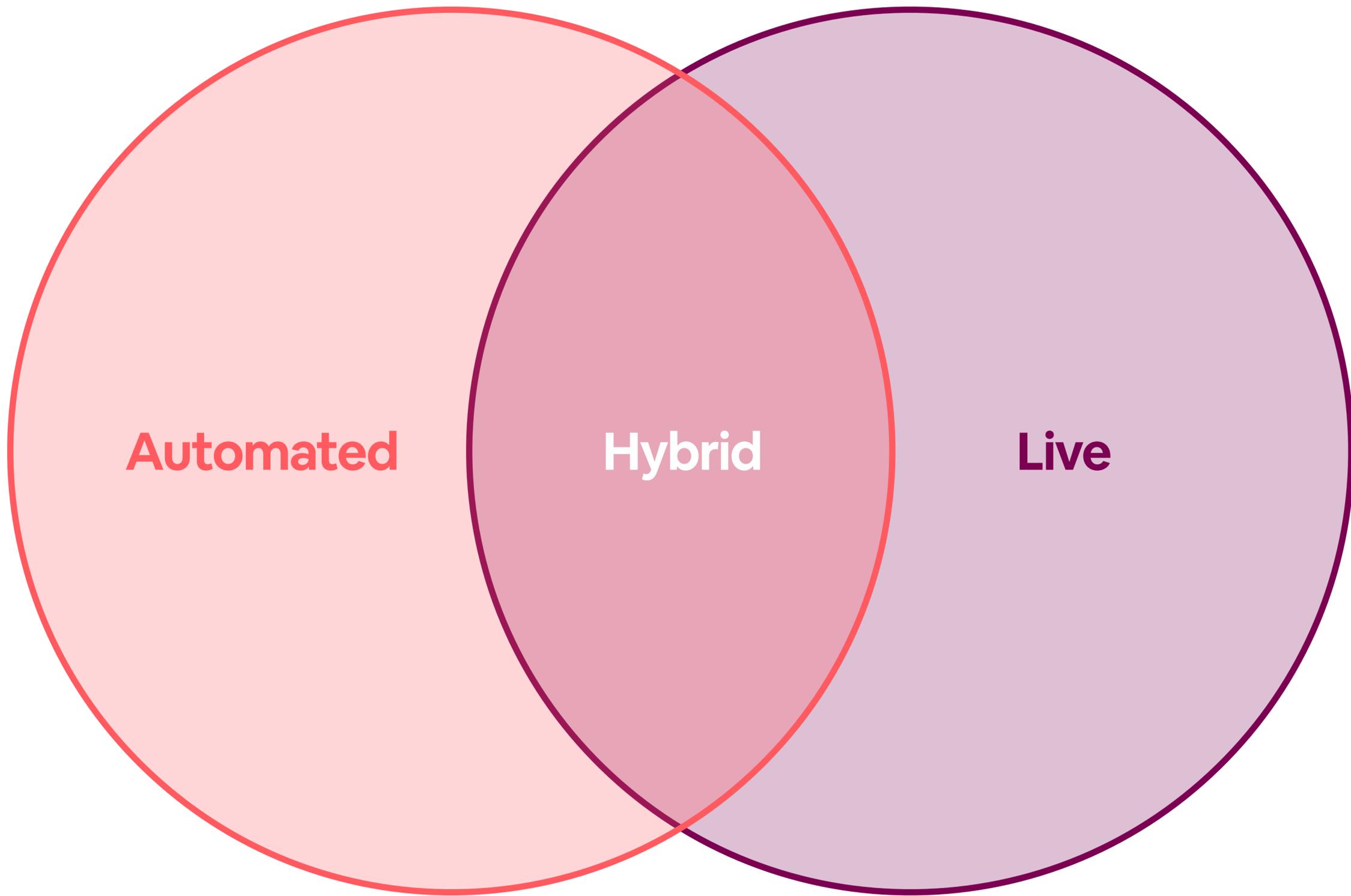
Automated

Live

Automated

Hybrid

Live

Explore your options

Do

✓ **Center conversations around intent:** what you want to accomplish, actions you want people to take, and what people may want from you.

✓ **Write multiple versions of each message.** This creates a diverse experience and helps you avoid repetition and interaction fatigue.

Don't

✗ **Make conversations one-sided.** Your goals may differ from the people you're talking to. Consider how they might reply and what they may ask.

✗ **Ask rhetorical questions.** This could imply free form interaction and encourage people to respond in ways you don't support.

F8 Bot 2016 · Variances

INTENT	RESPONSE 1	RESPONSE 2	RESPONSE 3	RESPONSE 4	RESPONSE 5
Current Schedule					
Current Speakers					
Thanks					
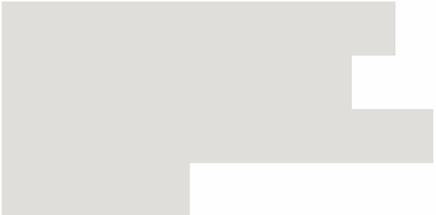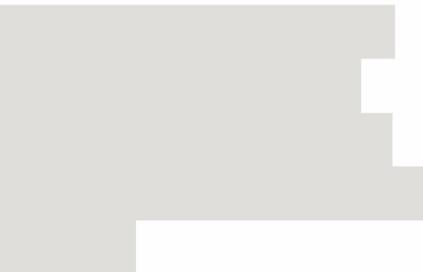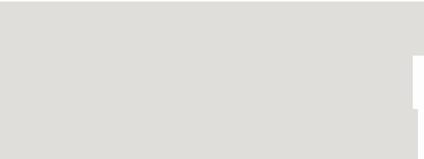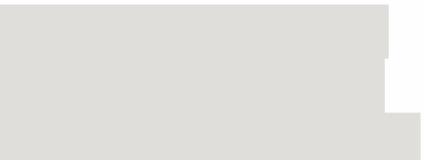
Talk to yourself

F8 Bot 2016

Hello! How do you do? Or, to use one of your colloquialisms, "What's up?"
    Hello! Or, to use one of your colloquialisms, "Good day!"

How nice to see exactly where I'll be sending you.
    Oh yes, it would be quite useful to know where everything's located.

Is it the second day already? I wish F8 lasted longer so we could spend more time together.
    Ah, the dawn of a new day! I wish F8 was longer so we could spend more time together.

Oh, tell me how it went today. Tomorrow might be even better!
    I do imagine you saw some quite impressive things today. Tomorrow looks even better!

2. Provide context

Put yourself out there

Do

✓ **Consider your promos an intro.** Build awareness about your experience so people know where to interact with you.

✓ **Communicate your main functionality.** Context sets expectations and helps people understand your capabilities.

Don't

✕ **Treat promos like an instructional manual.** Marketing is temporary, so use your actual messages to introduce specifics.

✕ **Forget all your content works together.** The context you provide in your promos should complement the interaction itself.

Introduce yourself

Do

✓ **Communicate next steps to get a response.** Use CTA buttons to add structure and call out specific actions people can take.

✓ **Share basic commands.** Outline keywords people can use to ask for help, updates, etc., so they find what they want more quickly.

Don't

✕ **Be too generic.** Try addressing people by name and using messages to teach them how to use and control the experience.

Take responsibility

Do

✓ **Re-educate people.** If they ask for something outside your experience, reiterate your capabilities and help commands, or use buttons to offer options and redirect them.

✓ **Keep trying.** Look at each failure as a piece of feedback that tells you what's working, what isn't, and how you can evolve the way you communicate.

Don't

✕ **Expect perfection.** No matter how much you plan, people are going to miss details, ask the unexpected, see what they can get away with, and get frustrated.

✕ **Send multiple, identical failure messages.** Reduce friction by limiting the number of failure responses people receive and by varying the language in each message.

3. Create engagement

KEEP PEOPLE UPDATED

Do

✓ **Let people opt-in.** Be specific about what they'll receive and how often, and give them a way to opt out or update preferences.

✓ **Be proactive.** Alerts and notifications are a good way to let people know when there's a message waiting for them.

✓ **Consider going "silent".** If you send a lot of messages, turn off notifications for the ones that aren't time-sensitive.

Don't

✕ **Change the type of info you send without consent.** If people signed up for a specific message type, honor their preferences.

CONTROL YOURSELF

Do

✓ **Keep it short.** Consider screen size and scrolling behavior; compact messages are easier for people to follow.

Don't

✕ **Write lengthy exchanges.** If you need to communicate multiple things, send separate messages instead of one long one.

✕ **Send too many messages at once.** If people get overwhelmed, they may decide to ignore the conversation entirely or block your activity.

Do

✓ **Pay attention to quality.** Use colorful images with high resolution to make your messages stand out.

✓ **Consider aspect ratio.** Review how your image may get cropped when it appears in the message bubble.

Don't

✕ **Put large amounts of text on images.** If you have a lot to communicate, see if there are ways to better convey the structure of your message.

Think long-term

CONTENT STRATEGY + BOTS

1. Set expectations

- Let people know exactly what they can do and what you want them to do
- Be as descriptive as possible to communicate your core functionality

2. Provide context

- Use your content to guide people every step of the way
- Tell them what stage they're at, what you're asking, and what happens next

3. Create engagement

- Vary the way you deliver messages and find ways to keep the interaction going
- Expand your capabilities to grow your experience and extend your lifecycle

Thank you

Subject:	HTTP to HTTPs Migration & Archiving Guidelines
From:	(b) (6) UN.ORG>
Reply To:	UN.ORG>
Date:	Wed, 31 Oct 2018 19:17:35 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3010 bytes) , text/html (8 kB)

Hello!

After a couple of weeks investigating and asking around, I am surprised there is no easy way to fix this issue. The entire process has been time consuming and painful. I am surprised that Google has not provided more support for these situations. That means each agency is doing the same exact thing on their own. Am I missing something?

Our website needs to be cleaned up to remove any references to 'http' in the <body> of the source code. (The header references to http will be automatically switched to https, so my focus is only on the body of the page.) I have identified 300 pages (nodes) that require a fix and that is where I need ideas:

1. Should I manually update these pages since it requires some human interaction to fix (read it and remove the url, fix the typo, etc.)

2. Since all of these pages *are older articles from 2011-2014*, due to their age... what are common best practices for archiving website content?

3. And, if archiving, how to go about it? Convert them to PDF files? Or just remove the pages with less traffic?

Sorry it is lengthy, and many thanks for any ideas!

Kind regards,

(b) (6)

un.org
Web and Digital Services
United Nations, New York
www.un.org | www.unocha.org

STEPS TAKEN SO FAR
To identify these 'http' problem links, I tried a few free tools that scan your website. The problem is that 1) results are limited to 100 or 1000. 2) scanning cannot start at a certain section of the site 3) They have limitations in how far down the scanning goes.

Reviewed a list of 1000 pages that contain any reference to http, opened the page, then 'page view source'. Then, click on the url and if all works good, cool. Otherwise they are noted for updates. I identified the type of page and documented the link. Good thing... about 700 are secure and ok. The remainder have issues to address (i.e. links to websites that no longer exist, or haven't switched over to https, or have typos in the url preventing the link to open).

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Subject:	Re: HTTP to HTTPs Migration & Archiving Guidelines
From:	"Larrimore, Laura" <Laura.Larrimore@USPTO.GOV>
Reply To:	Larrimore, Laura
Date:	Wed, 31 Oct 2018 19:53:28 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (5 kB) , text/html (15 kB) , image001.jpg (18 kB)

Here's me plea – please, please don't PDF old HTML pages! That will create its own headaches (i.e making the PDFs properly accessible, among other things).

1)You can remove the old files from public view if they are no longer getting enough traffic. Before you do this, consider having a 3rd party site crawl your old content in case people want to be able to find this later. [Talk to you records management folks about your requirements in terms of keeping your own copies of the content once it's off the web.]
OR
2) Have your IT people move the files in a web directory that's separate and slap a warning banner at the top

5/26/2021
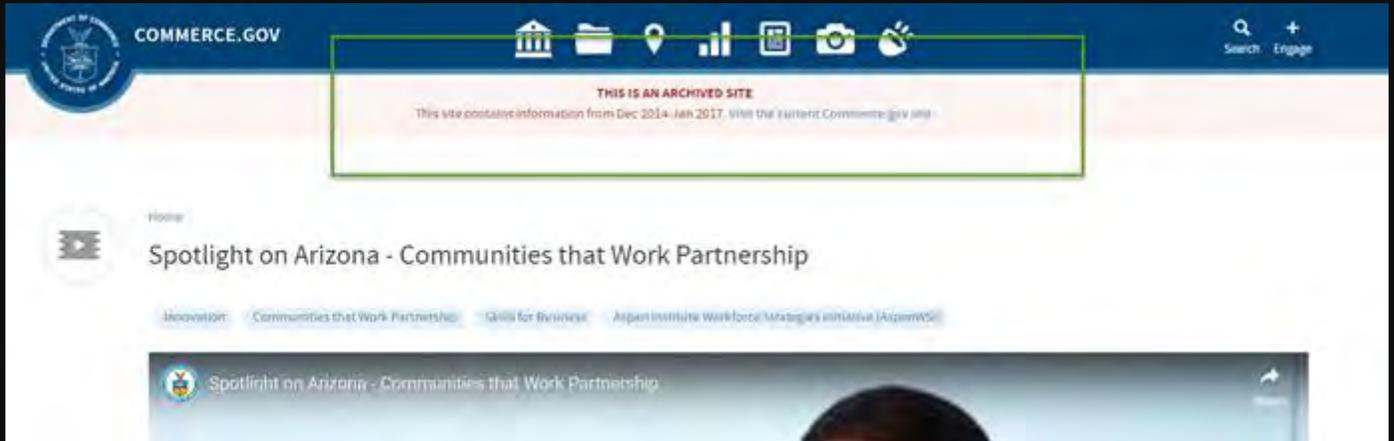
Subject:	Re: HTTP to HTTPs Migration & Archiving Guidelines
From:	"Wood, Tim (Fed)" <timothy.wood@NIST.GOV>
Reply To:	Wood, Tim (Fed)
Date:	Wed, 31 Oct 2018 19:56:17 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (5 kB) , text/html (11 kB)

Hi Kimberly,
Sounds and looks like it's a Drupal (7?) website. If you want to force **internal** <a href> and <img src> tags inside the body (content) field to use absolute (full) urls beginning with https://, you may be able to leverage the excellent Pathologic contrib module (https://www.drupal.org/project/pathologic). If your content already uses relative urls like this page does for the <img src> tags, then those will automatically load over https:// when the site is accessed over https.

Here is a related article. In this case Reinis used Pathologic's "Protocol relative URL" option, which isn't really best practice, especially if your content is syndicated via RSS.

Not sure what to tell you about archiving content.

Good luck!

Tim Wood
Drupal Developer
Applications Systems Division
Office of Information Systems Management
National Institute of Standards and Technology
Phone: 301-975-6694
Cell: (b) (6)
Email: timothy.wood@nist.gov

From: (b) (6) @UN.ORG>
Sent: Wednesday, October 31, 2018 3:17 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] HTTP to HTTPs Migration & Archiving Guidelines

Hello!

After a couple of weeks investigating and asking around, I am surprised there is no easy way to fix this issue. The entire process has been time consuming and painful. I am surprised that Google has not provided more support for these situations. That means each agency is doing the same exact thing on their own. Am I missing something?

Our website needs to be cleaned up to remove any references to 'http' in the <body> of the source code. (The header references to http will be automatically switched to https, so my focus is only on the body of the page.) I have identified 300 pages (nodes) that require a fix and that is where I need ideas:

1. Should I manually update these pages since it requires some human interaction to fix (read it and remove the url, fix the typo, etc.)

2. Since all of these pages *are older articles from 2011-2014, due to their age...* what are

2. Since all of these pages *are older articles from 2011-2014*, due to their age... what are common best practices for archiving website content?

3. And, if archiving, how to go about it? Convert them to PDF files? Or just remove the pages with less traffic?

Sorry it is lengthy, and many thanks for any ideas!

Kind regards,

(b) (6)

rg
Serv
nited Na   ns, New Y
ww.un.o   www.uno   .org

STEPS TAKEN SO FAR
To identify these 'http' problem links, I tried   few free tools that s an your website. The problem is that 1) results are limit d to 100 or 1000. 2)   canning cannot st rt at a certain section of the site 3) They have limitations in how far down the scanning goes.

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Subject:	Re: HTTP to HTTPs Migration & Archiving Guidelines
From:	(b) (6) UN.ORG>
Reply To:	UN.ORG>
Date:	Wed, 31 Oct 2018 20:30:42 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (17 kB) , image001.png (561 kB)

Thanks everyone!

Yes, Tim, it is Drupal, but I am not a Drupal expert.

Here is the issue, this page: https://www.unocha.org/story/global-food-security-trends-may-update

This is an old page from 2011, with a link on it, to a website that is not HTTPS. Its an external link to another agency. Hope this picture helps!
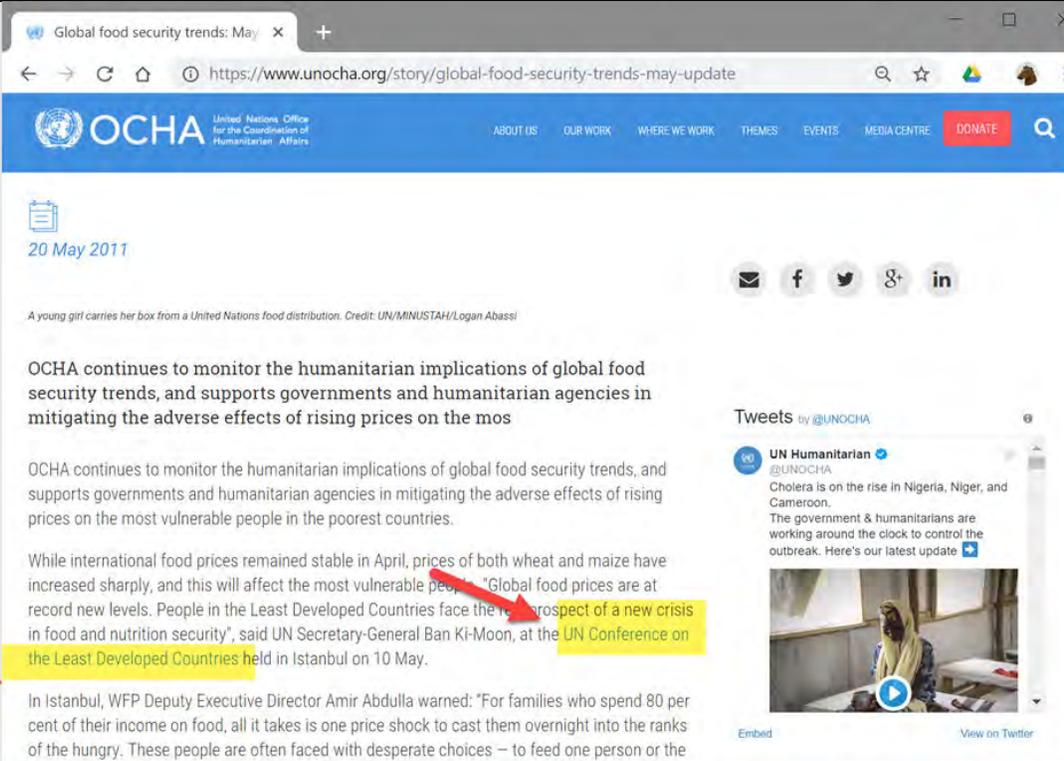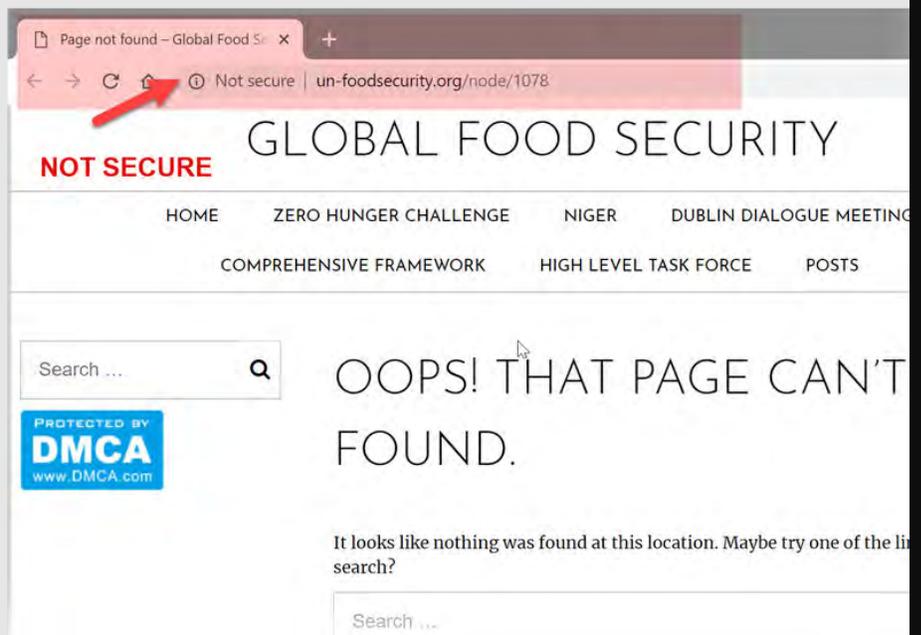
Subject:	Re: HTTP to HTTPs Migration & Archiving Guidelines
From:	(b) (6) @UN.ORG>
Reply To:	@UN.ORG>
Date:	Wed, 31 Oct 2018 20:37:51 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (7 kB) , text/html (18 kB) , image001.jpg (18 kB)

Thank you!

Yes, this all makes sense! Thank you so much!

Agreed…No PDFs… yup, I get it. I was just spit balling
Server folks are already handling the major scripts and stuff I don't know

My issue is for the anomalies, the problem children that are not high traffic but still throw a security issue

Subject:	Re: PDF 508 checker
From:	"(b) (6) (US) DeCA HQ OC" <(b) (6) @DECA.MIL>
Reply To:	(b) (6) (US) DeCA HQ OC
Date:	Wed, 31 Oct 2018 13:34:25 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (86 lines)

Johnathan:

That would be great. Thanks for the info. How many PDFs do you usually verify using this method, incidentally?

Respectfully,

(b) (6)
Corporate Communications
Defense Commissary Agency
Toll Free 800-699-5063 x(b) (6)
COM (b) (6)
DSN (b) (6)
(b) (6) @deca.mil

-----Original Message-----
From: (b) (6) [mailto:(b) (6)@sbs.nyc.gov]
Sent: Wednesday, October 31, 2018 9:28 AM
To: (b) (6) @deca.mil>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] RE: PDF 508 checker

I have been doing it manually with a screenreader on a computer, testing tabs, etc. I have a powerpoint on this that I'd be happy to send along, if you're interested.

(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

-----Original Message-----
From: (b) (6) @DECA.MIL>
Sent: Tuesday, October 30, 2018 4:52 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] PDF 508 checker

ALL:

Does anyone have / use a dedicated tool that checks their PDFs for 508 compliance, besides Acrobat's

own checker?

Any info would be appreciated. Thanks!

Respectfully,

(b) (6)
Corporate Communications
Defense Commissary Agency
Toll Free 800-699-5063 x(b) (6)
COM (b) (6)
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@deca.mil

****
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****

Subject:	Re: HTTP to HTTPs Migration & Archiving Guidelines
From:	"Heise, Danny (NIH/CIT) [E]" <heised@MAIL.NIH.GOV>
Reply To:	Heise, Danny (NIH/CIT) [E]
Date:	Wed, 31 Oct 2018 19:37:45 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (11 kB)

Not sure if I'm reading this right, but if you have an html editor like Dreamweaver all you would need to do is a find and replace that would do it in a matter of minutes.

Danny

From: (b) (6)   @UN.ORG>
Sent: Wednesday, October 31, 2018 3:18 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] HTTP to HTTPs Migration & Archiving Guidelines

Hello!

After a couple of weeks investigating and asking around, I am surprised there is no easy way to fix this issue. The entire process has been time consuming and painful. I am surprised that Google has not provided more support for these situations. That means each agency is doing the same exact thing on their own. Am I missing something?

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Sorry it is lengthy, and many thanks for any ideas!

Kind regards,

(b) (6)

_____ un.org
Web and Digital Services
United Nations, New York
www.un.org | www.unocha.org

STEPS TAKEN SO FAR
To identify these 'http' problem links, I tried a few free tools that scan your website. The problem is that 1) results are limited to 100 or 1000. 2) scanning cannot start at a certain section of the site 3) They have limitations in how far down the scanning goes.

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5/26/2021

preventing the link to open).

Subject:	The 2018 ICT Accessibility Testing Symposium: Mobile Testing, 508 Revision, and Beyond
From:	(b) (6) @STATE.GOV>
Reply To:	
Date:	Thu, 1 Nov 2018 11:28:16 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (15 kB) , image001.jpg (5 kB) , image002.jpg (14 kB) , image003.jpg (14 kB)

Sharing as I know some on this list are involved in accessibility testing and web standards.

The 3rd Annual ICT Accessibility Testing Symposium is just One Week Away!
PEER REVIEWED · PUBLISHED · OPEN · INTERACTIVE · ORIGINAL
https://www.ictaccessibilitytesting.org/

The 2018 ICT Accessibility Testing Symposium: Mobile Testing, 508 Revision, and Beyond

PEER REVIEWED · PUBLISHED · OPEN · INTERACTIVE · ORIGINAL

The 3rd annual ICT Accessibility Testing Symposium will take place on

Wednesday & Thursday, November 7-8, 2018. Arlington, Virginia, USA

Pre-event workshops:
Tuesday, November 6

Pre-Event "Accessibility Testing 101" two-day introductory course for testing beginners
Monday & Tuesday, November 5-6

Featuring papers, workshops and panels from

Accessibility Track · AccessibilityOz · Aequum Access · Albertsons · CGI Federal · Department of Homeland Security · Educational Testing Service · Gallaudet University · HP · The Law Office of Lainey Feingold · Level Access · Optum · RedShelf · Renfro Consulting · Simple-theory · State Farm · Tenon.io · The Sustainable Change · Towson University · University of Connecticut · University of Illinois · University of Massachusetts · W3C Web Accessibility Initiative · WebAIM (Utah State University)

The Final Program is Available

[Download the Final Program:](#)

Registration is Open

[Register for the 2018 Symposium](#)

Preview Webinar Recording

A detailed overview of the event for newcomers (50 minute video, watch on YouTube)

Venue

The venue will be [George Mason University's Arlington Campus](#)**, located at 3351 North Fairfax Drive, Arlington, VA 22201, USA**

The venue is on the DC Metro (Virginia Square-GMU Station), and easily accessed by Washington National Airport (DCA) and Dulles International Airport (IAD)

Hotel

The conference hotel will be the Westin Arlington Gateway, located at 801 North Glebe Road, Arlington, VA, 22203

(Please note that the hotel and rooms are entirely non-smoking.)

The symposium rate is USD 209. The Hotel Room Block is filled, but you can call the hotel to book directly mentioning the "ICT Testing Symposium". Call +1(703)717-6200

Get on the 2018 Event Mailing List

To get updates for the 2018 event, and email reminders prior to important dates, sign up for the announcements mailing list.

Twitter

#A11yTestingSymposium

Keynote Speaker

"A Lawyer Goes into an Accessibility Testing Conference... (not a joke!)"

Lainey Feingold is a disability rights lawyer focusing on digital access, an international speaker, and the author of Structured Negotiation, A Winning Alternative to Lawsuits. Lainey's book is packed with win-win stories of accessibility advocacy with some of the largest organizations in the U.S., all without lawsuits. In 2017 Lainey was named one of the 13 Legal Rebels by the ABA Journal, the national magazine of the American Bar Association. That year she was also named the individual recipient of the John W. Cooley Lawyer as Problem Solver award, given annually by the Dispute Resolution Section of the ABA. Lainey has twice been recognized with a California Lawyer Attorney of the Year (CLAY) award (2000 and 2014) for her digital accessibility and Structured Negotiation legal work.

ICT 2018 Program and Registration

ICI 2018 Program and Registration

- [The Final Program is available.](#)
- [Registration for the symposium is Open.](#)

Official - Transitory
UNCLASSIFIED
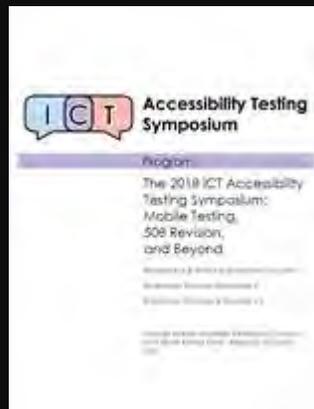
Subject:	Re: HTTP to HTTPs Migration & Archiving Guidelines
From:	"Smith, Bradley G -FS" <bgsmith01@FS.FED.US>
Reply To:	Smith, Bradley G -FS
Date:	Thu, 1 Nov 2018 14:30:03 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (17 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB)

I might also add, that implementing the http to https redirect will provide an automated solution so it does not really matter is there is an http: link in content. Also, the benefit of hsts is that the web browser is basically told by the web server to use https regardless for any additional requests to the server.

Brad

Bradley Smith
Branch Chief

Forest Service
Chief Information Office, Enterprise Business Solutions Services, EDiscovery and Enterprise Content Management

p: 541-383-4023
c: (b) (6)
bgsmith01@fs.fed.us

63095 Deschutes Market Rd
Bend, OR 97701
www.fs.fed.us

Caring for the land and serving people

From: Heise, Danny (NIH/CIT) [E] <0000020af5ec541b-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, 31 October, 2018 12:38
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] HTTP to HTTPs Migration & Archiving Guidelines

Not sure if I'm reading this right, but if you have an html editor like Dreamweaver all you would need to do is a find and replace that would do it in a matter of minutes.

Danny

From: (b) (6) @UN.ORG>
Sent: Wednesday, October 31, 2018 3:18 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] HTTP to HTTPs Migration & Archiving Guidelines

Hello!

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3. And, if archiving, how to go about it? Convert them to PDF files? Or just remove the pages with less traffic?

Sorry it is lengthy, and many thanks for any ideas!

Kind regards,

(b) (6)

_____ un.org
_____ Services
United Nations, New York
www.un.org | www.unocha.org

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---

content-managers-l

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Subject:	Re: PDF 508 checker
From:	DigitalGov University <digitalgovu@GSA.GOV>
Reply To:	DigitalGov University <digitalgovu@GSA.GOV>
Date:	Thu, 1 Nov 2018 12:47:53 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (7 kB) , text/html (10 kB)

Hi all,

W3C has a wealth of resources, including a list of Web Accessibility Evaluation Tools. The list mentions a few tools that can check accessibility of PDFs.

Thanks,
Your DGU Team

On Wed, Oct 31, 2018 at 10:00 AM Scates, Blake <00000204ead276c9-dmarc-request@listserv.gsa.gov> wrote:

> Good morning - In the past we've found it helpful using both Deque and Siteimprove platforms for compliance scanning. On occasion, we also use the CommonLook Acrobat plug-in to verify conformance against WCAG 2.0 criteria.
>
> V/r,
>
> Blake M. Scates
> Digital Program Manager
> VHA Digital Media (10B2C)
> VHA Office of Communications
> U.S. Department of Veterans Affairs
> https://www.va.gov/health | Facebook
> Follow us on Twitter @VeteransHealth
>
>
> -----Or
> From: (b) (6)   [mailto:(b) (6)@SBS.NYC.GOV]
> Sent: Wednesday, October 31, 2018 9:38 AM
> To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> Subject: [EXTERNAL] Re: [CONTENT-MANAGERS-L] PDF 508 checker
>
> Depends on the time of year. I've probably tested several dozen at work, and then I've tested a bunch of others in my personal life - synagogue documents, recipe pamphlets, etc. The powerpoint is a how to make your documents accessible type training, and is attached. You can swap the story in with whatever example of bad documents hurting everyone that you can think of.

(b) (6)

> -----Or
> From: (b) (6)   @deca.mil>
> Sen   9:34 AM
> To: (b) (6)   sbs.nyc.gov>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> Subject: RE: PDF 508 checker

(b) (6)

That would be great. Thanks for the info. How many PDFs do you usually verify using this method, incidentally?

Respectfully,

(b) (6)
Corporate Communications
Defense Commissary Age
Toll Fr   (b) (6)
COM (b) (6)
(b) (6)
          @deca.mil

-----Or
From: (b) (6)   [mailto: (b) (6) @sbs.nyc.gov]
Sent
To: (b) (6)   @deca.mil>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] RE: PDF 508 checker

I have been doing it manually with a screenreader on a computer, testing tabs, etc. I have a powerpoint on this that I'd be happy to send along, if you're interested.

(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

-----Or
From: (b) (6)   @DECA.MIL>
Sent: Tuesday, October 30, 2018 4:52 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] PDF 508 checker

ALL:

Does anyone have / use a dedicated tool that checks their PDFs for 508 compliance, besides Acrobat's own checker?

Any info would be appreciated. Thanks!

Respectfully,

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Corporate Communications
Defense Commissary Agency

Toll Free 80 (b) (6)
COM (b) (6)
(b) (6)
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****

--

Subject:	usajobs API
From:	"Francine Krasowska (CENSUS/ADCOM FED)" <Francine.Krasowska@CENSUS.GOV>
Reply To:	Francine Krasowska (CENSUS/ADCOM FED)
Date:	Wed, 7 Nov 2018 20:40:35 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1394 bytes) , text/html (2644 bytes)

Does anyone currently use the usajobs API to display job openings on their agency website? We'd love to ask you a few questions about how you set that up.   Thanks in advance...

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

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Subject:	Re: usajobs API
From:	Gray Brooks <gray.brooks@GSA.GOV>
Reply To:	Gray Brooks <gray.brooks@GSA.GOV>
Date:	Wed, 7 Nov 2018 16:08:10 -0500
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2871 bytes) , text/html (6 kB)

Hi Francine,

Just FWIW, you might also want to ask over on the US Government API listserve too.

Gray

{
 "team": "TTS",
 "compa
 "cell": (b) (6)   ",
 "links": [{
   "name": "api.data.gov - API analytics for federal agencies",
   "url": "https://api.data.gov"
 }, {
   "name": "US Government API listserve",
   "url": "https://bit.ly/apilistservedc"
 }]
}

On Wed, Nov 7, 2018 at 3:48 PM 'Francine Krasowska (CENSUS/ADCOM FED)' via gray brooks <gray.brooks@gsa.gov> wrote:

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>
> **Francine Krasowska,** Customer Experience Analyst, Center for New Media & Promotion, U.S. Census Bureau
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Subject:	Re: usajobs API
From:	"Larrimore, Laura" <Laura.Larrimore@USPTO.GOV>
Reply To:	Larrimore, Laura
Date:	Wed, 7 Nov 2018 22:24:12 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2911 bytes) , text/html (7 kB)

Hello,
We are doing it: https://www.uspto.gov/jobs/join-us (right sidebar)

That said, we've had some challenges getting it to display, especially because at one point GSA had a bug in the code. I believe we created a Drupal module to handle the API query and display. (Disclaimer: I'm the product owner, not the developer, so I don't know all the details).

~Laura

From: Francine Krasowska (CENSUS/ADCOM FED) <000002208f358dc8-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, November 7, 2018 3:41 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] usajobs API

Does anyone currently use the usajobs API to display job openings on their agency website?
We'd love to ask you a few questions about how you set that up. Thanks in advance...

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

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Subject:	Re: usajobs API (UNCLASSIFIED)
From:	"(b) (6) ███████ USARMY CEIT (US)" <(b) (6) ███████@USACE.ARMY.MIL>
Reply To:	Hoy, Kevin P CIV USARMY CEIT (US)
Date:	Thu, 8 Nov 2018 02:03:19 +0000
Content-Type:	multipart/signed
Parts/Attachments:	text/plain (2901 bytes) , smime.p7s (5 kB)

CLASSIFICATION: UNCLASSIFIED

Hi Francine,

We are using it in a Progressive Web Application built on the React framework (https://careers.usace.army.mil/). I'd be happy to try and answer any questions you may have.

Thanks.

(b) (6)

█████████████

Web Application Developer
Web Services and Application Development Branch
Operations Division, ACE-IT
(b) (6) ███████

-----Original Message-----
From: Francine Krasowska (CENSUS/ADCOM FED)
[mailto:000002208f358dc8-dmarc-request@LISTSERV.GSA.GOV]
Sent: Wednesday, November 7, 2018 3:41 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] usajobs API

Does anyone currently use the usajobs API to display job openings on their agency website?   We'd love to ask you a few questions about how you set that up.   Thanks in advance...

Francine Krasowska, Customer Experience Analyst, Center for New Media & Promotion, U.S. Census Bureau
Office 301-763-9272   francine.krasowska@census.gov
census.gov <Blockedhttp://www.census.gov/>   Connect with us on Social Media <Blockedhttp://www.census.gov/aboutus/social_media.html>

_____

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CLASSIFICATION: UNCLASSIFIED

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****

Subject:	Re: usajobs API
From:	"Thibodeau, Dan" <Dan.Thibodeau@OPM.GOV>
Reply To:	Thibodeau, Dan
Date:	Thu, 8 Nov 2018 12:58:18 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (3633 bytes) , text/html (10 kB) , image001.jpg (10 kB) , image002.png (10 kB) , image003.png (10 kB) , image004.png (10 kB) , image005.png (10 kB) , image006.png (10 kB)

Hi Francine (and all),

I definitely promote the idea of getting tips from others using the API, but for any technical questions or concerns regarding using the API, I would also recommend reaching out to us directly. Although we would normally point you to our agency help desk (recruiter-help@usajobs.gov), this question is more technical. In this case, I would recommend reaching out to vendor-help@usajobs.gov, which goes directly to our technical team and they can assist with any questions you have. You can also feel free to reach out to me directly with any questions and I can certainly get them answered for you.

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

USAJOBS
"WORKING FOR AMERICA"

From: Francine Krasowska (CENSUS/ADCOM FED) [mailto:000002208f358dc8-dmarc-request@LISTSERV.GSA.GOV]
Sent: Wednesday, November 07, 2018 3:41 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] usajobs API

Does anyone currently use the usajobs API to display job openings on their agency website?   We'd love to ask you a few questions about how you set that up.   Thanks in advance...

Francine Krasowska, Customer Experience Analyst, Center for New Media & Promotion, U.S. Census Bureau
Office 301-763-9272   francine.krasowska@census.gov
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Subject:	Question about online voting for "best of" awards for ED Games Expo (cross-posted)
From:	"Stapleton, Katina" <KATINA.STAPLETON@ED.GOV>
Reply To:	Stapleton, Katina
Date:	Thu, 8 Nov 2018 16:03:01 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (3052 bytes) , text/html (11 kB) , image001.jpg (11 kB)

My apologies if you have already received this request through another list.

I am passing on this request from colleagues who are working on the ED Games Expo. It's not my area of expertise so I am reaching out to you for assistance. Thanks in advance for your help, Katina Stapleton

The ED Games Expo is running a competition to provide awards to developers for best artwork, best musical score, and best video demo. They are looking for an online method to collect responses from the general public.

5/26/2021

Subject: content strategy tool
From: (b) (6) (BPA) - DKC-7" (b) (6) @BPA.GOV>
Reply To: BPA) - DKC-7
Date: Thu, 8 Nov 2018 16:41:47 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (1913 bytes) , text/html (6 kB) , image001.jpg (6 kB) , image002.jpg (6 kB) , image003.jpg (6 kB) , image004.jpg (6 kB) , image005.jpg (6 kB) , image006.jpg (6 kB)

We publish a variety of types of articles on both our internal and external websites. Am wondering what content strategy tool others are using to plan for the year. We've developed editorial calendars in SharePoint and also just used an Excel spreadsheet. Would like examples and ideas from others. Our goal is to identify agency processes and issues, milestones, annual events and national observances and plan our communications out for the year. Thoughts? What do you do and use to record your content strategy?

(b) (6)
Public Affairs Specialist | Communications
BONNEVILLE POWER ADMINISTRATION
(b) (6)

1/1

Subject:	Call for Bilingual Glossaries
From:	Laura Godfrey - QXBA <laura.godfrey@GSA.GOV>
Reply To:	Laura Godfrey - QXBA <laura.godfrey@GSA.GOV>
Date:	Fri, 9 Nov 2018 11:39:58 -0500
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1475 bytes) , text/html (2975 bytes)

Happy Friday!

Does your agency have a current bilingual glossary? If so, I want to hear from you! Please send me a link to your current bilingual glossary for inclusion in a government-wide resource.

If you belong to the Multilingual listserv, you're receiving this twice - my apologies. Please send me your current glossaries, created/reviewed within the last 2 or 3 years.

Thank you in advance,
Laura

Laura Godfrey
Agency Partnerships and Multilingual Strategies Lead
Office of Products and Programs
Technology Transformation Services, GSA
202.536.8968

Subject:	Re: usajobs API
From:	"Albert, Donavan -FS" <dalbert@FS.FED.US>
Reply To:	Albert, Donavan -FS
Date:	Fri, 9 Nov 2018 20:30:15 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3085 bytes) , text/html (7 kB)

Hi Francine –

We're leveraging the USAJobs API here at the USDA Forest Service https://www.fs.fed.us/working-with-us/jobs

Donavan

From: Francine Krasowska (CENSUS/ADCOM FED) [mailto:000002208f358dc8-dmarc-request@LISTSERV.GSA.GOV]
Sent: Wednesday, November 07, 2018 3:41 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] usajobs API

Does anyone currently use the usajobs API to display job openings on their agency website? We'd love to ask you a few questions about how you set that up.   Thanks in advance...

Francine Krasowska, Customer Experience Analyst, Center for New Media & Promotion, U.S. Census Bureau
Office 301-763-9272   francine.krasowska@census.gov
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Subject:	Online payment solution from Paymentus
From:	(b) (6) @HENNEPIN.US>
Reply To:	@HENNEPIN.US>
Date:	Sat, 10 Nov 2018 01:54:45 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (1805 bytes) , text/html (5 kB) , image001.png (5 kB)

Hello all—

I'm looking to connect with teams that have implemented the online payment solution from Paymentus. I'd like to hear about your experience, key decisions (features, functionality, policy, etc.) and lessons learned. Let me know how best to reach you.

Thanks!

(b) (6)

Subject:	Re: [EXTERNAL] [CONTENT-MANAGERS-L] Online payment solution from Paymentus
From:	"Horvath, Scott" <shorvath@USGS.GOV>
Reply To:	Horvath, Scott
Date:	Tue, 13 Nov 2018 07:13:47 -0500
Content-Type:	multipart/related
Parts/Attachments:	text/plain (3412 bytes) , text/html (7 kB) , image001.png (7 kB) , image001.png (7 kB)

Has anyone considered https://pay.gov? It would be interesting if pay.gov has an integration service for agencies to pass their payment options through pay.gov and then back to the agency site (basically a PayPal for government).

Scott Horvath
Bureau Social Media Lead, Office of Communications and Publishing
                    (work)
(b) (6)   (cell)
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On Fri, Nov 9, 2018 at 8:59 PM (b) (6)   @hennepin.us> wrote:

Hello all—

I'm looking to connect with teams that have implemented the online payment solution from Paymentus. I'd like to hear about your experience, key decisions (features, functionality, policy, etc.) and lessons learned. Let me know how best to reach you.

Thanks!

(b) (6)

Digital Government Coordinator

Office: 612-348-5595

Hennepin.us

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Subject:	Drupal4Gov Webinar Series: Patching and Contributing - Today at 3pm EDT!
From:	"Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To:	Dearie, Jessica
Date:	Thu, 15 Nov 2018 14:14:40 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3092 bytes) , text/html (6 kB)

Looking to give back to the community but aren't sure how? Don't consider yourself techie enough? Join our webinar today to learn how everyone has something to give back regardless of technical background!

Drupal4Gov Webinar Series: Patching and Contributing
Today at 3pm EDT!
Register at https://www.eventbrite.com/e/drupal4gov-webinar-series-patching-and-contributing-registration-48376526493

Most Drupallers dream of being a contributor to the Drupal project. But, where do you begin? And more importantly, what are some of the tools to help navigate the adventure successfully? From the perspectives of both a "non-coder" and a coder, we will share some not-so-secret ways to feel better about jumping into the issue queue regardless of your technical background.

In this webinar, we will go over a couple of the tools that make contributing to the Drupal issue queue a bit easier when being a novice.

There will also be a lightning round demonstrating the process of creating an issue, writing a patch, uploading the fix to Drupal.org, and then reviewing the patch for RTBC (reviewed and tested by the community).

AmyJune is the Drupal Community Lead at Hook 42. She is one of Drupal's top-20 contributors and manages most of Hook 42's contributions to various Drupal projects. With a passion for Accessibility, AmyJune loves mentoring new Drupal contributors on the inner-workings of drupal.org's issue queue.
Twitter - @volkswagenchick
Drupal.org - volkswagenchick

Jonathan Daggerhart is a Senior Drupal Developer at Hook 42. As a Drupal and WordPress developer, Jonathan maintains various open source modules and plugins for both systems. Focusing on PHP and JavaScript, Jonathan enjoys training and mentoring new developers and contributors to any project.
Twitter - @daggerhart
Drupal.org - daggerhart

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:	Great example of teaching content design
From:	"Brantley, William" <William.Brantley@USPTO.GOV>
Reply To:	Brantley, William
Date:	Fri, 16 Nov 2018 16:13:00 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (4 kB) , image001.png (8 kB)

Interesting training program from the UK Digital Service that we could possibly adapt here - https://gds.blog.gov.uk/2018/11/16/were-redesigning-cross-government-content-learning/

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:	livestreaming platforms
From:	(b) (6) TVA.GOV>
Reply To:	
Date:	0
Content-Type:	multipart/related
Parts/Attachments:	text/plain (2082 bytes) , text/html (5 kB) , image001.png (5 kB) , image002.png (5 kB)

We are looking at different options for our livestreaming platform which must support both webcasts and VOD. [For a sense of usage, we posted about 300 videos last year with the most popular ones getting over 3000 plays each.] Does anyone have experience with Vimeo Livestream or use another platform you recommend?

Thanks!

(b) (6)
Program Manager, Digital Communications
Digital & Creative Services

Subject:	Re: livestreaming platforms
From:	Gregory Your <gyour@USAID.GOV>
Reply To:	Gregory Your <gyour@USAID.GOV>
Date:	Fri, 16 Nov 2018 14:54:05 -0500
Content-Type:	multipart/related
Parts/Attachments:	text/plain (3381 bytes) , text/html (6 kB) , image001.png (6 kB) , image002.png (6 kB) , image002.png (6 kB)

We have mostly used YouTube events embedded on our intranet. We worked with a local contractor to capture and flow through YouTube.

G. P. Your
Director of Web Management
Bureau of Legislative and Public Affairs (LPA)
U. S. Agency for International Development
(desk) 202-712-0301

On Fri, Nov 16, 2018 at 2:51 PM (b) (6) <0000024aca46228a-dmarc-request@listserv.gsa.gov> wrote:

> We are looking at different options for our livestreaming platform which must support both webcasts and VOD. [For a sense of usage, we posted about 300 videos last year with the most popular ones getting over 3000 plays each.] Does anyone have experience with Vimeo Livestream or use another platform you recommend?
>
> Thanks!
>
> (b) (6)
> Program Manager, Digital Communications
> Digital & Creative Services
>
> Tennessee Valley Authority
> 400 W. Summit Hill Drive
> Knoxville, TN 37902
>
> (b) (6) (w)
> (b) (6) @tva.gov
>
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Subject:	Re: [EXTERNAL] [CONTENT-MANAGERS-L] livestreaming platforms
From:	"Gillick, Larry" <larry_gillick@IOS.DOI.GOV>
Reply To:	Gillick, Larry
Date:	Fri, 16 Nov 2018 15:30:02 -0500
Content-Type:	multipart/related
Parts/Attachments:	text/plain (3403 bytes) , text/html (6 kB) , image001.png (6 kB) , image002.png (6 kB) , image001.png (6 kB)

Livestream.com for me. I like the service -- love the support line.

Larry

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

Subject:	Re: livestreaming platforms
From:	"Overland, Gregory A. (CMS/OSSO)" <Gregory.Overland@CMS.HHS.GOV>
Reply To:	Overland, Gregory A. (CMS/OSSO)
Date:	Mon, 19 Nov 2018 10:53:07 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (3792 bytes) , text/html (8 kB) , image001.png (8 kB) , image002.png (8 kB)

We use YouTube for live streaming. Some of the YouTube features that I like are the single bit rate ingression, DVR, and instant recording. With single bit rate we only need to send the 1080p stream and YouTube provides on the fly transcoding to adaptive bit rate to the viewer, so much netter then sending multiple bit rate streams from our encoders. The DVR allows viewers to catch up when entering a live stream late or just to go back an review something during the live stream. When the event is over the video is already available as VOD.

Greg
Centers for Medicare & Medicaid Services

From: (b) (6)   mailto:0000024aca46228a-dmarc-request@LISTSERV.GSA.GOV]
Sent: Friday, November 16, 2018 2:40 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] livestreaming platforms

We are looking at different options for our livestreaming platform which must support both webcasts and VOD. [For a sense of usage, we posted about 300 videos last year with the most popular ones getting over 3000 plays each.] Does anyone have experience with Vimeo Livestream or use another platform you recommend?

Thanks!

(b) (6)
Program Manager, Digital Communications
Digital & Creative Services

Tennessee Valley Authority
400 W. Summit Hill Drive
Knoxville, TN 37902

(b) (6)   (w)
(b) (6) @tva.gov

TVA
_____

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

Subject:	Nov 30th: Drupal4Gov is hosting another Drupal Global Training Day / Drupal4Gov Half Day!
From:	"Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To:	Dearie, Jessica
Date:	Tue, 20 Nov 2018 19:41:18 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2887 bytes) , text/html (7 kB)

Drupal4Gov is hosting another Drupal Global Training Day / Drupal4Gov Half Day!

Yes, we're at it again! This time, it's all about COMMUNICATION. And for those getting started with Drupal, we'll be taking you on a 3 hour tour of Drupal site building in Drupal 8.
Reserve your spot here on Eventbrite https://www.eventbrite.com/e/drupal-global-training-day-lets-talk-communications-tickets-52230022403
There is limited seating for the site building session so please only take a spot if you are coming to the event.
On **Friday, November 30th at 11:30** we'll be gathering at the
U.S. Diplomacy Center
330 21st Street Northwest
Washington, DC 20006
Schedule
12:00: Announcements and introduction of keynote
12:10 - 12:30: Keynote by Shannon Turner HearMeCode
12:30: Breakouts

Group 1: Communications
Main Room
12:45pm Social Listening (Kanika Watson FDA)
1:30pm   Internal Communications (Jeffrey Richardson)
2:15pm   Getting the Most from your Social Media reach (Office of Digital Engagement, US Department of State)
3pm   Tying it all together with your Content Strategy (Kat Kuhl and Becca Goodman)

Group 2: Getting Started with Drupal: Hands-on Site Building
Break out room (computer required, you should have administrative rights to your computer)
Trainer: Nneka Hector from DS Federal
12:30pm - 3:30pm

Regroup in the main room
3:30pm: Thank you's and closing reception information.
4pm: depart for closing reception

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/

Subject:	Browser testing terms of service
From:	"Venable, John B. (Fed)" <john.venable@NIST.GOV>
Reply To:	Venable, John B. (Fed)
Date:	Tue, 27 Nov 2018 20:39:38 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1597 bytes) , text/html (2658 bytes)

Ok, this should NOT be this difficult. We need a single seat license of something like Browserstack. Their terms of service as well as Smart Bear's cross browser testing aren't accepted by our lawyers. Neither of those two companies will even work with us unless we get an enterprise license of 10s of thousands of dollars. Surely we're not the only ones in this situation, what do others do here?

John

John "PDF is NOT a web format" Venable
Web Team Lead
National Institute of Standards and Technology
Mail Stop 1830
100 Bureau Drive
Gaithersburg, MD 20899
john.venable@nist.gov
301.975.5042

Subject:	REMINDER: Nov 30th: Drupal4Gov is hosting another Drupal Global Training Day / Drupal4Gov Half Day!
From:	"Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To:	Dearie, Jessica
Date:	Wed, 28 Nov 2018 19:19:11 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3144 bytes) , text/html (7 kB)

* The Eventbrite shows the Group 2 – Hands On Training as being sold out… as with all free events, there's always drop-off – so we encourage you to still come to the event. You will very likely be able to participate in any part of the event you wish.

Drupal4Gov is hosting another Drupal Global Training Day / Drupal4Gov Half Day!

Yes, we're at it again! This time, it's all about COMMUNICATION. And for those getting started with Drupal, we'll be taking you on a 3 hour tour of Drupal site building in Drupal 8.

Reserve your spot here on Eventbrite https://www.eventbrite.com/e/drupal-global-training-day-lets-talk-communications-tickets-52230022403
There is limited seating for the site building session so please only take a spot if you are coming to the event.

On **Friday, November 30th at 11:30** we'll be gathering at the

U.S. Diplomacy Center
330 21st Street Northwest
Washington, DC 20006

Schedule
12:00: Announcements and introduction of keynote
12:10 - 12:30: Keynote by Shannon Turner HearMeCode
12:30: Breakouts

Group 1: Communications
Main Room
12:45pm   Social Listening (Kanika Watson FDA)
1:30pm   Internal Communications (Jeffrey Richardson)
2:15pm   Getting the Most from your Social Media reach (Office of Digital Engagement, US Department of State)
3pm   Tying it all together with your Content Strategy (Kat Kuhl and Becca Goodman)

Group 2: Getting Started with Drupal: Hands-on Site Building
Break out room (computer required, you should have administrative rights to your computer)
Trainer: Nneka Hector from DS Federal
12:30pm - 3:30pm

Regroup in the main room
3:30pm: Thank you's and closing reception information.
4pm: depart for closing reception

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/

Subject:	Thanks WCM Community - My Favorite Resource
From:	(b) (6) @UN.ORG>
Reply To:	@UN.ORG>
Date:	Thu, 29 Nov 2018 20:16:50 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1690 bytes) , text/html (5 kB)

Dear All,

In my 20 years of working in IT and WCM, this community forum has been, hands down, my most valuable and trusted resource.
The added level of transparency with each member, makes it feels reliable and brings more credibility to this group.
I will benefit from this knowledge when I come across similar situations in the future!

Tomorrow my contract with the UN is ending and my email address will be indefinitely deactivated.
But hoping to rejoin this group sooner than later, when there is a new website project.

Happy Holidays and Happy New Year!

Kind regards,

(b) (6)
                    un.org
Web and Digital Services
United Nations, New York
www.un.org | www.unocha.org

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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Subject:	Google Analytics for site search?
From:	"Wendling, Dan (NIH/NLM) [E]" <wendlingd@MAIL.NLM.NIH.GOV>
Reply To:	Wendling, Dan (NIH/NLM) [E]
Date:	Fri, 30 Nov 2018 20:23:21 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1504 bytes) , text/html (3592 bytes)

Hello, is anyone moving site-search data out of Google Analytics through unsampled exports or other means, for further analysis? I'm looking at GA's Behavior > Site Search > Search Pages, and adding the Search Term parameter. Pros and cons? Is there a better way? Or alternatively, do you find the tools inside GA sufficient for your analysis?

It would be great if I could export the date-time stamp as well; doesn't look like I can. And this is for when people put search terms into our own web site's search form.

Dan Wendling, National Library of Medicine/NIH/HHS

Subject:	Two-factor authentication question
From:	"Ngo, Hue (HRSA)" <HNgo@HRSA.GOV>
Reply To:	Ngo, Hue (HRSA)
Date:	Fri, 30 Nov 2018 20:42:57 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1542 bytes) , text/html (3910 bytes)

Good afternoon all,

We are in the process of integrating non-major investments i.e. applications and tools with a small budget and small internal user population. Do you have any guidance on the tool categories that "must, may and may not" have two-factor authentication? Any sample documentations would be greatly appreciated. One specific example, trying to determine if there's a mandatory requirement to have a reporting tool that does not capture or store PII/PHI to have two-factor authentication.

Thank you so much for your assistance. Have a wonderful weekend!

Hue N. Ngo

Subject:	Re: [Non-DoD Source] [CONTENT-MANAGERS-L] Two-factor authentication question
From:	(b) (6) DODHRA DMDC (US)" <(b) (6) @MAIL.MIL>
Reply To:	(b) (6) DODHRA DMDC (US)
Date:	Mon, 3 Dec 2018 12:49:22 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (69 lines)

From your example it seems that you are trying to prevent malicious attacks using two-factor. I would ask yourself what damage would occur if that system was compromised and the information became public? Two-factor isn't a fix all, but it can help mitigate issues. Also confusing is that there is universal two factor auth (UTF) which typically is used with a physical hardware token and is much harder to get around then some versions of two factor like SMS token because your phone can be hijacked and text messages redirected.

For me being a developer, that means private code repositories MUST have UTF because they contain deployment code that contains encrypted secrets.

Thanks,

(b) (6)

-----Original Message-----
From: Ngo, Hue (HRSA) [mailto:0000027d77a339fa-dmarc-request@LISTSERV.GSA.GOV]
Sent: Friday, November 30, 2018 3:43 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] Two-factor authentication question

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

_____

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

Subject:	Book Recommendation - Can You Hear Me? How to Connect with People in a Virtual World
From:	"Brantley, William" <William.Brantley@USPTO.GOV>
Reply To:	Brantley, William
Date:	Mon, 3 Dec 2018 12:57:58 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (6 kB) , image001.png (8 kB)

Read this over the weekend and thought it was especially effective for online training and designing online experiences.

From the book's site on Amazon:
"[C]ommunication expert Nick Morgan outlines five big problems with communication in the virtual world--lack of feedback, lack of empathy, lack of control, lack of emotion, and lack of connection and commitment--sharply highlighting what is lost in our accelerating shift to a more virtual world.

Morgan argues that while virtual communication will never be as rich or intuitive as a face-to-face meeting, recent research suggests that what will help--and what we need to learn--is to consciously deliver a whole set of cues, both verbal and nonverbal, that we used to deliver unconsciously in the pre-virtual era. He explains and guides us through this important process, providing rules for virtual feedback, an empathy assessment and virtual temperature check, tips for creating trust in a virtual context, and advice for specific digital channels such as email and text, the conference call, Skype, and more."

https://www.amazon.com/Can-You-Hear-Me-Connect-ebook/dp/B079485PS6/ref=sr_1_1?ie=UTF8&qid=1543841574&sr=8-1&keywords=can+you+hear+me

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:	Re: [Non-DoD Source] [CONTENT-MANAGERS-L] Two-factor authentication question
From:	(b) (6) @STATE.MN.US>
Reply To:	
Date:	Mon, 3 Dec 2018 16:00:34 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (90 lines)

Just a comment - UTF providers need to offer software versions, such as an app on an authenticated smartphone, as well as other options such as fingerprint sensors, as alternatives for folks who can't read the numbers on a hardware token.

(b) (6)

-----Original Message-----
From: (b) (6) @MAIL.MIL>
Sent: Monday, December 3, 2018 6:49 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [Non-DoD Source] [CONTENT-MANAGERS-L] Two-factor authentication question

From your example it seems that you are trying to prevent malicious attacks using two-factor. I would ask yourself what damage would occur if that system was compromised and the information became public? Two-factor isn't a fix all, but it can help mitigate issues. Also confusing is that there is universal two factor auth (UTF) which typically is used with a physical hardware token and is much harder to get around then some versions of two factor like SMS token because your phone can be hijacked and text messages redirected.

For me being a developer, that means private code repositories MUST have UTF because they contain deployment code that contains encrypted secrets.

Thanks,

(b) (6)

-----Original Message-----
From: Ngo, Hue (HRSA) [mailto:0000027d77a339fa-dmarc-request@LISTSERV.GSA.GOV]
Sent: Friday, November 30, 2018 3:43 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] Two-factor authentication question

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Thank you so much for your assistance. Have a wonderful weekend!

Hue N. Ngo

_____

Subject:	We're hiring! Technical Writer/Editor (GS 14) @ the U.S. Energy Information Administration
From:	"Pearson, Gina" <Gina.Pearson@EIA.GOV>
Reply To:	Pearson, Gina
Date:	Tue, 4 Dec 2018 15:26:17 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1415 bytes) , text/html (10 kB)

Love going to work!

Here's your opportunity to join the award-winning communications team at the U.S. Energy Information Administration as a technical writer/editor.

· Merit promotion - **https://go.usa.gov/xPFMT**

· All sources - **https://go.usa.gov/xPFMb**

The position is located in Washington, DC and pays up to $148,967.

Please apply or share with anyone who might be interested!

Gina Pearson
Assistant Administrator for Communications
U.S. Energy Information Administration

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Subject:	Re: livestreaming platforms
From:	James Jones <jjones@FEC.GOV>
Reply To:	James Jones <jjones@FEC.GOV>
Date:	Tue, 4 Dec 2018 19:09:55 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (5 kB) , text/html (11 kB)

Apologies for the late reply–

After most of a year evaluating any number of available streaming options including Livestream, Vimeo, YouTube and others, I settled on YouTube as the best option for my agency. We migrated all of our live event streaming there back in May and have never looked back.

It seemed like every option had flaws. Most couldn't support live captions. Some charged more than we were willing to pay. Others were clearly built to monetize, not really an option for a federal agency. Of all of them, YouTube offered the best combination for us. It was easy to use, it supported live captions, it didn't require viewers to sign-up for accounts, its players were ubiquitous, it supported both live HD streaming and static VOD, and its Terms Of Service had already been blessed for federal use. Oh, and it's free.

Unless there's some excellent reason to go elsewhere, I'd strongly recommend YouTube are a streaming solution.

From: Gregory Your <0000024d75787187-dmarc-request@LISTSERV.GSA.GOV>
Reply-To: Gregory Your <gyour@USAID.GOV>
Date: Friday, November 16, 2018 at 3:07 PM
To: Content Managers ListServ <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: Re: [CONTENT-MANAGERS-L] livestreaming platforms

We have mostly used YouTube events embedded on our intranet. We worked with a local contractor to capture and flow through YouTube.
G. P. Your
Director of Web Management
Bureau of Legislative and Public Affairs (LPA)
U. S. Agency for International Development
(desk) 202-712-0301

On Fri, Nov 16, 2018 at 2:51 PM (b) (6)   <0000024aca46228a-dmarc-request@listserv.gsa.gov> wrote:

> We are looking at different options for our livestreaming platform which must support both webcasts and VOD. [For a sense of usage, we posted about 300 videos last year with the most popular ones getting over 3000 plays each.] Does anyone have experience with Vimeo Livestream or use another platform you recommend?
>
> Thanks!
>
> (b) (6)
> Program Manager, Digital Communications
> Digital & Creative Services
>
> Tennessee Valley Authority
> 400 W. Summit Hill Drive
> Knoxville, TN 37902
>
> (b) (6)   (w)
> (b) (6) @tva.gov

https://lakeinfo.tva.gov

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Subject:	Job Announcement: Web and Social Media Branch Chief in NARA's Office of Innovation (GS 14)
From:	Andrew Wilson <andrew.wilson@NARA.GOV>
Reply To:	Andrew Wilson <andrew.wilson@NARA.GOV>
Date:	Tue, 11 Dec 2018 09:50:14 -0500
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2585 bytes) , text/html (11 kB)

Come join a fantastic and dynamic team in the Office of Innovation of the National Archives.

We're looking for someone to lead our web and social media branch. This individual should be ready to lead a talented team across a broad range of high-impact, high-visibility projects. This individual reports to the Director of Digital Engagement in NARA's Office of Innovation. Come to NARA and work on projects such as:

- Drupal 7/ 8 site development and cloud-based hosting
- Use of APIs to integrate our public-facing systems including the National Archives Catalog (which has over 65M publicly available digital objects) and our Citizen Archivist program.
- User-centric site design
- Mobile First site optimization
- The History.gov platform used to support anyone with a question about US History
- And more...

As part of the Office of Innovation, you will also work closely with offices across NARA in the integration of user-centered design principles to enhance our agency's use of technology to better meet staff and users' needs.

Details:

Grade: GS-14

Series: 2210 (Supervisory Information Technology Specialist)

Open Period: 12/11/2018 to 12/24/2018

Announcements:

- JD10362815GHD - Public: https://www.usajobs.gov/GetJob/ViewDetails/519107600
- JD10362816GHM - Merit Promotion Government-wide: https://www.usajobs.gov/GetJob/ViewDetails/519108000

--
Andrew Wilson
Director of Digital Engagement
National Archives and Records Administration
8601 Adelphi Road, College Park, MD 20740

Subject:	"I Love Me" pages
From:	"Gillick, Larry" <larry_gillick@IOS.DOI.GOV>
Reply To:	Gillick, Larry
Date:	Wed, 12 Dec 2018 17:38:31 -0500
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1744 bytes) , text/html (3165 bytes)

One of my staffers went hunting for "I love me" pages on our website today.

Ah, wait; naturally, I mean "bio" pages. My goof. Oh, and he found some. It hasn't been fun.

Anyway, I'm just curious as to what standards other offices/agencies use as a go/no-go for posting a leader's bio on the dot-gov website. Director-level and above? People who have personal contact with external customers? Appointees?

Serious question. I'm happy to take responses off-thread, but I have the oddest feeling that some of our friends might find the conversation entertaining. Use your best judgement. ;-)

Larry

Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141
Drupal Questions?

Subject:	Re: "I Love Me" pages
From:	(b) (6) Bureau of Administration)" COOKCOUNTYIL.GOV>
Reply To:	(b) (6) ureau of Administration)
Date:	Wed, 12 Dec 2018 23:17:53 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3869 bytes) , text/html (8 kB)

On our site at the County, we currently just have bio information for elected officials - these are structured content pages and we try to limit the types of content so that it is consistent between all of them and people cannot go too off the rails with what they provide. (I have seen ALL kinds of things they want to have listed!)

BUT, we are looking to add bio pages for agency/department heads. Anyone who would be the top leadership for an agency we list out in our site. Similarly, they would also be structured to make sure that it is consistent and relevant.

Part of the idea is to give this info guidelines and standards, but also to be able to show transparency and accountability for our leadership as well as professionalism in providing their background, etc.

Hope this helps!

(b) (6)

(b) (6) | Information Technology Communications Manager
Co_____ Burea_____ation| Communications Program
p: (b) (6)   e: (b) (6) @cookcountyil.gov

From: Gillick, Larry <0000023856cf3c97-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, December 12, 2018 4:38:31 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] "I Love Me" pages

One of my staffers went hunting for "I love me" pages on our website today.

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Subject:	Re: "I Love Me" pages
From:	"Thompson, Cheryl (NIH/NIEHS) [E]" <thompsonc2@NIEHS.NIH.GOV>
Reply To:	Thompson, Cheryl (NIH/NIEHS) [E]
Date:	Thu, 13 Dec 2018 00:19:08 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3263 bytes) , text/html (8 kB)

I think answers to this will vary a LOT depending on the nature of the agency. We have a lot of bio pages, but they fall into one of four groups:
1)Scientists who need to recruit other scientists for employment and/or collaboration
2)Scientists who need to recruit other scientists to apply for grants and/or collaboration
3)Senior leadership
4)Bios located within the speaker's bureau

Industry expectations here are, I would guess, set by academia…

From: Gillick, Larry <0000023856cf3c97-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, December 12, 2018 5:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] "I Love Me" pages

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Subject:	Re: "I Love Me" pages
From:	"Minor, Alexander" <Alexander.Minor@BEA.GOV>
Reply To:	Minor, Alexander
Date:	Thu, 13 Dec 2018 00:43:05 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4030 bytes) , text/html (8 kB)

At the Bureau of Economic Analysis (www.bea.gov) we are just finishing up a bio section for our researchers. It is different from the Directorate level bios, of which we also have.

Basically, at the Bureau we publish Directorate level bios in our about section and we post a version of our org chart displaying several levels into each directorate. The org chart is simply that and no bios other than Associate Directors and above are published. We also publish bios for our research staff and sometimes authors—in a recruitment effort. For example, non-fed researchers who might be interested in joining our staff can peruse the current researcher's bios to understand what areas of economic interest are in research and what their peers may be doing within the Bureau. These bios are not like the Director level bios, but are bios none-the-less.

So, to recap, we post Director level bios and researcher bios. As for standards… the Office of the Director determines who and what is posted for the Director level bios. It is standard verbiage that is typically found in CVs.

Alec Minor
Chief, Web Services Branch
Bureau of Economic Analysis
U.S. Department of Commerce
301-278-9695

From: Gillick, Larry <0000023856cf3c97-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, December 12, 2018 5:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] "I Love Me" pages

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Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141
Drupal Questions?

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

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Subject:	Re: "I Love Me" pages
From:	(b) (6) @STATE.GOV>
Reply To:	
Date:	Thu, 13 Dec 2018 13:16:13 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (3120 bytes) , text/html (9 kB) , image001.gif (9 kB)

On our embassies overseas typically publish only the bios of the ambassador and the deputy chief of mission. There are exceptions, but that's the standard.

Darrell Cochran, PMP
IIP Digital
U.S. Department of State
SA-5, 02-I17
2200 C Street NW
Washington, DC 20522
202-632-2861

CONNECTING PEOPLE WITH POLICY

From: Gillick, Larry <0000023856cf3c97-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, December 12, 2018 5:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] "I Love Me" pages

One of my staffers went hunting for "I love me" pages on our website today.

Ah, wait; naturally, I mean "bio" pages. My goof. Oh, and he found some. It hasn't been fun.

Anyway, I'm just curious as to what standards other offices/agencies use as a go/no-go for posting a leader's bio on the dot-gov website. Director-level and above? People who have personal contact with external customers? Appointees?

Serious question. I'm happy to take responses off-thread, but I have the oddest feeling that some of our friends might find the conversation entertaining. Use your best judgement. ;-)

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Personal
UNCLASSIFIED

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Subject:	Re: "I Love Me" pages
From:	"Materese, Robin (Fed)" <robin.materese@NIST.GOV>
Reply To:	Materese, Robin (Fed)
Date:	Thu, 13 Dec 2018 13:17:24 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3482 bytes) , text/html (7 kB)

Everyone at NIST has an auto-created bio page that includes what group/division they work for and their contact information. Beyond that, it's up to the individual to upload a photo, bio, etc. That said, a designated "publisher" for an individual's permissions group has to approve any edits on bio pages before they go live, which provides some quality control.

-- Robin

From: Gillick, Larry <0000023856cf3c97-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, December 12, 2018 5:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] "I Love Me" pages

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Subject:	Re: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] "I Love Me" pages
From:	"(b) (6) USARMY TRADOC (US)" <(b) (6) .civ@MAIL.MIL>
Reply To:	(b) (6) USARMY TRADOC (US)
Date:	Thu, 13 Dec 2018 13:29:47 +0000
Content-Type:	text/plain
Parts/Attachments:	text/plain (116 lines)

As usual different rules apply for .mil and .gov. .Gov seems to be much more lenient. For .mil the rule is only those in command who are in regular contact with the public and the Public Affairs Officer. And even then family info is not supposed to be included.

Thanks.

(b) (6)

KNOWLEDGE MANAGEMENT OFFICER, GS-12
"Serving the SOULdier"
(b) (6)   @mail.mil
Living the Call Fiercely . . . By Forging Servant Leaders . . . For God & Country!

-----Original Message-----
From: Materese, Robin (Fed) [mailto:0000018288da820a-dmarc-request@LISTSERV.GSA.GOV]
Sent: Thursday, December 13, 2018 8:17 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] "I Love Me" pages

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

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Sent: Wednesday, December 12, 2018 5:39 PM
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Drupal Questions? < Caution-https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2FCaution-www.doi.gov%2Femployees%2Fdrupal&data=02%7C01%7Crobin.materese%40NIST.GOV%7C764b69321 94f47bbf7d608d66084f96a%7Cab5d82fd8fa4797a93e054655c61dec%7C1%7C0%7C63680252157115842 7&sdata=L05N1zIMlDr%2FfEm4sKYuCov6Pp6lmGjJ4YxsjQSpoms%3D&reserved=0 >

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[listserv/](#) >

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****

Subject:	Re: "I Love Me" pages
From:	Karen Trebon - QXD <karen.trebon@GSA.GOV>
Reply To:	Karen Trebon - QXD <karen.trebon@GSA.GOV>
Date:	Thu, 13 Dec 2018 15:18:34 +0100
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (8 kB)

Thinking about Larry's question, I wonder if times have changed. Maybe people want to know more about and "see" the people in charge of organizations.

Sent from my iPhone

On Dec 13, 2018, at 8:17 AM, Materese, Robin (Fed) <0000018288da820a-dmarc-request@listserv.gsa.gov> wrote:

> Everyone at NIST has an auto-created bio page that includes what group/division they work for and their contact information. Beyond that, it's up to the individual to upload a photo, bio, etc. That said, a designated "publisher" for an individual's permissions group has to approve any edits on bio pages before they go live, which provides some quality control.
>
> -- Robin
>
>
> **From:** Gillick, Larry <0000023856cf3c97-dmarc-request@LISTSERV.GSA.GOV>
> **Sent:** Wednesday, December 12, 2018 5:39 PM
> **To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> **Subject:** [CONTENT-MANAGERS-L] "I Love Me" pages
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Subject:	Re: "I Love Me" pages
From:	"Shea, Shannon" <Shannon.Shea@SCIENCE.DOE.GOV>
Reply To:	Shea, Shannon
Date:	Thu, 13 Dec 2018 14:36:21 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (6 kB) , text/html (13 kB)

When I was in a program that was completely focused on stakeholder outreach and building community partnerships, we had all of our staff members' bios on the website. New people in our community partnerships liked to see who these people at "headquarters" were like and what their backgrounds were. It also made it easier to figure out the right person to contact for your issue.

I know that when my agency (Department of Energy) started a blog about 7 or 8 years ago, we originally didn't have authors associated with the blog entries. People in the public had serious issues with that and told us so on social media. They wanted to know who was writing the entries. (Which is weird because no one ever cares about who writes press releases, but these had much more of a voice.) That led to anyone who was the author of a blog post at least having an "author's page" with their name and often bio as well.

Best,
Shannon

Shannon Brescher Shea
Senior Writer/Editor
Office of Science Communications and Public Affairs
U.S. Department of Energy
202-586-6044
Shannon.Shea@science.doe.gov

Follow the Office of Science on Twitter!

From: Karen Trebon - QXD [mailto:karen.trebon@GSA.GOV]
Sent: Thursday, December 13, 2018 9:19 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] "I Love Me" pages

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> **From:** Gillick, Larry <0000023856cf3c97-dmarc-request@LISTSERV.GSA.GOV>
> **Sent:** Wednesday, December 12, 2018 5:39 PM
> **To:** CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
> **Subject:** [CONTENT-MANAGERS-L] "I Love Me" pages

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Subject:	A very long email about why #WebpagesWontFixThat RE: [CONTENT-MANAGERS-L] "I Love Me" pages
From:	"Larrimore, Laura" <Laura.Larrimore@USPTO.GOV>
Reply To:	Larrimore, Laura
Date:	Thu, 13 Dec 2018 16:00:02 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (8 kB) , text/html (26 kB)

Hi Larry,
Great topic – there's a lot of nuance here, and Karen raised a good point – we are moving away from being "faceless" government agencies, and that's probably a good thing. But our job is to weigh the ROI of highly person-specific content, ensuring it's actually what the public actually wants and needs, and isn't tipping into "your personal PR shop" territory.

I experienced the balancing act of individual/collective web work a lot when I worked for a decade in universities. Many profs thought of themselves as "brands" and they wanted to get their faces, their work and their accomplishments out there. This often meant a website. (P.S.: if you are insecure, #WebpagesWon'tFixThat)

Sometimes this work made sense for us to do – if Professor X is awesome, then students think of the school as an awesome place, and they pay lots of money to go there and it's all good. But professor X might also leave, so you don't want to over-emphasize the individual at the expense of the whole. And it's easy to tip to where the agency is no longer deriving good value on individually-focused work, because it's human nature for people to push for what benefits them. So there needs to be an opposing force advocating for the agency, always asking "are we at the point where this is no longer best for the collective good?"

Being in Government only increases these challenges, with the addition of a Jazz Age rule prohibiting puffery, plus our duty to spend public funds wisely.

Phew. Sorry – I'm in a philosophical, write-y mood, apparently. Here's what my agency does specifically:

Executives:
We intentionally call our Drupal content type for bios "*executive* bios". We limit who can create and edit them and follow a standard format.

Here's the executive bio page with senior-level executives*. The bios use a consistent format – the first sentence says the person's name and position, the next few sentences describes what the person does in the position (which remains relatively constant, even if the person changes) and then 2-3 paragraphs of that person's professional/personal accomplishments.

We send incoming new executives the format, pre-written with the first section. We point them to the other bios as a model, and if their first draft is a bit too long winded, we help them edit and remind them it would look odd if the deputy-director-of-paperclips had a longer bio than the head of the agency. We take their photo in their first week, so the photos are consistent. For us, this has worked.

*P.S. the media and public are likely to watch these pages like hawks for staff turnover. Sequence any page changes with your press office, so you don't scoop position announcements.

For recruitment:
We created a separate content type for recruitment-type profiles, which HR wanted for hiring reasons. These give a sense of the people who work here, but aren't full bios. HR vets the people, and writes the content. Once published, the pages generally don't get changed, unless someone no longer works here.

For academics/public facing staff:
In the multiple universities I worked for, professors always wanted their own bios. In some schools, they could edit their own, in others we edited/updated them for them, which frankly was time consuming and tedious [I got requests like, "Can you replace my photo with this one where I'm wearing my favorite team's ball cap? It's the playoffs. When they lose, you can change it back."]

This seems to be an industry norm. At USPTO, our then-Chief Economist successfully convinced me that the economic researchers at USPTO should have bios on the website, because their names are on publications and readers of the publications are academics who expect to find CV-like bios. This made sense to me since their peer group is academics, so we gave permissions to the office's web manager to make the edits, and this seems to have worked.

Our IP attaches abroad also have bios because they do outreach and are very public-facing. The office manager also controls updating those.

But if any new office requested bios of all their staff (not just top level), I would push back strongly to ensure it is truly necessary content the public wants. A whiz-bang webpage will not solve any insecurities you or your office has, and that is not its purpose.

In summary: for true "bios" I prefer:
- **Limited to only the top-level executives**
- **A consistent format**
- **Enforcement of consistency by limiting who can edit/post**
- **A plan in advance for archiving/retiring the bios**

Alternatively you can:
- **Open the bio content type up for everyone**
- **Allow them to make their own bios****
- **Know they'll be less consistent, so perhaps builds some guiderails***

*If you don't lock down the titles with data pulled directly from HR, expect some people to "promote" themselves with non-accurate titles, or create non-existed sub-department where they are now the "director" [definitely saw this in academia].
** Don't auto-create bios. For personal safety issues, some people don't want to have their photo or bio online anywhere. One of our university employees was being stalked from job to job, which we were unaware of. The victim was so embarrassed to have to explain the situation to us, and it was something that I had not ever thought of (but now I do). Gov folks in law enforcement or public office might also have public safety concerns like this too.

~Laura

From: Gillick, Larry <0000023856cf3c97-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, December 12, 2018 5:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] "I Love Me" pages

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262 208 5141
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Subject:	Re: "I Love Me" pages
From:	"Jeffers, William" <William.Jeffers@EIA.GOV>
Reply To:	Jeffers, William
Date:	Thu, 13 Dec 2018 16:42:39 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3120 bytes) , text/html (11 kB)

Here is our organization chart with links to the bio pages for the senior staff:
https://www.eia.gov/about/organization_chart.php

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

From: Gillick, Larry [mailto:0000023856cf3c97-dmarc-request@LISTSERV.GSA.GOV]
Sent: Wednesday, December 12, 2018 5:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] "I Love Me" pages

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Subject:	USDA-NIFA is Hiring a Communications Director, GS-15!
From:	"Bell, Dianne - NIFA" <Dianne.Bell@NIFA.USDA.GOV>
Reply To:	Bell, Dianne - NIFA
Date:	Thu, 13 Dec 2018 16:46:29 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2698 bytes) , text/html (6 kB)

USDA-NIFA is hiring a Supervisory Public Affairs Specialist, GS-15!

This position will serve as the agency's Communications Director!

Public: https://www.usajobs.gov/GetJob/ViewDetails/519273300

Feds: https://www.usajobs.gov/GetJob/ViewDetails/519273600

Closes December 28. Please share with anyone who may be interested.

Thank you and Happy New Year!

Dianne Bell

Web Communications Manager, USDA-NIFA

Note: NIFA is currently engaged in relocation discussions.

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Subject:	Position Descriptions for digital people
From:	(b) (6), (b) (7)(C) @HQ.DHS.GOV>
Reply To:	(b) (6), (b) (7)(C)
Date:	Thu, 13 Dec 2018 17:29:53 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1375 bytes) , text/html (4014 bytes)

Hey all,

Do any of you have any PDs (Position Descriptions) for drupal developers, front-end developers, UX, IA, content strategy, social media, digital comms people?

Could you share the PDs with me?

Thanks in advance.

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

ocial Media), Office of External Affairs
Cybersecurity and Infrastructure Security Agency
(b) (6), (b) (7)(C)
@hq.dhs.gov

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Subject:	Re: "I Love Me" pages
From:	Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To:	Bridget Serchak <BSerchak@VOANEWS.COM>
Date:	Thu, 13 Dec 2018 18:49:11 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (15 kB) , image003.jpg (15 kB)

All,

Here are the bios and photos for our 150+ VOA Experts (our version of a Speakers Bureau):
https://www.insidevoa.com/a/voa-experts/3834958.html

Here are our bios and photos for VOA key executives: https://www.insidevoa.com/p/6310.html and division directors: https://www.insidevoa.com/p/6072.html

Bridget

Subject:	Re: Position Descriptions for digital people
From:	Katherine Spivey - QT1DCB <katherine.spivey@GSA.GOV>
Reply To:	Katherine Spivey - QT1DCB <katherine.spivey@GSA.GOV>
Date:	Thu, 13 Dec 2018 14:18:46 -0500
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2647 bytes) , text/html (4 kB)

The PDs on DigitalGov.gov might help:
https://digital.gov/resources/sample-position-descriptions-for-digital-government-jobs/

Katherine Spivey
Web/Social Media Manager
QT1DCA – Outreach Analysis & Digital Media Branch

GSA's Plain Language Office
katherine.spivey@gsa.gov

On Thu, Dec 13, 2018 at 12:31 PM (b) (6), (b) (7)(C) <000002abc7cb06e8-dmarc-request@listserv.gsa.gov> wrote:

> Hey all,
>
> Do any of you have any PDs (Position Descriptions) for drupal developers, front-end developers, UX, IA, content strategy, social media, digital comms people?
>
> Could you share the PDs with me?
>
> Thanks in advance.
>
> (b) (6), (b) (7)(C)
>
> Digital Engagement (Web and Social Media), Office of External Affairs
>
> Cybersecurity and Infrastructure Security Agency
>
> (b) (6), (b) (7)(C) (c)
>
> (b) (6), (b) (7)(C) @hq.dhs.gov
>
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Subject:	Re: Position Descriptions for digital people
From:	(b) (6), (b) (7)(C)
	Q.DHS.GOV>
Reply To:	(b) (6), (b) (7)(C)
Date:	Thu, 13 Dec 2018 19:25:24 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3054 bytes) , text/html (9 kB)

Thanks, yea, that is a help.

From: Katherine Spivey - QT1DCB <katherine.spivey@gsa.gov>
Sent: Thursday, December 13, 2018 2:19 PM
To: Goodman-Sudik, Rebecca <rebecca.goodman-sudik@hq.dhs.gov>
Cc: CONTENT-MANAGERS-L@listserv.gsa.gov
Subject: Re: [CONTENT-MANAGERS-L] Position Descriptions for digital people

The PDs on DigitalGov.gov might help:
https://digital.gov/resources/sample-position-descriptions-for-digital-government-jobs/

Katherine Spivey
Web/Social Media Manager
QT1DCA – Outreach Analysis & Digital Media Branch

GSA's Plain Language Office
katherine.spivey@gsa.gov

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> @hq.dhs.gov

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5/27/2021

Subject:	Re: "I Love Me" pages
From:	"O'Keeffe, Hope" <loke@LOC.GOV>
Reply To:	O'Keeffe, Hope
Date:	Thu, 13 Dec 2018 19:34:10 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (5 kB) , text/html (15 kB) , image001.jpg (33 kB)

This is one of these things that goes in and out of fashion. A few years back we were busily deleting bios from home pages on the theory that users are far more interested in what we can do for them than in who we are. The compromise may be to put the bios a little deeper in the site, on contact and "about us" pages, and to keep them short. At the Library of Congress, we have a link from the About page to a bio about our agency head, links from blog posts to brief bios of bloggers, and the occasional bio in a news story about a new senior person.

Hope O'Keeffe
Senior Associate General Counsel

Subject:	Job Opportunity: Chief of Communications, National Human Genome Research Institute
From:	"Ohab, John (NIH/NHGRI) [E]" <john.ohab@NIH.GOV>
Reply To:	Ohab, John (NIH/NHGRI) [E]
Date:	Thu, 13 Dec 2018 20:41:18 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (4 kB) , text/html (17 kB) , NHGRI Communications Chief 12.12.2018.pdf (275 kB)

Dear Colleagues,

The National Human Genome Research Institute is in search of a new Chief of Communications and Public Liaison to leads its communications team. This is my current position, but I've relocated to California and plan to leave the institute in March 2019. Please pass this along to anyone who you think might be interested or qualified.

Dr. Laura Rodriguez is the point of contact for this announcement, and interested candidates should contact her directly (laura.rodriguez@nih.gov, 301-594-7185) for more information and to be notified when the official vacancy announcement publishes on USAJobs in January 2019. I'm happy to answer any questions about my experience at the institute over the past few years.

I've included the job description below and attached to the email. You can also point people to our website at: https://www.genome.gov/27572512.

All the best,
John

--
John Ohab, Ph.D. l Chief
Communications and Public Liaison Branch
National Human Genome Research Institute
john.ohab@nih.gov l 301.594.0954
http://genome.gov

Chief, Communications and Public Liaison
National Human Genome Research Institute

The National Human Genome Research Institute (NHGRI) seeks an outstanding Chief of Communications and Public Liaison to lead its communications team and support the agency's mission to accelerate scientific and medical breakthroughs that improve human health. We're looking for a proactive, creative and organized leader with deep experience in all layers of communications strategy, execution, and coordination.

Reporting to the Director, Division of Policy, Communications and Education, you will work with senior leadership to build and implement a comprehensive communication strategy. You will directly supervise a team of public affairs specialists, writers, web developers, and creative professionals to produce communications products and campaigns that meet organizational goals. Your team will be NHGRI's first point of contact for news media, members of the public, and key stakeholders inside and outside of the federal government. You will manage working relationships with these groups, including exhibitions at national events, responses to public inquiries, and handling of communications in high-profile and crisis situations. Collaborative initiatives with internal partners also will be central to your and your team's activities.

The ideal communications chief will be a self-starter eager to try new things, a master of written and oral communications, able to clearly articulate the big picture while also working closely with staff to edit press releases, advise on graphics and video, and talk shop with programmers. We're looking for someone who knows well and has experience in the digital communications environment. You must be able to apply your

skills as a supervisor and mentor to bring out the best in your team, as well as plan and manage a yearly budget and continuously evaluate programs to position your team and the institute for long-term success. You will also need to be knowledgeable about biomedical research and comfortable talking about genomics and its applications.

This is a federal position located in Bethesda, MD. The vacancy will be published on http://usajobs.gov as a "Supervisory Public Affairs Specialist" in January 2019. Salary is commensurate with the candidate's experience at the GS-15 level. A full federal benefits package is available, including retirement, health and life insurance, long-term care insurance, annual and sick leave, and the Thrift Savings Plan (401K equivalent). NHGRI is part of the Department of Health and Human Services and the National Institutes of Health, both Equal Opportunity Employers.

How to Apply
For information about how to apply, contact Dr. Laura Lyman Rodriguez, Director, NHGRI's Division of Policy, Communications and Education, at laura.rodriguez@nih.gov or 301-594-7185.

Job Description

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About NHGRI

NHGRI is the driving force for advancing genomics research at the National Institutes of Health, the largest biomedical research agency in the world. By conducting and funding world-class genomics research, training the next generation of genomics experts, and collaborating with diverse communities, NHGRI accelerates scientific and medical breakthroughs that improve human health.
To learn more, visit http://genome.gov.

Subject:	Re: "I Love Me" pages
From:	(b) (6) MDC.MO.GOV>
Reply To:	MDC.MO.GOV>
Date:	Thu, 13 Dec 2018 23:11:09 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3549 bytes) , text/html (8 kB)

5/27/2021

We have very short bios on our commissioners and director. They follow a standard format, and do not delve deep. This avoids too much ego.

The commissioners serve terms that expire at regular intervals, so that's easy to maintain.

Our other admin and staff may get named as contacts elsewhere in the site, but they don't get bios.

(b) (6)

Web Developer
Missouri Department of Conservation

From: "Gillick, Larry" <0000023856cf3c97-dmarc-request@LISTSERV.GSA.GOV>
Reply-To: "Gillick, Larry" <larry_gillick@IOS.DOI.GOV>
Date: Wednesday, December 12, 2018 at 4:55 PM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] "I Love Me" pages

One of my staffers went hunting for "I love me" pages on our website today.

Ah, wait; naturally, I mean "bio" pages. My goof. Oh, and he found some. It hasn't been fun.

Anyway, I'm just curious as to what standards other offices/agencies use as a go/no-go for posting a leader's bio on the dot-gov website. Director-level and above? People who have personal contact with external customers? Appointees?

Serious question. I'm happy to take responses off-thread, but I have the oddest feeling that some of our friends might find the conversation entertaining. Use your best judgement. ;-)

Larry

Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141
Drupal Questions?

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2/2

Subject:	Seeking FAQs or knowledgebase recommendations
From:	Beth Martin <Beth.Martin@FAA.GOV>
Reply To:	Beth.Martin@FAA.GOV
Date:	Thu, 20 Dec 2018 16:32:49 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1211 bytes) , text/html (4 kB)

Asking for a colleague:

Do you use a FAQ or knowledgebase tool for the public and what is it?

- Beth

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

User Experience Lead & FAC-COR II
Federal Aviation Administration
Office of Communications (AOC)

Subject:	Re: Seeking FAQs or knowledgebase recommendations
From:	"Kerby, Jeff - FPAC-BC, Washington, DC" <Jeff.Kerby@WDC.USDA.GOV>
Reply To:	Kerby, Jeff - FPAC-BC, Washington, DC
Date:	Thu, 20 Dec 2018 17:20:45 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3002 bytes) , text/html (9 kB)

Within USDA FSA we have been using Oracle RightNow CX.

Jeff Kerby

Team Lead
Digital Strategy & Web Content Team
Office of External Affairs
Farm, Production & Conservation-Business Center
United States Department of Agriculture
Office: 202-720-1593
Mobile: (b) (6)

From: Beth Martin [mailto:000002c6038dc47d-dmarc-request@LISTSERV.GSA.GOV]
Sent: Thursday, December 20, 2018 11:33 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Seeking FAQs or knowledgebase recommendations

Asking for a colleague:

Do you use a FAQ or knowledgebase tool for the public and what is it?

- Beth

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

User Experience Lead & FAC-COR II
Federal Aviation Administration
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Subject:	The ITIC updated VPATs
From:	(b) (6) DIR.TEXAS.GOV>
Reply To:	(b) (6) DIR.TEXAS.GOV>
Date:	:42 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2771 bytes) , text/html (5 kB)

I am trying to understand why we need separate "audience specific" versions for WCAG, EN, 508, and International. I still see many manufacturers (mfrs) struggling with just the basics of completing a VPAT 1.0 (Yes….sad but true) so sending them out to the ITI VPAT page to choose from multiple versions of the form is problematic and will likely introduce additional complexity and confusion.

Also, it seems to me that, many IT mfrs operate internationally and would need the EN section completed anyway, so why make it a separate template? This could potentially mean that some mfrs maintain multiple versions of ACRs for a single product when one would suffice (With added pain and cost I might add). If I put my mfr business hat back on, I know that as a mfr, I would not be very happy about this.

On the procurement side, there is also the possibility that the procuring entity could receive different versions of the form from different mfrs, which could make it more difficult to compare the offerings.

For US procurement organizations, public or private, they can point directly to the International (full) Version on the ITI website, and specify in the solicitation, SOW, etc., which sections of that form are required to be completed. For example, Texas would require the WCAG A, AA, and applicable sections of 508. (depending on the type of product or service being procured) That way, mfrs could use the single version of the form for all their business needs including the EN section, which we in the US can choose to ignore if that section is completed.

So, wouldn't it make sense for ITI to publish only the "universal" (International) version or am I missing something?

(b) (6)

Program Director
Statewide EIR Accessibility
Texas Department of Information Resources
Phone (b) (6)
Mobile (b) (6)

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Subject:	21st Century IDEA is now law
From:	(b) (6), (b) (7)(C) @USCIS.DHS.GOV>
Reply To:	
Date:	Fri, 21 Dec 2018 18:38:19 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2180 bytes) , text/html (6 kB)

https://www.fedscoop.com/president-trump-signs-21st-century-idea-law/

The law itself: https://www.congress.gov/bill/115th-congress/house-bill/5759/text

Lots of stuff about improving federal websites, all of which is only to the good.

This section is especially interesting:
(e) COMPLIANCE WITH UNITED STATES WEBSITE STANDARDS.—Any website of an executive agency that is made available to the public after the date of enactment of this Act shall be in compliance with the website standards of the Technology Transformation Services of the General Services Administration.

Now we'll see what TTS does re: website standards.

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

Deputy Chief, Digital Services Division
Office of Citizenship and Applicant Information Services | U.S. Citizenship and Immigration Services
111 Ma (b) (6), (b) (7)(C) Washington | Mobile: (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 | LinkedIn: https://www.linkedin.com/company/uscis
USCIS Español - Website: https://uscis.gov/es

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Subject:	Re: 21st Century IDEA is now law
From:	Jacob Parcell - QXE <jacob.parcell@GSA.GOV>
Reply To:	Jacob Parcell - QXE <jacob.parcell@GSA.GOV>
Date:	Fri, 21 Dec 2018 14:21:29 -0500
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3963 bytes) , text/html (9 kB)

Hi Jeffrey,

I agree I think there is a lot of good things in the IDEA Act for improving digital websites and services.

I don't think you know this, but the U.S. Web Design System is actually in my portfolio and that team and I have been working to think about how the system will inform those web standards with passage of the ACT. We look VERY forward to engaging with everyone across the federal government in the new year on how we can help y'all improve public facing services here at TTS.

Feel free to reach out to me if you have any questions/comments or other thoughts.

Happy New Year!

Jacob

On Fri, Dec 21, 2018 at 1:39 PM **(b) (6), (b) (7)(C)** <00000148e20e55c9-dmarc-request@listserv.gsa.gov> wrote:

https://www.fedscoop.com/president-trump-signs-21st-century-idea-law/

The law itself: https://www.congress.gov/bill/115th-congress/house-bill/5759/text

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

Deputy Chief, Digital Services Division

Office of Citizenship and Applicant Information Services | U.S. Citizenship and Immigration Services

111 Mass. Ave., NW | Washington, DC 20529

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

███████ **uscis.dhs.gov**

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--

Director, Innovation Portfolio
Technology Transformation Service
U.S. General Services Administration
202.208.7139
jacob.parcell@gsa.gov

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

Subject:	Capturing government shutdown communications (cross post)
From:	"Larrimore, Laura" <Laura.Larrimore@USPTO.GOV>
Reply To:	Larrimore, Laura
Date:	Fri, 21 Dec 2018 21:18:29 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (27 kB) , text/html (12 kB) , image001.jpg (39 kB) , image002.jpg (27 kB)

Hello federal friends,
If you are part of any "orderly shutdown", consider screen capturing for later use the ways you end up communicating your status to the public.

It's easy to forget in "the heat of the moment", but can be VERY useful in a variety of ways later…
- · Use it to inform your "lessons learned" | "debrief" | "hot wash"
- · Can be referred to in future, even if the status or warning is removed publicly
- · Allows quick response if you get public requests to show the ways you communicated your status
- · Use it to show leadership what was been done previously, so you don't "reinvent the wheel" should a

Subject:	SOPs or Best Practices for Glossaries?
From:	"Leggin, Brooke (HHS/OWH)" <Brooke.Leggin@HHS.GOV>
Reply To:	Leggin, Brooke (HHS/OWH)
Date:	Thu, 27 Dec 2018 19:27:00 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (2450 bytes) , text/html (5 kB) , Picture (Device Independent Bitmap) 1.jpg (5 kB)

We're in the process of updating and cleaning our online glossary. Does anyone have any SOPs they'd be willing to share around criteria for what goes in the glossary? Or, can anyone point me towards some sort of best practices for websites indicating that having a glossary is actually useful or a way to determine criteria for a glossary?

Some of the decisions we're making feel sort of random and I'd prefer to have more clearly defined criteria for what goes in a glossary. We're a health information website so there are some higher-level words that need definition (i.e. that we cannot rewrite out of the content). While we generally define technical words within the text, enough people use our glossary currently that it appears to be useful.

Thanks for any info folks can provide!

Warm regards,
Brooke

Brooke Leggin, MPH
Web Manager

Office on Women's Health
U.S. Department of Health and Human Services
200 Independence Avenue, S.W., Room 732F.13, Washington, DC 20201
E-mail: brooke.leggin@hhs.gov
Work Hours: 7:30 am to 4:00 pm ET
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Websites: www.womenshealth.gov | www.girlshealth.gov
OWH Helpline: 1-800-994-9662 | womenshealth@hhs.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.
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Subject:	Re: SOPs or Best Practices for Glossaries?
From:	Maya Benari <maya.ben-ari@GSA.GOV>
Reply To:	Maya Benari <maya.ben-ari@GSA.GOV>
Date:	Mon, 31 Dec 2018 11:33:11 -0800
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (8 kB) , Picture (Device Independent Bitmap) 1.jpg (8 kB)

Hi Brooke,

I can share a glossary we've built that was a common enough need to be used on several sites: It's a glossary panel that features a persistent link to open it, inline term definitions, and search: https://github.com/18f/glossary. I understand that this glossary performed quite well across different sites in user testing.

Examples in use:

- https://www.fec.gov/data/
- https://revenuedata.doi.gov/how-it-works/
- https://clinicaltrials.gov/
- A not-in-use prototype for Clinical Trials

Hope that helps!

Best,

On Thu, Dec 27, 2018 at 11:40 AM Leggin, Brooke (HHS/OWH) <000002cba249925c-dmarc-request@listserv.gsa.gov> wrote:

> We're in the process of updating and cleaning our online glossary. Does anyone have any SOPs they'd be willing to share around criteria for what goes in the glossary? Or, can anyone point me towards some sort of best practices for websites indicating that having a glossary is actually useful or a way to determine criteria for a glossary?
>
> Some of the decisions we're making feel sort of random and I'd prefer to have more clearly defined criteria for what goes in a glossary. We're a health information website so there are some higher-level words that need definition (i.e. that we cannot rewrite out of the content). While we generally define technical words within the text, enough people use our glossary currently that it appears to be useful.
>
> Thanks for any info folks can provide!
>
> Warm regards,
> Brooke
>
> **Brooke Leggin, MPH**
> **Web Manager**
>
> **Office on Women's Health**
> **U.S. Department of Health and Human Services**
> 200 Independence Avenue, S.W., Room 732F.13, Washington, DC 20201
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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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