Subject: Writer/Editor job at Federal Student Aid (U.S. Department of Education)
From: "Cameron, Cindy" <Cindy.Cameron@ED.GOV>
Reply To: Cameron, Cindy
Date: Mon, 6 Jan 2020 16:05:30 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3478 bytes) , text/html (6 kB)

Many of you may have seen my posting last August, indicating that the U.S. Department of Education's office of Federal Student Aid (FSA) is looking for a writer/editor. Since that time, we've been approved to hire an additional person, so I wanted to share this posting again.

FSA is looking for an outstanding writer/editor with experience in developing, writing, and editing informational content for web, social media, print, blogs, video scripts, fact sheets, and/or infographics. Someone who also has "owned" and managed projects will be a good candidate. Ability to edit others' work to a house style and explain your corrections with confidence and tact is a must. Understanding of the basics of SEO, agile methodology, and/or Jira would be a bonus.

Notes: The job is in Washington DC—or, if we find the perfect candidate and they don't live in DC, they MUST be based in one of the cities where we have regional offices (Boston, New York, Philadelphia, Atlanta, Chicago, Dallas, Kansas City MO, Denver, San Francisco, and Seattle). This is an AD (administratively determined) permanent federal government position with pay equivalent to a GS-12. The job is not posted on USA-JOBS. You must be a U.S. citizen for this job. Anyone who's genuinely interested should send your resume to me at cindy.cameron@ed.gov by January 9, and I'll be in touch with more info on or after the 10th. For an idea of the type of content we produce, just browse our website: StudentAid.gov

Thanks

Cindy Forbes Cameron
Lead Communications Analyst
Federal Student Aid
US Department of Education

For students: StudentAid.gov
For counselors: FinancialAidToolkit.ed.gov
For everyone: 1-800-4-FED-AID

Cindy Forbes Cameron
Content Manager/Strategist, StudentAid.gov and FinancialAidToolkit.ed.gov
Awareness & Outreach; Federal Student Aid
US Dept of Education

For students: StudentAid.gov + @FAFSA + www.Facebook.com/federalstudentaid + www.YouTube.com/federalstudentaid
For counselors: FinancialAidToolkit.ed.gov
For everyone: 1-800-4-FED-AID

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Subject: Event and Sign Up Webpage sample?
From: "(b) (6), (b) (7)(C) CIV USARMY HQDA ASA MRA (USA)" <(b) (6), (b) (7)(C) MAIL.MIL>
Reply To: (b) (6), (b) (7)(C) CIV USARMY HQDA ASA MRA (USA)
Date: Mon, 6 Jan 2020 17:09:32 +0000
Content-Type: multipart/signed
Parts/Attachments: text/plain (1290 bytes) , smime.p7s (6 kB)

Does anyone have a simple web page(s) set up to promote an event that also has a "reservation" form (Sign Up page) for that event that you can share. The registration part is a simple, non-financial submission form used only to track the attendees with basic info like name, email, company etc?
Looking for good samples of such.
(b) (6), (b) (7)(C)
Dept. of Defense

****

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

Subject: Captioning/Transcription Services
From: "(b) (6) (b) (6) @OSRHE.EDU>
Reply To: (b) (6)
Date: Mon, 6 Jan 2020 17:12:48 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1417 bytes) , text/html (3642 bytes)

Looking for alternatives to AST for captioning needs. What are some other companies out there that are competitive and have a good track record? Thanks!

(b) (6)
Communications Coordinator III
Oklahoma State Regents for Higher Education
655 Research Parkway, Oklahoma City, OK
PO Box 108850
Oklahoma City, OK 73101-0850
405.225.9184
405.225.9181 (fax)
(b) (6) @osrhe.edu
www.okhighered.org

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Subject: Re: Event and Sign Up Webpage sample?
From: "Noonan Sturm, Christine" <cnoonansturm@FTC.GOV>
Reply To: Noonan Sturm, Christine
Date: Mon, 6 Jan 2020 18:47:33 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (74 lines)

Hi Mike, hope you're well! The FTC does a ton of workshops, and we create event web pages for each of them. Only a few require reservations, and we create a simple web form in Drupal to capture basic attendee info.

Here are few sample event pages:

Accuracy in Consumer Reporting
https://www.ftc.gov/news-events/events-calendar/accuracy-consumer-reporting-workshop

The Future of the COPPA Rule
https://www.ftc.gov/news-events/events-calendar/future-coppa-rule-ftc-workshop

Made in the USA
https://www.ftc.gov/news-events/events-calendar/made-usa-ftc-workshop

Regards,

Chris

Chris Noonan Sturm
Website Manager
COR | PMP | MBA
Office of Public Affairs
Federal Trade Commission
202-326-2728 | cnoonansturm@ftc.gov
www.ftc.gov | Protecting America's Consumers

----Original Message-----
From: (b) (6), (b) (7)(C) CIV USARMY HQDA ASA MRA (USA) <0000030841a0f145-dmarc-request@LISTSERV.GSA.GOV>
Sent: Monday, January 6, 2020 12:10 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Event and Sign Up Webpage sample?

Does anyone have a simple web page(s) set up to promote an event that also has a "reservation" form (Sign Up page) for that event that you can share. The registration part is a simple, non-financial submission form used only to track the attendees with basic info like name, email, company etc?
Looking for good samples of such.
(b) (6), (b) (7)(C)
Dept. of Defense

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Subject: issue accessing YouTube videos
From: "(b) (6), (b) (7)(C) CIV DCSA CDSE (USA)" (b) (6), (b) (7)(C) @MAIL.MIL>
Reply To: (b) (6), (b) (7)(C) CIV DCSA CDSE (USA)
Date: Tue, 7 Jan 2020 14:14:56 +0000
Content-Type: multipart/signed
Parts/Attachments: text/plain (1517 bytes) , smime.p7s (10 kB)

Happy new year all!

For those of you who work for DoD, I have a quick favor to ask when you have a minute. Would you access

https://www.cdse.edu/education/

and let me know if the YouTube video within that page loads on your DoD computer?

We recently began having issues accessing YouTube videos from our agency computers only and are trying to pinpoint how to resolve the matter.

Thanks,

(b) (6), (b) (7)(C)
IT Specialist
Center for Development of Security Excellence
Defense Counterintelligence and Security Agency
938 Elkridge Landing Road
Linthicum, MD 21090
(b) (6), (b) (7)(C) @mail.mil

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employees, so please consider that before sharing outside our community.
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Subject: Are we really doing early dismissal?
From: Kirsten Burgard <KBurgard@VOANEWS.COM>
Reply To: Kirsten Burgard <KBurgard@VOANEWS.COM>
Date: Tue, 7 Jan 2020 16:25:05 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1223 bytes) , text/html (2703 bytes)

https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/current-status/

I ask cause it doesn't even look like a storm is coming.

And USA9 says.. "bursts" of snow.

Is this real DC feds…really?

Sent from Mail for Windows 10

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Subject: Re: [EXTERNAL] [CONTENT-MANAGERS-L] Are we really doing early dismissal?
From: "Gillick, Larry" <larry_gillick@IOS.DOI.GOV>
Reply To: Gillick, Larry
Date: Tue, 7 Jan 2020 11:30:11 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2649 bytes) , text/html (5 kB)

Yep!

I just sent a test message to that effect. Real message to follow after management approval.

Larry

Larry Gillick
Deputy Director of Digital Strategy
U.S. Department of the Interior
202-208-5141
Drupal Questions?

On Tue, Jan 7, 2020 at 11:27 AM Kirsten Burgard <KBurgard@voanews.com> wrote:

> https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/current-status/
>
> I ask cause it doesn't even look like a storm is coming.
>
> And USA9 says.. "bursts" of snow.
>
> Is this real DC feds…really?
>
> Sent from Mail for Windows 10
>
> ---
>
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>
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Subject: Re: Are we really doing early dismissal?
From: "Cochran, Darrell G" <CochranDG@STATE.GOV>
Reply To: Cochran, Darrell G
Date: Tue, 7 Jan 2020 16:30:36 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (5 kB) , text/html (6 kB) , image001.jpg (5 kB)

It seems unlikely that someone would hack the OPM website to post a hoax dismissal message. School systems around the region are closing early.

Darrell Cochran, PMP
Office of Global Web Platforms
U.S. Department of State
Bureau of Global Public Affairs
202-632-2861 | cochrandg@state.gov

Global Public Affairs
U.S. DEPARTMENT of STATE

From: Kirsten Burgard <KBurgard@VOANEWS.COM>
Sent: Tuesday, January 7, 2020 11:25 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Are we really doing early dismissal?

https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/current-status/

I ask cause it doesn't even look like a storm is coming.

And USA9 says.. "bursts" of snow.

Is this real DC feds…really?

Sent from Mail for Windows 10

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Subject: U.S. Digital Registry Switching to Login.gov for Admin Account Access
From: Natalie Davidson - QQF <natalie.davidson@GSA.GOV>
Reply To: Natalie Davidson - QQF <natalie.davidson@GSA.GOV>
Date: Thu, 9 Jan 2020 11:58:15 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1852 bytes) , text/html (8 kB)

[Please excuse the cross-posting.]

Hi colleagues,

To create an easier login experience, the U.S. Digital Registry will start using Login.gov today, January 9. Your U.S. Digital Registry accounts will all stay in place as they are, but the next time you log in to your administrative account, you'll be prompted to log in using Login.gov.

Your usdigitalregistry.digitalgov.gov/admin login will still be tied to your government email address, so please set up your Login.gov account using that government email address.

If you've already created a Login.gov account using your government email address, you won't have to do anything else.

If you have questions or need help, please email us at usdigitalregistry@gsa.gov.

Cheers!
Natalie

--

U.S. General Services Administration

Natalie Davidson, CUA

User Experience
Technology Transformation Service

Mobile: (b) (6) [redacted]

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Subject: USWDS Maturity Model: Attend the January Monthly Call
From: Digital Gov <digitalgov@GSA.GOV>
Reply To: Digital Gov <digitalgov@GSA.GOV>
Date: Mon, 13 Jan 2020 12:25:01 -0500
Content-Type: multipart/related
Parts/Attachments: text/plain (19 kB) , text/html (16 kB) , Screen Shot 2020-01-13 at 11.46.51 AM.jpg (19 kB)

Hello and happy new year!

Join us this Thursday, January 16, from 2:30 p.m. to 3:30pm ET, for the first U.S. Web Design System (USWDS) monthly call of 2020. This month, Dan Williams, USWDS product lead, will be walking through the design system maturity model and will discuss how to use the maturity model to evaluate a project and plan for the future.

Come prepared to learn more about the design system and how to use it to build accessible, mobile-friendly government websites for the American public. There will be time for Q&A at the end of the session, too. Register today at http://go.usa.gov/xpt3A to confirm your participation!

We post a video of each call at Digital.gov/events shortly after the event. Watch the video from last month's call to learn more about the big questions the design system is trying to answer as 2019 ends and 2020 begins.

Connect with USWDS:

- USWDS website
- USWDS on GitHub
- Join the USWDS Public Slack
- Twitter
- Join our community
- Email

We look forward to seeing you!

Digital.gov

Blog, Communities, Services, Resources, DigitalGov University (DGU)
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Subject: How do you measure the amount of content in each web section?
From: "Fontenot, Scott" <Fontenot.Scott@EPA.GOV>
Reply To: Fontenot, Scott
Date: Mon, 13 Jan 2020 20:28:39 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1819 bytes) , text/html (6 kB)

Hi everyone,

So, my question is how are you quantifying the section contents of your site?

I'd like to make a weighted and stacked bar chart that shows:

- % content for each section of our site (x-axis) and
- % of visits where the content was consumed (x-axis)

Goal: To get a sense of where the user's interest is vs. the distribution of content across the site.

The sticking point has been how to quantify each web section. Is it the number of nodes? Or the number of nested URLs?
For example, we have one web section that had the 2nd highest number of site page views and contained no additional nested content.

Scott Fontenot
EPA HQ, OECA
Office of Compliance
Enforcement, Targeting and Data Division
202-566-2236

How to Report an Error in ECHO
ECHO Quick Start Guide

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Subject: Happy New Year_ Questions of course
From: (b) (6), (b) (7)(C) NGA-DCO USA CIV (b) (6), (b) (7)(C) @NGA.MIL>
Reply To: (b) (6), (b) (7)(C) NGA-DCO USA CIV <(b) (6), (b) (7)(C) @NGA.MIL>
Date: Mon, 13 Jan 2020 21:32:15 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2036 bytes) , text/html (4 kB)

Classification: UNCLASSIFIED
==========

I hope everyone had a great break! Here we are; already grinding away in 2020. ☺

I am hoping to collect information. Curious, what is the size of your communications team, your mission, who you communicate to (audience/size, outputs), and your teams skills make up? We are a team of two government employees, GS14/13 with one FT graphics contractor and one contractor who supports all of our communication efforts. I'd like to find out if this is a narrow team for an agency of this size and its outputs.

Thank you and I hope some of you can help.

(b) (6), (b) (7)(C)
Office of Strategic Operations
Strategic Planning and Commununications
(b) (6) – classified line
X3992 – unclassified line
Myers Briggs: ISFP

==========
Classification: UNCLASSIFIED

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Subject: cost free Drupal Twig theming Webinar January 23rd
From: Kirsten Burgard <KBurgard@VOANEWS.COM>
Reply To: Kirsten Burgard <KBurgard@VOANEWS.COM>
Date: Tue, 14 Jan 2020 17:25:54 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1884 bytes) , text/html (5 kB)

We are relaunching Drupal4Gov webinars for the new year.

On January 23rd at 3 we will be hosting Debug Academy as they provide a webinar on twig! This webinar is ideal for folks transitioning from Drupal 7 to Drupal 8 and also folks new to Drupal in general. Even those looking at a D7 to D9 jump!

https://www.eventbrite.com/e/drupal4gov-webinar-series-from-tpl-to-twig-a-beginners-guide-to-bringing-designs-to-life-with-drupal-tickets-88416481075#

Starting in February we will be settling back into our Third Thursday at 3 webinar calendar and will announce the next webinar at the end of the session with Debug Academy.

Let me know if you have any questions and can't wait to see many of you online on the 23rd!

Happy Drupaling!

--
Kirsten

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Subject: Free Digital Images
From: "Lapcewich, Dennis -FS" <dennis.lapcewich@USDA.GOV>
Reply To: Lapcewich, Dennis -FS
Date: Wed, 15 Jan 2020 21:28:05 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (7 kB) , text/html (6 kB) , image001.png (7 kB)

"If you've always dreamed of taking a trip to Paris to feast your eyes on some world-class art, you no longer need to book that plane ticket. Thanks to Paris Musées, a collection of 14 museums in Paris, there are now more than 150,000 high-resolution digital copies of works of art available online for free without restrictions. Their collections website includes works from well-known artists like Rembrandt, Monet, Picasso and Cézanne, as well as thousands of others."

https://lifehacker.com/paris-museums-have-released-more-than-150-000-images-of-1841016692

Although, I'm not sure how I could use a Rembrandt, Monet, Picasso and Cézanne in my government website.

Dennis Lapcewich (he/him)
Management Program Analyst | USFS 508 Taskforce

Forest Service
Data Resources Management - Pacific Northwest Region

p: 360-891-5024
f: 360-891-5045
dennis.lapcewich@usda.gov

Gifford Pinchot NF
Vancouver, WA 98661
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Subject: Re: Free Digital Images
From: "(b) (6) <(b) (6) HAWAII.GOV>
Reply To: (b) (6)
Date: Wed, 15 Jan 2020 22:44:38 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (4 kB) , text/html (9 kB) , image001.png (7 kB)

Thank you Dennis Lapcewich.

I think they did their art pretty well pre-CreativeSuite.

On the other hand, there's Nat Geo and the redwoods.

Take care.
(b) (6)

From: Lapcewich, Dennis -FS <00000478157fdb9c-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, January 15, 2020 11:28 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Free Digital Images

"If you've always dreamed of taking a trip to Paris to feast your eyes on some world-class art, you no longer need to book that plane ticket. Thanks to Paris Musées, a collection of 14 museums in Paris, there are now more than 150,000 high-resolution digital copies of works of art available online for free without restrictions. Their collections website includes works from well-known artists like Rembrandt, Monet, Picasso and Cézanne, as well as thousands of others."

https://lifehacker.com/paris-museums-have-released-more-than-150-000-images-of-1841016692

Although, I'm not sure how I could use a Rembrandt, Monet, Picasso and Cézanne in my government website.

Dennis Lapcewich (he/him)
Management Program Analyst | USFS 508 Taskforce

Forest Service
Data Resources Management - Pacific Northwest Region

p: 360-891-5024
f: 360-891-5045
dennis.lapcewich@usda.gov

Gifford Pinchot NF
Vancouver, WA 98661
www.fs.fed.us

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Subject: Federal Student Aid Hiring UX Designer
From: "Marinez, Abraham" <Abraham.Marinez@ED.GOV>
Reply To: Marinez, Abraham
Date: Thu, 16 Jan 2020 13:05:46 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (7 kB) , text/html (7 kB) , image001.png (7 kB) , image002.png (7 kB) , image003.png (7 kB) , image004.png (7 kB)

Hi Web Content Community,

The U.S. Department of Education's office of Federal Student Aid is hiring a UX designer to join our innovative and collaborative team! Applications are being accepted via LinkedIn.

We're in the midst of a fast-paced (but exciting!) digital transformation process that involves consolidating and improving our customer-facing websites, contact center platform/CRM, and marketing and communications tool with the goal of providing a personalized omni-channel experience for our customers and contact center representatives.

If you've ever filled out the FAFSA or repaid a student loan and are interested in making the experience better for those like you, we encourage you to apply. We are looking for applicants experienced in UX design, but it's also important that applicants have strong project/people management skills, as 1) we are working on a tight schedule and 2) we are responsible for managing/overseeing teams of contractor staff who support our design services team.

Position opened January 13 and should be open for 30 days, but get your application in ASAP to be sure!

Please don't hesitate to reach out if you have questions.

Abraham Mariñez
Chief of Staff | Customer Experience Office
Federal Student Aid
830 First Street NE, Washington, DC 20202
Office: (202) 377-3069 | Mobile: (b) (6) | Abraham.Marinez@ed.gov

Federal Student Aid
An OFFICE of the U.S. DEPARTMENT of EDUCATION
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StudentAid.gov

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Subject: Anyone on Drupal 7
From: "(b) (6), (b) (7)(C) - DHS" (b) (6), (b) (7)(C) @DHS.WISCONSIN.GOV>
Reply To: (b) (6), (b) (7)(C) - DHS
Date: Thu, 16 Jan 2020 17:42:33 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (12 kB) , text/html (8 kB) , image001.png (36 kB) , image002.png (12 kB) , image003.png (12 kB) , image004.png (12 kB) , image005.png (12 kB) , image006.png (12 kB)

My agency's website is currently on Drupal 7. We are in the middle of project planning for our move to Drupal 8 and then Drupal 9. As part of our research, we want to talk to other agencies that have made this move or like us, are planning to. I was wondering if any of you have moved from Drupal 7 to 8. Please let me know if you agency has made this move or is in the planning stage. It would be helpful to get your agency name, link to your website, the current version of Drupal you are using, and contact information for someone on your web team. Thank you in advance for your help!

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

(b) (6), (b) (7)(C)
Web Communications Manager
Wisconsin Department of Health Services
608-266-9613

* *

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Subject: The USAGov Analytics Dashboard--Learning About the People We Serve
From: Nancy Tyler <nancy.tyler@GSA.GOV>
Reply To: Nancy Tyler <nancy.tyler@GSA.GOV>
Date: Thu, 16 Jan 2020 14:10:55 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1843 bytes) , text/html (4 kB)

Hello!

I wanted to share the latest USAGov Blog post, introducing the USAGov Analytics Dashboard. If you're creating content and messaging for the public, you may be able to find out more about your audience by studying ours. With the dashboard, you can see what topics people are searching for on USA.gov and USA.gov/espanol, where they're from, what devices they're using, and more.

We're always learning new ways to use data and technology to connect people with their government. We'd love for you to learn along with us, and subscribe to the blog: https://connect.usa.gov/blog-email-sign-up-page.

Thanks,

nancy

--
Nancy Tyler
Senior Editor
USAGov--*Your Guide to Government Information and Services*

FAS Technology Transformation Services - TTS Solutions
U.S. General Services Administration

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Subject: VA is Hiring: GS-9 Visual Information Specialist
From: "Grandon, Jeffrey" <Jeffrey.Grandon@VA.GOV>
Reply To: Grandon, Jeffrey
Date: Thu, 16 Jan 2020 19:32:03 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2023 bytes) , text/html (6 kB)

The Veterans Health Administration's Office of Communications, Digital Media Office is hiring a GS-9 Visual Information Specialist (graphic designer) to work with web, social media, print and multimedia projects. The position is open to current and former federal employees, military spouses, and Veterans.
Duty station is 810 Vermont Avenue NW, Washington DC. Our building sits atop the McPherson Square blue line Metrorail station. This is not a virtual position.
Applications will be accepted through February 4, 2020, or sooner once we have received 150 applications.
Please share this link with friends, families, and organizations who meet the eligibility requirements.
https://www.usajobs.gov/GetJob/ViewDetails/556700300

Jeffrey F. Grandon, MHA
Digital Programs Manager
Digital Media Office
Veterans Health Administration
U.S. Department of Veterans Affairs
(b) (6) cell
facebook.com/veteranshealth
twitter.com/veteranshealth
youtube.com/veteranshealthadmin

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Subject: dynamic QR codes
From: "Corey, Pamela L. (Fed)" <pamela.corey@NIST.GOV>
Reply To: Corey, Pamela L. (Fed)
Date: Tue, 21 Jan 2020 19:48:18 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1402 bytes) , text/html (3615 bytes)

Hi all,

Does anybody use a dynamic QR code company? If so, any recommendations? We're considering adding a QR code to a brochure but we already know that the URL will be changing in the future so putting a static one on seems illogical. Sure, we could do a redirect on the webserver but we're wondering if a dynamic QR code would be the better option.

Thanks,
Pam

Pamela Corey
IT Specialist / Information Coordinator
Physical Measurement Laboratory (PML)
NIST
301-975-2170

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Subject: Drupal Job Opportunity
From: "Mulvihill, Abbie" <MulvihillA@SEC.GOV>
Reply To: Mulvihill, Abbie
Date: Tue, 21 Jan 2020 22:24:07 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (5 kB) , 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 (5 kB)

Good afternoon.
I am sending this on behalf of our SEC Recruitment Team. Please see below:

———

Greetings!

The U.S. Securities & Exchange Commission is currently seeking a Drupal Engineer. Should you or someone you know be interested in this opportunity, please review the qualifications and apply online via: https://www.usajobs.gov/GetJob/ViewDetails/556654900

SEC Recruitment Team
Office of Human Resources (OHR)
U.S. Securities and Exchange Commission
100 F Street NE
Washington, DC 20549
recruitment@sec.gov

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Subject: Re: dynamic QR codes
From: Ryan Wold - QQA <ryan.wold@GSA.GOV>
Reply To: Ryan Wold - QQA <ryan.wold@GSA.GOV>
Date: Tue, 21 Jan 2020 15:11:05 -0800
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3022 bytes) , text/html (4 kB)

Hi Pamela,

Depending on how many QR codes you need to generate, there are typically options online (QR Converters) [check with your IT staff first, as they may have a recommended option].
Depending on your CMS (Wordpress, Drupal, etc), it may have a QR code plugin.

I'm also curious about what you mean by "dynamic." The QR code will change when the URL changes.
If printed, updating the QR code would entail an updated flyer. If on the web, perhaps a plain hyperlink would suffice.

On Tue, Jan 21, 2020 at 2:12 PM Corey, Pamela L. (Fed) <00000732075202ac-dmarc-request@listserv.gsa.gov> wrote:

> Hi all,
>
> Does anybody use a dynamic QR code company? If so, any recommendations? We're considering adding a QR code to a brochure but we already know that the URL will be changing in the future so putting a static one on seems illogical. Sure, we could do a redirect on the webserver but we're wondering if a dynamic QR code would be the better option.
>
> Thanks,
>
> Pam
>
> Pamela Corey
>
> IT Specialist / Information Coordinator
>
> Physical Measurement Laboratory (PML)
>
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> 301-975-2170

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Ryan Wold
Innovation Specialist / Feedback Analytics
TTS / OPP
US General Services Administration

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Subject: Re: dynamic QR codes
From: "Corey, Pamela L. (Fed)" <pamela.corey@NIST.GOV>
Reply To: Corey, Pamela L. (Fed)
Date: Wed, 22 Jan 2020 13:46:29 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (9 kB)

Hi Ryan,

A dynamic QR code is changeable. But to make one you have to have an account with the vendor which then holds a database of your QR code. So if you put the QR code on a printed brochure and your URL changes you can change the QR code so that the brochure doesn't need re-printed.

There are many companies that enable dynamic QR codes (see chart at https://scanova.io/blog/best-qr-code-generator/) but beyond prices I don't know anything about them.

Pam

Pamela Corey
IT Specialist / Information Coordinator
Physical Measurement Laboratory (PML)
NIST
301-975-2170

From: Ryan Wold - QQA <ryan.wold@gsa.gov>
Sent: Tuesday, January 21, 2020 6:11 PM
To: Corey, Pamela L. (Fed) <pamela.corey@nist.gov>
Cc: CONTENT-MANAGERS-L@listserv.gsa.gov
Subject: Re: [CONTENT-MANAGERS-L] dynamic QR codes

Hi Pamela,

Depending on how many QR codes you need to generate, there are typically options online (QR Converters) [check with your IT staff first, as they may have a recommended option].
Depending on your CMS (Wordpress, Drupal, etc), it may have a QR code plugin.

I'm also curious about what you mean by "dynamic." The QR code will change when the URL changes.
If printed, updating the QR code would entail an updated flyer. If on the web, perhaps a plain hyperlink would suffice.

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Subject: Re: dynamic QR codes
From: "(b) (6), (b) (7)(C) CIV (US) DeCA HQ MPD" <(b) (6), (b) (7)(C) DECA.MIL>
Reply To: (b) (6), (b) (7)(C) CIV (US) DeCA HQ MPD
Date: Wed, 22 Jan 2020 15:56:02 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (12 kB)

Whenever the subject of QR codes comes up I always like to reference DOI's guidance: https://www.doi.gov/employees/drupal

Basically, they can easily be hacked so it's often better to find a different way of getting that link out there.

(b) (6), (b) (7)(C)
Website Coordinator
Defense Commissary Agency
(804) 734-8000 x48126

From: Corey, Pamela L. (Fed) [mailto:00000732075202ac-dmarc-request@LISTSERV.GSA.GOV]
Sent: Wednesday, January 22, 2020 8:46 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] dynamic QR codes

Hi Ryan,

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Pamela Corey
IT Specialist / Information Coordinator
Physical Measurement Laboratory (PML)
NIST
301-975-2170

From: Ryan Wold - QQA <ryan.wold@gsa.gov>
Sent: Tuesday, January 21, 2020 6:11 PM
To: Corey, Pamela L. (Fed) <pamela.corey@nist.gov>
Cc: CONTENT-MANAGERS-L@listserv.gsa.gov
Subject: Re: [CONTENT-MANAGERS-L] dynamic QR codes

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Subject: Meme Generators
From: (b) (6) <(b) (6) JAMESCITYCOUNTYVA.GOV>
Reply To: (b) (6) <(b) (6) JAMESCITYCOUNTYVA.GOV>
Date: Thu, 23 Jan 2020 19:16:52 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (5 kB) , text/html (4 kB) , image001.jpg (5 kB)

Good afternoon!

We are pro-memes, but anti-going-to-jail-for-copyright-infringement. I know there are some federal and state social media accounts that use memes liberally. Could anyone provide information on best practices or recommendations for meme generators? I tried to tell our attorney that we should get to do it because all of the cool kids are doing it, but he seems to want a few more details.

I appreciate any guidance you can offer!
Renee

(b) (6)
Public Information Officer

Public Information
101-D Mounts Bay Road
Williamsburg, VA 23185
P: 757-253-6605
C: (b) (6)
jamescitycountyva.gov

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Subject: Re: dynamic QR codes
From: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) CBP.DHS.GOV>
Reply To: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) CBP.DHS.GOV>
Date: Thu, 23 Jan 2020 14:28:37 -0500
Content-Type: text/plain
Parts/Attachments: text/plain (34 lines)

Here's a link to a digital.gov's thoughts on QR codes. It has some good links about them and a QR code generator. (that has TOS according to digital.gov) This page is old but the generator still works and just requires a download to run. I have used it recently for print production.

https://digital.gov/2013/02/14/qr-codes/

Maybe digital.gov should update this page?

Personally I would stay away from a 'dynamic QR code' and use the redirect feature if the URL changes for the page you want tied to the URL. That way you have a static QR code, that points to specific URL that you control and that you can 'redirect' as needed. Otherwise you are trusting this outside vendor to maintain this redirect when you have the resources and tools to do it already in place. I don't believe there is such a thing as a 'dynamic QR code' on a printed document. It will always point to a specific URL location. But you can always redirect that to anywhere else you want it to go. It's an interesting marketing term.

(b) (6), (b) (7)(C)
Branch Chief, Web and Digital Media
Office of Public Affairs, U.S. Customs and Border Protection
(b) (6), (b) (7)(C) cbp.dhs.gov
202-325-4079 – desk
(b) (6), (b) (7)(C) – cell
www.cbp.gov

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****

Subject: Anyone have a TOS for LinkedIn
From: "Maher, Mary - ERS" <mary.maher@USDA.GOV>
Reply To: Maher, Mary - ERS
Date: Thu, 23 Jan 2020 20:27:14 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1672 bytes) , text/html (3989 bytes)

Do you have, and are willing to share, a Terms of Service Agreement with LinkedIn?

Thanks in advance for your help!!!

Mary Maher
Chief, Web Services Branch
Information Services Division
USDA's Economic Research Service
202.694.5126 | **mary.maher@usda.gov** | memaher@ers.usda.gov

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Subject: Deepfake videos and public comments
From: "(b) (6), (b) (7)(C) (b) (6), (b) (7)(C) USCIS.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Fri, 24 Jan 2020 21:59:33 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1555 bytes) , text/html (5 kB)

Hi everyone.

Yikes.

Here's an article on a bot that generated public comments indistinguishable from those written by people: https://techscience.org/a/2019121801/

And here's a video showing Bill Hader morphing in real time into Tom Cruise and Seth Rogen as he quotes them in an interview: https://www.youtube.com/watch?v=2daN4eRTs4A

We have entered a scary new era.

(b) (6), (b) (7)(C)
Acting Chief, Digital Services Division
Office of Citizenship and Applicant Information Services | *U.S. Citizenship and Immigration Services*
Office: (202) 272-2997 I Mobile: (b) (6), (b) (7)(C)

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Subject: Re: Deepfake videos and public comments
From: Ryan Wold - QQA <ryan.wold@GSA.GOV>
Reply To: Ryan Wold - QQA <ryan.wold@GSA.GOV>
Date: Mon, 27 Jan 2020 09:49:57 -0800
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2860 bytes) , text/html (6 kB)

It seems like Identity is the way forward here.

I'm curious about instances where Anonymous (as opposed to Private) feedback is carved out.
And, I'm curious what other strategies are developing, or being explored.

On Fri, Jan 24, 2020 at 2:08 PM (b) (6), (b) (7)(C) <00000148e20e55c9-dmarc-request@listserv.gsa.gov> wrote:

> Hi everyone.
>
> Yikes.
>
> Here's an article on a bot that generated public comments indistinguishable from those written by people: https://techscience.org/a/2019121801/
>
> And here's a video showing Bill Hader morphing in real time into Tom Cruise and Seth Rogen as he quotes them in an interview: https://www.youtube.com/watch?v=2daN4eRTs4A
>
> We have entered a scary new era.
>
> (b) (6), (b) (7)(C)
>
> Acting Chief, Digital Services Division
>
> *Office of Citizenship and Applicant Information Services | U.S. Citizenship and Immigration Services*
>
> Office: (202) 272-2997 | Mobile: (b) (6), (b) (7)(C)
>
> ---
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--
Ryan Wold
Innovation Specialist / Feedback Analytics
TTS / OPP
US General Services Administration

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Subject: Help with Wikipedia corrections
From: "Larrimore, Laura" <Laura.Larrimore@USPTO.GOV>
Reply To: Larrimore, Laura
Date: Mon, 27 Jan 2020 19:14:57 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1451 bytes) , text/html (3336 bytes)

Hello,
In the past, this community (and the many of you who are Wikipedia editors/contributors) has been fantastically helpful when someone at my agency comes across incorrect information on Wikipedia. I'm again looking for a few contacts from the list who know much more about Wikipedia than I, and might be able to assist in submitting corrections.

Let me know if you might be able to help,

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

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Subject: HELP WANTED - Web Content Manager for DHS Science & Technology
From: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) HQ.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Fri, 31 Jan 2020 13:26:09 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (8 kB) , text/html (6 kB) , image001.jpg (8 kB)

Morning –

DHS Science and Technology (think DARPA for DHS) is currently advertising for a web content manager for their pages at https://www.dhs.gov/science-and-technology (it's a fully-formed microsite within DHS.gov).

Position is listed as a Management and Program Analyst (because… reasons?) - the vacancy announcement is at ST-10693804-20-LT and the position is a GS 13. Open to feds plus a few exceptions, closes on 2/6/20.

Please spread the word!

Thanks,

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

(b) (6), (b) (7)(C) U.S. Department of Homeland Security

Office of Public Affairs
Director of Web Communications

(Voice) 202-447-4617
(Cell) (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) hq.dhs.gov

Homeland Security

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Subject: Automated 508 Testing
From: (b) (6) <(b) (6) NREL.GOV>
Reply To: (b) (6) <(b) (6) NREL.GOV>
Date: Tue, 4 Feb 2020 15:55:10 -0500
Content-Type: text/plain
Parts/Attachments: text/plain (24 lines)

Hi,
Does anyone have any recommendations for automated 508/accessibility testing? We need a tool to do quarterly scans as well as ad hoc scans on pages and sites. We need the tool to be hosted on premises so we can test internal sites and sites/tools that are not live yet.

thanks!
(b) (6)

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Subject: Re: Automated 508 Testing
From: (b) (6) (b) (6) ANNAPOLIS.GOV>
Reply To: (b) (6) (b) (6) ANNAPOLIS.GOV>
Date: Wed, 5 Feb 2020 10:41:27 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3087 bytes) , text/html (6 kB)

(b) (6) we have just started to use Siteimprove. It detects all the 508 issues in PDFs and webpages as well as spelling mistakes, broken links and much more.

(b) (6)
Web Developer, MIT

160 Duke of Gloucester St.
Annapolis MD, 21401
tel (410) 263-7945

website | map | email

On Tue, Feb 4, 2020 at 4:30 PM (b) (6) <0000048c0e9200e9-dmarc-request@listserv.gsa.gov> wrote:

> Hi,
> Does anyone have any recommendations for automated 508/accessibility testing? We need a tool to do quarterly scans as well as ad hoc scans on pages and sites. We need the tool to be hosted on premises so we can test internal sites and sites/tools that are not live yet.
>
> thanks!
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Subject: Re: Automated 508 Testing
From: "Smith, Stanley (Federal)" <SSmith4@DOC.GOV>
Reply To: Smith, Stanley (Federal)
Date: Wed, 5 Feb 2020 16:51:48 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (7 kB) , text/html (14 kB)

(b) (6) & Inna,

Believe SiteImprove also has a method to connect to internal-only facing websites. Haven't tried it, but have heard good things about those who have implemented it. However, be aware that internal sites that are scanned will have all scanned website content stored on SiteImprove (a 3rd party cloud service). So before embarking on that, make sure that the content doesn't have anything particularly private/secure/sensitive that isn't allowed to be stored elsewhere (as internal facing sites are usually internal for a reason).

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: (b) (6) <000005e20fcd22e6-dmarc-request@LISTSERV.GSA.GOV>
Reply-To: (b) (6) <(b) (6)ANNAPOLIS.GOV>
Date: Wednesday, February 5, 2020 at 10:43 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: Re: [CONTENT-MANAGERS-L] Automated 508 Testing

(b) (6) we have just started to use Siteimprove. It detects all the 508 issues in PDFs and webpages as well as spelling mistakes, broken links and much more.

Image removed by (b) (6)
Web Developer, MIT

160 Duke of Gloucester St.
Annapolis MD, 21401
tel (410) 263-7945

website | map | email

On Tue, Feb 4, 2020 at 4:30 PM (b) (6) <0000048c0e9200e9-dmarc-request@listserv.gsa.gov> wrote:

> Hi,
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Subject: Federal Agencies in CA
From: "Coolman, Carla" <CCoolman@CPSC.GOV>
Reply To: Coolman, Carla
Date: Wed, 5 Feb 2020 17:08:04 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3932 bytes) , text/html (7 kB)

Hi,

Where can I find a good list of Federal agencies (a plus, if it includes military) located in California? Already tried GSA and Google.

Alternatively, reply “we do” if your agency has a branch/office or even just a person in California.

Thanks everyone.

Carla

Carla Coolman
Press Officer • U.S. Consumer Product Safety Commission
Oficial de Prensa • Comisión de Seguridad de Productos del Consumidor de EE.UU.
301.504.7568 | 240.204.4722 |CCoolman@cpsc.gov |
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Subject: Re: Automated 508 Testing
From: "(b) (6) <(b) (6) IOWA.GOV>
Reply To: (b) (6)
Date: Wed, 5 Feb 2020 11:11:52 -0600
Content-Type: multipart/alternative
Parts/Attachments: text/plain (8 kB) , text/html (20 kB)

The State of Iowa switched from SiteImprove to Monsido about a year ago. We've been extremely happy with Monsido but you will run into the same content storage concerns as you would with SiteImprove.

On Wed, Feb 5, 2020 at 10:54 AM Smith, Stanley (Federal) <000004fb0db2f25b-dmarc-request@listserv.gsa.gov> wrote:

> (b) (6)
>
> Believe SiteImprove also has a method to connect to internal-only facing websites. Haven't tried it, but have heard good things about those who have implemented it. However, be aware that internal sites that are scanned will have all scanned website content stored on SiteImprove (a 3rd party cloud service). So before embarking on that, make sure that the content doesn't have anything particularly private/secure/sensitive that isn't allowed to be stored elsewhere (as internal facing sites are usually internal for a reason).
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> Phone: 202-482-4746
>
> SSmith4@doc.gov

From: (b) (6) 000 d22e6-dmarc-request@LISTSERV.GSA.GOV>
Reply-To: (b) (6) <(b) (6) ANNAPOLIS.GOV>
Date: Wednesday, February 5, 2020 at 10:43 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: Re: [CONTENT-MANAGERS-L] Automated 508 Testing

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--

(b) (6)
Content Manager-Project Management Office
1305 E Walnut Street | Des Moines, IA 50319
200 East Grand Avenue - Physical Address
mobile (b) (6)
ocio.iowa.gov

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Subject: Re: Automated 508 Testing
From: "(b) (6) (b) (6) @NEBRASKA.GOV>
Reply To: (b) (6)
Date: Wed, 5 Feb 2020 17:21:10 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (25 kB) , text/html (46 kB)

We have used Siteimprove for several years, but considering Monsido. We have not used it for internal monitoring however.

Are there big benefits to making the switch (b) (6)

(b) (6) | *Webmaster*
COMMUNICATIONS & LEGISLATIVE SERVICES
Nebraska Department of Health and Human Services
OFFICE: 402-471-4612 | FAX: 402-471-3996
DHHS.ne.gov | Facebook | Twitter | LinkedIn

From: (b) (6) <(b) (6) IOWA.GOV>
Sent: Wednesday, February 5, 2020 11:12 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Automated 508 Testing

The State of Iowa switched from SiteImprove to Monsido about a year ago. We've been extremely happy with Monsido but you will run into the same content storage concerns as you would with SiteImprove.

On Wed, Feb 5, 2020 at 10:54 AM Smith, Stanley (Federal) <000004fb0db2f25b-dmarc-request@listserv.gsa.gov> wrote:

(b) (6) b) (6)

Believe SiteImprove also has a method to connect to internal-only facing websites. Haven't tried it, but have heard good things about those who have implemented it. However, be aware that internal sites that are scanned will have all scanned website content stored on SiteImprove (a 3rd party cloud service). So before embarking on that, make sure that the content doesn't have anything particularly private/secure/sensitive that isn't allowed to be stored elsewhere (as internal facing sites are usually internal for a reason).

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: (b) (6) <000005e20fcd22e6-dmarc-request@LISTSERV.GSA.GOV>
Reply-To: (b) (6) <(b) (6) ANNAPOLIS.GOV>
Date: Wednesday, February 5, 2020 at 10:43 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: Re: [CONTENT-MANAGERS-L] Automated 508 Testing

(b) (6) we have just started to use Siteimprove. It detects all the 508 issues in PDFs and webpages as well as spelling mistakes, broken links and much more.

(b) (6)
Web Developer, MIT

160 Duke of Gloucester St.
Annapolis MD, 21401
tel (410) 263-7945
website | map | email

On Tue, Feb 4, 2020 at 4:30 PM (b) (6) <0000048c0e9200e9-dmarc-request@listserv.gsa.gov> wrote:

> Hi,
> Does anyone have any recommendations for automated 508/accessibility testing? We need a tool to do quarterly scans as well as ad hoc scans on pages and sites. We need the tool to be hosted on premises so we can test internal sites and sites/tools that are not live yet.
>
> thanks!
> (b) (6)
>
> **********
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> 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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> message should read: set content-managers-l digest
> *To unsubscribe, follow the directions above for the digest, but
> change the message text to read: signoff content-managers-l

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

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--

(b) (6)
Content Manager-Project Management Office
1305 E Walnut Street | Des Moines, IA 50319
200 East Grand Avenue - Physical Address
mobile (b) (6)
ocio.iowa.gov

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Subject: Re: Federal Agencies in CA
From: Camille Tucker - O <camille.tucker@GSA.GOV>
Reply To: Camille Tucker - O <camille.tucker@GSA.GOV>
Date: Wed, 5 Feb 2020 12:22:08 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (11 kB)

Hi Carla,

The Federal Real Property Public Dataset might be helpful. It contains (non-sensitive) agency-reported building inventories and locations and has a field for state. Note that civilian and non-civilian are in two different files.

Enjoy!

U.S. General Services Administration

Camille Tucker
Senior Design Strategist
Office of Customer Experience
Office 202-603-2666

On Wed, Feb 5, 2020 at 12:10 PM Coolman, Carla <000000d2870c077d-dmarc-request@listserv.gsa.gov> wrote:

> Hi,
>
> Where can I find a good list of Federal agencies (a plus, if it includes military) located in California? Already tried GSA and Google.
>
> Alternatively, reply “we do” if your agency has a branch/office or even just a person in California.
>
> Thanks everyone.
>
> Carla
>
> ---
>
> **CARLA COOLMAN**
>
> **Press Officer • U.S. Consumer Product Safety Commission**
>
> **Oficial de Prensa • Comisión de Seguridad de Productos del Consumidor de EE.UU.**
>
> **301.504.7568 | 240.204.4722 |CCoolman@cpsc.gov |**
>
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>
> ---
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Subject: MONSIDO vs. SITEIMPROVE
From: [redacted] <[redacted] LBL.GOV>
Reply To: [redacted] <[redacted] LBL.GOV>
Date: Wed, 5 Feb 2020 09:38:19 -0800
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1954 bytes) , text/html (4 kB)

Has anyone done a side-by-side comparison?

Monsido has been aggressively courting us for some months. I'm frankly so busy as a "web-team" of one that I put them off for those months. Finally, they demoed the product to me in January. It appears to be substantially the same service as our existing SiteImprove (albeit simplified and maybe with fewer bells and whistles, but that may be a good thing for us).

I just wonder if anyone who switched (or considered switching) discovered any great deficit not immediately apparent in a casual demo.

We are being quoted a price less than HALF of our current SiteImprove subscription.

We'd have to pay extra for heat maps (which have been of limited use to us), but the analytics module is part of the base package. (That's a SiteImprove extra that we haven't purchased).

[redacted]

[redacted]
Computing Sciences Communications
v. +1 510 486 6029 | *e.* [redacted] lbl.gov | *w.* cs.lbl.gov

---

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Subject: Re: MONSIDO vs. SITEIMPROVE
From: (b) (6) <(b) (6) ANNAPOLIS.GOV>
Reply To: (b) (6) <(b) (6) ANNAPOLIS.GOV>
Date: Wed, 5 Feb 2020 12:45:27 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3707 bytes) , text/html (8 kB)

I did. Both are good, Monsido's cheaper. Web community talked me out of getting their services due to the poor customer service. We picked Siteimprove. So far, so good.

(b) (6)
Web Developer, MIT

160 Duke of Gloucester St.
Annapolis MD, 21401
tel (410) 263-7945

website | map | email

On Wed, Feb 5, 2020 at 12:42 PM (b) (6) <(b) (6) lbl.gov> wrote:

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>
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>
> (b) (6)
>
> (b) (6)
> Computing Sciences Communications
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Subject: Re: MONSIDO vs. SITEIMPROVE
From: (b) (6) <(b) (6) LBL.GOV>
Reply To: (b) (6) <(b) (6) LBL.GOV>
Date: Wed, 5 Feb 2020 10:18:48 -0800
Content-Type: multipart/alternative
Parts/Attachments: text/plain (7 kB) , text/html (36 kB)

Hi Rigina,

Happy to share. Here's the recap of the demo and pricing. (For comparison, we are paying over $10K per year for SiteImprove 10,000 pages and PDF scanning - which we are probably going to drop because scientists post a lot of old PDFs of work that just isn't reasonable to ask they edit).

Pricing: based on the number of pages and documents being scanned - annual subscription
up to 10,000 pages = $4,510/yr
HeatMaps = $1200/yr
PageAssist = $710/yr
PageCorrect = $510/yr

Module Recap:
- Quality Assurance: broken links and images, misspellings
- SEO: On page SEO related to accessibility
- Statistics: Streamlined version of Google Analytics
- Policies: Create your own policies, rules, searches
- Heartbeat: Uptime and response time monitoring
- Prioritized Content: Most important pages/issues
- Inventory - find all pages, images, links, iframe, CSS, JS etc
- Accessibility

For Accessibility:
We provide:
- A comprehensive weekly scan of the entire website (all live pages & subdomains with on-demand scans and single page scans available)
- A scan for 180 issues for WCAG 2.1 A, AA, AAA
- Unlimited training and support at no additional cost for all accessibility errors and platform help
- Allow an unlimited amount of users
- A prioritized list of pages and issues to focus on
- Accessibility Help center
- Fast Track - a global review of the same issues across the site
- Google Chrome extension - visually see all issues on live pages

Add on's:
- PDF accessibility scanning - CommonLook
- PageAssist - custom toolbar to change fonts, color themes etc
- PageCorrect - make corrections inside Monsido without going into your CMS
- HeatMaps

Please also have a look at our customer page where you can read case studies about how other companies have implemented Monsido:
http://monsido.com/customers

You may also want to visit G2 Crowd product reviews for additional insight on what users like about Monsido.

If you have any questions about the product or the quote, feel free to call or email any time!

(b) (6) (b) (6)
Computing Sciences Communications
Lawrence Berkeley National Laboratory
v. +1 510 486 7421 | e. (b) (6) lbl.gov | w. cs.lbl.gov

On Feb 5, 2020, at 9:45 AM, Pietrowski Rigina <Pietrowski.Rigina@pbgc.gov> wrote:

HI there (b) (6)

This is perfect timing, we are looking at both vendors now and would love any insight you have. Can you tell me how much more the heat mapping was?

Thank you,

Rigina Pietrowski
Pietrowski.rigina@pbgc.gov
202.229.6083

From: (b) (6) <(b) (6) LBL.GOV>
Sent: Wednesday, February 5, 2020 12:38 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] MONSIDO vs. SITEIMPROVE

Has anyone done a side-by-side comparison?

Monsido has been aggressively courting us for some months. I'm frankly so busy as a "web-team" of one that I put them off for those months. Finally, they demoed the product to me in January. It appears to be substantially the same service as our existing SiteImprove (albeit simplified and maybe with fewer bells and whistles, but that may be a good thing for us).

I just wonder if anyone who switched (or considered switching) discovered any great deficit not immediately apparent in a casual demo.

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We'd have to pay extra for heat maps (which have been of limited use to us), but the analytics module is part of the base package. (That's a SiteImprove extra that we haven't purchased).

(b) (6)

(b) (6)
Computing Sciences Communications
v. +1 510 486 6029 | *e.* (b) (6) lbl.gov | *w.* cs.lbl.gov

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Subject: Re: MONSIDO vs. SITEIMPROVE
From: "(b) (6) <(b) (6) IOWA.GOV>
Reply To: (b) (6)
Date: Wed, 5 Feb 2020 12:35:20 -0600
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (15 kB)

I'm surprised because Monsido's customer service with the State of Iowa has been quite good for the year we've been using them. Perhaps it helps that we purchased an Enterprise-level contract to cover all state agencies (we're a small state but that makes the contract a big one for Monsido). We made the switch from SiteImprove about two months before I started this job. I'm trying to catch our e-Government Services Coordinator to get the official rationale for why we made the switch. I'll share whatever I can for the good of the group as soon as I get it.

On Wed, Feb 5, 2020 at 11:47 AM (b) (6) <000005e20fcd22e6-dmarc-request@listserv.gsa.gov> wrote:

> I did. Both are good, Monsido's cheaper. Web community talked me out of getting their services due to the poor customer service. We picked Siteimprove. So far, so good.
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> (b) (6)
> **Web Developer, MIT**
>
> 160 Duke of Gloucester St.
> Annapolis MD, 21401
> tel (410) 263-7945
>
> website | map | email
>
> On Wed, Feb 5, 2020 at 12:42 PM (b) (6) <(b) (6) lbl.gov> wrote:
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(b) (6)
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200 East Grand Avenue - Physical Address
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Subject: Re: MONSIDO vs. SITEIMPROVE
From: (b) (6) <(b) (6) ANNAPOLIS.GOV>
Reply To: (b) (6) <(b) (6) ANNAPOLIS.GOV>
Date: Wed, 5 Feb 2020 13:55:58 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (20 kB)

This is an excellent and very timely discussion. Please do share information. I was screening four companies for about two months. Again, Siteimpove took the cake because of the multiple positive reviews.

(b) (6)
Web Developer, MIT

160 Duke of Gloucester St.
Annapolis MD, 21401
tel (410) 263-7945

website | map | email

On Wed, Feb 5, 2020 at 1:35 PM (b) (6) <(b) (6) iowa.gov> wrote:

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> > > *v.* +1 510 486 6029 | *e.* (b) (6) lbl.gov | *w.* cs.lbl.gov

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--

(b) (6)
Content Manager-Project Management Office
1305 E Walnut Street | Des Moines, IA 50319
200 East Grand Avenue - Physical Address
mobile (b) (6)
ocio.iowa.gov

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Subject: Re: Federal Agencies in CA
From: Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To: Bridget Serchak <BSerchak@VOANEWS.COM>
Date: Wed, 5 Feb 2020 18:59:49 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (10 kB) , text/html (23 kB) , image003.jpg (23 kB)

The simplest way to find out which agencies are located in any major city is to contact that city's Federal Executive Board. https://www.feb.gov/ and https://www.feb.gov/board-locations/

There are two FEBs in CA: San Francisco and San Diego.

Regards,

Bridget

PS VOA has offices in San Francisco and Los Angeles…

****
Bridget Ann Serchak
Director of Public Relations
Voice of America
U.S. Agency for Global Media
(formerly Broadcasting Board of Governors)
330 Independence Avenue, S.W.
Washington, D.C. 20237
202 382 5975 Direct
202 382 5977 Main
bserchak@voanews.com
bserchak@usagm.gov
www.insidevoa.com
@insidevoa

Voice of America
****

From: Camille Tucker - O <camille.tucker@GSA.GOV>
Sent: Wednesday, February 5, 2020 12:22 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Federal Agencies in CA

Hi Carla,

The Federal Real Property Public Dataset might be helpful. It contains (non-sensitive) agency-reported building inventories and locations and has a field for state. Note that civilian and non-civilian are in two different files.

Enjoy!

GSA
U.S. General Services Administration
Camille Tucker
Senior Design Strategist
Office of Customer Experience
Office 202-603-2666

On Wed, Feb 5, 2020 at 12:10 PM Coolman, Carla <000000d2870c077d-dmarc-request@listserv.gsa.gov> wrote:

> Hi,
>
> Where can I find a good list of Federal agencies (a plus, if it includes military) located in California? Already tried GSA and Google.
>
> Alternatively, reply "we do" if your agency has a branch/office or even just a person in California.
>
> Thanks everyone.
>
> Carla

Carla Coolman
Press Officer • U.S. Consumer Product Safety Commission
Oficial de Prensa • Comisión de Seguridad de Productos del Consumidor de EE.UU.
301.504.7568 | 240.204.4722 |CCoolman@cpsc.gov |
Connect With Us (English/Spanish) :
SeguridadConsumidor.gov |CPSC.gov | Twitter | YouTube Español | OnSafety Blog
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>
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Subject: Re: MONSIDO vs. SITEIMPROVE
From: Jacquelyn Dolezal-Morales <jdolezalmorales@IAF.GOV>
Reply To: Jacquelyn Dolezal-Morales <jdolezalmorales@IAF.GOV>
Date: Wed, 5 Feb 2020 14:13:51 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (8 kB) , text/html (24 kB)

Agreed, please share! I am relatively new at my agency and starting to look for companies that provide automated 508/accessibility testing. This discussion is extremely valuable for me at this stage of the process.

Best,
Jacquelyn

On Wed, Feb 5, 2020 at 1:58 PM (b) (6) <000005e20fcd22e6-dmarc-request@listserv.gsa.gov> wrote:

> This is an excellent and very timely discussion. Please do share information. I was screening four companies for about two months. Again, Siteimpove took the cake because of the multiple positive reviews.
>
> (b) (6)
> **Web Developer, MIT**
>
> 160 Duke of Gloucester St.
> Annapolis MD, 21401
> tel (410) 263-7945
>
> website | map | email
>
> On Wed, Feb 5, 2020 at 1:35 PM (b) (6) <(b) (6) iowa.gov> wrote:
>
> > I'm surprised because Monsido's customer service with the State of Iowa has been quite good for the year we've been using them. Perhaps it helps that we purchased an Enterprise-level contract to cover all state agencies (we're a small state but that makes the contract a big one for Monsido). We made the switch from SiteImprove about two months before I started this job. I'm trying to catch our e-Government Services Coordinator to get the official rationale for why we made the switch. I'll share whatever I can for the good of the group as soon as I get it.
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> > >
> > > On Wed, Feb 5, 2020 at 12:42 PM (b) (6) <(b) (6) lbl.gov> wrote:
> > >
> > > > Has anyone done a side-by-side comparison?
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> > > > (b) (6)
> > > > Computing Sciences Communications
> > > > *v.* +1 510 486 6029 | *e.* (b) (6) lbl.gov | *w.* cs.lbl.gov
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--

Jacquelyn Dolezal Morales
Digital Communications Specialist
202.683.7683 www.iaf.gov

Empowered Communities, Sustainable Results

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Subject: Re: MONSIDO vs. SITEIMPROVE
From: (b) (6) <(b) (6) MDC.MO.GOV>
Reply To: (b) (6) <(b) (6) MDC.MO.GOV>
Date: Wed, 5 Feb 2020 19:16:52 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (9 kB)

We used SiteImprove for a year and switched to Monsido for a considerably lower price.

SiteImprove is easier to use and has a better user interface. It also has a couple of nice policy tools that help find words that are repeated right next each other ("Paris in the the spring") that Monsido can't seem to get right.

Monsido will review PDFs without charging an arm and a leg, so that's nice.

Both do a comparable job of finding misspellings, bad links, and some accessibility issues. Both allow you to ignore some results, add words to dictionaries, and otherwise allow you to customize for your own jargon, etc.

I enjoyed using SiteImprove, and they do a good job, but we're paying a lot less for Monsido for the same utility with a not-as-slick UX.

If your group understands what SiteImprove does and actually uses it to fix problems, you won't have much problem switching to Monsido. But if money is not a consideration, SiteImprove is a bit easier to use.

--
(b) (6)
Web Developer
Missouri Department of Conservation

From: (b) (6) <(b) (6) LBL.GOV>
Reply-To: (b) (6) <(b) (6) LBL.GOV>
Date: Wednesday, February 5, 2020 at 11:42 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] MONSIDO vs. SITEIMPROVE

Has anyone done a side-by-side comparison?

Monsido has been aggressively courting us for some months. I'm frankly so busy as a "web-team" of one that I put them off for those months. Finally, they demoed the product to me in January. It appears to be substantially the same service as our existing SiteImprove (albeit simplified and maybe with fewer bells and whistles, but that may be a good thing for us).

I just wonder if anyone who switched (or considered switching) discovered any great deficit not immediately apparent in a casual demo.

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We'd have to pay extra for heat maps (which have been of limited use to us), but the analytics module is part of the base package. (That's a SiteImprove extra that we haven't purchased).

(b) (6)

(b) (6)
Computing Sciences Communications
v. +1 510 486 6029 | *e.* (b) (6) lbl.gov | *w.* cs.lbl.gov

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Subject: Re: MONSIDO vs. SITEIMPROVE
From: (b) (6) (b) (6) <(b) (6) LBL.GOV>
Reply To: (b) (6) (b) (6) <(b) (6) LBL.GOV>
Date: Wed, 5 Feb 2020 11:30:24 -0800
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (10 kB)

Kevin,

Thanks for that succinct side-by-side comparison. You confirmed what I saw in the demo and I appreciate the insights on the interface.
May I also ask:

- How do you find Monsido's customer service?
- Are you able to easily set up groups of pages and send reports about those groups to individuals?
- Do you find Monsido's reporting easy to use? (SiteImprove offers very detailed reports, but until they introduced their group-level "dashboard reports," I found them confusing and complicated to set up. I've now replaced all their "classic" reports with dashboard reports.).

Sorry for all the follow-ups. If you can answer just one or two, I'll take any insights you might offer.

Best,
(b) (6)

On Wed, Feb 5, 2020 at 11:16 AM (b) (6) <(b) (6) mdc.mo.gov> wrote:

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>
> --
> (b) (6)
> Web Developer
> Missouri Department of Conservation

From: (b) (6) <(b) (6) LBL.GOV>
Reply-To: (b) (6) <(b) (6) LBL.GOV>
Date: Wednesday, February 5, 2020 at 11:42 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] MONSIDO vs. SITEIMPROVE

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[redacted] (b) (6)
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Margie (b) (6)
Computing Sciences Communications
v. +1 510 486 7421 | e. (b) (6) lbl.gov | w. cs.lbl.gov

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Subject: Re: MONSIDO vs. SITEIMPROVE
From: "Elizabeth W. Burke" <Lee.Burke@FISCAL.TREASURY.GOV>
Reply To: Elizabeth W. Burke
Date: Wed, 5 Feb 2020 20:09:32 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (9 kB) , text/html (28 kB)

Hi:

Fiscal Service had SiteImprove for a few years, but we switched to Monsido this year to save money and we have been very happy with it. It does everything we need at a lower cost. Our web developers like Monsido better also.

Lee Burke
Web Content Manager
Office of Legislative & Public Affairs
Bureau of the Fiscal Service
U.S. Department of the Treasury
(o:) 202-504-3786 (m:) (b) (6)

From: Jacquelyn Dolezal-Morales <000007682f484830-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, February 5, 2020 2:13 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: Re: [CONTENT-MANAGERS-L] MONSIDO vs. SITEIMPROVE

Agreed, please share! I am relatively new at my agency and starting to look for companies that provide automated 508/accessibility testing. This discussion is extremely valuable for me at this stage of the process.

Best,
Jacquelyn

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Content
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1305
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200 East Grand Avenue - Physical Address
m
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ocio.iowa.gov

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--

Jacquelyn Dolezal Morales
Digital Communications Specialist
202.683.7683 www.iaf.gov
INTER-AMERICAN FOUNDATION
Empowered Communities, Sustainable Results

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Subject: Re: Automated 508 Testing
From: "Lapcewich, Dennis -FS" <dennis.lapcewich@USDA.GOV>
Reply To: Lapcewich, Dennis -FS
Date: Wed, 5 Feb 2020 21:46:03 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (7 kB) , text/html (17 kB) , image001.png (7 kB)

Umm, no.

There is no such thing as an automated accessibility tool that will detect all 508 issues. Like every other automated tool, SiteImprove has its strengths, and weaknesses. The key is a documented and systematic accessibility test approach, using a variety of automated tools and manual accessibility testing. Even then, none of it is perfect.

Accessibility is a journey, and not a destination.

Dennis Lapcewich (he/him)
Management Program Analyst | USFS 508 Taskforce

Forest Service
Data Resources Management - Pacific Northwest Region

p: 360-891-5024
f: 360-891-5045
dennis.lapcewich@usda.gov

Gifford Pinchot NF
Vancouver, WA 98661
www.fs.fed.us

Caring for the land and serving people.

Nature matters. Nature provides. Be in the community. For the Greatest Good.

From: (b) (6) <000005e20fcd22e6-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, February 5, 2020 7:41 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Automated 508 Testing

(b) (6) we have just started to use Siteimprove. It detects all the 508 issues in PDFs and webpages as well as spelling mistakes, broken links and much more.

(b) (6)
Web Developer, MIT

160 Duke of Gloucester St.
Annapolis MD, 21401
tel (410) 263-7945

website | map | email

On Tue, Feb 4, 2020 at 4:30 PM (b) (6) <0000048c0e9200e9-dmarc-request@listserv.gsa.gov> wrote:

> Hi,
> Does anyone have any recommendations for automated 508/accessibility testing? We need a tool to do quarterly scans as well as ad hoc scans on pages and sites. We need the tool to be hosted on premises so we can test internal sites and sites/tools that are not live yet.
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Subject: Re: Automated 508 Testing
From: "Bouchard, Andrea (OST)" <andrea.bouchard@DOT.GOV>
Reply To: Bouchard, Andrea (OST)
Date: Thu, 6 Feb 2020 02:19:54 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (9 kB) , text/html (59 kB) , image001.png (7 kB)

Hi (b) (6)

We use Compliance Sheriff. It's on prem and we can set it to be as frequent as we want (daily, weekly, monthly) for all our internal and external websites. Please feel free to reach out to me directly andrea.bouchard@dot.gov and we can get you more info. I think SiteImprove is easier to use, but Compliance Sheriff does the job.

Thanks,
Andrea
DOT Office of the CIO

From: Lapcewich, Dennis -FS [mailto:00000478157fdb9c-dmarc-request@LISTSERV.GSA.GOV]
Sent: Wednesday, February 05, 2020 4:46 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Automated 508 Testing

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Subject: Register now for Feb 13 Virtual Session: Reaching America's Veterans in the Digital Space!
From: DigitalGov University <digitalgovu@GSA.GOV>
Reply To: DigitalGov University <digitalgovu@GSA.GOV>
Date: Fri, 7 Feb 2020 09:52:51 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1449 bytes) , text/html (2546 bytes)

Register now to hear from the digital experts at Dept of Veterans Affairs talk about how they use digital platforms to reach America's veterans!

When: Thursday, February 13, 2020 2:00 PM – 3:00 PM ET
Where: Virtual
Who: Learn more about the presenters!

We'll have time for a Q&A, so if you have a question in advance please email it over to Gabbie Perret!

--

DigitalGov University
digitalgovu@gsa.gov
https://digital.gov/events/

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Subject: What would you change about M-17-06?
From: Rachel Flagg - M1ED <rachel.flagg@GSA.GOV>
Reply To: Rachel Flagg - M1ED <rachel.flagg@GSA.GOV>
Date: Fri, 7 Feb 2020 13:02:39 -0800
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1706 bytes) , text/html (6 kB)

Hi Content Managers!
Friday afternoon question - if you had ONE thing you could change/update/modernize in OMB M-17-06, Policies for Federal Agency Public Websites and Digital Services, what would it be, particularly in light of new laws such as 21st Century IDEA and Connected Government?

Looking forward to hearing your thoughts. Feel free to reply directly (rachel.flagg@gsa.gov).

Thanks!
-Rachel

U.S. General Services Administration

Rachel Flagg
Content Strategist | Federal Web Council Co-Chair
Office of Government-wide Technology Policy
rachel.flagg@gsa.gov

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Subject: New Webinar: Including End Users in Survey Translations
From: Laura Godfrey - QQBB <laura.godfrey@GSA.GOV>
Reply To: Laura Godfrey - QQBB <laura.godfrey@GSA.GOV>
Date: Tue, 11 Feb 2020 14:19:05 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1522 bytes) , text/html (3382 bytes)

Hello Colleagues!

I'm excited to let you know that we have an amazing webinar planned for you. The Census Bureau will share their experience with multilingual survey design and how to involve users in the process by pretesting during the development phase.

When: Thursday, February 27th at 2:30 PM (ET)
Register and learn more about the session and the speakers

You won't want to miss this!

Laura Godfrey
Vote.gov and Manager, Multilingual CoP
Office of Solutions
Technology Transformation Services, GSA
202.536.8968

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Subject: SchoolSafety.gov Launches to Help Educators, Administrators, Parents, and Law Enforcement Prepare for Threats
From: "(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C) HQ.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Wed, 12 Feb 2020 13:51:03 +0000
Content-Type: multipart/mixed
Parts/Attachments: text/plain (11 kB) , text/html (30 kB) , image001.jpg (8 kB) , SchoolSafety.gov_web banner_1.png (581 kB)

Morning –

On Monday, the Department of Homeland Security launched SchoolSafety.gov, a one-stop-shop for K-12 resources related to safety, security, and support in schools. From a web perspective, it's using the US Web Design System and running on Drupal 8 (USWDS theme - https://www.drupal.org/project/uswds with a sub theme applied).

Can you help us spread the word? Banner image is attached – they also have a widget graphic at https://www.schoolsafety.gov/sites/default/files/2019-10/school-safety-widget.png/. Press release is below.

Thanks!

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

(b) (6), (b) (7)(C) U.S. Department of Homeland Security
Office of Public Affairs
Director of Web Communications
(Voice) 202-447-4617
(Cell) (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) hq.dhs.gov
Homeland Security

U.S. DEPARTMENT OF HOMELAND SECURITY

Office of Public Affairs

SchoolSafety.gov Launches to Help Educators, Administrators, Parents, and Law Enforcement Prepare for Threats

DHS, ED, DOJ, HHS team up to provide government-wide resources for local schools and educators

WASHINGTON – The Trump Administration today launched the Federal School Safety Clearinghouse website: SchoolSafety.gov. This website is a one-stop-shop of resources for Kindergarten through Grade 12 (K-12) administrators, educators, parents and law enforcement to use to prepare for and address various threats related to safety, security, and support in schools. President Trump established the Federal Commission on School Safety to review safety practices and make meaningful and actionable recommendations of best practices to keep students safe.

"School safety is the number one priority of parents across the country, which is why the President directed DHS and other federal agencies to form a taskforce and provide schools, teachers, parents, and law enforcement with resources to identify, prepare for, respond to, and mitigate threats, "**said Chad Wolf, Acting Secretary of the Department of Homeland Security.** "The Department provided expertise and resources on a range of school safety issues including threat assessments, physical security, emergency planning, and trainings and exercises designed to help schools and local law enforcement prepare for incidents. With these resources, schools and law enforcement will be better equipped to handle a crisis."

"All students deserve a safe learning environment, and the Federal School Safety Clearinghouse is an essential resource for information and best practices**," said U.S. Secretary of Education Betsy DeVos, chair of the Federal Commission on School Safety.** "Because every school community has its own unique needs, SchoolSafety.gov equips decision makers with resources for developing, customizing, and implementing actionable school safety plans."

"Every child should feel safe at school, and every parent should feel their child is safe each day, too," **said HHS Secretary Alex Azar.** "SchoolSafety.gov will help equip schools with the tools they need to create safe, healthy environments, including resources for how to provide mental health services in schools. This new one-stop shop complements the evidence-based technical assistance HHS provides to local communities around mental health treatment, and we hope to see more and more schools explore these opportunities."

"The Department of Justice has no higher priority than making sure our schools are safe and secure for our nation's students, teachers and administrators," **said Attorney General William P. Barr.** "I am grateful for President Trump's leadership in this cause and am honored to stand with the rest of the leadership of his Administration as we continue our efforts to promote school safety through schoolsafety.gov. The Department of Justice is deeply grateful for the sacrifice and commitment of our nation's school resource officers and police officers who are on the front lines of keeping our schools and country safe every day."

SchoolSafety.gov is a resource for the American public, primarily K-12 school administrators, to access free information, guidance, best practices, and tools that make school safety initiatives more actionable in schools. Today's launch represents the first

school safety initiatives more actionable in schools. Today's launch represents the first phase of SchoolSafety.gov and we look forward to continually expanding and refining resource materials in coordination with our partners and stakeholders.

The Federal School Safety Clearinghouse and SchoolSafety.gov were developed to fulfill one of the key recommendations from the Federal Commission on School Safety.

SchoolSafety.gov includes:

- The School Safety Readiness Tool, an assessment that assists users in evaluating their respective school's safety posture across ten foundational elements of school safety. After completing the assessment, users are provided an action plan with task prioritization, options for consideration, aligned resources, and grant opportunities specific to individual needs;
- A Secure Information Sharing Platform for designated school personnel to share school safety ideas, practices, plans, and tactics in a protected environment; and
- A wide array of resources and best practices on key school safety topics to assist with building awareness within the school community to promote vigilance and build capacity to respond to incidents.

SchoolSafety.gov empowers districts and schools to improve safety and security. Following the school shooting in Parkland, Florida in March 2018, President Trump established the Federal Commission on School Safety by Executive Order to make meaningful advancements in keeping students safe. The Trump Administration and DHS also released the 2019 strategy for targeted violence that defines ways that the Department will enhance security with increased preparedness, promoting community readiness, and enhancing defensive measures. The Department will continue to develop new techniques in protective practices.

# # #

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Subject: USWDS Monthly Call: Website Standards Panel Discussion
From: DigitalGov University <digitalgovu@GSA.GOV>
Reply To: DigitalGov University <digitalgovu@GSA.GOV>
Date: Wed, 12 Feb 2020 15:27:20 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2438 bytes) , text/html (11 kB)

Hello!

Join us this Thursday, February 20, from 2:30pm to 3:30pm ET, for the second U.S. Web Design System (USWDS) monthly call of 2020. This month, Dan Williams, USWDS product lead, will facilitate a cross-agency panel discussion about the experience of using the web standards, design principles, and USWDS maturity model. By sharing their own insights about USWDS adoption tactics, speakers will provide useful ways teams of all shapes and sizes can effectively use the design system for their own projects.

Come prepared to learn more about USWDS and hear from peers in the field about the successes and challenges they've experienced adopting the design system at their respective agencies. We'll have time for a live Q&A session as well. Register today at https://go.usa.gov/xd5Ep to confirm your participation!

We post a video of each call at https://digital.gov/events/ shortly after the event. Watch the video from last month's call to learn more about design system maturity.

Connect with USWDS:

- USWDS website
- USWDS on GitHub
- Join the USWDS Public Slack
- Twitter
- Join our community
- Email

We look forward to seeing you!

--

DigitalGov University
digitalgovu@gsa.gov
https://digital.gov/events/

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Subject: The Results Are In: Two Top-Five Search Lists from USA.gov
From: Nancy Tyler <nancy.tyler@GSA.GOV>
Reply To: Nancy Tyler <nancy.tyler@GSA.GOV>
Date: Thu, 13 Feb 2020 07:50:46 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2055 bytes) , text/html (5 kB)

Hi Content Managers!

I wanted to share with you a pair of new USAGov blog posts that feature infographics showing our top search results.

- The first post shows the Top USA.gov Queries from Google in 2019. These are the topics people searched for on Google that included USA.gov pages in the search results.
- The infographic in the second post features the Top Searches on USA.gov in 2019. These are the queries people typed when they were on USA.gov.

Take a peek--are you surprised by any of the results?

We're always learning new ways to use data and technology to connect people with their government. We'd love for you to learn along with us, and subscribe to the blog: https://connect.usa.gov/blog-email-sign-up-page.

Thanks,

nancy

--

Nancy Tyler
Senior Editor
USAGov--*Your Guide to Government Information and Services*

FAS Technology Transformation Services - TTS Solutions
U.S. General Services Administration

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Subject: Re: MONSIDO vs. SITEIMPROVE
From: Young Craig C <craig.c.young@IRS.GOV>
Reply To: Young Craig C <craig.c.young@IRS.GOV>
Date: Thu, 13 Feb 2020 13:19:36 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (11 kB)

Is anyone willing to share a written justification they used to request Siteimprove or Monsido? We are considering both (if there is room in the budget), but need to make a case.

Would love to compare what I've drafted with something that lead to management approval.

Thanks.

From: (b) (6) <(b) (6) MDC.MO.GOV>
Sent: Wednesday, February 05, 2020 2:17 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] MONSIDO vs. SITEIMPROVE

We used SiteImprove for a year and switched to Monsido for a considerably lower price.

SiteImprove is easier to use and has a better user interface. It also has a couple of nice policy tools that help find words that are repeated right next each other ("Paris in the the spring") that Monsido can't seem to get right.

Monsido will review PDFs without charging an arm and a leg, so that's nice.

Both do a comparable job of finding misspellings, bad links, and some accessibility issues. Both allow you to ignore some results, add words to dictionaries, and otherwise allow you to customize for your own jargon, etc.

I enjoyed using SiteImprove, and they do a good job, but we're paying a lot less for Monsido for the same utility with a not-as-slick UX.

If your group understands what SiteImprove does and actually uses it to fix problems, you won't have much problem switching to Monsido. But if money is not a consideration, SiteImprove is a bit easier to use.

--
(b) (6)
Web Developer
Missouri Department of Conservation

From: (b) (6) <(b) (6) LBL.GOV>
Reply-To: (b) (6) <(b) (6) LBL.GOV>
Date: Wednesday, February 5, 2020 at 11:42 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] MONSIDO vs. SITEIMPROVE

Has anyone done a side-by-side comparison?

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I just wonder if anyone who switched (or considered switching) discovered any great deficit not immediately apparent in a casual demo.

We are being quoted a price less than HALF of our current SiteImprove subscription.

We'd have to pay extra for heat maps (which have been of limited use to us), but the analytics module is part of the base package. (That's a SiteImprove extra that we haven't purchased).

(b) (6)

(b) (6)
Computing Sciences Communications
v. +1 510 486 6029 | *e.* (b) (6) lbl.gov | *w.* cs.lbl.gov

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Subject: FW: MONSIDO vs. SITEIMPROVE
From: (b) (6) <(b) (6) SBCTC.EDU>
Reply To: (b) (6) <(b) (6) SBCTC.EDU>
Date: Fri, 14 Feb 2020 18:11:37 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (21 kB) , text/html (49 kB) , image001.png (18 kB) , image002.png (8 kB)

This is what my predecessor wrote to get Siteimprove for our site. We have been using it for several years and we are happy with it.

Site Improve 4-Month Review and Recommendation for Renewal

Angela French 3-21-2017

Summary

Websites are a digital collection of frequently changing documents often authored by multiple distributed editors. The main public-facing website for SBCTC, http://www.sbctc.edu, is maintained by two web publishers, a technical support person and 25-27 editors with varying levels of web maintenance experience, comfort with web software, and interest. Although the site redesign, upgrade to a modern web Content Management System 2 years ago, and the creation of a Web Style Guide resulted in many improvements in the site, governance with sbctc.edu, as with any site with distributed authorship, remains a constant resource challenge.

At the same time, public-facing websites are coming under increasing scrutiny especially in the area of accessibility. Newly-issued WA State Policy #188 mandates that our site be accessible for all users.

Software products like Siteimprove, with their ability to automatically scan every page and document of a website are offered as a solution to this challenge.

While there are tools on the market that can check for specific aspects of web governance, there seem to be very few that package all aspects of governance monitoring in a single automated tool. The use of a single reporting tool, rather than multiple tools, results in more efficiency, depth, accuracy, as well as possible a lower total cost.

While OU Campus is capable of finding a defined set of issues during the publishing workflow, it does not uncover the breadth of issues that Siteimprove does. Siteimprove continues to impress with the depth and breadth of the issues it reveals on our site.

While it might be possible to improve somewhat on our web governance without the use of Siteimprove or a similar suite of tools, given the power and resource-saving efficiency of using an automated tool, as well as the increased push for accessibility necessitated by the SBCTC and state accessibility policies, I would recommend the continued use of Siteimprove, or the exploration of other tools in its class, along with a push for greater accountability among staff involved in site maintenance.

Services

The Siteimprove governance suite is comprised of a set of so-called “services.” They represent different areas of governance. They are covered below.

Service: Quality Assurance

Broken Links on Web Pages

Siteimprove provides a daily site-wide check for broken links that aids in providing a better user experience for site visitors. While OU Campus can check at the page level for broken links, it does not provide a report of broken links site-wide after the page has been published. Siteimprove will show the exact broken link on the page in a visual manner by bordering it in red. The reporting feature also
indicates how many days ago the broken link was found, thus adding a means of governance tracking that is not possible with other tools at our disposal. Siteimprove, integrating analytics with reporting, can also tell us how many page views the page with the broken link has had in the last 30 days. This provides a unique opportunity to prioritize the order in which pages are fixed which is an important consideration, given the limited editor resources.

While I do have access to an inexpensive tool (InSite) that can run a site-wide check for broken links, that is all it does, and while it is running it slows down performance on my desktop computer to an extreme. It does not indicate the broken link in any visual way - it only tells what the non-functioning URL is and what page it appears on. It is up to the page editor to hunt that URL down on the page. InSite does not integrate analytics with any of its reporting functionality.

Broken Links in PDFs

Siteimprove has provided a means to discover/report on broken links inside our PDF files which is something that we have never had the means to do before. Our initial scan identified more than 300 documents with more than 800 broken links. Many of these documents that support the work of SBCTC and system staff are regularly downloaded. Considering that SBCTC.edu has approximately six times as many linked-to documents as web pages, such broken links affect our credibility and visitors' user experience. As of this writing we still have more than 250 documents needing repair so we obviously have a problem that needs to be addressed.

Spelling

Siteimprove provides a site-wide check for misspelled words. While there is a page-level spell check in OU Campus, it has proven to have short comings. Siteimprove catches these in its scan.

Readability

Siteimprove offers us the chance to identify those pages that could be edited to make them more readable to our different users.

Inventory

Siteimprove offers the ability to see a complete inventory, in a readable report format, of all items on our web server, providing file type counts and useful information about each one for example how many times a document has been downloaded in the last 30 days, when it was last modified, file size, how many pages are linking to it. It also provides a way to see which documents are missing the document title property - an important consideration for both accessibility and SEO.

One area of this report we haven't yet made use of is to optimize large PDFs in the hope of bringing file size down. Editors put un-optimized documents on the web possibly creating poor user experiences for some segments of site visitors.

Service: Accessibility

Accessible Web Pages

Siteimprove provides ways to discover accessibility issues that could not be found in any other practical manner. Examples include:

- Non-distinguishable links
- Empty headings
- Inappropriate or non-effective use of ARIA coding methods
- Issues with forms

Issues are grouped by WCAG levels A, AA, AAA helping to prioritize which repairs might be completed before others. Each issue is accompanied by a description of the issue and suggestions for fixing it. The report also integrates analytics, showing how many page views the page with the issue(s) has had in the last 30 days which, again, aids in prioritizing fixes.

Accessible PDFs

Siteimprove supports discovering the following information about the PDFs on our site:

- Whether they have been scanned as images
- Whether they are tagged (necessary to be accessible by screen reader users)
- No, or inappropriate, title property
- Incorrect heading structures
- Tables without headings
- Missing alternative text on images
- How many times the PDF has been downloaded in the past 30 days.

The only thing I think Siteimprove can't determine programmatically is correct reading order in a document. We currently have no way of doing these checks en masse. To check one document at a time inside of Acrobat Professional would be very laborious indeed.

Service: Search Engine Optimization

The following are some issues that have I have no other way of finding, but through Siteimprove:

- Duplicate meta descriptions (this can happen if an editor copied a page to start a new page, but neglected to edit the page properties)
- Pages without meta descriptions and those that exceed the recommended length
- Pages with duplicate title tags (this is also an accessibility issue)

• Pages with duplicate title tags (this is also an accessibility issue)
• Pages title properties that exceed the recommended length
• Links to unsafe domains (as identified by Google)

Find Pages That Are Not in XML Sitemap

An XML sitemap is a file that lists the web page URLs of a site to inform search engines (like Google) about the organization of the site's content. Web crawlers like Googlebot read the file to more intelligently crawl a site. While the sitemap is not a factor in ranking, it does guarantee that the crawler will index all the pages in a site map.
Why is this important: During the publishing process publishers need to make a change in page properties that instruct OU Campus to include a new page in the sitemap, followed by generating a new site map. This piece of the workflow has not been happening as needed during the publishing process. Siteimprove, in its SEO reporting, flags pages that are not in our XML sitemap.

Analytics

Siteimprove provides analytic features that we could not get through the free Google Analytics. These include:
• Ability to segment out audience by IP address, thus allowing us to see SBCTC staff, system staff, etc.
• Ability to track campaigns (this may be available in Google Analytics)
• Web pages without any visits (this information is harder to determine for documents)
• Behavior mapping (we haven't made use of this yet)

Service: Policy

Policy in Siteimprove, is the ability to create a rule and have Siteimprove find the infractions. While some of these I could do before by searching, with Dreamweaver, the source code or text of all the web pages, each search would be one-at-a-time thus very laborious. Siteimprove scans for all our policies at once. Some examples that I have set up:
• Check spelling of bachelor's
• Check for U.S. (periods after each letter)
• The uses of "CTC" not spelled out
• Check of source code for tags which are brought into OUCampus from editor's copying/pasting
• Find repeated short words suchs as "the the" or "it it". These don't show up as misspelled words in OUC
• Use of "%" in body copy.
• Spelling of "website" and "web pages", and many other stylistic spelling instances
• Incorrect usage of words: for example finding "pubic" instead of "public." Not a misspell, but the wrong word!

Basically Siteimprove policies provide a means of governing many aspects of our web style. Although I have only been acting upon policy infractions on web pages, Siteimprove does discover them in documents as well.

Service: Reports

Siteimprove provides ready-made report templates, but also supports building report templates from scratch. Reports can be archived as a means of showing improvement over time. They can be scheduled to run and emailed to stakeholders and they can be run for each of the Siteimprove services.

Helpful Features

Groups

Siteimprove can be set up to subdivide areas of a website into named groups that can then act as filters on reports. This allows editors assigned to view those groups to have reports narrowed down to just the area of content they are responsible for. Twenty-three groups have been created for sbctc.edu inside of Siteimprove.
Since Siteimprove does not charge a license for each user, sbctc.edu editors could be empowered to use Siteimprove as more convenient and direct means of governing the content for which they are responsible. One editor to date has been trained in Siteimprove to monitor/repair her own broken links in both pages and PDFs. She was very responsive and eager to learn this.
If SBCTC continues with Siteimprove, I would like to move forward with training for any editors that are interested. Doing so may contribute to their feeling of ownership and empowerment.

Dashboards

The main area of Siteimprove and each service within Siteimprove provides and summary landing page/dashboard. Using the dashboard allows a user to see the most pressing items issues that need attention. Of particular note is a Priority Pages module that displays a list of pages with low ranking scores due to any type of issues on the pages. (Siteimproves ranks each page 1-10).

Issue Decisions/Exclusions

There are inevitable circumstances when it will be appropriate to accept an issue that Siteimprove has discovered without fixing it. Such circumstances might include:
• Not fixing a URL in a PDF because the content the link pointed to no longer exists
• The need for an exception to be allowed on a self-created policy item
• A title property that just cannot be shortened to the recommended length
• Etc.

In these instances it would be burdensome for the instance to keep showing up in reports. Siteimprove provides a way to issue a documented decision about these instances and to have them ignored in future scans. These can be set at the page level, document level, or even site-wide. These decisions can be viewed in a reporting page for review and can be reversed as needed.
One area where this feature is used in sbctc.edu is in the blog area. Blogs quickly end up with broken links in them. It was decided to only report on, and fix, broken links on pages published in the last month. Siteimprove allows specific folders within our site structure to be excluded.

Review Issues From Different Views

Siteimprove provides a way to come at issues from different starting points that can improve efficiency depending on the circumstances. One such example is the Broken Links reporting. A user can see a list of all the pages with broken links then deeper dive to see what the actual links are, or, they can see a list of all the broken links and then deep dive to see which page(s) the links appear on. This type of flexibility presents itself throughout Siteimprove.

Other Solutions and Options

Other Products

Siteimprove does have competitors. I found these, but they do not publish price information:
• Monsido
• Sitemorse

• Compliance Sheriff

More Thorough Check Before Publishing

It is possible that many issues could be caught during publishing if a very thorough review of each aspect of a page was made. Such a review might take as much as 10 minutes per page and is, in my opinion, a waste of the limited human resources of the Communications staff in the publishing role. It would undoubtedly still not uncover particular types of issues that cannot be found without evaluating the source code.

Page-by-Page Monitoring

Although it would be possible to create a more thorough review process outside of the publishing workflow, it would require a dedicated staff person with experience in all aspects of the governance issues and web development. The cost in human resources would far exceed the cost of an annual subscription to an automated governance suite like Siteimprove.

(b) (6)
Website Administrator
Washington State Board for Community and Technical Colleges
(b) (6) sbctc.edu • o: 360-704-1044
sbctc.edu

From: Young Craig C <craig.c.young@IRS.GOV>
Sent: Thursday, February 13, 2020 5:20 AM
Subject: Re: MONSIDO vs. SITEIMPROVE

Is anyone willing to share a written justification they used to request Siteimprove or Monsido? We are considering both (if there is room in the budget), but need to make a case.

Would love to compare what I've drafted with something that lead to management approval.

Thanks.

From: (b) (6) <(b) (6) MDC.MO.GOV>
Sent: Wednesday, February 05, 2020 2:17 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] MONSIDO vs. SITEIMPROVE

We used SiteImprove for a year and switched to Monsido for a considerably lower price.

SiteImprove is easier to use and has a better user interface. It also has a couple of nice policy tools that help find words that are repeated right next each other ("Paris in the the spring") that Monsido can't seem to get right.

Monsido will review PDFs without charging an arm and a leg, so that's nice.

Both do a comparable job of finding misspellings, bad links, and some accessibility issues. Both allow you to ignore some results, add words to dictionaries, and otherwise allow you to customize for your own jargon, etc.

I enjoyed using SiteImprove, and they do a good job, but we're paying a lot less for Monsido for the same utility with a not-as-slick UX.

If your group understands what SiteImprove does and actually uses it to fix problems, you won't have much problem switching to Monsido. But if money is not a consideration, SiteImprove is a bit easier to use.

--
(b) (6)
Web Developer
Missouri Department of Conservation

From: (b) (6) <(b) (6) LBL.GOV>
Reply-To: (b) (6) <(b) (6) LBL.GOV>
Date: Wednesday, February 5, 2020 at 11:42 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] MONSIDO vs. SITEIMPROVE

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Computing Sciences Communications
v. +1 510 486 6029 | *e.* (b) (6) lbl.gov | *w.* cs.lbl.gov

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Subject: Follow-up - IdeaScale feedback on 21st Century IDEA
From: Rachel Flagg - M1ED <rachel.flagg@GSA.GOV>
Reply To: Rachel Flagg - M1ED <rachel.flagg@GSA.GOV>
Date: Fri, 14 Feb 2020 10:24:05 -0800
Content-Type: multipart/mixed
Parts/Attachments: text/plain (2669 bytes) , text/html (11 kB) , Web Manager Feedback on 21st Century IDEA.docx (30 kB)

Hi Content Managers,
File this under "better late than never."
In June 2019, several of you provided questions and feedback on the 21st Century Integrated Digital Experience Act (21st Century IDEA) via IdeaScale. GSA and the Federal Web Council have been referencing your feedback over these past months, as we worked to develop guidance around 21st Century IDEA.

Your feedback has influenced such things as the website standards, the US Web Design System (USWDS) maturity model, the "This Week's IDEA" series on Digital.gov, and analysis around potential modernization of federal web policy.

I'd like to share the report with you now (attached), and **thank you** for taking the time to provide such thoughtful feedback. I also want to thank Matt Harmon from DHS and Tom O'Neill from DOE for hosting and managing the IdeaScale instance, so we could gather this feedback.

In the coming weeks, we will continue to provide training on the USWDS through monthly calls, and publish more content to help you and your agency adopt the website standards and embrace the goals outlined in 21st Century IDEA. Stay tuned for volunteer opportunities as specific projects are formed, and enjoy the long weekend!

-Rachel

U.S. General Services Administration

Rachel Flagg
Content Strategist | Federal Web Council Co-Chair
Office of Government-wide Technology Policy
rachel.flagg@gsa.gov

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Web Manager Feedback on 21st Century IDEA

Findings and Recommendations, August 2019

To better understand how to help federal agencies comply with the 21st Century Integrated Digital Experience Act (21st Century IDEA), the Federal Web Council gathered questions and crowdsourced feedback from the government web manager community. The goal was to identify areas where agencies require clarification on their responsibilities under the Act. This document outlines our findings, and offers recommendations on how to address the top issues.

- Definitions
- Section 3 - Website Modernization
  - Top Crowdsourced Ideas
  - Recommendations
- Section 4 - Digitization of Government Services and Forms
  - Top Crowdsourced Ideas
  - Recommendations
- Section 6 - Customer Experience and Digital Service Delivery
  - Top Crowdsourced Ideas
  - Recommendations
- Section 7 - Standardization
  - Top Crowdsourced Ideas
  - Recommendations

Definitions

Clearly define key terms to create a shared understanding. Following are recommendations on proposed definitions for key terms in the law.

- **Digital format** (Sec. 4(b))
  - A form or service in digital format enables the customer to complete the entire process of filling out and submitting the form or request for service through an internet-enabled device. Nothing is required to be printed, physically signed, mailed, or delivered in person.
- **Digital services**
  - Currently defined in M-17-06 as including the delivery of digital information (e.g., data or content) and transactional services (e.g., online forms, benefits applications) across a variety of platforms, devices, and delivery mechanisms.
  - Recommend updating the M-17-06 definition to exclude third party web applications of any type because the government is not the platform owner.
- **Federal government customer experience**
  - Customer experience (CX) refers to a combination of factors that result from touchpoints between an individual, business, or organization and the Federal Government over the duration of an interaction and relationship. These

factors include ease/simplicity, efficiency/speed, and equity/transparency of the process, effectiveness/quality of the service itself, and the helpfulness of service delivery employees. Similar to their application in the private sector, these factors can drive the overall satisfaction and confidence/trust with the program, agency, and the government at large. (Source: OMB Circular A-11 Section 280)

- **Form**
  - For the purposes of this Act, a form is a standard information collection document approved by OMB with a control number and expiration date.
  - The Act does not refer to any other forms that might be used by an agency, like customer feedback or event registration forms.
- **Intranet**
  - Internal digital services designed to inform government employees and government contractors.
- **Non-digital format** (Sec. 4(a))
  - A form or service in non-digital format requires the customer to either 1) come to a location in-person, 2) fill out and sign paper forms, and/or 3) mail in forms, documents or checks. This includes online PDF versions of forms, if the customer is required to print out the form, sign it, and mail it in.

The following terms **need further discussion** to determine a recommended definition.

- **Commonality**
  - Clarify exactly what "commonality with other agencies" means, particularly around design and implementation.
- **Compliance**
  - Clarify what compliance means (see, for example, the US Access Board's Q&A on Section 508)
  - Recommend further discussion with the Federal Web Council on what to measure and how to measure it
    - Do not provide individual "grade" assignments
    - Some things shouldn't be required, but should be measured to inform where/how we should shift the direction of federal implementation
  - See flag below in Section 3 under scope
- **Customized digital experience**
  - Proposed definition:
    - The interaction a customer has on the internet with an organization.
    - This would benefit from a review by a Privacy Officer.
- **Digital conversion rates**
  - Clarify whether this mean the rate of customers moving from in-person/paper-based to digital services, or something else.
- **Most viewed**
  - Clarify what this means for the Congressional report required by 3(b)(2)(A).
- **Service**
  - This is so broad, how should it apply to 21st Century IDEA? How can we define what kinds of government services are covered, or not?
- **Shared service**

    - Potential definitions include:
        - Promote standardization, reduce duplication, reduce operating costs, and increase customer satisfaction in the long-term.
        - Leverage common technology or services offered by other agencies to improve service quality and performance, standardize processes, reduce the technology footprint, and reduce governmentwide operating costs.
- **Standardization**
    - Clarify whether the intent of the Act is to:
        - Standardize the look and feel of all federal government websites.
        - Incorporate similar elements (such as footer links) in a similar fashion.
        - Ensure consistency in look and feel amongst websites of a single agency (or some other interpretation).
    - Recommend the Federal Web Council hold further discussions to determine a clear definition.
- **Website**
    - Currently defined in M-17-06 as "online information resources or services maintained in whole or in part by the departments and agencies in the Executive Branch of the U.S. Federal Government that are operated by an agency, contractor, or other organization on behalf of the agency."
    - Recommend updating M-17-06 definition to:
        - Clarify whether the law applies to sites with credentialed/login access
        - Clarify that the law only applies to government-managed websites (for all hosting environments, including on-premise, remote, and cloud), and does *not* apply to websites managed by recipients of grants or cooperative agreements
        - Exclude:
            - Third-party web applications maintained by departments and agencies
            - Collaboration sites
            - Data-sharing (e.g., peer-to-peer community sites) and data-extraction sites
            - Training sites
        - Recommend the Federal Web Council crowdsource the sites that should be excluded.

Section 3 - Website Modernization

Top Crowdsourced Ideas

1. Define what it means to be "in compliance with the website standards of the Technology Transformation Services of the General Services Administration"
2. Clarify the definition of a "digital service"
3. Clarify the scope of sites covered under the Act
4. Define the threshold for a "redesign"
5. Develop an inventory of all web properties at each agency that are covered under the Act

Recommendations

- **Explicitly include requirements**: For Sec. 3(e) of this Act (compliance with website standards), we recommend that it include requirements in OMB memo M-17-06 and other federal laws and policies.
    - The U.S. Web Design System (USWDS) may serve as a tool for conformance with Sec. 7 of this Act (standardization), but should not be mandated, nor should it require uniformity amongst federal websites.
    - Recommend that GSA improve and update https://digital.gov/resources/checklist-of-requirements-for-federal-digital-services, and then establish that this page represents the "standards" described in 21st Century IDEA.
    - Recommend that the "standards" distinguish between requirements and recommendations, and that they include the USWDS as a possible solution after an examination of audience, purpose, etc.
- **Specify scope**: Identify exactly what's covered (and not covered).
    - Consider shifting to the approach that agencies are covered by the Act regardless of the domain on which they're hosted.
    - For .mil sites, we recommend checking with Council representatives from DOD (Carla Vorhees and Terry Davis), DHS (Matt Harmon) and other experts.
    - Is compliance required only for sites identified in the domain registry, or ALL sites? For example, does this guidance apply to hhs.gov only, or the additional 1,300 smaller sites managed by HHS?
- **Develop common reports and inventories:** We recommend further discussion with Federal Web and CIO Councils on how best to standardize reporting to Congress, as well as inventory report-outs to the public and to OMB. (Normative/non-normative approach)
- **No more redesigns**: Move away from a "redesign" model, to adopt a continuous innovation model.
    - Continuous innovation is defined as regular improvement and modernization of website features and functionality within an existing infrastructure and information architecture.

Section 4 - Digitization of Government Services and Forms

Top Crowdsourced Ideas

1. Stand up a forms best practices working group
2. Determine how to address workload considerations for both agencies, and OIRA, related to form redesigns and Paperwork Reduction Act reviews
3. Develop guidance on how to use journey maps and service maps, and develop SOPs to refine services

Recommendations

- **Best practices working group for government forms**: Stand up an interagency working group to develop and document best practices for digitizing paper forms, addressing such things as accessibility, design, user experience, and Paperwork

Reduction Act clearance.
    - Broaden the idea from 'forms' to providing **digital access to services**. Provide a service to the user with a digital 'form' or process on the front end that then connects to our internal digital systems on the back end.
    - Look at how online forms would handle **attachments like documents and photos** uploaded from desktops and smartphones.
    - Some forms and services require **payment** (prev. made in-person or mailed in the form of a check). Instead of each agency paying for and coming up with their own online payment system, look into developing a govt-wide payment portal that agencies can utilize through MOUs. This helps users because they can go to one site to see a history of the fees they have paid to different agencies. Can link into existing online systems through a payment API / button that takes you to another site to pay, like with PayPal buttons on ecommerce sites.
    - **Cybersecurity** is a huge concern for customers and agencies alike. How can agencies protect the massive increase of PII that will be sent through their online systems? How can we ensure the safety and privacy of customers' data, and (re)gain the public's trust in online services?
    - Incorporate best practices from NARA and **records management**. Possibly create new records series.
    - Few agencies have a good way for users to **check the status** of their form or application besides picking up the phone, which is extremely expensive for agencies, and isn't accessible to all. myUSCIS is a great example of how to do it right. Provide agencies with guidance on both technical issues and workplace processes for how to implement online status checks.
    - How can we effectively manage additional **customer support** for online forms and services? Many agencies have only a phone number and/or email address for users with questions or technical issues. In the private sector, live online chats with help desk representatives are standard, but this is likely out of reach financially and logistically for many smaller agencies. Is this a shared service that could be provided government-wide at a lower cost for agencies (like Federalist or Cloud.gov)? Could a **help desk support service** such as the Federal Service Desk (fsd.gov) be expanded (e.g., through embedded help buttons or live chats on .gov websites) to support this Act?
    - Should there be a **common platform to accept form data** and route it to the appropriate destination, such as a central CRM? If so, how will blanket Privacy and Paperwork Reduction Act reviews be handled, and how would it be funded?
- **Paperwork Reduction Act / OIRA workload considerations**: Evaluate the number of forms each agency has, and the current Paperwork Reduction Act collections that would be affected, to better understand the workload burden and subsequent staffing or contact labor needs related to revision of every customer-facing form.
    - Request OMB/OIRA come up with a **process to meet the overwhelming volume** of new form approvals that are likely to be required for agencies that choose to use the move from analog to digital to improve the original form.
- **Use journey maps and SOPs to refine services**: Request or develop guidance on

how to leverage information such as customer journey maps, value chain maps, or standard operating procedures to digitize government services.
    - Before creating online forms, consider the **customer experience**, understand **how the data will be used** and how it will be **accessed and processed** by the government on the back-end.
    - The entire process should be reviewed to **ensure the new form is needed, easily filled out** by the customer, and information and the process can be **used in an efficient way**, and the data is secure.
    - Emphasize that the customer experience doesn't start with opening the form and end with hitting submit. Consider:
        - How is the customer able to **find and access the form/service** and evaluate whether it's what they need?
        - How can the customer **check the status after they hit submit**?
        - How does the agency communicate with customers as their form/application moves through the process?
    - Guidance on how to manage **privacy concerns** throughout the user journey. While many users might love to have their information saved and auto-filled when they submit new forms, others will not want us to save their data, and would prefer to fill out all the information from scratch each time.

Section 6 - Customer Experience and Digital Service Delivery

Top Crowdsourced Ideas

1. Stand up a shared services working group
2. Standardize high level measures & metrics for CX
3. Clarify internal agency authorities and governance for digital experience and customer experience
4. Synchronize 21st Century IDEA CX requirements with the CX CAP Goal and OMB Circular A-11 Section 280
5. Identify best practices for internal agency governance and coordination on 21st Century IDEA implementation

Recommendations

- **Shared Services Working Group**: Document the scope, membership, and other requirements for a technology shared services working group, as it relates to implementation of 21st Century IDEA; ensure coordination with similar working groups already in existence, including the Sharing Quality Services and Customer Experience CAP Goals, and the CX CoP.
    - Define "shared services" in the context of digital service delivery.
        - Possible definition for implementation in this context:
            - Centralized technical capabilities that deliver the benefits of scale and standardization for use by multiple federal agencies.
    - Recruit people on the front lines of this work at any level, including members of the Web or CX Communities of Practice, working at the bureau/agency

level, up through Departmental Web Directors
    - Piggyback on CX CAP goal work so we're not duplicating, and loop in web managers where it makes sense
    - Rotate agency membership to maintain a broad perspective, and account for use cases from across government
    - Consider joint meetings with Web, CIO, and other Councils, sub-councils, or groups doing related work, to improve cross-agency coordination and collaboration
    - Reward and acknowledge agencies that are doing the right thing (for example, agencies that have appointed a Chief Customer Officer or Chief Digital Experience Officer)
- **Standardized Measurement**: Coordinate with the CX CAP Goal team on cross-agency work to improve the digital government customer experience
    - Encourage adoption of a standardized customer satisfaction survey for ALL federal websites, following guidance in OMB Circular A-11 Section 280 and the CX CAP Goal.
        - Measure customer satisfaction in seven domains:
            - Overall: (1) Satisfaction, (2) Confidence/Trust
            - Service: (3) Effectiveness/Quality
            - Process: (4) Ease/Simplicity, (5) Efficiency/Speed, (6) Equity/Transparency
            - People: (7) Employee Helpfulness
    - Develop an approved question bank to measure areas not addressed in the OMB guidance.
        - Gather sample questions that already have OIRA approval, to streamline PRA clearance and make it easy to rotate approved questions in & out of individual surveys.
    - Develop and promote standardized best practices for survey implementation, data analysis and action planning/follow-up.
        - Explore how to use existing tools such as Feedback.usa.gov for common measurement and reporting.
        - Reference Forrester and GSA CX Indices, existing resources, the Customer Experience Toolkit on Digital.gov, etc.
    - Develop and share talking points to help agency web and CX managers explain the value of this work.
- **Authorities and Governance**: Identify best practices for internal agency governance and coordination of the digital customer experience.
    - Develop a resource similar to the PRA guide for IDEA implementation
    - Develop a sample web/digital governance plan for federal agencies, including specifics on 21st Century IDEA implementation
    - Work with OPM to create and classify standard Position Descriptions for positions influencing the digital customer experience.
        - Create a new "Digital Communications" job series, including:
            - Chief Customer Officer
            - Chief Digital Experience Officer
            - Digital Communications Strategist
            - Agency Web Manager

- Writer/Editor (Digital Content)
- User Experience Specialist
- Customer Experience Specialist
- IT Accessibility Specialist
- Social Media Manager
- Web Developer
- Contracting Officer's Representative (Technology)

Section 7 - Standardization

Top Crowdsourced Ideas

1. Establish a Cross Agency CX/DX/UI 'Experience' Working Group
2. Develop consistent PDs and contract documents for UX/DX
3. Clarify whether the intent of the Act is to standardize the look and feel for all federal government websites
4. Create a Maturity Model
5. Reference architectures with approved COTs applications

Recommendations

- **Working Groups**: Take advantage of existing Digital.gov Communities of Practice (rather than creating a new group), and target communications to relevant groups on a regular basis about:
    - Available resources, to ensure new members are aware of existing support/tools/resources/training.
        - The PL CoP does this well (model their approach)
    - Collaboration opportunities to work together to improve the experience for customers of digital government services.
        - Recommend GSA work with CoP managers to coordinate and implement.
- **Ease Contracting Burden**: Develop shared templates and sample language for contracts to support digital government work.
    - Potentially expand the Accessibility Requirements Tool (ART) (or develop a new system) to help ensure that all IT contracts contain proper requirements language to ensure contract deliverables comply with federal IT law and policy.
    - Share sample procurement documents on government-only collaboration sites such as MAX or the Acquisition Gateway
    - Align contracting results in ways that allow one agency to conduct security and privacy clearances that can be accepted/used by any department/agency
        - Investigate partnering with CIO and CISO councils to develop a system
    - Expand the Federal Supply Schedule by establishing a government-wide vehicle with a large number of pre-competed vendors of various sized companies to support work covered by 21st Century IDEA, such as user testing or web development.
        - Key here is the requirement of "adherence to best practices," as it's a

best practice to consider audience/customer base and purpose when designing a web experience. A federal supply schedule that failed to take this into account would fail to meet the Act's mandate.

- **Standardization and shared services**: Clarify exactly what "standardized" and "shared services" mean, in the context of 21st Century IDEA.
    - "IT shared services" typically refer to infrastructure items, rather than stylesheets. As an example, DOI's Drupal Platform-as-a-Service hosts seven websites on this common platform, yet each site maintains a distinct look and feel, designed around the needs of each unique customer base. Would each site on this platform need to move to a common look and feel?
    - Encourage increased use of, and collaboration around, common tools, including content management systems such as Drupal or Federalist.
        - Encourage creation and use of centralized code repositories or tools developed by federal agencies on commonly-used platforms (e.g., GitHub, Drupal, USWDS).
        - Consider creation of federal government "verified" tools that are secure, accessible, 508 compliant, etc. (create once/use many), and have designated "maintainers" such as DHS routinely monitor to ensure code works well and is secure; focus on content management systems that are the most widely used across the federal government.
        - Formalize crowdsourcing and code sharing efforts to increase efficiency and eliminate "reinventing the wheel."
            - Establish a shared Drupal repo for government shared services, and encourage government developers to help maintain Drupal.org projects for tools developed by agencies (such as Interior's Drupal video player).
    - Tap into expertise at agencies across the federal government.
        - GSA should not try to create "one size fits all" solutions for everything; instead, establish partnerships to develop tools that could be used widely across both government and the private sector, and tailor them for large, medium, and small agencies.
            - For example, DAP is required, but many large agencies also run their own analytics, in addition to DAP, because they require additional capability that DAP doesn't provide.
    - Create a Web/Digital Experience Maturity Model (lower priority)
        - Build on the work done for the CX CAP goal to develop a web maturity model, to help agencies improve internal coordination around how they manage and deliver digital services.
        - Beware of the risk in how this could be used; can't be a "stick," must be a "carrot."

Thank you for your attention. Please contact the Federal Web Council co-chairs, Rachel Flagg (rachel.flagg@gsa.gov) and Matt Harmon ((b) (6), (b) (7)(C) hq.dhs.gov), with questions.

Subject: World Information Architecture Day DC - February 22nd - Great Event at a Great Price
From: "Smith, Natalie Buda" <nsmith@LOC.GOV>
Reply To: Smith, Natalie Buda
Date: Fri, 14 Feb 2020 18:29:30 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (33 kB) , text/html (8 kB) , image001.jpg (33 kB)

A great event with some great speakers this year, all for $25.

Register at
https://www.eventbrite.com/e/world-information-architecture-day-in-dc-tickets-88764927287

World IA Day is a one-day, global, annual celebration focused on the practice and education of Information Architecture.
Our celebration brings together a diverse community including information architects, user experience designers, content strategists, product managers, developers, scholars and students. we come together to talk about and shape the future of Information Architecture.

Each year locations around the world curate content based on a global theme. This year our theme is **The IA Element**

Join the Washington, DC location at General Assembly on February 22, 2020 as information architecture practitioners around the DMV area come together to celebrate, share knowledge and discuss the importance of strategy and structure within our communities and economies.

Registration and breakfast starts at 8:30am. Lunch is on your own at 12pm and happy hour will be after the event at about 5:15pm.
For a full list of sessions and speakers, visit wiaddc.org

Natalie Buda Smith
Chief of Design
OCIO IT Design & Development Directorate
7.2112 desk (landline)
(b) (6) mobile

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Subject: Re: MONSIDO vs. SITEIMPROVE
From: Pietrowski Rigina <Pietrowski.Rigina@PBGC.GOV>
Reply To: Pietrowski Rigina <Pietrowski.Rigina@PBGC.GOV>
Date: Fri, 14 Feb 2020 20:51:53 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (20 kB) , text/html (51 kB)

Hello Monsido users,

Can you confirm the info below:

- heat mapping as an extra. How much?
- Limit number of re-scans or “on-demand scans”
- Unable to customize reports for different teams.

Appreciate your help!

Thank you,

Rigina Pietrowski
Pietrowski.rigina@pbgc.gov
202.229.6083

From: Elizabeth W. Burke <000005c7c084f47d-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, February 5, 2020 3:10 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] MONSIDO vs. SITEIMPROVE

Hi:

Fiscal Service had SiteImprove for a few years, but we switched to Monsido this year to save money and we have been very happy with it. It does everything we need at a lower cost. Our web developers like Monsido better also.

Lee Burke
Web Content Manager
Office of Legislative & Public Affairs
Bureau of the Fiscal Service
U.S. Department of the Treasury
(o:) 202-504-3786 (m:) (b) (6)

From: Jacquelyn Dolezal-Morales <000007682f484830-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, February 5, 2020 2:13 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: Re: [CONTENT-MANAGERS-L] MONSIDO vs. SITEIMPROVE

Agreed, please share! I am relatively new at my agency and starting to look for companies that provide automated 508/accessibility testing. This discussion is extremely valuable for me at this stage of the process.

Best,
Jacquelyn

On Wed, Feb 5, 2020 at 1:58 PM (b) (6) <000005e20fcd22e6-dmarc-request@listserv.gsa.gov> wrote:

> This is an excellent and very timely discussion. Please do share information. I was screening four companies for about two months. Again, Siteimpove took the cake because of the multiple positive reviews.
>
> (b) (6)
> **Web Developer, MIT**
>
> 160 Duke of Gloucester St.
> Annapolis MD, 21401
> tel (410) 263-7945
>
> website | map | email
>
> On Wed, Feb 5, 2020 at 1:35 PM (b) (6) <(b) (6) iowa.gov> wrote:
>
> > I'm surprised because Monsido's customer service with the State of Iowa has been quite good for the year we've been using them. Perhaps it helps that we purchased an Enterprise-level contract to cover all state agencies (we're a small state but that makes the contract a big one for Monsido). We made the switch from SiteImprove about two months before I started this job. I'm trying to catch our e-Government Services Coordinator to get the official rationale for why we made the switch. I'll share whatever I can for the good of the group as soon as I get it.
> >
> > On Wed, Feb 5, 2020 at 11:47 AM (b) (6) <000005e20fcd22e6-dmarc-request@listserv.gsa.gov> wrote:
> >
> > > I did. Both are good, Monsido's cheaper. Web community talked me out of getting their services due to the poor customer service. We picked Siteimprove. So far, so good.
> > >
> > > (b) (6)
> > > **Web Developer, MIT**
> > >
> > > 160 Duke of Gloucester St.
> > > Annapolis MD, 21401
> > > tel (410) 263-7945

website | map | email

On Wed, Feb 5, 2020 at 12:42 PM [redacted] <[redacted]lbl.gov> wrote:

> Has anyone done a side-by-side comparison?
>
> Monsido has been aggressively courting us for some months. I'm frankly so busy as a "web-team" of one that I put them off for those months. Finally, they demoed the product to me in January. It appears to be substantially the same service as our existing SiteImprove (albeit simplified and maybe with fewer bells and whistles, but that may be a good thing for us).
>
> I just wonder if anyone who switched (or considered switching) discovered any great deficit not immediately apparent in a casual demo.
>
> We are being quoted a price less than HALF of our current SiteImprove subscription.
>
> We'd have to pay extra for heat maps (which have been of limited use to us), but the analytics module is part of the base package. (That's a SiteImprove extra that we haven't purchased).
>
> [redacted]
>
> [redacted]
> Computing Sciences Communications
> *v.* +1 510 486 6029 | *e.* [redacted]lbl.gov | *w.* cs.lbl.gov
>
> ---
>
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--

[redacted]
Content Manager-Project Management Office

1305 E Walnut Street | Des Moines, IA 50319

200 East Grand Avenue - Physical Address

mobile [redacted]

ocio.iowa.gov

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--

Jacquelyn Dolezal Morales
Digital Communications Specialist

202.683.7683 www.iaf.gov

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Subject: Computer; build my app
From: "Brantley, William" <William.Brantley@USPTO.GOV>
Reply To: Brantley, William
Date: Tue, 18 Feb 2020 15:56:20 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (67 kB) , text/html (4 kB) , image001.jpg (67 kB)

What happens when coding is no longer a required skill?

https://onezero.medium.com/the-future-of-coding-is-no-code-3fdbd35ac15b

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

Dr. Bill Brantley (he/him)
(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: Free W3C Online Course “Introduction to Web Accessibility”
From: Michael Horton - M1ED <michael.horton@GSA.GOV>
Reply To: Michael Horton - M1ED <michael.horton@GSA.GOV>
Date: Tue, 18 Feb 2020 11:22:54 -0500
Content-Type: multipart/related
Parts/Attachments: text/plain (4 kB) , text/html (7 kB) , gsa80x80.png (4 kB)

Hello - Sharing a post from the W3C blog, "Free Online Course “Introduction to Web Accessibility” with key information below:

> [T]he World Wide Web Consortium (W3C) and UNESCO Institute for Information Technologies in Education (UNESCO IITE) are announcing a new online course “**Introduction to Web Accessibility**” scheduled to start on 28 January 2020.
>
> This course provides a strong foundation for making websites and apps work well for people with disabilities, meet international standards, and enhance the user experience for all web users. It is designed for technical and non-technical audiences, including:
>
> - developers
> - designers
> - content authors
> - project managers
> - people with disabilities
> - others
>
> Optional course material helps you learn more about the topics you are most interested in. It covers:
>
> - What is Web Accessibility (2 sections)
> - People and Digital Technology (5 sections)
> - Business Case and Benefits (2 sections)
> - Principles, Standards, and Checks (5 sections)
> - Getting Started with Accessibility (2 sections)
>
> The course is designed for **4 weeks** of about **4-5 hours effort per week**. It is self-paced so you can complete it in a shorter or longer time frame. This version of the course is **open through 30 April 2020.**
>
> The course is free. The **free “audit” option** gives you access to all of the main content; the audit option does not include the graded assessments. With the audit option, you have access to the course for **4 weeks** from when you “enroll”.

Thank you, and have an *accessible* day!

~Michael

U.S. General Services Administration

Michael Horton
Accessible Design & Development Advisor
Office of Government-wide Policy
Office 202-969-7292 | Mobile (b) (6)
Build. Buy. Be Accessible.

1800 F Street, NW
Washington, DC 20405
www.gsa.gov | www.section508.gov

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Subject: Digital.gov Event (Feb. 25): Making a Mobile-Friendly Website Using the ADAPT Model
From: DigitalGov University <digitalgovu@GSA.GOV>
Reply To: DigitalGov University <digitalgovu@GSA.GOV>
Date: Tue, 18 Feb 2020 12:47:54 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2075 bytes) , text/html (2944 bytes)

Join us **Tuesday, February 25 at 3:00 p.m. ET** for a special webinar with David Fern, co-lead of the MobileGov Community and the Federal Crowdsource Mobile Testing Program, as he talks about 21st Century Integrated Digital Experience Act (21st Century IDEA) and its implications for mobile-friendliness.

With the 21st Century IDEA requiring federal websites to be "fully functional and usable on common mobile devices," mobile friendliness is more important than ever before. However, depending upon the users' perspective, mobile-friendliness can mean a variety of things.

David will provide his insights using the **ADAPT Model, an innovative way to ensure websites are mobile-friendly**. Time will be set aside for questions and answers attendees might have about mobile-friendliness.

Register here: http://go.usa.gov/xdQ2F

For any questions about this and future MobileGov events email us at digitalgovu@gsa.gov or visit us digital.gov. We look forward to seeing you there!

--

DigitalGov University
digitalgovu@gsa.gov
https://digital.gov/events/

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Subject: Multilingual Surveys Webinar This Thursday!
From: Laura Godfrey - QQBB <laura.godfrey@GSA.GOV>
Reply To: Laura Godfrey - QQBB <laura.godfrey@GSA.GOV>
Date: Mon, 24 Feb 2020 09:15:01 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1410 bytes) , text/html (3232 bytes)

Hello Colleagues,

Don't miss this unique opportunity, our friends from the Census Bureau will host a webinar on **Survey Translation and the Inclusion of End Users in the Process on Thursday, February, 27 at 2:30 PM.**

Learn more about the webinar and register.

See you there!
Laura

Laura Godfrey
Vote.gov and Manager, Multilingual CoP
Office of Solutions
Technology Transformation Services, GSA
202.536.8968

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Subject: Digital.gov Event (Feb. 25): Making a Mobile-Friendly Website Using the ADAPT Model
From: Jacob Parcell - QQE <jacob.parcell@GSA.GOV>
Reply To: Jacob Parcell - QQE <jacob.parcell@GSA.GOV>
Date: Mon, 24 Feb 2020 12:14:05 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2251 bytes) , text/html (8 kB)

Hi!

Join us Tuesday, February 25 at 3:00 p.m. ET for a special webinar with David Fern, co-lead of the MobileGov Community and the Federal Crowdsource Mobile Testing Program, as he talks about 21st Century Integrated Digital Experience Act (21st Century IDEA) and its implications for mobile friendliness. Register here: http://go.usa.gov/xdQ2F.

With the 21st Century IDEA requiring federal websites to be “fully functional and usable on common mobile devices,” mobile friendliness is more important than ever before. However, depending upon the users’ perspective, mobile-friendliness can mean a variety of things.

David will provide his insights using the ADAPT Model, an innovative way in which developers can ensure their websites are mobile-friendly. Time will be set aside for questions and answers attendees might have about mobile-friendliness.

To register for this event please visit: (Insert appropriate event Listserv Link below). For any questions about this and future MobileGov events email us at digitalgovu@gsa.gov or visit us digital.gov. We look forward to seeing you there!

Thanks!

Jacob

--

Director, Innovation Portfolio Division
TTS Solutions
U.S. General Services Administration
202.208.7139
jacob.parcell@gsa.gov

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Subject: Anonymized GA?
From: "Gillick, Lawrence - FPAC-FBC, Washington, DC" <Lawrence.Gillick@USDA.GOV>
Reply To: Gillick, Lawrence - FPAC-FBC, Washington, DC
Date: Tue, 25 Feb 2020 13:11:26 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1874 bytes) , text/html (4081 bytes)

Hello friends & colleagues!

It's possible that I haven't been paying enough attention to GA policy, lately. Whoops. New location, new standup desk, new opportunities to play catch-up!

Are we still using anonymized Google Analytics? Is it by rule or guidance these days – or perhaps just strong social pressure?

Asking for myself. ;-)

Larry

Larry (Ignore my email address) Gillick
Chief, Web & Digital Strategy
Farm Production and Conservation Business Center
U.S. Department of Agriculture
Phone: 202-720-4024
Email – lawrence.gillick@usda.gov

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Subject: Links diverting to wayback machine
From: "(b) (6) <(b) (6) OAG.STATE.MD.US>
Reply To: (b) (6)
Date: Tue, 25 Feb 2020 14:49:17 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (125 kB) , text/html (4 kB) , image001.png (125 kB)

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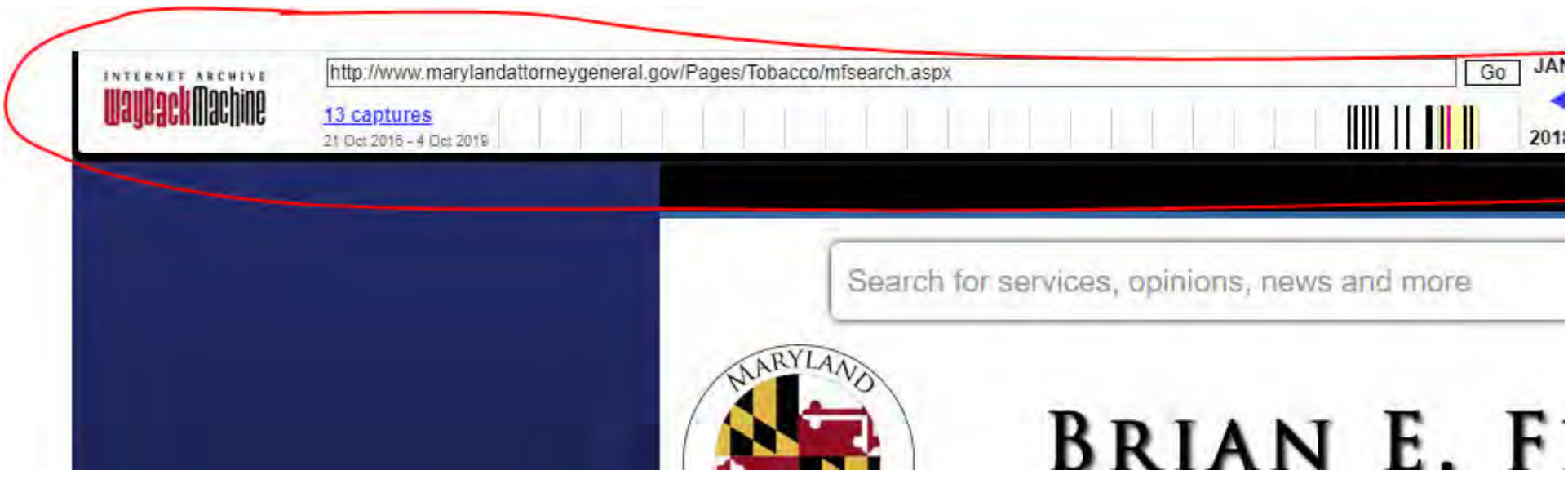
Strangest thing ever.

Hey (b) (6)

I wanted to show you a screen shot of a weird ad that is popping up on top of the tobacco website:

Thanks!!



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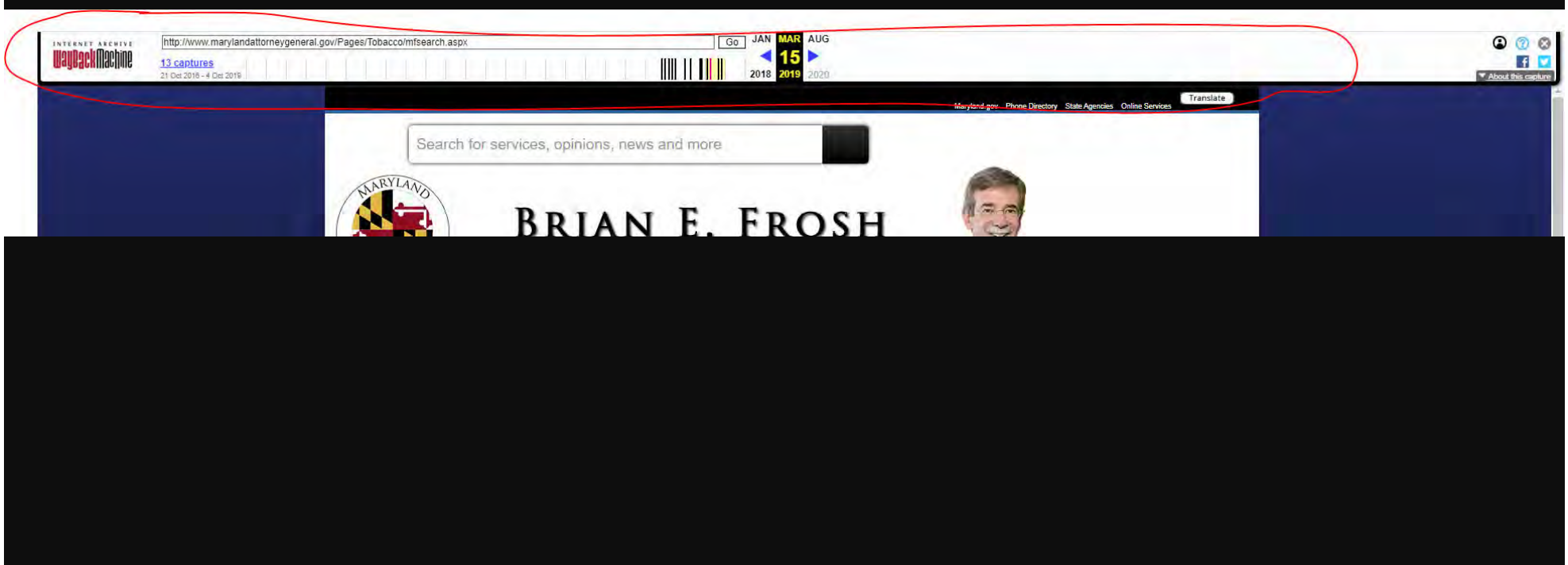
INTERNET ARCHIVE
WaybackMachine
http://www.marylandattorneygeneral.gov/Pages/Tobacco/mfsearch.aspx
Go
13 captures
21 Oct 2018 - 4 Oct 2019
JAN MAR AUG
15
2018 2019 2020
About this capture
Maryland.gov Phone Directory State Agencies Online Services
Translate
Search for services, opinions, news and more
MARYLAND
BRIAN E. FROSH

Subject: Re: Links diverting to wayback machine
From: "(b) (6) <(b) (6) OAG.STATE.MD.US>
Reply To: (b) (6)
Date: Tue, 25 Feb 2020 17:10:59 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (125 kB) , text/html (6 kB) , image001.png (125 kB)

To clarify: This was a link on one of our pages pointing to another one of our pages. Not an inbound link from a search engine or elsewhere.

From: (b) (6) <(b) (6) OAG.STATE.MD.US>
Sent: Tuesday, February 25, 2020 9:49 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Links diverting to wayback machine

Has anyone ever seen this happen before – A link to a page in our website was coming up in wayback machine instead of our page. The user (one of our employees in the office) reported this to me. He thought it was an ad. When I went to look at it, it happened once and then stopped. We did have an unscheduled patch yesterday which disrupted service, but this issue was only observed in this one area of our site. There is no redirect code or anything like that in the nav link. It was as if something decided that an archived version of a page on wayback was better than a 404 error. In this particular case it was much worse because it was showing way outdated information.

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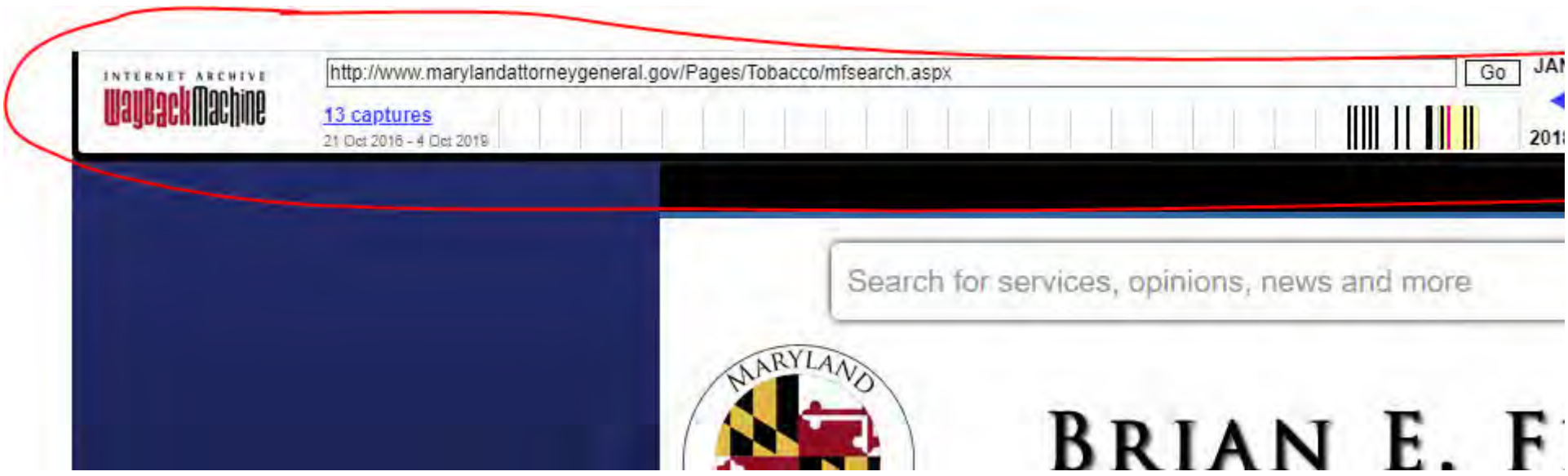

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Subject: Re: Links diverting to wayback machine
From: "(b) (6) <(b) (6) HAWAII.GOV>
Reply To: (b) (6)
Date: Tue, 25 Feb 2020 17:27:41 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (125 kB) , text/html (7 kB) , image001.png (125 kB)

Not me. The first few times I tried the wayback machine it failed to help me. Since then, I have accepted a different perspective … on the past … in the web. Same for philosophy(s) on copies and backups.

Happy Tuesday,
(b) (6)
ITS III, Dept. of Taxation, State of Hawaii

From: (b) (6) <(b) (6) OAG.STATE.MD.US>
Sent: Tuesday, February 25, 2020 4:49 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Links diverting to wayback machine

Has anyone ever seen this happen before – A link to a page in our website was coming up in wayback machine instead of our page. The user (one of our employees in the office) reported this to me. He thought it was an ad. When I went to look at it, it happened once and then stopped. We did have an unscheduled patch yesterday which disrupted service, but this issue was only observed in this one area of our site. There is no redirect code or anything like that in the nav link. It was as if something decided that an archived version of a page on wayback was better than a 404 error. In this particular case it was much worse because it was showing way outdated information.

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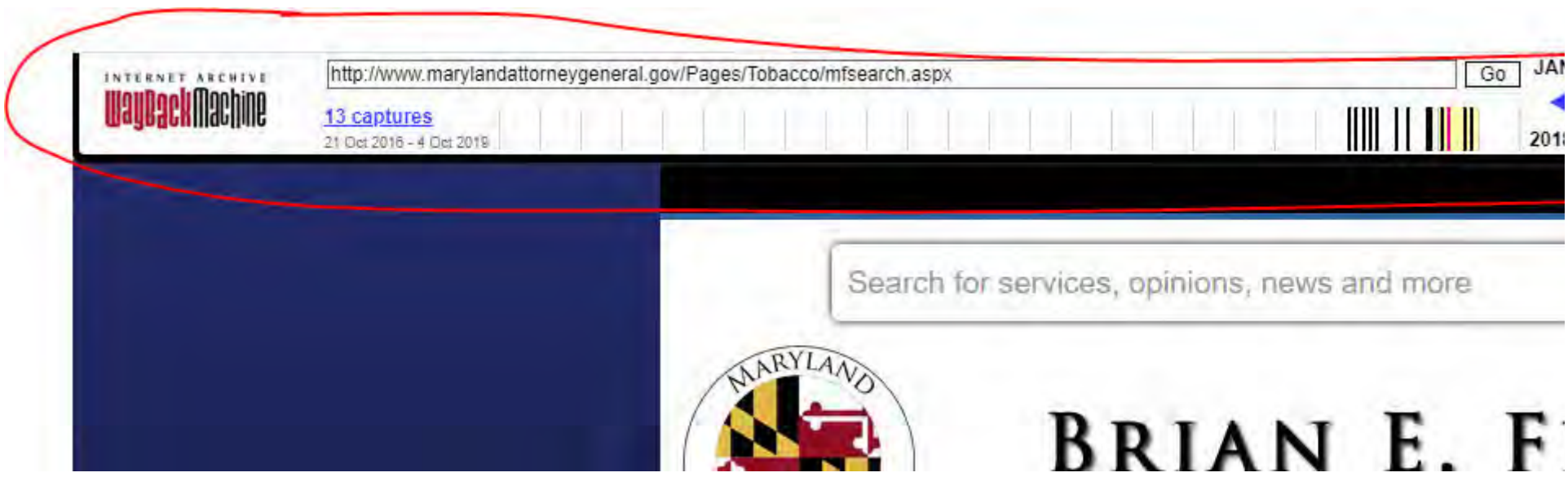

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Subject: FW: Links diverting to wayback machine
From: "(b) (6) <(b) (6) OAG.STATE.MD.US>
Reply To: (b) (6)
Date: Tue, 25 Feb 2020 17:51:08 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (125 kB) , text/html (8 kB) , image001.png (26 kB) , image002.png (125 kB)

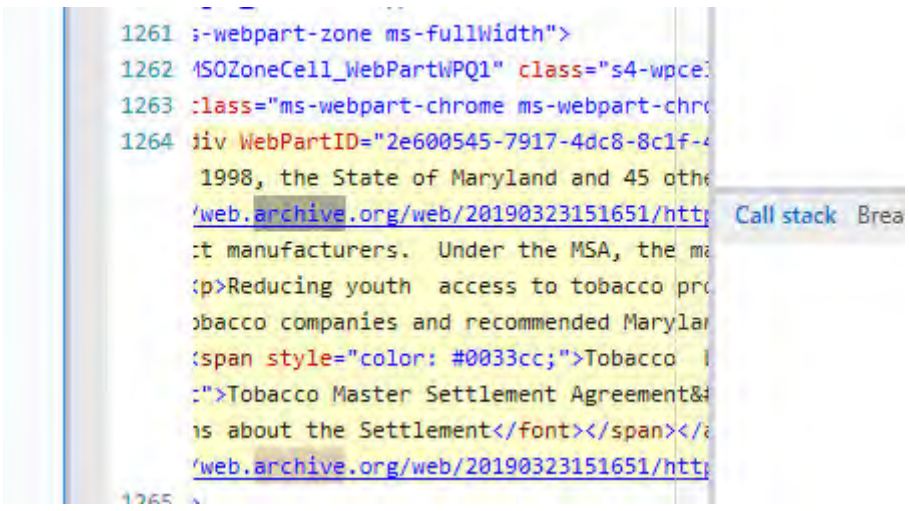
Ding Ding Ding- we have a winnah! It was somehow coded into links in a sharepoint web part. No idea how it got in there, but it is gone now. Thanks Chip!

From: (b) (6)
Sent: Tuesday, February 25, 2020 12:36 PM
To: Harman, Richard (Chip) <Richard.Harman@va.gov>
Subject: RE: Links diverting to wayback machine

Crazy! Sure enough is. No idea how that happened. Thanks so much Chip!

From: Harman, Richard (Chip) <Richard.Harman@va.gov>
Sent: Tuesday, February 25, 2020 12:23 PM
To: (b) (6) <(b) (6) oag.state.md.us>
Sub RE: Links diverting to wayback machine

It's in your page?:



Chip Harman
Content Strategy Manager, VCHIO
US Dept of Veterans Affairs
https://www.myhealth.va.gov
O: 202-382-4909
M: (b) (6)

From: (b) (6) <(b) (6) OAG.STATE.MD.US>
Sent: Tuesday, February 25, 2020 9:49 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Links diverting to wayback machine

Has anyone ever seen this happen before – A link to a page in our website was coming up in wayback machine instead of our page. The user (one of our employees in the office) reported this to me. He thought it was an ad. When I went to look at it, it happened once and then stopped. We did have an unscheduled patch yesterday which disrupted service, but this issue was only observed in this one area of our site. There is no redirect code or anything like that in the nav link. It was as if something decided that an archived version of a page on wayback was better than a 404 error. In this particular case it was much worse because it was showing way outdated information.

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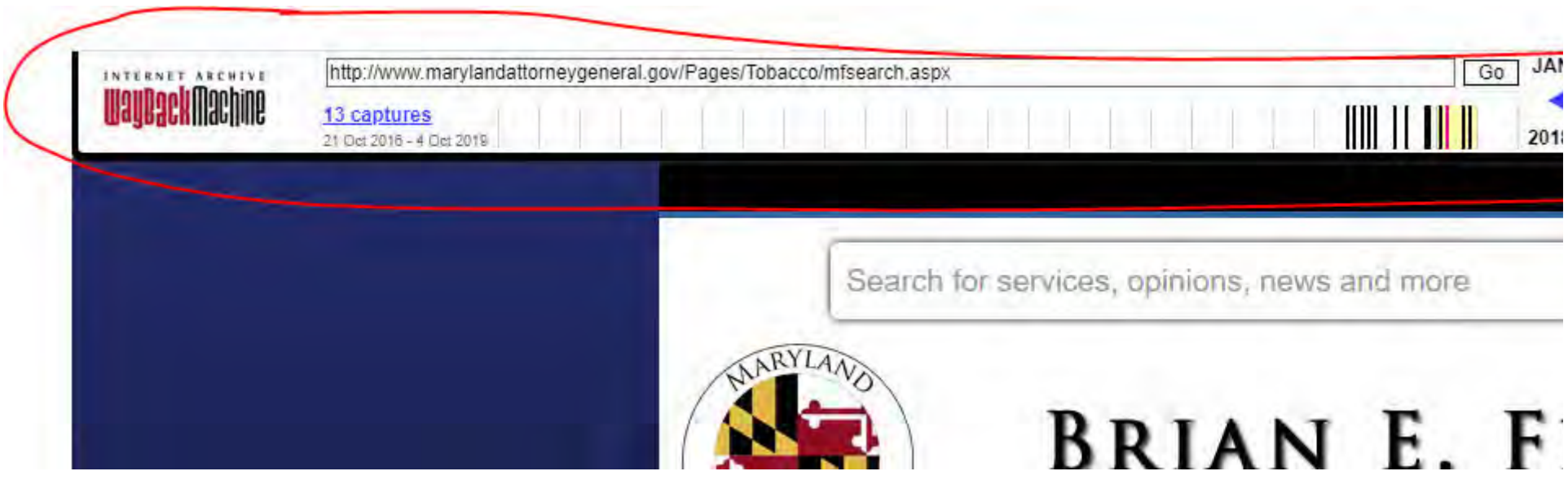

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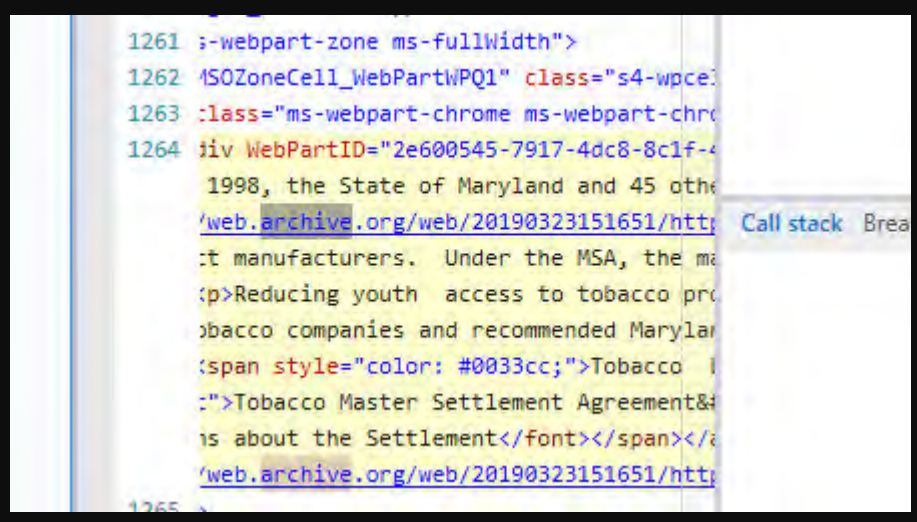
1261 s-webpart-zone ms-fullWidth">
1262 MSOZoneCell_WebPartWPQ1" class="s4-wpce
1263 class="ms-webpart-chrome ms-webpart-chr
1264 div WebPartID="2e600545-7917-4dc8-8c1f-
1998, the State of Maryland and 45 othe
web.archive.org/web/20190323151651/http
Call stack Brea
t manufacturers. Under the MSA, the ma
p>Reducing youth access to tobacco pro
bacco companies and recommended Marylan
span style="color: #0033cc;">Tobacco
">Tobacco Master Settlement Agreement&
s about the Settlement</a
web.archive.org/web/20190323151651/http

Subject: Census Countdown Clock Widget
From: "(b) (6) <(b) (6) NC.GOV>
Reply To: (b) (6)
Date: Thu, 27 Feb 2020 19:54:59 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (32 kB) , text/html (6 kB) , image001.png (32 kB)

Good afternoon. Hoping to reach someone from the Census Bureau. There have been a couple of census countdown clock widgets on the Census Bureau site. Both have been blocked from embed for security reasons. I have reached out directly through the site to have the nc.gov domain white listed so we could use the clock widget on our census site at https://census.nc.gov/.

These are the embed codes I've found over the past year:

1) This was initially available, then blocked, then no longer found:
<iframe height="293" src="https://2020census.gov/en/_jcr_content/root/responsivegrid/countdownclock.2020.html" width="400"></iframe>

2) This is currently blocked:
<iframe height="220" src="https://www.census.gov/census-countdown/clock.html" width="375"></iframe>

I'd appreciate any insight. We're just a month away. What are others using for their countdown clocks?

Thanks so much,

(b) (6)
Digital Solutions
North Carolina Department of Information Technology

919.707.9737
(b) (6) nc.gov
it.nc.gov

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Subject: Register for the "Readability Audits of Government Websites with Katherine Spivey" event on March 11th!
From: DigitalGov University <digitalgovu@GSA.GOV>
Reply To: DigitalGov University <digitalgovu@GSA.GOV>
Date: Fri, 28 Feb 2020 13:11:38 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1323 bytes) , text/html (2561 bytes)

Good afternoon Web Content Community Members,

Join us at **2:00 p.m. ET, Wednesday, March 11th** webinar where Katherine Spivey will show how she did a readability audit on a set of pages, describe the decisions she had to make, and explain unexpected results.

Register here: https://go.usa.gov/xddZw

Hope you can join us!
--

DigitalGov University
digitalgovu@gsa.gov
https://digital.gov/events/

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Subject: Archiving web content
From: "Swinson, Tamara A (CPA/PA)" <SwinsonTA@MCC.GOV>
Reply To: Swinson, Tamara A (CPA/PA)
Date: Fri, 28 Feb 2020 18:39:23 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1331 bytes) , text/html (3737 bytes)

Good afternoon,

What tool(s) do you use to archive your web content? Of course there's Archive It, but I'm wondering if there is anything else that is similar?

Thanks,

Tamara Swinson
Web Content Strategist and Manager
Congressional and Public Affairs
Millennium Challenge Corporation | 1099 Fourteenth Street NW | Washington, DC 20005
See how MCC is reducing poverty through growth

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Subject: Re: Archiving web content
From: Erickson Eric <Eric.Erickson@IRS.GOV>
Reply To: Erickson Eric <Eric.Erickson@IRS.GOV>
Date: Fri, 28 Feb 2020 20:27:36 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2599 bytes) , text/html (6 kB)

I am actually researching tools now. We are looking into PageFreezer, ArchiveSocial and Smarsh.

Eric Erickson
IRS Communications & Liaison
Social Media Branch

From: Swinson, Tamara A (CPA/PA) <000007bd96ae0882-dmarc-request@LISTSERV.GSA.GOV>
Sent: Friday, February 28, 2020 1:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Archiving web content

Good afternoon,

What tool(s) do you use to archive your web content? Of course there's Archive It, but I'm wondering if there is anything else that is similar?

Thanks,

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Web Content Strategist and Manager

Congressional and Public Affairs

Millennium Challenge Corporation | 1099 Fourteenth Street NW | Washington, DC 20005

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Subject: Re: Archiving web content
From: Kirsten Burgard <KBurgard@VOANEWS.COM>
Reply To: Kirsten Burgard <KBurgard@VOANEWS.COM>
Date: Fri, 28 Feb 2020 20:28:18 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2950 bytes) , text/html (8 kB)

If it's a Drupal site, I've used a web scrape (after removing the dynamic content) and then put it up on AWSs (for free), if it's smaller than what I had you can also do it o GitHub.

Basically you make it a static site.

Kirsten

From: Swinson, Tamara A (CPA/PA) <000007bd96ae0882-dmarc-request@LISTSERV.GSA.GOV>
Sent: Friday, February 28, 2020 1:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Archiving web content

Good afternoon,

What tool(s) do you use to archive your web content? Of course there's Archive It, but I'm wondering if there is anything else that is similar?

Thanks,

Tamara Swinson
Web Content Strategist and Manager
Congressional and Public Affairs
Millennium Challenge Corporation | 1099 Fourteenth Street NW | Washington, DC 20005
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Subject: Re: Archiving web content
From: "Swinson, Tamara A (CPA/PA)" <SwinsonTA@MCC.GOV>
Reply To: Swinson, Tamara A (CPA/PA)
Date: Fri, 28 Feb 2020 20:37:19 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3541 bytes) , text/html (9 kB)

It's a Wordpress site. Thanks for the suggestions thus far.

Tamara Swinson
Web Content Strategist and Manager
Congressional and Public Affairs
Millennium Challenge Corporation | 1099 Fourteenth Street NW | Washington, DC 20005
Office: 202-722-6611
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From: Kirsten Burgard <KBurgard@voanews.com>
Sent: Friday, February 28, 2020 3:28 PM
To: Swinson, Tamara A (CPA/PA) <SwinsonTA@mcc.gov>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: RE: Archiving web content

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Subject: Re: Archiving web content
From: "Adams, Arva" <Arva.Adams@USPTO.GOV>
Reply To: Adams, Arva
Date: Fri, 28 Feb 2020 20:44:14 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (14 kB)

Hi,

I may be being overly simplistic, but in Wordpress out-of-the-box you can archive content and leave it on the site, invisible to the end users.

Arva

From: Swinson, Tamara A (CPA/PA) <000007bd96ae0882-dmarc-request@LISTSERV.GSA.GOV>
Sent: Friday, February 28, 2020 3:37 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Archiving web content

It's a Wordpress site. Thanks for the suggestions thus far.

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From: Kirsten Burgard <KBurgard@voanews.com>
Sent: Friday, February 28, 2020 3:28 PM
To: Swinson, Tamara A (CPA/PA) <SwinsonTA@mcc.gov>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
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Subject: Re: Archiving web content
From: Kirsten Burgard <KBurgard@VOANEWS.COM>
Reply To: Kirsten Burgard <KBurgard@VOANEWS.COM>
Date: Fri, 28 Feb 2020 20:47:39 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (14 kB)

You should be able to do it with a Wordpress site. It's just a scrape. I just can't tell you how to turn off the dynamic stuff.

But making it a static site really isn't that hard. Several agencies have done this.

From: Swinson, Tamara A (CPA/PA) <000007bd96ae0882-dmarc-request@LISTSERV.GSA.GOV>
Sent: Friday, February 28, 2020 3:37 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Archiving web content

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Subject: Re: Archiving web content
From: "(b) (6) <(b) (6) TVA.GOV>
Reply To: (b) (6)
Date: Fri, 28 Feb 2020 21:06:07 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (12 kB)

We archived our CMS (not WordPress) website using SiteSucker. It basically creates a local copy. NB: It only runs on Macs.

https://ricks-apps.com/osx/sitesucker/

Good luck!
(b) (6)
Program Manager, Digital Communications
Digital & Creative Services

Tennessee Valley Authority
400 W. Summit Hill Drive
Knoxville, TN 37902

865-632-6725
(b) (6) tva.gov

From: Swinson, Tamara A (CPA/PA) <000007bd96ae0882-dmarc-request@LISTSERV.GSA.GOV>
Sent: Friday, February 28, 2020, 3:44 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Archiving web content

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Millennium Challenge Corporation | 1099 Fourteenth Street NW | Washington, DC 20005
Office: 202-722-6611
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Sent: Friday, February 28, 2020 3:28 PM
To: Swinson, Tamara A (CPA/PA) <SwinsonTA@mcc.gov>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
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Subject: Exciting Job Opportunity: Visual Information Specialist in DC
From: "Stewart, Margaret" <Margaret.Stewart@OCC.TREAS.GOV>
Reply To: Stewart, Margaret
Date: Fri, 28 Feb 2020 22:46:44 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1679 bytes) , text/html (6 kB)

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

Salary range: $88,669 to $165,084 per year

Vacancy notice: 02/28/2020 to 03/13/2020

Please see the full vacancy announcements and applicant instructions here:

MP-DSC-SG-20-1953 (Merit)
https://www.usajobs.gov/GetJob/ViewDetails/561312800

DEU-DSC-SG-20-1952 (All sources)
https://www.usajobs.gov/GetJob/ViewDetails/561324100

Thank you for sharing this exciting opportunity with all qualified applicants.

Please do not contact me directly regarding this announcement.

Thank you,
Margaret

Margaret Stewart
Office of the Comptroller of the Currency
margaret.stewart@occ.treas.gov

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Subject: Re: Archiving web content
From: "Bowden, Beth (NIH/NIEHS) [E]" <bowden1@NIEHS.NIH.GOV>
Reply To: Bowden, Beth (NIH/NIEHS) [E]
Date: Sat, 29 Feb 2020 18:39:36 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2576 bytes) , text/html (6 kB)

I like HTTRACK.

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

From: Swinson, Tamara A (CPA/PA) <000007bd96ae0882-dmarc-request@LISTSERV.GSA.GOV>
Sent: Friday, February 28, 2020 1:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Archiving web content

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Subject: Re: Archiving web content
From: Kirsten Burgard <KBurgard@VOANEWS.COM>
Reply To: Kirsten Burgard <KBurgard@VOANEWS.COM>
Date: Mon, 2 Mar 2020 15:09:17 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (10 kB)

I've used HTTRACK and also wget

This is a pretty good tutorial on how to write the script you'll need to do the scrape.

https://youtu.be/dbybH_h4lCs

From: Bowden, Beth (NIH/NIEHS) [E] <000007bf58cc0ee3-dmarc-request@LISTSERV.GSA.GOV>
Sent: Saturday, February 29, 2020 1:40 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Archiving web content

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Beth Bowden
beth.bowden@nih.gov | 984-287-3114
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Subject: Accessibility for Non-Fillable Forms
From: James Jones <jjones@FEC.GOV>
Reply To: James Jones <jjones@FEC.GOV>
Date: Mon, 2 Mar 2020 15:17:48 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1751 bytes) , text/html (4 kB)

I'm researching the accessibility requirements for PDF forms that are NOT screen-fillable. Such forms have any number of design elements (lines, boxes, shaded areas) that I'm puzzled how to approach. For instance, a name field would have the word NAME next to a blank box. The word would obviously be screen-readable but what of the box? Should it be considered a design element or should it be tagged as something else? A google search returns plenty of advice for fillable forms but not non-fillable. I'd appreciate advice from anyone who's dealt with this issue.

Thanks.

J A M E S L. J O N E S
Multimedia Specialist
Office of Communications – Information Division
Federal Election Commission
1050 First Street, N.E.
Washington, D.C. 20463

(o) 7
(c) (b) (6)

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Subject: Python project that allows you to classify health/medical search logs
From: "Wendling, Dan (NIH/NLM) [E]" <wendlingd@MAIL.NLM.NIH.GOV>
Reply To: Wendling, Dan (NIH/NLM) [E]
Date: Mon, 2 Mar 2020 18:58:26 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (45 lines)

Hello, a new resource for health/medical/life sciences/etc. analytics people who are able to run Python code projects...

The URL below leads to a lightweight, "Minimum Viable Product" set of scripts for putting your search log data (both search engine and site search logs) into topic-oriented buckets, that can be matched up to the topic areas your subject matter experts are working within. It uses the Unified Medical Language System and semantic network. This allows your SME's to drill down on the information customers are asking for within her/his topic area to see how the customers ask for what they want. This knowledge could lead to improvements in your navigation, search engine optimization, site search interface, trend spotting and trend tracking, etc.

In the pilot site, we could classify ~70 percent of our search volume automatically, after manual work processing ~4 months' worth of data. Such a project needs a person who can run basic Python and a person who knows your organization and your site's information architecture. The work goes faster if this can be the same person.

An inbound or outbound mail scanner is giving me a warning message about a my URL (I think it doesn't like the text string "class"), so I'm breaking apart the URL to try to stop it from being removed, so you will need to re-unite...

Start of URL,

github.com/NCBI-Codeathons/

Use-UMLS-and-Python-to-classify-website-visitor-queries-into-measurable-categories/wiki

End of URL.

Happy to hear from anyone working in this area about next steps.

Dan Wendling, MLS, Technical Information Specialist
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:	Video posted - Survey Translation and Inclusion of End Users in the Process
From:	Laura Godfrey - QQBB <laura.godfrey@GSA.GOV>
Reply To:	Laura Godfrey - QQBB <laura.godfrey@GSA.GOV>
Date:	Mon, 2 Mar 2020 14:16:42 -0500
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1683 bytes) , text/html (2861 bytes)

Happy Monday!

Since there was so much interest in last Thursday's Census Bureau's webinar, I wanted to share that the video is now posted to YouTube. If you participated in the session, which covered a lot of information, or you missed the session you can now watch it at your convenience.

Also, you may want to check out the multilingual YouTube channel for videos of previous sessions covering a wide range of topics.

Please excuse the multiple emails if you subscribe to several listservs.

Have a great week!

Laura Godfrey
Vote.gov and Manager, Multilingual CoP
Office of Solutions
Technology Transformation Services, GSA
202.536.8968

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Subject: Re: Accessibility for Non-Fillable Forms
From: Rachel Flagg - M1ED <rachel.flagg@GSA.GOV>
Reply To: Rachel Flagg - M1ED <rachel.flagg@GSA.GOV>
Date: Mon, 2 Mar 2020 12:13:21 -0800
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3353 bytes) , text/html (10 kB)

Hi James,
My first question is - what's the business case for publishing a non-fillable PDF, particularly given the guidance in Section 4 of the 21st Century IDEA Act to digitize all forms and services by December 2020?

That said, you can find some guidance on creating accessible PDFs on Section508.gov.

Thanks!
-Rachel

U.S. General Services Administration

Rachel Flagg
Content Strategist | Federal Web Council Co-Chair
Office of Government-wide Technology Policy
rachel.flagg@gsa.gov

On Mon, Mar 2, 2020 at 7:20 AM James Jones <000007c1b38200d2-dmarc-request@listserv.gsa.gov> wrote:

> I'm researching the accessibility requirements for PDF forms that are NOT screen-fillable. Such forms have any number of design elements (lines, boxes, shaded areas) that I'm puzzled how to approach. For instance, a name field would have the word NAME next to a blank box. The word would obviously be screen-readable but what of the box? Should it be considered a design element or should it be tagged as something else? A google search returns plenty of advice for fillable forms but not non-fillable. I'd appreciate advice from anyone who's dealt with this issue.
>
> Thanks.
>
> JAMES L. JONES
>
> Multimedia Specialist
>
> Office of Communications – Information Division
>
> Federal Election Commission
>
> 1050 First Street, N.E.
>
> Washington, D.C. 20463
>
> (o) 202-694-1237
>
> (c) (b) (6)

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Subject: Re: Accessibility for Non-Fillable Forms
From: (b) (6) -DORS- <(b) (6) MARYLAND.GOV>
Reply To: (b) (6) -DORS- <(b) (6) MARYLAND.GOV>
Date: Tue, 3 Mar 2020 08:53:07 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (18 kB)

If the intention is for the form to be printed out and filled in by hand with a pen, then by its very nature it's not accessible to people who can't see the piece of paper or who can't hold a pen.

CHANGING Maryland FOR THE BETTER

(b) (6)
Digital Accessibility Administrator
Division of Rehabilitation Services
Maryland State Department of Education
2301 Argonne Drive
Baltimore, Maryland 21218
(b) (6) maryland.gov
(410) 554-9402
dors.maryland.gov | Facebook | YouTube

Click here to complete a three question customer experience survey.

On Mon, Mar 2, 2020 at 3:15 PM Rachel Flagg - M1ED <rachel.flagg@gsa.gov> wrote:

> Hi James,
> My first question is - what's the business case for publishing a non-fillable PDF, particularly given the guidance in Section 4 of the 21st Century IDEA Act to digitize all forms and services by December 2020?
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> That said, you can find some guidance on creating accessible PDFs on Section508.gov.
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> Thanks!
> -Rachel

GSA **U.S. General Services Administration**

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Office of Government-wide Technology Policy
rachel.flagg@gsa.gov

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Subject: Re: Archiving web content
From: "Ellison, Ben A" <ben.ellison@RL.DOE.GOV>
Reply To: Ellison, Ben A
Date: Tue, 3 Mar 2020 14:30:00 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (58 lines)

I've been looking into WARC files (appears to be NARA approved) for a version of this need, but haven't implemented it yet. Info & links to tools: http://fileformats.archiveteam.org/wiki/WARC

https://www.loc.gov/preservation/digital/formats/fdd/fdd000236.shtml

--Ben
PS - if anyone knows where I can find an Alfresco plugin that can integrate WARC files (and provide indexing/searching into them), please let me know.

Benjamin Ellison
Chief Information Officer, Hanford
Department of Energy
509-376-5318
Preferred pronouns: he, him

From: Swinson, Tamara A (CPA/PA) <000007bd96ae0882-dmarc-request@LISTSERV.GSA.GOV>
Sent: Friday, February 28, 2020 10:39 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Archiving web content

Good afternoon,

What tool(s) do you use to archive your web content? Of course there's Archive It, but I'm wondering if there is anything else that is similar?

Thanks,

Tamara Swinson
Web Content Strategist and Manager
Congressional and Public Affairs
Millennium Challenge Corporation | 1099 Fourteenth Street NW | Washington, DC 20005
https://www.mcc.gov

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Subject: Re: Archiving web content
From: Erickson Eric <Eric.Erickson@IRS.GOV>
Reply To: Erickson Eric <Eric.Erickson@IRS.GOV>
Date: Tue, 3 Mar 2020 18:13:00 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (77 lines)

Actually, it wouldn't be approved by NARA - for what it's worth, I have actually emailed with some folks at NARA as part of my research and they said: we don't endorse or recommend any specific solutions.

Eric Erickson
IRS Communications & Liaison
Social Media Branch

-----Original Message-----
From: Ellison, Ben A <00000642aa0afe48-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, March 3, 2020 9:30 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Archiving web content

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--Ben
PS - if anyone knows where I can find an Alfresco plugin that can integrate WARC files (and provide indexing/searching into them), please let me know.

Benjamin Ellison
Chief Information Officer, Hanford
Department of Energy
509-376-5318
Preferred pronouns: he, him

From: Swinson, Tamara A (CPA/PA) <000007bd96ae0882-dmarc-request@LISTSERV.GSA.GOV>
Sent: Friday, February 28, 2020 10:39 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
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Millennium Challenge Corporation | 1099 Fourteenth Street NW | Washington, DC 20005
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Subject: Re: Archiving web content
From: "Ellison, Ben A" <ben.ellison@RL.DOE.GOV>
Reply To: Ellison, Ben A
Date: Tue, 3 Mar 2020 18:48:16 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (89 lines)

Splitting hairs, but yes. WARC isn't "approved" but it is listed by NARA as one of the two "acceptable" formats for web records and also in their (outdated) best practices guide for capturing social media. https://www.archives.gov/records-mgmt/policy/transfer-guidance-tables.html#webrecords

--Ben

-----Original Message-----
From: Erickson Eric <Eric.Erickson@irs.gov>
Sent: Tuesday, March 3, 2020 10:13 AM
To: Ellison, Ben A <ben.ellison@rl.doe.gov>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: RE: Archiving web content

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IRS Communications & Liaison
Social Media Branch

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Sent: Tuesday, March 3, 2020 9:30 AM
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Preferred pronouns: he, him

From: Swinson, Tamara A (CPA/PA) <000007bd96ae0882-dmarc-request@LISTSERV.GSA.GOV>
Sent: Friday, February 28, 2020 10:39 AM

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Subject: [CONTENT-MANAGERS-L] Archiving web content

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Subject: Re: Census Countdown Clock Widget
From: "(b) (6) (Bureau of Administration)" <(b) (6) COOKCOUNTYIL.GOV>
Reply To: (b) (6) (Bureau of Administration)
Date: Tue, 3 Mar 2020 21:53:24 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (32 kB) , text/html (10 kB) , image001.png (32 kB)

Interesting, this is a great little widget if you just go straight to the page, but the embed is not working in my CMS pages either.
If you find out how to successfully add or whitelist it, please share as we would be interested in adding it to our site as well.
Thanks!
-kathy

(b) (6) | Information Technology Communications Manager
Cook County | Bureau of Administration| Communications Program
p: 312.603.0086 e: (b) (6) cookcountyil.gov

From: (b) (6) <(b) (6) NC.GOV>
Sent: Thursday, February 27, 2020 1:55 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Census Countdown Clock Widget

Good afternoon. Hoping to reach someone from the Census Bureau. There have been a couple of census countdown clock widgets on the Census Bureau site. Both have been blocked from embed for security reasons. I have reached out directly through the site to have the nc.gov domain white listed so we could use the clock widget on our census site at https://census.nc.gov/.

These are the embed codes I've found over the past year:

1) This was initially available, then blocked, then no longer found:
<iframe height="293"
src="https://2020census.gov/en/_jcr_content/root/responsivegrid/countdownclock.2020.html" width="400">
</iframe>

2) This is currently blocked:
<iframe height="220" src="https://www.census.gov/census-countdown/clock.html" width="375"></iframe>

I'd appreciate any insight. We're just a month away. What are others using for their countdown clocks?

Thanks so much,

(b) (6)
Digital Solutions
North Carolina Department of Information Technology

919.707.9737
(b) (6) nc.gov

it.nc.gov

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Subject:	Coronavirus Widget?
From:	"Gillick, Lawrence - FPAC-FBC, Washington, DC" <Lawrence.Gillick@USDA.GOV>
Reply To:	Gillick, Lawrence - FPAC-FBC, Washington, DC
Date:	Tue, 3 Mar 2020 23:11:45 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1682 bytes) , text/html (3807 bytes)

Hello!

I don’t suppose there’s a plan for CDC to come out with a COVID-19 widget, along the lines of ye olde flu or Zika widgets?
https://www.cdc.gov/widgets/index.html

Larry

Larry Gillick
Chief, Web & Digital Strategy
Farm Production and Conservation Business Center
U.S. Department of Agriculture
Phone: 202-720-4024
Email – lawrence.gillick@usda.gov

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Subject: Re: Coronavirus Widget?
From: "Smith, Fred (CDC/OD/OADC)" <evp9@CDC.GOV>
Reply To: Smith, Fred (CDC/OD/OADC)
Date: Wed, 4 Mar 2020 14:28:05 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3855 bytes) , text/html (9 kB)

Hi Larry,

Thanks for your interest in CDC content. We have a microsite widget specifically for COVID-19 information; it is being updated and adjusted as the situation evolves. You can see the microsite and get the embed code in the Public Health Media Library (PHML) https://tools.cdc.gov/medialibrary/index.aspx#/microsite/id/403323 . The PHML offers many types of content for use and syndication, including badges, buttons, html pages, images, infographics, videos, widgets, and microsites. Please feel free to browse our library https://tools.cdc.gov/medialibrary/index.aspx for other content that you might be interested in syndicating.

Please let me know if you have any questions or need assistance.

Fred

Technology Team Lead
Digital Media Branch
Division of Public Affairs (DPA)
Office of the Associate Director for Communications (OADC)
Centers for Disease Control and Prevention (CDC)
404-498-2478
Fax: 404-498-2221
wfsmith@cdc.gov
https://www.cdc.gov/
https://data.cdc.gov/

From: Gillick, Lawrence - FPAC-FBC, Washington, DC <00000779da13790d-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, March 3, 2020 6:12 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Coronavirus Widget?

Hello!

I don't suppose there's a plan for CDC to come out with a COVID-19 widget, along the lines of ye olde flu or Zika widgets?
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Larry

Larry Gillick
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Reply To:	Gillick, Lawrence - FPAC-FBC, Washington, DC
Date:	Wed, 4 Mar 2020 15:13:18 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (5 kB) , text/html (12 kB)

Thanks Fred,

I'll take a peek!

Larry

From: Smith, Fred (CDC/OD/OADC) <evp9@cdc.gov>
Sent: Wednesday, March 4, 2020 9:28 AM
To: Gillick, Lawrence - FPAC-FBC, Washington, DC <Lawrence.Gillick@usda.gov>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: RE: Coronavirus Widget?

Hi Larry,

Thanks for your interest in CDC content. We have a microsite widget specifically for COVID-19 information; it is being updated and adjusted as the situation evolves. You can see the microsite and get the embed code in the Public Health Media Library (PHML) https://tools.cdc.gov/medialibrary/index.aspx#/microsite/id/403323 . The PHML offers many types of content for use and syndication, including badges, buttons, html pages, images, infographics, videos, widgets, and microsites. Please feel free to browse our library https://tools.cdc.gov/medialibrary/index.aspx for other content that you might be interested in syndicating.

Please let me know if you have any questions or need assistance.

Fred

Technology Team Lead
Digital Media Branch
Division of Public Affairs (DPA)
Office of the Associate Director for Communications (OADC)
Centers for Disease Control and Prevention (CDC)
404-498-2478
Fax: 404-498-2221
wfsmith@cdc.gov
https://www.cdc.gov/
https://data.cdc.gov/

From: Gillick, Lawrence - FPAC-FBC, Washington, DC <00000779da13790d-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, March 3, 2020 6:12 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Coronavirus Widget?

Hello!

I don't suppose there's a plan for CDC to come out with a COVID-19 widget, along the lines of ye olde flu or Zika widgets?
https://www.cdc.gov/widgets/index.html

Larry

Larry Gillick
Chief, Web & Digital Strategy
Farm Production and Conservation Business Center
U.S. Department of Agriculture
Phone: 202-720-4024
Email – lawrence.gillick@usda.gov

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Subject: Re: [External] Re: [CONTENT-MANAGERS-L] Census Countdown Clock Widget
From: "(b) (6) <(b) (6) NC.GOV>
Reply To: (b) (6)
Date: Wed, 4 Mar 2020 16:52:13 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (6 kB) , text/html (13 kB) , image001.png (32 kB)

Hi, Kathy and thank you to all the Census folks who reached out. Our solution was to replicate their code (without the embed div) and host it in our own environment. We're now able to display the widget successfully on the NC Census site: https://census.nc.gov/

(b) (6)

From: (b) (6) (Bureau of Administration) <(b) (6) COOKCOUNTYIL.GOV>
Sent: Tuesday, March 3, 2020 4:53 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [External] Re: [CONTENT-MANAGERS-L] Census Countdown Clock Widget

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to report.spam@nc.gov

Interesting, this is a great little widget if you just go straight to the page, but the embed is not working in my CMS pages either.
If you find out how to successfully add or whitelist it, please share as we would be interested in adding it to our site as well.
Thanks!
-kathy

(b) (6) | Information Technology Communications Manager
Cook County | Bureau of Administration| Communications Program
p: 312.603.0086 e: (b) (6) cookcountyil.gov

From: (b) (6) <(b) (6) NC.GOV>
Sent: Thursday, February 27, 2020 1:55 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Census Countdown Clock Widget

Good afternoon. Hoping to reach someone from the Census Bureau. There have been a couple of census countdown clock widgets on the Census Bureau site. Both have been blocked from embed for security reasons. I have reached out directly through the site to have the nc.gov domain white listed so we could use the clock widget on our census site at https://census.nc.gov/.

These are the embed codes I've found over the past year:

1) This was initially available, then blocked, then no longer found:
<iframe height="293" src="https://2020census.gov/en/_jcr_content/root/responsivegrid/countdownclock.2020.html [2020census.gov]" width="400"></iframe>

2) This is currently blocked:
<iframe height="220" src="https://www.census.gov/census-countdown/clock.html [census.gov]" width="375"></iframe>

I'd appreciate any insight. We're just a month away. What are others using for their countdown clocks?

Thanks so much,

(b) (6)
Digital Solutions
North Carolina Department of Information Technology

919.707.9737
(b) (6) nc.gov

it.nc.gov

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Subject: U.S. Access Board Seeks Technical Writer (GS12)
From: Bruce Bailey <Bailey@ACCESS-BOARD.GOV>
Reply To: Bruce Bailey <Bailey@ACCESS-BOARD.GOV>
Date: Wed, 4 Mar 2020 18:10:49 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (2289 bytes) , text/html (5 kB) , image001.png (5 kB)

Please pass along!
The person will be working on our website, but that is not the primary focus.

From: United States Access Board <access-board@service.govdelivery.com>
Sent: Wednesday, March 4, 2020 12:47 PM
To: Bruce Bailey <Bailey@Access-Board.gov>
Subject: U.S. Access Board Seeks Technical Writer

U.S. Access Board Seeks Technical Writer
The U.S. Access Board seeks a Technical Writer (GS 12) to serve in its Office of Technical and Information Services.
Current or former federal employees who qualify as status candidates, candidates eligible under the Veterans Employment Opportunity Act, the Career Transition Assistance Plan, or the Interagency Career Transition Assistance Plan, and candidates eligible for special hiring authorities (e.g., Schedule A appointment for persons with disabilities) or who are eligible for Veterans' Recruitment Appointment, should respond to Vacancy Announcement #20-AB-3-MP. All other candidates should respond to Vacancy Announcement #20-AB-4-P.
Applications are due March 25, 2020.
For further information, contact the Applicant Call Center at (304) 480-7300 or by email at ACCESSBOARDINQUIRIES@fiscal.treasury.gov.

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Subject: We're hiring! Director of Division of Web Experience
From: "Raschka, Matthew S. (CMS/OC)" <Matthew.Raschka@CMS.HHS.GOV>
Reply To: Raschka, Matthew S. (CMS/OC)
Date: Fri, 6 Mar 2020 16:48:56 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2342 bytes) , text/html (9 kB)

We're hiring! Come be the Director of Web Experience within the Web and Emerging Technologies Group (WETG) at CMS.

Manage a team who:

- integrate user-centered and user experience (UX) design principles with agile development methodologies
- implement and evaluate new methods and approaches to UX design
- employ design thinking across all major development efforts including ideation workshops, facilitation of discovery, and solution conceptualization

This position is a Supervisory Web Communications Specialist, GS-0301-15, Director of the Division of Web Experience. It is located in the Department of Health & Human Services (HHS), Centers for Medicare & Medicaid Services (CMS), Office of Communications, Web and Emerging Technologies Group (WETG).

https://www.usajobs.gov/GetJob/ViewDetails/562026200

Matt Raschka
Technical Advisor
Centers for Medicare & Medicaid Services (CMS)
Office of Communications (OC)
Web and Emerging Technologies Group (WETG)

Email: matthew.raschka@cms.hhs.gov

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Subject:	Sim Daltonism 4 - Color Blindness simulator/review
From:	Eric Eskam - QT3KAB <eric.eskam@GSA.GOV>
Reply To:	Eric Eskam - QT3KAB <eric.eskam@GSA.GOV>
Date:	Mon, 9 Mar 2020 09:09:11 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2029 bytes) , text/html (5 kB)

This one is Mac only, but if you are on a Mac very worth installing: https://michelf.ca/projects/sim-daltonism/

Description from the store:

From the perspective of a color blind person, some colors are impossible to distinguish. Sim Daltonism lets you visualize colors as they are perceived with various types of color blindness.

Move the Sim Daltonism window over something on the screen and see what it looks like with a color blindness. With this app you can check the accessibility of websites and other user interfaces, make your visual designs better for color blind people, or just play around to better understand how various color blindness types affect color perception.

The Filter Window

The Sim Daltonism window acts as a filter for what is under it. You can click inside and manipulate windows from other apps that are located under it.

But you can change this so the filter window follows the mouse pointer, displaying the area around it. This makes it possible to view the filtered image alongside the unfiltered one.

It is open source; there may be ports to other operating systems too.

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Subject: Coronavirus (COVID-19) guidance for USG websites and social media
From: "(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C) HQ.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Wed, 11 Mar 2020 14:14:39 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (5 kB) , text/html (13 kB) , image001.jpg (8 kB)

Morning –

In response to the Coronavirus (COVID-19), and in coordination with the Office of the Vice President (OVP) and the US Department of Health and Human Services (HHS), the US Department of Homeland Security (DHS) and the Federal Web Council are establishing a lane of communication structure for federal web and digital communications related to the disease. 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, Energy might post a press release related to Energy activities… and instead of every other agency trying to keep up with adding that link to their site as well, a link to the Energy release is added to one or two centralized pages.

Web Guidance:

1. First, if you are standing up a page on your website specific to COVID-19, please **FOLLOW THE REQUESTED URL STRUCTURE** to the best of your ability:

   https://www.agency.gov/coronavirus

2. Second, **STAY IN YOUR LANE**. Only post information directly related to your agency on your agency's Coronavirus page.
   a. Once your agency's page is live, please **FORWARD THE LINK** to joanne.mcgovern@gsa.gov for inclusion on the "What the US Government is Doing" lane on USA.gov.
   b. If you add a significant news release or update to the public, please **FORWARD THE URL OF THE ARTICLE** to joanne.mcgovern@gsa.gov for inclusion as well.

3. Third, **LINK TO THE PRIMARY LANES OF COMMUNICATION** for the disease. At this point, we have identified two lanes – one for information about the disease and one for information about the US Government response. Please include links to these two lanes in all publicly-released materials related to COVID-19, place them prominently on your agency's Coronavirus page, and promote them on your primary agency website as appropriate. The two lanes are outlined below.

4. Fourth, at this point, we do not want to "brand" a virus. Please **DO NOT CREATE A LOGO** or any other distinct visual treatment for COVID-19. To provide for some level of consistency of presentation, a high-resolution copy of the image that CDC has been using can be found at https://phil.cdc.gov/Details.aspx?pid=2871.

Lanes of Communication:

Coronavirus Disease 2019 (COVID-19)
https://www.coronavirus.gov

The Centers for Disease Control and Prevention (CDC) has established a landing page on CDC.gov with the latest information from CDC and the overarching medical community on COVID-19. The page is currently promoting information on how it spreads, symptoms, prevention and treatment, stigma and COVID-19, what to do if you are sick, and frequently asked questions. The page is located at https://www.coronavirus.gov.

What the U.S. Government is Doing

https://www.usa.gov/coronavirus
Spanish: https://gobierno.usa.gov/coronavirus

GSA has created a landing page on USA.gov for government-wide information related to COVID-19 activities. The page is being populated now – **if you have materials from your agency that need to be added to the page**, please email joanne.mcgovern@gsa.gov and she will coordinate posting. USA.gov can support both English and Spanish content. The page is located at https://www.usa.gov/coronavirus and the Spanish page is at https://gobierno.usa.gov/coronavirus.

Social Media Guidance:

For social media, we are currently asking folks to follow and retweet the following handles:

Twitter: @CDCgov
Facebook: https://www.facebook.com/CDC
Instagram: @CDCgov

Thanks, and if you have any questions please feel free to reach out to either myself or Stacey Palosky (Stacey.Palosky@hhs.gov) at HHS.

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

(b) (6), (b) (7)(C) | U.S. Department of Homeland Security

Office of Public Affairs
Director of Web Communications
Co-Chair, Federal Web Council

(Voice) 202-447-4617
(Cell) (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C)hq.dhs.gov

Homeland Security

Subject: USWDS Monthly Call: Color Tokens Update
From: DigitalGov University <digitalgovu@GSA.GOV>
Reply To: DigitalGov University <digitalgovu@GSA.GOV>
Date: Wed, 11 Mar 2020 16:17:25 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2755 bytes) , text/html (16 kB)

Hello!

Join us this Thursday, March 19, from 2:30pm to 3:30pm ET, for the U.S. Web Design System (USWDS) monthly call. For March, Dan Williams, USWDS product lead, will share the design system's 2020 roadmap. He will discuss ways you can successfully adopt and adopt USWDS incrementally over time, with a focus this month on the design system's color tokens.

Register today to learn more about these new developments and be prepared with questions you can ask Dan during the live Q&A portion of the event. Register today at https://go.usa.gov/xd6PP to confirm your participation!

We post a video of each call at digital.gov/events shortly after the event. Watch the video from last month's call to learn more about design system maturity.

Connect with USWDS:

- USWDS website
- USWDS on GitHub
- Join the USWDS Public Slack
- Twitter
- Join our community
- Email

We look forward to seeing you!

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

--

DigitalGov University
digitalgovu@gsa.gov
https://digital.gov/events/

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Subject: Re: USWDS Monthly Call: Color Tokens Update
From: DigitalGov University <digitalgovu@GSA.GOV>
Reply To: DigitalGov University <digitalgovu@GSA.GOV>
Date: Wed, 11 Mar 2020 16:52:59 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3233 bytes) , text/html (17 kB)

Hello,

This email is to serve as a correction to our earlier email. The USWDS call for March 2020 is scheduled for ***next*** Thursday, March 19th. We apologize for any initial confusion this might have caused and hope to see you next week.

Best,

On Wed, Mar 11, 2020 at 4:17 PM DigitalGov University <digitalgovu@gsa.gov> wrote:

> Hello!
>
> Join us this Thursday, March 19, from 2:30pm to 3:30pm ET, for the U.S. Web Design System (USWDS) monthly call. For March, Dan Williams, USWDS product lead, will share the design system's 2020 roadmap. He will discuss ways you can successfully adopt and adopt USWDS incrementally over time, with a focus this month on the design system's color tokens.
>
> Register today to learn more about these new developments and be prepared with questions you can ask Dan during the live Q&A portion of the event. Register today at https://go.usa.gov/xd6PP to confirm your participation!
>
> We post a video of each call at digital.gov/events shortly after the event. Watch the video from last month's call to learn more about design system maturity.
>
> Connect with USWDS:
>
> USWDS website
> USWDS on GitHub
> Join the USWDS Public Slack
> Twitter
> Join our community
> Email
>
> We look forward to seeing you!
>
>
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Subject: Learn How to Write for the Accessible Web!
From: DigitalGov University <digitalgovu@GSA.GOV>
Reply To: DigitalGov University <digitalgovu@GSA.GOV>
Date: Fri, 13 Mar 2020 10:51:10 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1852 bytes) , text/html (3821 bytes)

Hello!

Are you interested in how to write accessible web content? Then join TTS's Content and Accessibility Guilds for a special presentation featuring 18F Content Strategist, Ryan Johnson about how you can effectively write accessible web

Do you create content for a website or digital product? Do you contribute documents, text, or images that end up on a website or digital product? Regardless of your role in government, you're a content creator.

We all communicate with each other and the public in the course of our duties. And yet, accessibility is often viewed through the lens of software development or visual design. This presentation will be held next Friday, March 20 from 1:00 PM - 2:00 PM ET and will focus on what we can all do to design content that is accessible to everyone. Register now for free http://go.usa.gov/xdFNp!

--

DigitalGov University
digitalgovu@gsa.gov
https://digital.gov/events/

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Subject:	Webpage Archiving Standards
From:	"Bakely, Cole" <Cole.Bakely@ED.GOV>
Reply To:	Bakely, Cole
Date:	Mon, 16 Mar 2020 11:54:40 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1279 bytes) , text/html (2720 bytes)

I am working on a team to develop standards to remove/archive thousands of pages from our public-facing site. I know HHS publicly posts its archiving standards and lifecycle maintenance requirements. Does anybody else have specific suggestions, resources, or best practices that they can share as we develop our archiving standards?

Best,
Cole

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Subject:	Re: Webpage Archiving Standards
From:	"Smith, Kelley (HHS/ASPA)" <Kelley.Smith@HHS.GOV>
Reply To:	Smith, Kelley (HHS/ASPA)
Date:	Mon, 16 Mar 2020 14:23:46 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (9 kB) , image001.png (6 kB)

Good morning Cole,
I am the individual responsible for archiving at HHS. If you have any comments or questions regarding how we handle archiving please feel free to reach out.

Respectfully,

Kelley

U.S. Department of Health and Human Services
Assistant Secretary for Public Affairs (ASPA)

Kelley Smith
Public Affairs Specialist - CSM®, A-CSPO®
Digital Communications Division (
Office: 202-260-1326 | Mobile: (b) (6)

200 Independence Ave. SW, Suite 625E.1
Washington, DC 20201
https://www.hhs.gov

From: Bakely, Cole <000007ee0a9789a5-dmarc-request@LISTSERV.GSA.GOV>
Sent: Monday, March 16, 2020 7:55 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Webpage Archiving Standards

I am working on a team to develop standards to remove/archive thousands of pages from our public-facing site. I know HHS publicly posts its archiving standards and lifecycle maintenance requirements. Does anybody else have specific suggestions, resources, or best practices that they can share as we develop our archiving standards?

Best,
Cole

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https://protect2.fireeye.com/url?k=fd11b1a5-a145a8d9-fd11809a-0cc47adc5fa2-8c151521bfdb011b&u=http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

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

Subject:	Seeking press announcements related to virus impact on agency operations
From:	"Noonan Sturm, Christine" <cnoonansturm@FTC.GOV>
Reply To:	Noonan Sturm, Christine
Date:	Tue, 17 Mar 2020 13:19:31 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (8 kB) , image003.jpg (4 kB)

Greetings, hope you are all staying well.

Our Public Affairs office is seeking examples of any press release or public leadership statement (issued by secretary/director/commission chairman) concerning any changes to agency operations – changes in hours, staff teleworking, modifications in business processes (e.g. online or phone versus in person), etc.

Here are three public impacts to us, our customers, and operations currently:

1. Our HSR premerger clearance process has been modified:

Premerger Office: https://www.ftc.gov/enforcement/premerger-notification-program

Guidance for filing parties: https://www.ftc.gov/enforcement/premerger-notification-program/guidance-filing-parties

Press release about changes: https://www.ftc.gov/news-events/press-releases/2020/03/premerger-notification-office-implements-temporary-e-filing

2. Our free publications website is offline. See our notice:

https://www.bulkorder.ftc.gov/notice/

3.Our Competition Office has had to make some modifications.

Blog post: https://www.ftc.gov/news-events/blogs/competition-matters/2020/03/changes-bureau-procedure-during-covid-19-coronavirus

But we have not issued any release or statement aggregating these and any other changes to explain how we are continuing our operations while staying safe.

Has any arm of the government issued such a release or statement? If so, could you share?

Thanks for your insights. Take good care.

Regards,

Chris

Chris Noonan Sturm
Website Manager
COR I PMP I MBA
Office of Public Affairs
Federal Trade Commission
202-326-2728 I cnoonansturm@ftc.gov
www.ftc.gov I *Protecting America's Consumers*

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

Subject:	Response from VOA to request from FTC on [CONTENT-MANAGERS-L] Seeking press announcements related to virus impact on agency operations
From:	Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To:	Bridget Serchak <BSerchak@VOANEWS.COM>
Date:	Tue, 17 Mar 2020 14:01:36 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (7 kB) , text/html (16 kB) , image005.jpg (16 kB) , image006.jpg (4 kB)

Hi Christine,

Voice of America (one of the five networks – and one of the two federal networks - of the independent federal agency, the U.S. Agency for Global Media (formerly the Broadcasting Board of Governors)) issued a news release on Friday announcing that our studio tours are suspended indefinitely. My office, VOA Public Relations, manages hundreds of tours for thousands of visitors annually. The tours are led by our journalists, broadcast operations staff and VOA PR team members.

The news release is here: https://www.insidevoa.com/a/5328072.html

The tour closure notice is here: www.voatour.com.

Regards,

Bridget
****
Bridget Ann Serchak
Director of Public Relations
Voice of America
U.S. Agency for Global Media
(formerly Broadcasting Board of Governors)
330 Independence Avenue, S.W.
Washington, D.C. 20237
202 382 5975 Direct
202 382 5977 Main
bserchak@voanews.com
bserchak@usagm.gov
www.insidevoa.com
@insidevoa

Voice of America
****

From: Noonan Sturm, Christine <0000001097f06124-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, March 17, 2020 9:20 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Seeking press announcements related to virus impact on agency operations

Greetings, hope you are all staying well.

Our Public Affairs office is seeking examples of any press release or public leadership statement (issued by secretary/director/commission chairman) concerning any changes to agency operations – changes in hours, staff teleworking, modifications in business processes (e.g. online or phone versus in person), etc.

Here are three public impacts to us, our customers, and operations currently:

1. Our HSR premerger clearance process has been modified:

Premerger Office: https://www.ftc.gov/enforcement/premerger-notification-program

Guidance for filing parties: https://www.ftc.gov/enforcement/premerger-notification-program/guidance-filing-parties

Press release about changes: https://www.ftc.gov/news-events/press-releases/2020/03/premerger-notification-office-implements-temporary-e-filing

2. Our free publications website is offline. See our notice:

https://www.bulkorder.ftc.gov/notice/

3.Our Competition Office has had to make some modifications.

Blog post: https://www.ftc.gov/news-events/blogs/competition-matters/2020/03/changes-bureau-procedure-during-covid-19-coronavirus

But we have not issued any release or statement aggregating these and any other changes to explain how we are continuing our operations while staying safe.

Has any arm of the government issued such a release or statement? If so, could you share?

Thanks for your insights. Take good care.

Regards,

Chris

Chris Noonan Sturm
Website Manager
COR I PMP I MBA
Office of Public Affairs
Federal Trade Commission
202-326-2728 I cnoonansturm@ftc.gov
www.ftc.gov I *Protecting America's Consumers*

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

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

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

Subject:	2020 Census contact?
From:	Darren Cole <Darren.Cole@NARA.GOV>
Reply To:	Darren Cole <Darren.Cole@NARA.GOV>
Date:	Tue, 17 Mar 2020 11:38:44 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1661 bytes) , text/html (2927 bytes)

Does anyone from the Census Bureau happen to be on this list? We've received requests for help from the public with the 2020 Census (somewhat understandable as the Archives has lots of resources on researching past census records), but are unsure where to redirect these inquiries. The my2020census.gov site which they were asking about doesn't appear to have any help or contact information that I was able to find. I located a contact # on 2020census.gov/en/help.html but wasn't sure if that was the most appropriate for issues with the my2020census.gov site.

Many thanks!

Darren A. Cole
Digital Partnerships and Outreach
Office of Innovation
National Archives and Records Administration
darren.cole@nara.gov
https://www.archives.gov

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Subject: USWDS Monthly Call Reminder - Register Today!
From: DigitalGov University <digitalgovu@GSA.GOV>
Reply To: DigitalGov University <digitalgovu@GSA.GOV>
Date: Tue, 17 Mar 2020 13:19:30 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2781 bytes) , text/html (16 kB)

Hello!

Be sure to join us this Thursday, March 19, from 2:30pm to 3:30pm ET, for the U.S. Web Design System (USWDS) monthly call. This month Dan Williams, USWDS product lead, will discuss the design system's 2020 roadmap and address ways you can successfully adopt and adapt USWDS incrementally over time. He will pay careful attention to updates to the design system's color tokens.

Register today to learn more about these new developments and be prepared with questions you can ask Dan during the live Q&A portion of the event.

Registration: https://go.usa.gov/xd6PP

We post a video of each call at digital.gov/events shortly after the event. Watch the video from last month's call to learn more about design system maturity.

Connect with USWDS:

- USWDS website
- USWDS on GitHub
- Join the USWDS Public Slack
- Twitter
- Join our community
- Email

We look forward to seeing you!

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

--

DigitalGov University
digitalgovu@gsa.gov
https://digital.gov/events/

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Subject:	Join us for a demonstration on the basics of using the Cloud.gov platform!
From:	DigitalGov University <digitalgovu@GSA.GOV>
Reply To:	DigitalGov University <digitalgovu@GSA.GOV>
Date:	Wed, 18 Mar 2020 13:41:17 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1373 bytes) , text/html (3021 bytes)

Hello Web Content Managers Community Members!

Join us at **2:00p.m. ET, Tuesday, March 31st** for a virtual workshop with the Cloud Foundry ambassador, Steve Greenberg, where he will demonstrate the basics of using the Cloud.gov platform as a developer.

Register here: https://digital.gov/event/2020/03/31/intro-cloud-foundry-on-cloudgov/

Hope you can join us for this event!

--

DigitalGov University
digitalgovu@gsa.gov
https://digital.gov/events/

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Subject:	The U.S. Digital Registry will be down Friday, March 20 - Monday, March 23, 2020
From:	Natalie Davidson - QQF <natalie.davidson@GSA.GOV>
Reply To:	Natalie Davidson - QQF <natalie.davidson@GSA.GOV>
Date:	Wed, 18 Mar 2020 15:42:34 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1350 bytes) , text/html (5 kB)

Hi colleagues -

The U.S. Digital Registry will be migrating to a different hosting environment and not available to process your account additions or modifications starting Friday, March 20, at 12PM ET (Noon) until Monday, March 23, at 12PM ET (Noon).

Thanks for your cooperation,
Natalie

--

GSA | U.S. General Services Administration

Natalie Davidson, CUA

User Experience
Technology Transformation Service

Mobile: (b) (6)

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Subject:	Drupal online resources today and tomorrow - all free
From:	Kirsten Burgard <KBurgard@VOANEWS.COM>
Reply To:	Kirsten Burgard <KBurgard@VOANEWS.COM>
Date:	Thu, 19 Mar 2020 16:15:27 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3166 bytes) , text/html (7 kB)

Just sharing some online resources available today and tomorrow. Stay safe everyone.

Webinar: Conformity is Necessary??

This Thursday, March 19 at 3pm EDT, we will be hosting Beyond Motivation as they take us through *Conformity is Necessary??*

We live in a world filled with opinions, thoughts and ideas, often creating a hostile environment for teams. In order for teams to work together there must be agreement, which often requires for those that don't agree to conform. This is why you must learn the art of dissent as a means of being able to efficiently and effectively express your thoughts, ideas and disagreements. As teams are trained to think critically and holistically communicate, you will find that a natural flow of conformity occurs.

During this webinar, we will...

- Explore the necessity of conformity to achieve greater productivity, creativity and innovation
- Understand the art of dissent in facilitating conformity and agreement
- Recognize when we should conform or seek to persuade and/or gain consensus for the conformity of others

Register for Conformity is Necessary?? Webinar

Drupal Camps... Online this Weekend!

Instead of sessions taking place in physical rooms for NERD Summit and MidCamp this weekend, they will take place in Zoom rooms. A Zoom link will be provided for each room. And you can attend, too.

> DO NOT forget to make plans for **Drupal GovCon 2020: July 28 - July 31, 2020** -- and find local Drupal events in your area, too!

Get Your NERD Summit Ticket

Also, super sad about Drupalcon having to be canceled or rescheduled. I'm hoping we'll be able to put Drupal GovCon on this July.

--

Subject:	Register for the March 25th DAP Community of Practice Learning Series Webinar - "Justifying the Web Analyst's Role in Your Organization"
From:	DigitalGov University <digitalgovu@GSA.GOV>
Reply To:	DigitalGov University <digitalgovu@GSA.GOV>
Date:	Thu, 19 Mar 2020 14:55:26 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1465 bytes) , text/html (2564 bytes)

Hello Web Content Manager Community Members!

Join us at **2:00p.m. ET, Wednesday, March 25th** the DAP Community of Practice will host a virtual workshop, where we will address how to think about justifying an analyst role on your team, and talk about the role's many hats, as well as making the business case to your leadership team.

Register here: https://digital.gov/event/2020/03/25/dap-learning-series-justifying-web-analysts/

Hope you can join us for this event!

--

DigitalGov University
digitalgovu@gsa.gov
https://digital.gov/events/

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Subject: UPDATED Coronavirus (COVID-19) Guidance for U.S. Government Websites and Social Media
From: "(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C) HQ.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Thu, 19 Mar 2020 20:18:03 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (7 kB) , text/html (25 kB) , image001.jpg (8 kB)

Afternoon –

We have a few updates on the Coronavirus (COVID-19) Guidance for U.S. Government Websites and Social Media.

Details are below, but here is the super-short version up front:

1. With the launch of the revamped Coronavirus.gov (that happened moments ago), **we are expanding to three lanes of communication** – Coronavirus.gov, CDC.gov/coronavirus, and USA.gov/coronavirus.
2. All agencies should link to the three lanes from all publicly-released materials related to Coronavirus, link to the three lanes prominently on the agency's Coronavirus page, and link to any (or all) of the three lanes elsewhere on the agency website as appropriate.
3. If agencies have agency-specific information, they should create a centralized landing page on their site at >https://www.agency.gov/coronavirus< and put all of their agency-specific materials on that page. Forward the link of this page to usagovemergency@gsa.gov.
4. When posting information about the Coronavirus to an agency website, agencies should remember to "stay in your lane" and only post agency-specific information – for everything else, link to authoritative sources (Coronavirus.gov, CDC.gov and USA.gov first, then others).
5. If you add a significant news release or update to the public, forward the URL of the article to usagovemergency@gsa.gov.
6. Do not create a logo for the virus

Details are below, but before I get into that, HUGE kudos to HHS, CDC, and USA.gov for their MONSTER coronavirus work! I think we can all agree that they're doing lion's work during trying times and knocking it out of the park. Great job – keep it up!

So here are the details:

Authority

In response to Coronavirus Disease 2019 (COVID-19), and in conjunction with the White House, the US Department of Health and Human Services (HHS), and the Federal Web Council, the US Department of Homeland Security (DHS) is issuing guidance for the coordination of Federal web and social media communications related to this incident.

This authority for this action comes from Emergency Support Function 15 (ESF-15 - Public Affairs – Annex R) of the National Response Framework where, during incidents of national significance, DHS has the authority to coordinate all USG communications.

On March 11, 2020, DHS activated ESF-15 for Federal web and social communications to support the national response to Coronavirus Disease 2019 (COVID-19).

All Federal agencies are required to follow this guidance. Please forward this message as necessary.

Web Guidance

First, when standing up a page on your website specific to COVID-19, please **FOLLOW THE REQUESTED URL STRUCTURE** to the best of your ability: https://www.agency.gov/coronavirus

Second, **STAY IN YOUR LANE**. Only post information directly related to your agency on your agency's Coronavirus page.

- Once your agency's page is live, please **FORWARD THE LINK** to usagovemergency@gsa.gov for inclusion on the "What the US Government is Doing" lane on USA.gov.
- If you add a significant news release or update to the public, please **FORWARD THE URL OF THE ARTICLE** to usagovemergency@gsa.gov for inclusion as well.

Third, **LINK TO THE PRIMARY LANES OF COMMUNICATION** for the disease (below).

- Link to all three lanes from all publicly-released materials related to COVID-19
- Link to all three lanes prominently on your agency's Coronavirus page
- Link to any (or all) of the three lanes elsewhere on your agency website as appropriate.
- If your agency has agency-specific coronavirus information (where you "own" that lane), promote that specific information on your homepage BEFORE promoting the three lanes. It doesn't make sense for Coronavirus.gov or usa.gov/coronavirus to send people your way to have the public be first presented a link back to coronavirus.gov.
- If your agency does not have agency-specific coronavirus information to present, include a link to Coronavirus.gov on the homepage of your agency website. Prominence of display and additional locations to place the link is at agency discretion and should be based on user analytics (focus on where your users would be looking for this kind of information).

Fourth, at this point, please **DO NOT CREATE A LOGO** or any other distinct visual treatment for COVID-19. To provide for some level of consistency of presentation, a high-resolution copy of the image that CDC has been using can be found at https://phil.cdc.gov/Details.aspx?pid=2871.

Lanes of Communication

Coronavirus.gov

https://www.coronavirus.gov

This is a primary lane of information for the public regarding Coronavirus (COVID-19). It is a portal for public information that is curated by the Coronavirus (COVID-19) Task Force at the White House, working in conjunction with CDC, HHS and other agency stakeholders. Coronavirus.gov will link to the appropriate Federal agency website as the authoritative source for that information as necessary.

Coronavirus Disease 2019 (COVID-19)

https://www.cdc.gov/coronavirus

Coronavirus Disease 2019 (COVID-19) landing page on CDC.gov is the latest public health and safety information from CDC and for the overarching medical and health provider community on COVID-19. The site contains consumer and medical information on how the virus spreads, symptoms, prevention and treatment, stigma, cases and what to do if you are sick, along with frequently asked questions.

What the U.S. Government is Doing

https://www.usa.gov/coronavirus
Spanish: https://www.usa.gov/espanol/coronavirus

Landing page on USA.gov that is cataloging all U.S. government activities related to Coronavirus (COVID-19). USA.gov can support both English and Spanish content.

Social Media Guidance

Follow the following handles and retweet/share information relevant to your agency.

Twitter: @CDCgov
Facebook: https://www.facebook.com/CDC
Instagram: @CDCgov

Thanks, and if you have any questions please feel free to reach out to either myself or Stacey Palosky (Stacey.Palosky@hhs.gov) at HHS.

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

(b) (6), (b) (7)(C)	U.S. Department of Homeland Security
Office of Public Affairs Director of Web Communications Co-Chair, Federal Web Council	(Voice) 202-447-4617 (Cell) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) hq.dhs.gov

Subject:	Translation Resources
From:	Laura Godfrey - QQBB <laura.godfrey@GSA.GOV>
Reply To:	Laura Godfrey - QQBB <laura.godfrey@GSA.GOV>
Date:	Mon, 23 Mar 2020 09:11:24 -0400
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (1495 bytes) , text/html (2932 bytes) , NLSC Snapshot For Partners March 2020.pdf (307 kB)

Good morning!

I hope everyone is doing well.

Some folks have contacted me about translation resources and I wanted to share the National Language Service Corps (NLSC) snapshot in case you need to translate COVID-19 resources into other languages and don't have in-house capabilities.

Reminder: NLSC, a program of the Department of Defense, can only work with federal agencies.

Thanks,
Laura

Laura Godfrey
vote.gov/and Manager, Multilingual CoP
TTS, U.S. General Services Administration
202.536.8968
https://twitter.com/votegov

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NATIONAL LANGUAGE SERVICE CORPS

Language for the good of all

SNAPSHOT for Partners

How Can Your Agency Leverage NLSC Support?

The National Language Service Corps (NLSC) enables Federal agencies to fill capability gaps through low-cost access to Government investments in language skills. Administered by the Defense Language and National Security Education Office (DLNSEO) within the Office of the Under Secretary of Defense for Personnel and Readiness (OUSD P&R), the NLSC enables Federal agencies to leverage a full range of language capabilities, including interpretation, translation, instruction, and cultural support.

How to Request NLSC Support

1. Verify that a support agreement is established.
2. Inform the NLSC/DLNSEO of your language requirements.
3. Approve the cost estimate generated by the NLSC.
4. Obligate funds to the NLSC.

DLNSEO Leadership

CDR Genevieve Ubina, USN
NLSC Director
genevieve.g.ubina.mil@mail.mil
571-256-0673

Ernesto Andrada
NLSC Associate Director
ernesto.c.andrada.civ@mail.mil
571-256-0801

NLSC Support Team Leadership

Barak Salmoni, PhD
Program Manager
bsalmoni2.ctr@nlscorps.org
703-888-7873

Chiquita King
Engagement Lead
cking.ctr@nlscorps.org
703-984-2512

NLSC Achievements to Date

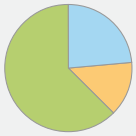
We are authorized by law to serve across the Federal Government, providing a full range of language support within the DoD and beyond.

10,579+ Members Worldwide

441 Members Languages

48,947.25+ Hours Worked

Our global and focused recruiting efforts serve partner request trends and mission-specific requirements.



62% CONUS
23% OCONUS
15% TELEWORK

Missions Completed

58 Agencies Supported

The NLSC's current partnerships span the gamut of organizations and echelons.

- **7** Combatant Commands
- **10** Component Headquarters, Commands, and Offices
- **8** Defense Agencies, Schools, and Training Activities
- **5** Interagency Offices

Legislation

The FY13 National Defense Authorization Act (NDAA) authorized a permanent NLSC, and 50 U.S. Code Chapter 37 provides a firm legislative foundation. In FY16, DoD Instruction (DoDI) 1110.02 was approved, and the NLSC was codified in the Code of Federal Regulations. The FY18 NDAA House of Representatives Conference Report noted "the significant contributions of the National Language Service Corps and commend[ed] their efforts to respond rapidly to assist U.S. departments and agencies to fulfill a wide range of foreign language needs."

SNAPSHOT for Partners

NLSC Mission Capabilities

The NLSC offers Federal Government partners flexible and efficient full-spectrum linguistic services.

Interpretation

- Simultaneous
- Consecutive
- Interpretation Skill Set Training

Translation

- Technical Translation
- QA/QC Editing Process
- Classified Document Translation

Instruction

- All Levels of Language Instruction
- Tutoring and Group Sessions
- Phone Instruction

Cultural Support

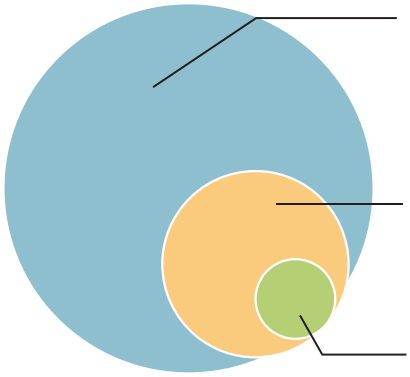
- Cultural Sensitivity Education
- Cultural Advising
- Document Screening

NLSC Mission Readiness

To support rapid activations, the DoD has authorized a portion of our members to become federalized as a ready reserve. When activated, our federalized members serve as temporary Government employees.

Our Federalized Component

- **1,227 members**
- **257 languages**
- **Some hold clearances**
- **Many are DLPT/OPI tested**
- **Ready for rapid activation**



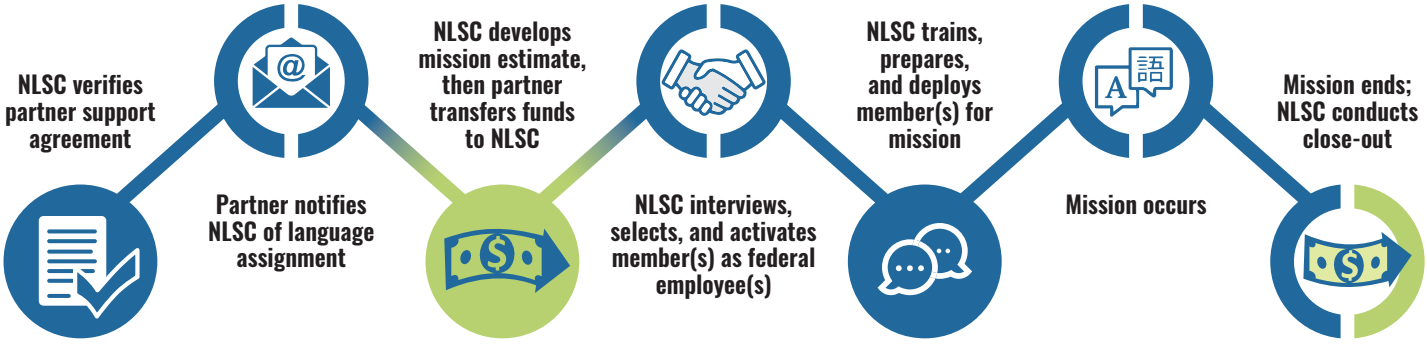
All Members
U.S. citizens over 18 years old, professionally proficient in languages

Federalized
Ready for rapid activation and deployment

Activated
Serving on a mission at home or abroad

NLSC Support Process

To ensure members have what they need to succeed, NLSC provides support before, during, and after missions.



4800 Mark Center Drive, Suite 08G08
Alexandria, VA 22350-7000

www.nlscorps.org

1 888 SAY NLSC (729–6572)
support@nlscorps.org

Subject:	Looking for a Google Rep
From:	"Harmon, Kelly" <kelly.harmon@USDA.GOV>
Reply To:	Harmon, Kelly
Date:	Tue, 24 Mar 2020 19:04:56 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1823 bytes) , text/html (4 kB)

Hello

Does anyone have contact information for a google representative that they'd be willing to share? I'm looking for a tech person (analytics or gmail) rather than a sales person.

Thanks!

Kelly

Kelly A. Harmon
Webmaster
Kelly.Harmon@usda.gov
United States Department of Agriculture
Research, Education, and Economics Mission Area
Agricultural Research Service, Administrative and Financial Management
National Agricultural Library, Information Products Division

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Subject:	Languages other than English
From:	"Gillick, Lawrence - FPAC-FBC, Washington, DC" <Lawrence.Gillick@USDA.GOV>
Reply To:	Gillick, Lawrence - FPAC-FBC, Washington, DC
Date:	Wed, 25 Mar 2020 14:46:02 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2400 bytes) , text/html (4 kB)

Hi Folks,

Quick question (especially of folks w/Drupal sites): How do you present content in languages other than English?

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Larry

Larry Gillick
Chief, Web & Digital Strategy
Farm Production and Conservation Business Center
U.S. Department of Agriculture
Phone: 202-720-4024
Email – lawrence.gillick@usda.gov

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Subject:	Re: Languages other than English
From:	"Shogren, Angela" <Shogren.Angela@EPA.GOV>
Reply To:	Shogren, Angela
Date:	Wed, 25 Mar 2020 14:53:47 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (4 kB) , text/html (8 kB)

This is a timely question, Larry! Thanks for posting. I'm also very interested in best practices for posting/sharing non-English content.

I would like to utilize any guidance available to refresh EPA.gov/LEP.

Angela Shogren | Public Affairs Specialist
U.S. Environmental Protection Agency

P: (202) 343-9761 | E: shogren.angela@epa.gov

From: Gillick, Lawrence - FPAC-FBC, Washington, DC <00000779da13790d-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, March 25, 2020 10:46 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Languages other than English

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Subject: Web content in languages other than English
From: Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To: Bridget Serchak <BSerchak@VOANEWS.COM>
Date: Wed, 25 Mar 2020 14:55:58 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (5 kB) , text/html (12 kB) , image003.jpg (12 kB)

Larry,

Voice of America broadcasts in 47 languages so we have 47 separate newsrooms that are responsible for their respective websites. Here is a link to them: https://www.insidevoa.com/navigation/allsites

We currently use a content management system called Pangea that was developed by our sister network, Radio Free Europe/Radio Liberty in Prague, but VOA is moving to a new system that is Drupal based, however only a few of the 47 newsrooms are up on the new system at this time.

Happy to connect you with folks here at VOA with your specific questions.

Also, I assume you are aware of the other GSA listserv on multilingual communities in the federal government: https://digital.gov/communities/multilingual/

VOA is active on that listserv too and you would probably get a lot of good responses to your query there as well.

Thanks, Bridget
****

Bridget Ann Serchak
Director of Public Relations
Voice of America
U.S. Agency for Global Media
(formerly Broadcasting Board of Governors)
330 Independence Avenue, S.W.
Washington, D.C. 20237
202 382 5975 Direct
202 382 5977 Main
bserchak@voanews.com
bserchak@usagm.gov
www.insidevoa.com
@insidevoa

Voice of America
****

From: Gillick, Lawrence - FPAC-FBC, Washington, DC <00000779da13790d-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, March 25, 2020 10:46 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
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Subject: Re: Languages other than English
From: Rebecca Goodman <rebecca.goodman@NARA.GOV>
Reply To: Rebecca Goodman <rebecca.goodman@NARA.GOV>
Date: Wed, 25 Mar 2020 11:11:21 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3879 bytes) , text/html (6 kB)

I know Abby and her team at ATF have done some really neat stuff with multilanguage stuff.

Even presented at govcon last summer on it: https://www.drupalgovcon.org/2019/program/sessions/atfgov-en-espanol-lessons-and-successes-site-translation

On Wed, Mar 25, 2020 at 10:49 AM Gillick, Lawrence - FPAC-FBC, Washington, DC <00000779da13790d-dmarc-request@listserv.gsa.gov> wrote:

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>
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> Larry
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> ---
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--

Rebecca Goodman
301-837-0294
Web Branch Chief | Office of Innovation
National Archives and Records Administration

Subject: Re: Languages other than English
From: "Cochran, Darrell G" <CochranDG@STATE.GOV>
Reply To: Cochran, Darrell G
Date: Wed, 25 Mar 2020 15:17:20 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (4 kB) , text/html (9 kB) , pastedImagebase640.png (17 kB)

We support 196 overseas mission websites in 70 languages (at last count) using Wordpress.

Some posts manage all their content in both English and the host-nation language (in a few cases more than one local language) and for those we set up a completely separate instance for each language. Others publish only selected content in the local language and those can toggle to the templates for their language. In both cases there are crosslinks to the translated content on individual pages. We also manage separate search indexes on USA.gov for those posts with a full language site.

Darrell Cochran (Remote)
Office of Global Web Platforms
U.S. Department of State
Bureau of Global Public Affairs
(b) (6) (Cell) | cochrandg@america.gov

Global Public Affairs
U.S. DEPARTMENT of STATE

From: Gillick, Lawrence - FPAC-FBC, Washington, DC <00000779da13790d-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, March 25, 2020 10:46 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] Languages other than English

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Subject: Re: Languages other than English
From: "(b) (6), (b) (7)(C) (JMD)" (b) (6), (b) (7)(C)@USDOJ.GOV>
Reply To: (b) (6), (b) (7)(C) (JMD)
Date: Wed, 25 Mar 2020 15:56:46 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (12 kB)

Hi all,
DOJ launched a redesigned LEP.gov in Drupal 8 less than a week ago. The site provides content in over 20 languages.

We're particularly proud of the language picker in the upper right corner which will get users to content in their language quickly.

Content is tagged with a language tag and then presented in views based on those tags.

Happy to answer any questions.

(b) (6)

(b) (6), (b) (7)(C)
Content Manager, Justice.gov
DOJ | JMD | OCIO | Collaboration and Web Services
(b) (6), (b) (7)(C) @usdoj.gov
Office 202-353-7757
Cell (b) (6), (b) (7)(C)

From: Shogren, Angela <0000081d8a365c6e-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, March 25, 2020 10:54 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Languages other than English

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I would like to utilize any guidance available to refresh EPA.gov/LEP.

Angela Shogren | Public Affairs Specialist
U.S. Environmental Protection Agency

P: (202) 343-9761 | E: shogren.angela@epa.gov

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Subject: Press or Say 1: USAGov Expands Its Use of Interactive Voice Response
From: Nancy Tyler <nancy.tyler@GSA.GOV>
Reply To: Nancy Tyler <nancy.tyler@GSA.GOV>
Date: Wed, 25 Mar 2020 16:54:22 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1782 bytes) , text/html (4 kB)

Hi Content Managers!

The USAGov Contact Center recently added more interactive voice response (IVR) messaging. We wanted to help callers get answers to basic questions more quickly and wanted to save money and free-up our contact center agents to handle more complicated questions. Learn about it in our latest blog post.

We're always experimenting and learning new ways to use data and technology to connect people with their government. Learn along with us, and subscribe to the blog: https://connect.usa.gov/blog-email-sign-up-page.

Thanks,

nancy

--

Nancy Tyler
Senior Editor
USAGov--*Your Guide to Government Information and Services*

FAS Technology Transformation Services - TTS Solutions
U.S. General Services Administration

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Subject: Re: Languages other than English
From: (b) (6) <(b) (6) MDC.MO.GOV>
Reply To: (b) (6) <(b) (6) MDC.MO.GOV>
Date: Thu, 26 Mar 2020 13:03:32 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB) , text/html (7 kB)

I'd be interested in knowing some of the costs associated with this. Do agencies have in-house content providers for other languages? Are they using translations services? Are entire sites translated, or just key sections?

I know Drupal does a good job with internationalization, but translations aren't magic.

And I know this is barely on my state agency's radar.

--
(b) (6)
Web Developer
Missouri Department of Conservation

From: "Gillick, Lawrence - FPAC-FBC, Washington, DC" <00000779da13790d-dmarc-request@LISTSERV.GSA.GOV>
Reply-To: "Gillick, Lawrence - FPAC-FBC, Washington, DC" <Lawrence.Gillick@USDA.GOV>
Date: Wednesday, March 25, 2020 at 9:48 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] Languages other than English

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Subject: Re: Languages other than English
From: "Cochran, Darrell G" <CochranDG@STATE.GOV>
Reply To: Cochran, Darrell G
Date: Thu, 26 Mar 2020 13:13:24 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (5 kB) , text/html (10 kB) , Outlook-GPA (002).png (17 kB)

In our case, all translations are done by locally employed staff at the embassies. They aren't employed just to do that, but managing the content in both English and their local language(s) is part of their regular duties, so there's no additional overhead associated.

Darrell Cochran (Remote)
Office of Global Web Platforms
U.S. Department of State
Bureau of Global Public Affairs
(b) (6) (Cell) I cochrandg@america.gov

Global Public Affairs
U.S. DEPARTMENT of STATE

From: (b) (6) <(b) (6) MDC.MO.GOV>
Sent: Thursday, March 26, 2020 9:03 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: Re: [CONTENT-MANAGERS-L] Languages other than English

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Date: Wednesday, March 25, 2020 at 9:48 AM
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Subject: Re: Languages other than English
From: Kirsten Burgard <KBurgard@VOANEWS.COM>
Reply To: Kirsten Burgard <KBurgard@VOANEWS.COM>
Date: Thu, 26 Mar 2020 13:37:38 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (12 kB)

this is probably an excellent point to bring in Abby Bowman and the ATF team (looking at you Mayela and NeKeisha)
https://youtu.be/YOaWaWpsxWU

Also TAOTI (DC local digital experience shop) has also done some multi-lingual sites and teach on steps to getting started.

https://youtu.be/HRI1RRbDTOg

We also have https://www.voakorea.com/ (as Bridget noted earlier) the content for our language sites is through the language services, including this one for Korean language.

VOA 한국어 | Voice of America - Korean

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www.voakorea.com

Hope this helps Kevin. BTW, if you don't know this, but Kevin works for hands down the most POPULAR gov't agency in Missouri. I went to flyover camp and met one of the team there and person after person came up to him to thank him for his service to the state. Total rock star for the work they do. Check them out https://mdc.mo.gov/

From: (b) (6) <(b) (6) MDC.MO.GOV>
Sent: Thursday, March 26, 2020 9:03 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: Re: [CONTENT-MANAGERS-L] Languages other than English

I'd be interested in knowing some of the costs associated with this. Do agencies have in-house content providers for other languages? Are they using translations services? Are entire sites translated, or just key sections?

I know Drupal does a good job with internationalization, but translations aren't magic.

And I know this is barely on my state agency's radar.

--
(b) (6)
Web Developer
Missouri Department of Conservation

From: "Gillick, Lawrence - FPAC-FBC, Washington, DC" <00000779da13790d-dmarc-request@LISTSERV.GSA.GOV>
Reply-To: "Gillick, Lawrence - FPAC-FBC, Washington, DC" <Lawrence.Gillick@USDA.GOV>
Date: Wednesday, March 25, 2020 at 9:48 AM
To: "CONTENT-MANAGERS-L@LISTSERV.GSA.GOV" <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [CONTENT-MANAGERS-L] Languages other than English

Hi Folks,

Quick question (especially of folks w/Drupal sites): How do you present content in languages other than English?

I suspect that answers will range from “We just post the docs/pages with labeled links from English pages” to “We built a whole, separate website for language X” and I’d love to learn about all the techniques in-between as well.

I’ve got https://digital.gov/topics/multilingual/ bookmarked; but I’m sure that there are folks in our group who don’t have their solutions posted – and if you think you’ve got the secret sauce, I’d really like to learn about it.

You probably already know that I’m unlikely to go with the “normal” when I can go with the “better.” 😉 Your sage (and almost-sage) advice is welcome!

Larry

Larry Gillick
Chief, Web & Digital Strategy
Farm Production and Conservation Business Center
U.S. Department of Agriculture
Phone: 202-720-4024
Email – lawrence.gillick@usda.gov

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*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l
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This message was sent to the Web Content Managers Forum, a community of government employees who

Subject:	Sample Web BPAs?
From:	Andrew Wilson <andrew.wilson@NARA.GOV>
Reply To:	Andrew Wilson <andrew.wilson@NARA.GOV>
Date:	Mon, 30 Mar 2020 15:36:34 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1568 bytes) , text/html (3743 bytes)

Hey all - hope everyone is safe and well.

We are updating our Web (officially Digital Design and Development) Blanket Purchase Agreement (BPA) and looking for anyone able to share web/ digital BPAs or contracts, or parts thereof. Specifically, since this vehicle could be used for a very wide range of digital tasks - anything from UI to AI, we want to make sure that we don't inadvertently miss out on competencies that are critical now or 3-5 year future....

Appreciate anything anyone is willing to share.

AW

--
Andrew Wilson
Director of Digital Engagement
National Archives and Records Administration
8601 Adelphi Road, College Park, MD 20740

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Subject:	Re: Sample Web BPAs?
From:	"Gillick, Lawrence - FPAC-FBC, Washington, DC" <Lawrence.Gillick@USDA.GOV>
Reply To:	Gillick, Lawrence - FPAC-FBC, Washington, DC
Date:	Mon, 30 Mar 2020 20:37:38 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3616 bytes) , text/html (7 kB)

Hi Andrew,

So – don't list them. Back at Interior we took an end-run around all that by making our support BPAs for "support" and let the English language do our dirty work for us. We limited the support to the Drupal sites on our singular platform – but any support on those sites was fair game.

Plain language FTW!

Larry

Larry Gillick
Chief, Web & Digital Strategy
Farm Production and Conservation Business Center
U.S. Department of Agriculture
Phone: 202-720-4024
Email – lawrence.gillick@usda.gov

From: Andrew Wilson <00000832d6f1f1f9-dmarc-request@LISTSERV.GSA.GOV>
Sent: Monday, March 30, 2020 3:37 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Sample Web BPAs?

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

Subject:	HHS Job Posting: GS-13 Social Media
From:	"Palosky, Stacey (OS/ASPA)" <Stacey.Palosky@HHS.GOV>
Reply To:	Palosky, Stacey (OS/ASPA)
Date:	Wed, 1 Apr 2020 13:31:21 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2651 bytes) , text/html (5 kB)

Hi Digital Community,

HHS Assistant Secretary for Public Affairs has an opening for someone looking to join a fast-paced, energetic and innovative office. This is a position in the center of communicating policy and educating the American public on key issues involving their health and safety. We are currently on the front lines of the Coronavirus pandemic. You would be joining a strong digital team that does a huge amount of collaborating with all of HHS.

If this sounds like a good fit, please apply. And please share broadly with your friends.

We will be sharing this posting across all of the HHS divisions as well, so several agencies will be using this cert to hire.

Announcement Number: HHS-ASPA-DE-20-10780843
Request Number: 314144
Position Title: Public Affairs Specialist (Digital Information Specialist)
Pay Plan-Series-Grade: GS-1035-13
Area of Consideration: United States Citizens (Delegated Examining)
Open Date: March 31, 2020
Close Date: April 9, 2020
Application Limit: None
Announcement Link(s): https://www.usajobs.gov/GetJob/ViewDetails/564229900

Announcement Number: HHS-ASPA-MP-20-10780845
Request Number: 314144
Position Title: Public Affairs Specialist (Digital Information Specialist)
Pay Plan-Series-Grade: GS-1035-13
Area of Consideration: Government-Wide (Merit Promotion)
Open Date: March 31, 2020
Close Date: April 9, 2020
Application Limit: None
Announcement Link(s): https://www.usajobs.gov/GetJob/ViewDetails/564230100

Stacey Palosky

Director for Digital Communications
Assistant Secretary for Public Affairs (ASPA)
Dept of Health and Human Services (HHS)
202-205-9741
stacey.palosky@hhs.gov

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Subject:	Coronavirus (COVID-19) Updates for U.S. Government Websites and Social Media
From:	"(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C) HQ.DHS.GOV>
Reply To:	(b) (6), (b) (7)(C)
Date:	Wed, 1 Apr 2020 17:35:07 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (29 kB) , image003.jpg (8 kB)

Good afternoon –

First, thanks to everyone for following the Coronavirus Guidance and "staying in your lane" – everyone is doing a great job and it's making a difference. Please continue to send your significant releases and updates to usagovemergency@gsa.gov, reach out to either myself or Stacey Palosky (Stacey.Palosky@hhs.gov) at HHS if you have any questions… and if you need a refresher on the guidance, see below.

Here are a few additional resources that the White House Coronavirus Task Force is amplifying. While not required, feel free to promote on your websites and tweet, etc. as appropriate:

- **Updated: Coronavirus Guidelines for America** (https://www.whitehouse.gov/briefings-statements/coronavirus-guidelines-america/) – The White House Coronavirus Task Force has issued an updated version of this document.
- **Frequently Asked Questions** (https://faq.coronavirus.gov) – An interagency website, organized by the White House Coronavirus Task Force, for definitive information on the public's most frequently asked questions. The site currently features content from the Department of Health and Human Services, the Department of Homeland Security, FEMA, the Department of the Treasury and the Small Business Administration.
- **Small Business Resources** (https://www.coronavirus.gov/smallbusiness/) – The White House Coronavirus Task Force has provided this information on various assistance programs available to small businesses.
- **FEMA Rumor Control** (https://www.fema.gov/Coronavirus-Rumor-Control) – Helping the public distinguish between rumors and facts regarding the coronavirus (COVID-19) pandemic. A great resource for social media – if you see a rumor, reply back with the correct answer and link to the FEMA Rumor Control page.
- **FEMA How You Can Help** (https://www.fema.gov/coronavirus/how-to-help) – Learn the best way to donate, volunteer, or provide critical supplies to fight the COVID-19 pandemic.

Thanks and stay safe out there –

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

Coronavirus (COVID-19) Guidance for U.S. Government Websites and Social Media

Digital.gov/coronavirus

In response to Coronavirus Disease 2019 (COVID-19), and in conjunction with the White House, the US Department of Health and Human Services (HHS), and the Federal Web Council, the US Department of Homeland Security (DHS) is issuing guidance for the coordination of Federal web and social media communications related to this incident.

This authority for this action comes from Emergency Support Function 15 (ESF-15 - Public Affairs – Annex B) of the National Response Framework where, during incidents of national significance, DHS has the

4) of the National Response Framework where, during incidents of national significance, DHS has the authority to coordinate all USG communications.

On March 11, 2020, DHS activated ESF-15 for Federal web and social communications to support the national response to Coronavirus Disease 2019 (COVID-19).

All Federal agencies are required to follow this guidance. Please forward this message as necessary.

Web Guidance

First, when standing up a page on your website specific to COVID-19, please **FOLLOW THE REQUESTED URL STRUCTURE** to the best of your ability: https://www.agency.gov/coronavirus

Second, **STAY IN YOUR LANE**. Only post information directly related to your agency on your agency's Coronavirus page.

- Once your agency's page is live, please **FORWARD THE LINK** to usagovemergency@gsa.gov for inclusion on the "What the US Government is Doing" lane on USA.gov.
- If you add a significant news release or update to the public, please **FORWARD THE URL OF THE ARTICLE** to usagovemergency@gsa.gov for inclusion as well.

Third, **LINK TO THE PRIMARY LANES OF COMMUNICATION** for the disease (below).

- Link to all three lanes from all publicly-released materials related to COVID-19
- Link to all three lanes prominently on your agency's Coronavirus page
- Link to any (or all) of the three lanes elsewhere on your agency website as appropriate.
- If your agency has agency-specific coronavirus information (where you "own" that lane), promote that specific information on your homepage BEFORE promoting the three lanes. It doesn't make sense for Coronavirus.gov or usa.gov/coronavirus to send people your way to have the public be first presented a link back to coronavirus.gov.
- If your agency does not have agency-specific coronavirus information to present, include a link to Coronavirus.gov on the homepage of your agency website. Prominence of display and additional locations to place the link is at agency discretion and should be based on user analytics (focus on where your users would be looking for this kind of information).

Fourth, at this point, please **DO NOT CREATE A LOGO** or any other distinct visual treatment for COVID-19. To provide for some level of consistency of presentation, a high-resolution copy of the image that CDC has been using can be found at https://phil.cdc.gov/Details.aspx?pid=2871.

Lanes of Communication

Coronavirus.gov

https://www.coronavirus.gov

This is a primary lane of information for the public regarding Coronavirus (COVID-19). It is a portal for public information that is curated by the Coronavirus (COVID-19) Task Force at the White House, working in conjunction with CDC, HHS and other agency stakeholders. Coronavirus.gov will link to the appropriate Federal agency website as the authoritative source for that information as necessary.

Coronavirus Disease 2019 (COVID-19)

https://www.cdc.gov/coronavirus

Coronavirus Disease 2019 (COVID-19) landing page on CDC.gov is the latest public health and safety information from CDC and for the overarching medical and health provider community on COVID-19. The site contains consumer and medical information on how the virus spreads, symptoms, prevention and treatment, stigma, cases and what to do if you are sick, along with frequently asked questions.

What the U.S. Government is Doing

https://www.usa.gov/coronavirus
Spanish: https://www.usa.gov/espanol/coronavirus

Landing page on USA.gov that is cataloging all U.S. government activities related to Coronavirus (COVID-

Landing page on USA.gov that is cataloging all U.S. government activities related to Coronavirus (COVID 19). USA.gov can support both English and Spanish content.

Social Media Guidance

Follow the following handles and retweet/share information relevant to your agency.

Twitter: @CDCgov | @FEMA | @FEMA_Pete
Facebook: https://www.facebook.com/CDC | https://www.facebook.com/FEMA/
Instagram: @CDCgov | @FEMA

Thanks, and if you have any questions please feel free to reach out to either myself or Stacey Palosky (Stacey.Palosky@hhs.gov) at HHS.

(b) (6)

(b) (6), (b) (7)(C)	U.S. Department of Homeland Security
Office of Public Affairs Director of Web Communications Co-Chair, Federal Web Council	(Voice) 202-447-4617 (Cell) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) hq.dhs.gov

Subject: Emergency Communications and Accessibility
From: "(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C) HQ.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Fri, 3 Apr 2020 14:04:31 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (6 kB) , text/html (33 kB) , image001.jpg (8 kB)

Morning all –

During an emergency, it is more important than usual for all people to have equal and timely access to urgent communications. Emergencies often disproportionately impact individuals with disabilities, so take extra care to ensure that your digital content conforms to Section 508.

The following tips will help you to create accessible digital content and can also be found at https://section508.gov/blog/making-agency-communications-accessible-everyone.

Huge thanks to the Federal CIO Council's Interagency Accessibility COP Leadership Team and GSA's Government-wide IT Accessibility Program for pulling this together.

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

Agency Official Communication

Review Section E205.3 of the Revised 508 Standards for a full list of the types of documents classified as agency official communication. All of these must be accessible.

Electronic Documents

- Use a strong color contrast and avoid pattern backgrounds.
- Structure content in a layout that is easily read from left to right. When possible, avoid using text boxes, layout tables, and data tables.
- If data tables are used, ensure column and row headings are included and informative.
- Choose a font that is clear and easy to read; font size should be at least 10 points for standard text.
- Use built-in heading styles, such as Title, Heading 1, Heading 2, etc., to create a structured document. This will help readers understand document flow, and the sections relate to one another.
- Organize content into bulleted and numbered lists, using built-in styles, to organize content and make it more reader-friendly.
- When using images that convey information, provide alternative text (ALT text) descriptions that explain the purpose of the image. Avoid using color as the only means to convey information.
- Use digital signatures instead of handwritten signatures. Scanned documents are not inherently accessible, and they require additional time to make accessible.
- PDF documents must be tagged and structured per the above guidelines. PDFs of scanned documents (image only) are not accessible without additional effort.
- Provide equivalent text versions of inaccessible documents via accessible HTML, an alternative file format, or within the body of an email.
- Visit www.section508.gov/create for "how-to" guides, training videos, and a checklist on creating accessible electronic documents.

Webpages

- Publish content in HTML, rather than in an electronic document, whenever possible. It is typically easier to create accessible content in a web page, and easier for readers, particularly people with disabilities, to view.
    - [Editor's note: if you HAVE to publish a PDF, make sure you use the Accessibility toolset available in Acrobat to ensure Section 508 conformity]
- Use native HTML and proper tagging to create content and page structure (headings, lists, etc.). Basic HTML that follows the HTML specification is accessible.
- Avoid using only color to convey information.
- Avoid creating elements with scripting.

- Associate a descriptive label with each field in a form.
- Linked text should be unique, meaningful, and explain what the reader will get if they click. Avoid non-descriptive links such as “read more” and “click here.” Clearly labeled hyperlinks improve search engine optimization.
- Describe meaningful images by including alternative (ALT) text with an equivalent description (or use ALT=”” where an image is ornamental).
- Include column and row headings on data tables.
- Visit our Guide to Accessible Web Design & Development for further guidance.
- The US Web Design System can also help you create more accessible customer experiences.

Videos and Virtual Meetings

- Captions are required for information provided by speech or sound. Consider using FedRelay solutions, such as Relay Conference Captioning (RCC), to caption your conference call or webinar.
- Include descriptions of visual content in speaker narration. Otherwise, provide audio descriptions for information provided through graphics and pictures.
- Make sure the media player controls are keyboard accessible.
- Review this Video, Audio and Social guidance for more information.

Social Media

- Verify that your chosen platforms allow for the addition of captions on images or videos.
- For images without ALT text, caption the images in the text of the post.
- For inaccessible videos, include a link to an accessible version of the video on your agency website.
- Review this Video, Audio and Social guidance for more information.
- Please contact us at Section.508@gsa.gov if you have questions or need additional assistance.

This guidance was developed by the Federal CIO Council’s Interagency Accessibility Community of Practice Leadership Team, and GSA’s Government-wide IT Accessibility Program.

(b) (6), (b) (7)(C)	U.S. Department of Homeland Security
Office of Public Affairs Director of Web Communications Co-Chair, Federal Web Council	(Voice) 202-447-4617 (Cell) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) hq.dhs.gov

Homeland Security

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

Subject:	Vacancy: Website Editor-in-Chief - GS13 - Washington, DC - U.S. Patent and Trademark Office
From:	"Larrimore, Laura" <Laura.Larrimore@USPTO.GOV>
Reply To:	Larrimore, Laura
Date:	Fri, 3 Apr 2020 17:03:10 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (158 kB) , text/html (9 kB) , image001.png (158 kB)

What a crazy time to be alive…

In the midst of it all, the U.S. Patent and Trademark Office is keepin' on (as we have for 250+ years) issuing patents and registering trademarks -- and we are even hiring! BUT I need your help in getting the word about this position located in my office. Please share this info with those you think are a good match -- the full job description on USAJobs (links below) doesn't quite do it justice.

It's a really cool hybrid leader, editor, trainer, web&UX-savvy type position. You'd oversee content on uspto.gov, train and coach ~100+ Drupal user community to deliver awesome web pages using our CMS, and advise an Agile web development team on what to improve or develop next. You are deeply embedded in and supported by various cross-unit teams at the agency like the Web Executive Council, Press team, and Education and Outreach team. There is also a lot of high-level people-wrangling, so diplomacy is a must.

In a single day, you may brief the highest executives at our 13,000 person agency, troubleshoot a CMS problem and escalate it to our dev team, and then lead a meeting with a UX specialist, graphics designer, and web developer on our next big project (like our Journeys of Innovation series, or this award-winning site recognizing the 10 Millionth Patent).

Getting the right person into this position is so important for helping our agency continue to develop as a user-friendly government resource. Plus, helping some of the nation's most innovative people and companies (who probably need our support now more than ever) is, in my opinion, pretty cool.

Website Editor-In-Chief – DE (All US Citizens)
Vacancy#: OUS-2020-0004
Open: 03/31/2020
Close: 04/14/2020
https://www.usajobs.gov/GetJob/ViewDetails/564395200

Website Editor-In-Chief – MP (Government Wide)
Vacancy#: OUS-2020-0005
Open: 03/31/2020
Close: 04/14/2020
https://www.usajobs.gov/GetJob/ViewDetails/564395800

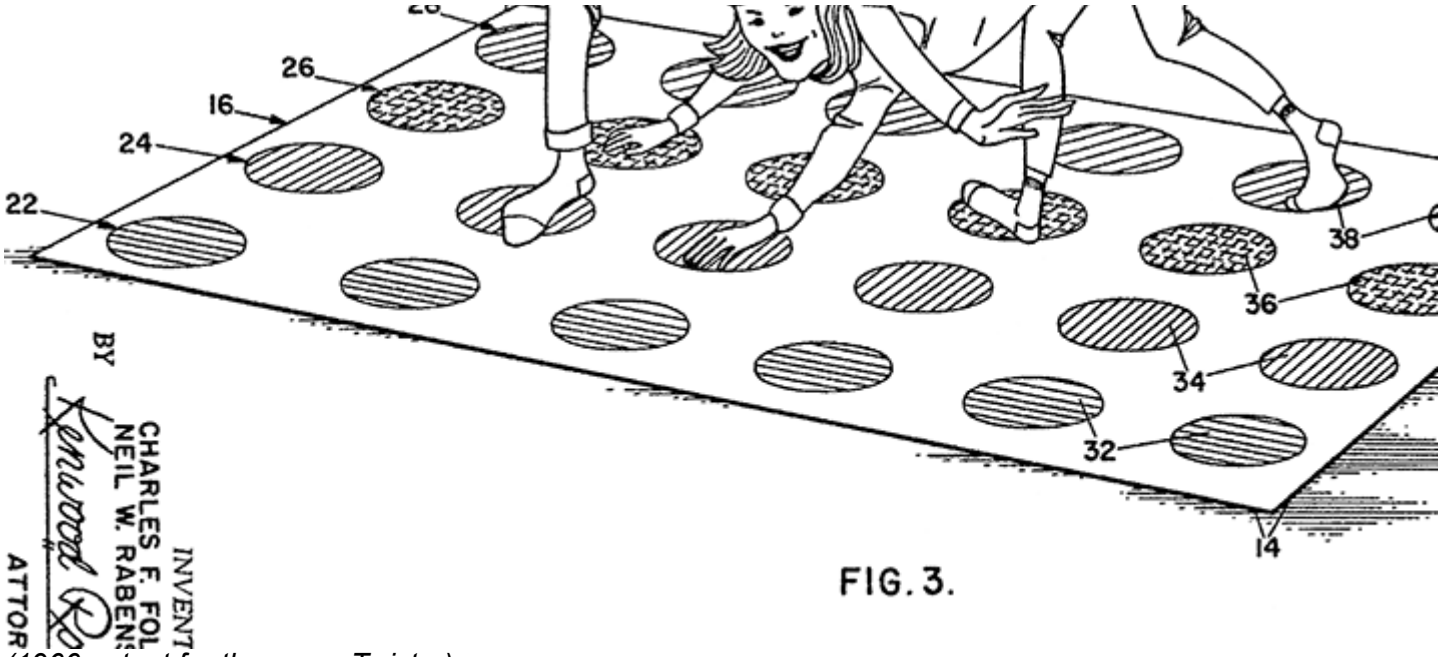

FIG. 3.

(1966 patent for the game Twister)

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

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July 8, 1969 C. F. FOLEY ET AL 3,454,2

APPARATUS FOR PLAYING A GAME WHEREIN THE PLAYERS CONSTITUTE THE GAME PIECES

Filed April 14, 1966 Sheet 2 o

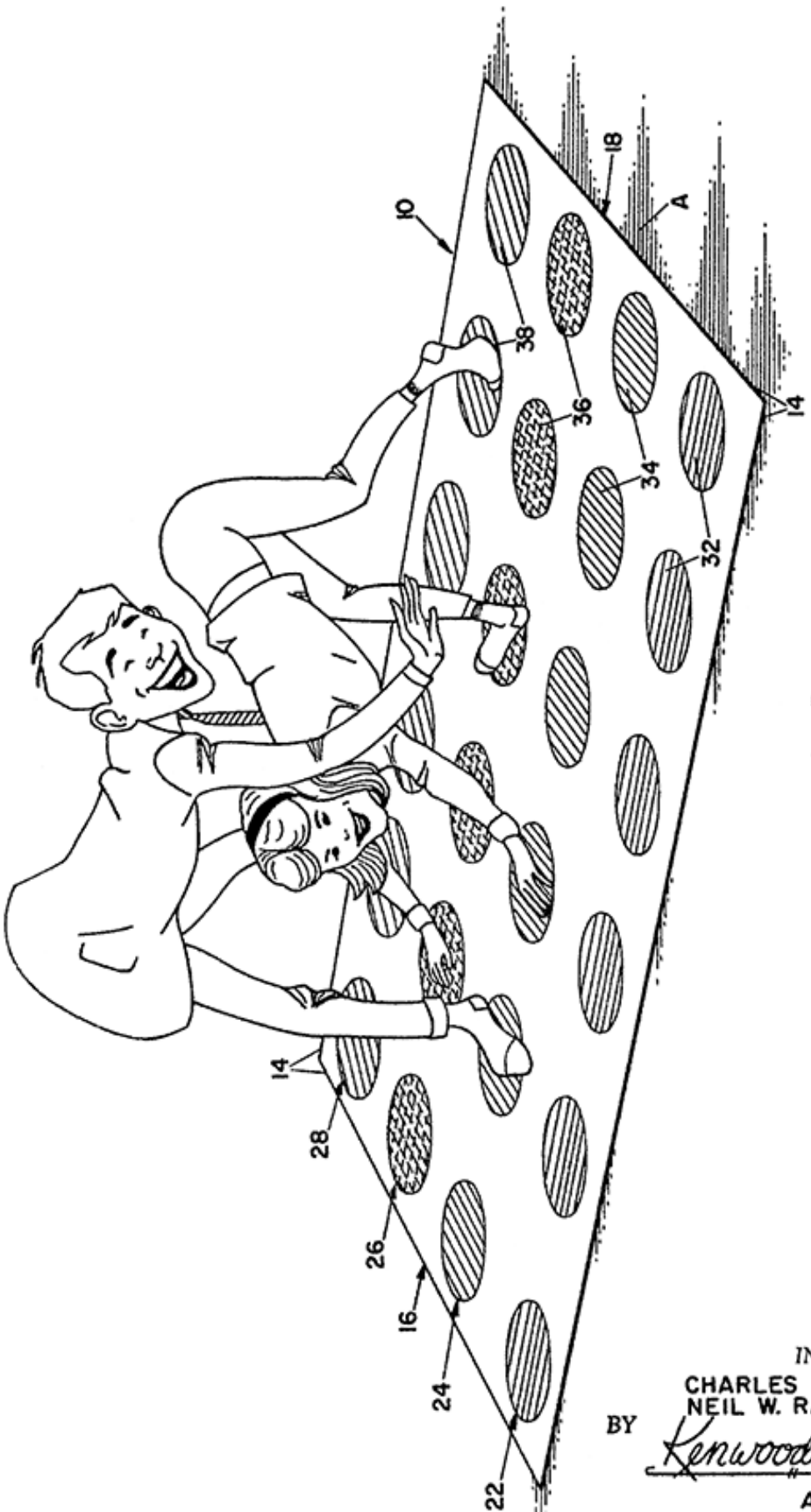

FIG. 3.

INVENT

CHARLES F. FOL

NEIL W. RABEN

BY Kenwood Ro

ATTOR

Subject: Drupal Map Modules / GA and Adobe Captivate questions
From: "(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C) CBP.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Fri, 3 Apr 2020 17:48:05 +0000
Content-Type: multipart/signed
Parts/Attachments: text/plain (2341 bytes) , text/html (6 kB) , smime.p7s (8 kB)

Hello all,

I wanted to ask to ask 2 questions of the group. Feel free to answer 1, 2, or both, or none!

1. We, like most govs, use Drupal. Currently we run the 7 version and are moving to 8 in the summer. Is there a mapping module that anyone is using that they would recommend? If it has both 7 and 8 versions that would ease our migration path, of course. Otherwise, if it strictly 8, then we would look to push our map module implementation until after the migration. Some of the ones that come to mind are leaflet (7&8) geolocation field module (8), Gmap, Openlayers, Get location, etc. I found this page too. www.drupal.org/node/1704948 but wanted to hear from my group of peers.

2. Is anyone hosting Adobe Captivate files outside of a Learning Management System (LMS)? We are hosting several captivate files that support courses for some of our new hires. This is hosted on our site but not in an LMS. We are trying to figure out how to incorporate Google Analytics (GA) into Captivate. Has anyone done something like this successfully? If so, would you be willing to share what you did with us here at CBP?

That's all for now. Please stay safe and healthy!

(b) (6), (b) (7)(C)
Branch Chief, Web
Digital Engagement Division
Office of Public Affairs
U.S. Customs and Border Protection
202-325-4079 desk
(b) (6), (b) (7)(C) cell
www.cbp.gov

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Subject: Google Translate Licensing
From: "(b) (6) (b) (6) @IOWA.GOV>
Reply To: (b) (6)
Date: Fri, 3 Apr 2020 13:59:42 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1626 bytes) , text/html (4 kB)

I am looking for any feedback about government departments or agencies using Google Translate and what your monthly costs are running. We need to implement translation on Iowa government websites and are looking to implement Google Translate but we don't know what the costs might be - any experience or advice would be appreciated.

--

(b) (6)
Pronouns: She/Her/Hers
eGovernment Services Coordinator
200 E. Grand Avenue | Des Moines, IA 50309
515-201-9781
ocio.iowa.gov

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Subject:	Whova; or your event engagement tool
From:	"Dozier, LaSharn" <ldozier@CFTC.GOV>
Reply To:	Dozier, LaSharn
Date:	Fri, 3 Apr 2020 20:07:09 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (2363 bytes) , text/html (7 kB) , image003.jpg (7 kB) , image004.jpg (7 kB) , image005.jpg (7 kB) , image006.jpg (7 kB) , image007.jpg (7 kB)

Good afternoon – I hope that everyone is safe, well – and sane through this pandemic. (I never thought I would miss my interaction with work colleagues, until the REQUIREMENT to telework).

Looking forward in the future, and in the case we may need to continue our "virtual" operations (--or one fine day, we will be able to return to our normal gathering of operations), has anyone had any experience with the use of Whova, the event management tool, for any of your agency events or conferences? In not Whova – what are you using to register, engage, and share event information?

I'm interested in knowing advantages/disadvantages, your likes/dislikes, and any feedback from participants/registrants in using the tool. We've used EventBrite in the past to register participants for events/conferences. But, we are looking for a solution that is a little more interactive and engaging for participants.

Any feedback is appreciated.
Be Safe, Stay Well,

LaSharn Dozier
Strategic Communications Specialist, LabCFTC
Commodity Futures Trading Commission
202-418-5282
ldozier@cftc.gov

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Subject:	Building and using an asset library in Sharepoint online?
From:	"Schneider-Levinson, Wendy (NIH/NCI) [E]" <schneiderleviw@MAIL.NIH.GOV>
Reply To:	Schneider-Levinson, Wendy (NIH/NCI) [E]
Date:	Tue, 7 Apr 2020 18:07:36 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1452 bytes) , text/html (2741 bytes)

Hi,
I'm trying to find a tool for storing and managing digital assets, including images, videos, etc. Someone suggested I look into using Sharepoint online to set up an asset library. Has anyone on the list done it, and if so, would you be willing to share your experience?

Thanks,
Wendy

==========
Wendy Schneider-Levinson
Web Content Manager
NCI Division of Cancer Epidemiology & Genetics
240-276-7353
Cell: (b) (6)

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Subject:	Re: Building and using an asset library in Sharepoint online?
From:	"Jutton, Paul" <paul.jutton@NCPC.GOV>
Reply To:	Jutton, Paul
Date:	Tue, 7 Apr 2020 19:09:15 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2893 bytes) , text/html (6 kB)

Hi Wendy.
This is Paul from NCPC. I'm also looking into the best practice for this. I started looking into Adobe Bridge for groups. I would also love to hear how agencies handle this efficiently.
Thanks-
Paul Jutton

Graphics Illustrator
National Capital Planning Commission
202.482.7205

From: Schneider-Levinson, Wendy (NIH/NCI) [E] <000002f5aef34ae6-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, April 7, 2020 2:08 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Building and using an asset library in Sharepoint online?

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Subject:	Re: Building and using an asset library in Sharepoint online?
From:	"Adams, Arva" <Arva.Adams@USPTO.GOV>
Reply To:	Adams, Arva
Date:	Tue, 7 Apr 2020 19:58:24 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (5 kB) , text/html (11 kB)

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Do you want to share with the public? Amazon Web Services Fotoware is FedRamp certified. Google Photos and Drive is working well for a non-profit I volunteer with, but I don't believe it's FedRamp, yet. Maybe it is by now.

Arva

From: Jutton, Paul <0000085bfda7be8f-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, April 7, 2020 3:09 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Building and using an asset library in Sharepoint online?

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Graphics Illustrator
National Capital Planning Commission
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Sent: Tuesday, April 7, 2020 2:08 PM
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Subject:	Re: Building and using an asset library in SharePoint online?
From:	(b) (6), (b) (7)(C) @ICE.DHS.GOV>
Reply To:	(b) (6), (b) (7)(C)
Date:	Tue, 7 Apr 2020 20:07:33 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (6 kB) , text/html (13 kB)

SharePoint speed very often depends on the environment. It is not necessarily a function of the software.

(b) (6), (b) (7)(C)
SEVPAMS ITPM/Business Manager
HSI. NSID. Student and Exchange Visitor Program
(b) (6), (b) (7)(C) @ice.dhs.gov
202-486-7749

From: Adams, Arva <Arva.Adams@USPTO.GOV>
Sent: Tuesday, April 7, 2020 3:58 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Building and using an asset library in Sharepoint online?

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Graphics Illustrator
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Sent: Tuesday, April 7, 2020 2:08 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Building and using an asset library in Sharepoint online?

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Subject: Re: Building and using an asset library in Sharepoint online?
From: (b) (6) <(b) (6) LBL.GOV>
Reply To: (b) (6) <(b) (6) LBL.GOV>
Date: Tue, 7 Apr 2020 13:17:56 -0700
Content-Type: multipart/alternative
Parts/Attachments: text/plain (7 kB) , text/html (21 kB)

Would it be stating the obvious to suggest Box? It is FedRAMP certified (moderate) and offers metatagging, archive automations, detailed revisions history, and great commenting capabilities (esp. for video). If you have an enterprise-level account, you can add on an optional workflow automation module that lets you build automated workflows. I've never used the workflow module, but have seen a demonstration and it seems like it would be very useful for internal reviews or group projects, such as collateral, a website, or other design, photography, or video project.

(b) (6)

On Apr 7, 2020, at 12:58 PM, Adams, Arva <Arva.Adams@USPTO.GOV> wrote:

Hi,

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From: Jutton, Paul <0000085bfda7be8f-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, April 7, 2020 3:09 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Building and using an asset library in Sharepoint online?

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Thanks-
Paul Jutton

Graphics Illustrator
National Capital Planning Commission
202.482.7205

From: Schneider-Levinson, Wendy (NIH/NCI) [E] <000002f5aef34ae6-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, April 7, 2020 2:08 PM

Sent: Tuesday, April 7, 2020 2:08 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Building and using an asset library in Sharepoint online?

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Web Content Manager

NCI Division of Cancer Epidemiology & Genetics

240-276-7353

Cell: (b) (6) [redacted]

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Subject: Re: Building and using an asset library in Sharepoint online?
From: Ryan Wold - QQA <ryan.wold@GSA.GOV>
Reply To: Ryan Wold - QQA <ryan.wold@GSA.GOV>
Date: Tue, 7 Apr 2020 13:48:09 -0700
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3374 bytes) , text/html (5 kB)

GSA uses Federalist to host many websites.
Assets are stored in GitHub, which is great for managing digital files, given it is a Version Control system.
Version control allows for management of the assets distinctly from the presentation of those assets, which I find to be a great advantage, helping to avoid vendor (or content) lock-in --- where valuable data is pushed into a Content Management System, but difficult to migrate or refactor away from.

Git LFS (large file system) exists to support larger files like hi-res images and videos.

Ultimately, managing content requires alignment of technical and social processes. No silver bullet here, but plenty of powerful tools and patterns exist that can be leveraged to manage content in a sustainable, shared way.

On Tue, Apr 7, 2020 at 11:12 AM Schneider-Levinson, Wendy (NIH/NCI) [E] <000002f5aef34ae6-dmarc-request@listserv.gsa.gov> wrote:

> Hi,
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> Wendy
>
> ==========
> Wendy Schneider-Levinson
> Web Content Manager
> NCI Division of Cancer Epidemiology & Genetics
> 240-276-7353
> Cell: (b) (6) [redacted]
>
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Subject:	Re: Building and using an asset library in SharePoint online?
From:	"(b) (6) <(b) (6) TVA.GOV>
Reply To:	(b) (6)
Date:	Tue, 7 Apr 2020 21:52:09 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (9 kB) , text/html (18 kB) , Outlook-https___la.png (18 kB) , Outlook-https___la.png (18 kB)

We have used SharePoint successfully for a small internal asset library as well as several full-blown digital asset management systems.

Our primary lesson learned is that any system is only as good as its indexing, so use some of your funding to hire an indexer to develop, maintain, and apply taxonomies/metadata (if you don't have this expertise in-house). It doesn't matter how great the technology is if users can't find the assets!

Thanks,

(b) (6)
Program Manager, Digital Communications
Digital & Creative Services

Tennessee Valley Authority
400 W. Summit Hill Drive
Knoxville, TN 37902

865-632-6725 (w)
(b) (6) tva.gov

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From: Balough, Ann V <0000085dd04e2978-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, April 7, 2020 4:07 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: Re: [CONTENT-MANAGERS-L] Building and using an asset library in SharePoint online?

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SharePoint speed very often depends on the environment. It is not necessarily a function of the software.

(b) (6), (b) (7)(C)
SEVPAMS ITPM/Business Manager
HSI. NSID. Student and Exchange Visitor Program
(b) (6), (b) (7)(C) @ice.dhs.gov
202-486-7749

From: Adams, Arva <Arva.Adams@USPTO.GOV>
Sent: Tuesday, April 7, 2020 3:58 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV

Subject: Re: [CONTENT-MANAGERS-L] Building and using an asset library in Sharepoint online?

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Arva

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From: Schneider-Levinson, Wendy (NIH/NCI) [E] <000002f5aef34ae6-dmarc-request@LISTSERV.GSA.GOV>
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240-276-7353
Cell: (b) (6)

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Subject: Re: Building and using an asset library in SharePoint online?
From: (b) (6) <(b) (6) LBL.GOV>
Reply To: (b) (6) <(b) (6) LBL.GOV>
Date: Tue, 7 Apr 2020 21:33:47 -0700
Content-Type: multipart/alternative
Parts/Attachments: text/plain (11 kB) multipart/related (11 kB) , text/html (36 kB) , clip_image001.jpg (45 kB)

Hi Kristina,
What a revelation! I had no idea there were professional indexers who would create taxonomies for you. Who are these people? Librarians? And where does one find them? I would give my left leg for that kind of help. I have tried in vain to get our staff to agree on and, more importantly, stick to even the simplest of taxonomies . That task is made even harder by the fact that our metadata system is open and flat, meaning anyone can create any tag and there are no hierarchies of information.
Any insight appreciated.
(b) (6)

(b) (6) (b) (6)
Computing Sciences Communications
Lawrence Berkeley National Laboratory
+1 510 486 6029, (b) (6) lbl.gov

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> On Apr 7, 2020, at 2:52 PM, (b) (6) <0000024aca46228a-dmarc-request@LISTSERV.GSA.GOV> wrote:
>
> We have used SharePoint successfully for a small internal asset library as well as several full-blown digital asset management systems.
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> Our primary lesson learned is that any system is only as good as its indexing, so use some of your funding to hire an indexer to develop, maintain, and apply taxonomies/metadata (if you don't have this expertise in-house). It doesn't matter how great the technology is if users can't find the assets!
>
> Thanks,
>
> (b) (6)
> Program Manager, Digital Communications
> Digital & Creative Services
>
> Tennessee Valley Authority
> 400 W. Summit Hill Drive
> Knoxville, TN 37902
>
> 865-632-6725 (w)
> (b) (6) tva.gov
>
> <Outlook-https___la.png>
> <Outlook-https___la.png>
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From: (b) (6), (b) (7)(C) <0000085dd04e2978-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, April 7, 2020 4:07 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: Re: [CONTENT-MANAGERS-L] Building and using an asset library in SharePoint online?

This is an EXTERNAL EMAIL from outside TVA. THINK BEFORE you CLICK links or OPEN attachments. If suspicious, please click the "Report Phishing" button located on the Outlook Toolbar at the top of your screen.

SharePoint speed very often depends on the environment. It is not necessarily a function of the software.

(b) (6), (b) (7)(C)
SEVPAMS ITPM/Business Manager
HSI, NSID, Student and Exchange Visitor Program
(b) (6), (b) (7)(C) @ice.dhs.gov
202-486-7749

From: Adams, Arva <Arva.Adams@USPTO.GOV>
Sent: Tuesday, April 7, 2020 3:58 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Building and using an asset library in Sharepoint online?

Hi,

I've used SharePoint. It's easy to tag, sort, and preview, but it's slower than other tools. Slower to browse, and much slower to create libraries and upload content. It's a good choice if you want to sharing internally, agency-wide, and your agency already has SharePoint.

If you are sharing with just a small, internal group and you have Adobe licenses, I'd use Adobe Bridge, like Paul said, or Adobe Lightroom. That's faster, easier to tag, and more intuitive to browse.

Do you want to share with the public? Amazon Web Services Fotoware is FedRamp certified. Google Photos and Drive is working well for a non-profit I volunteer with, but I don't believe it's FedRamp, yet. Maybe it is by now.

Arva

From: Jutton, Paul <0000085bfda7be8f-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, April 7, 2020 3:09 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Building and using an asset library in Sharepoint online?

Hi Wendy.
This is Paul from NCPC. I'm also looking into the best practice for this. I started looking into Adobe Bridge for groups. I would also love to hear how agencies handle this efficiently.
Thanks-
Paul Jutton

Graphics Illustrator
National Capital Planning Commission
202.482.7205

From: Schneider-Levinson, Wendy (NIH/NCI) [E] <000002f5aef34ae6-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, April 7, 2020 2:08 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Building and using an asset library in Sharepoint online?

Hi,
I'm trying to find a tool for storing and managing digital assets, including images, videos, etc. Someone suggested I look into using Sharepoint online to set up an asset library. Has anyone on the list done it, and if so, would you be willing to share your experience?

Thanks,
Wendy

==========
Wendy Schneider-Levinson
Web Content Manager
NCI Division of Cancer Epidemiology & Genetics
240-276-7353
Cell: (b) (6)

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Subject:	Re: Taxonomy building
From:	"Sert, Yalcin" <Yalcin.Sert@ED.GOV>
Reply To:	Sert, Yalcin
Date:	Wed, 8 Apr 2020 13:33:35 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (6 kB) , text/html (12 kB) , image001.jpg (45 kB)

Hi Kristina,

Absolutely perfect point:

> *Our primary lesson learned is that any system is only as good as its indexing, so use some of your funding to hire an indexer to develop, maintain, and apply taxonomies/metadata (if you don't have this expertise in-house).* ***It doesn't matter how great the technology is if users can't find the assets****!*

Most users and business owners think that they create their content and search engines works out the magical indexing… Your index will be as good as your content and how you organize them… Or we'd better

Subject: Re: Taxonomy building
From: "Ellison, Ben A" <ben.ellison@RL.DOE.GOV>
Reply To: Ellison, Ben A
Date: Wed, 8 Apr 2020 14:28:02 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (7 kB) , text/html (16 kB) , image001.jpg (45 kB)

While we're on the topic -- sharing something I found several years back and still think is the nicest ontology UI I've ever seen: https://bioportal.bioontology.org/

Yalçın – TY for the link to WAND! I didn't realize there were companies out there that specialized in just this thing (I should have… just never crossed my mind).

--Ben

Benjamin A. Ellison, CISSP
Chief Information Officer
Department of Energy Hanford Site
(Richland Operations Office/Office of River Protection)
t 509-376-5318

From: Sert, Yalcin <000004c3c67f2875-dmarc-request@LISTSERV.GSA.GOV>
Sent: Wednesday, April 8, 2020 6:34 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Taxonomy building

Hi Kristina,

Absolutely perfect point:

> *Our primary lesson learned is that any system is only as good as its indexing, so use some of your funding to hire an indexer to develop, maintain, and apply taxonomies/metadata (if you don't have this expertise in-house).* ***It doesn't matter how great the technology is if users can't find the assets****!*

Most users and business owners think that they create their content and search engines works out the magical indexing… Your index will be as good as your content and how you organize them… Or we'd better say as good as your SEO which heavily depends on good use of a good taxonomy; building a good taxonomy is the foundation of knowledge and document management. In my previous job I worked closely with our librarian, learned a lot but still have hard time to understand the depths of taxonomy building.

As for (b) (6) question, I was in the same boat years ago, drowning in documents and content depending on your line of business, you may purchase taxonomy sets (like WAND Taxonomies) and use that as a seed for your official taxonomy with modifications or hire a company to do the heavy mind and leg-work for you to create your base taxonomy… and have your information architect or content manager work with them and learn as much as possible for long term maintenance. If you are not a library type of business (heavily and solely dependent on organized information), a well-versed information architect or content strategist should be able to manage it easily (especially with some training). As for websites, taxonomy has added benefits for navigation and search (taxonomy for digital content).

I think what you have a is called **folksonomy** (or just say keyword listing where users can contribute/create freely, an informal classification system) rather than a **taxonomy** (**controlled/managed metadata** organized by hierarchy, formal classification system). Folksonomies are seeds to the taxonomy. Depending on your system, you may have one or both. Taxonomy/managed metadata is locked, managed by admin or assigned person (content strategist, content manager, information architect, etc) and you may make that field a required field (thus force users to select a term, metadata from the pre-determined keyword set). It seems you have two issues like most of us; having good taxonomy and having users to use it properly.

I think indexers more commonly known as Meta Data Taxonomy Specialist, Content Engineer, Information

I think indexers more commonly known as Meta Data Taxonomy Specialist, Content Engineer, Information Architect as well as Asset Manager, Content Manager/Specialist and Solutions Architect (ERP/CMS) (see Indeed, Glassdoor). There are also add-on systems that you integrate into your system to handle tagging and search indexing (but they are e-x-p-e-n-s-i-v-e in the order of hundreds of thousands of dollars plus annual maintenance+updates).

Hope this helps.

Yalcin

M. Yalçın SERT, COR, ITIL v3, PMP, CSM, CDSP, MS[3]
Sr Web Solutions Architect | Customer Experience Office
Federal Student Aid | StudentAid.gov

From: (b) (6) <(b) (6)LBL.GOV>
Sent: Wednesday, April 8, 2020 12:34 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Building and using an asset library in SharePoint online?

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Any insight appreciated.
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> Thanks,
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> (b) (6)
> Program Manager, Digital Communications
> Digital & Creative Services
>
> Tennessee Valley Authority
> 400 W. Summit Hill Drive
> Knoxville, TN 37902

865-632-6725 (w)
(b) (6) tva.gov

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Subject: USWDS Monthly Call: Card Component Debut
From: DigitalGov University <digitalgovu@GSA.GOV>
Reply To: DigitalGov University <digitalgovu@GSA.GOV>
Date: Fri, 10 Apr 2020 12:33:51 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2742 bytes) , text/html (17 kB)

Hello!

Join us next Thursday, April 16, from 2:30pm to 3:30pm ET, for the U.S. Web Design System (USWDS) monthly call. For April, Dan Williams, USWDS product lead, will give helpful insights into how to ease into the design system. We'll also highlight a new feature of the design system: a card component.

Register today and be prepared with questions you can ask Dan during the live Q&A portion of the event. Register today at https://go.usa.gov/xvCMc to confirm your participation!

We post a video of each call at digital.gov/events shortly after the event. Watch the video from last month's call to learn more about the design system's color tokens.

We look forward to seeing you!

Connect with USWDS:

- USWDS website
- USWDS on GitHub
- Join the USWDS Public Slack
- Twitter
- Join our community
- Email

We look forward to seeing you!

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DigitalGov University
digitalgovu@gsa.gov
https://digital.gov/events/

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

Subject:	Register for the "Cloud.gov for Product Managers" Webinar on April 22!
From:	DigitalGov University <digitalgovu@GSA.GOV>
Reply To:	DigitalGov University <digitalgovu@GSA.GOV>
Date:	Mon, 13 Apr 2020 14:11:54 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1342 bytes) , text/html (2495 bytes)

Hello Content Managers Community Members!

Join us at **2:00p.m. ET, Wednesday, April 22** for a live webinar we will answer commonly asked questions about cloud.gov and explain how using cloud.gov enables development teams to deploy applications quickly and securely.

Register here: https://go.usa.gov/xvB7m

Hope you can join us for this event!

--

DigitalGov University
digitalgovu@gsa.gov
https://digital.gov/events/

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Subject: Usability resources
From: "(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)USCIS.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Tue, 14 Apr 2020 16:01:13 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2822 bytes) , text/html (8 kB)

Hi everyone.

I hope you're safe and healthy, and staying sane!

I've just had the pleasure of consulting with another agency, and I put together a short list of resources that I figured might be useful to some of you, too.

- Gerry McGovern article on top tasks: terrific summary. Don't worry if you can't do everything he suggests; the framework itself is the most important. https://medium.com/@gerrymcgovern/identifying-customer-top-tasks-ee228206b6ed
- Just about anything written by Jakob Nielsen – I've been reading his website usability stuff for many years. Here's an article a colleague shared recently on how people read online: https://www.nngroup.com/articles/how-people-read-online/ . Nielsen is one half of the Norman-Nielsen Group, which researches and consults on user experience. Here's their current article list: https://www.nngroup.com/articles/ - check out the topics on the left and just pick anything that you're wondering about. It's all good!
- On a bigger scale of thinking about your users, and it's also just enjoyable reading, I highly recommend the book "The Design of Everyday Things" by Donald Norman. He's Nielsen's partner.
- A book about website design that I really enjoyed: Don't Make Me Think by Jared Spool. He also writes regularly: https://articles.uie.com/all/

(b) (6), (b) (7)(C)
Deputy Chief, Digital Services Division
Office of Citizenship and Applicant Information Services | *U.S. Citizenship and Immigration Services*
Office: (202) 272-2997 I Mobile: (b) (6), (b) (7)(C)
USCIS English - Website: https://uscis.gov I Facebook: http://facebook.com/uscis I
Twitter: http://twitter.com/uscis I
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USCIS Español - Website: https://uscis.gov/es

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Subject: Re: Usability resources
From: "(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)USCIS.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Tue, 14 Apr 2020 16:25:31 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB) , text/html (19 kB)

Great stuff!

And: WHOOPS!

Sorry – “Don’t Make Me Think” is by Steve Krug, not Jared Spool. Spool’s articles are still great, but I goofed on the book’s author.

(b) (6), (b) (7)(C)
Deputy Chief, Digital Services Division
Office of Citizenship and Applicant Information Services | *U.S. Citizenship and Immigration Services*
Office: (202) 272-2997 I Mobile: (b) (6), (b) (7)(C)

From: Toni Bonitto - QQE <toni.bonitto@gsa.gov>
Sent: Tuesday, April 14, 2020 12:18 PM
To: (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)uscis.dhs.gov>
Cc: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Usability resources

Awesome -- thanks, Jeffrey!!

Adding one more for Gerry McGovern ~ he did a "Deep Dive" session with us in April 2018; you all can watch the video here:
https://digital.gov/event/2018/04/11/a-deep-dive-into-top-tasks-with-gerry-mcgovern/

Best,
Toni

_____

Toni Bonitto
Innovation Specialist, Editorial + Platform, **DigitalGov**
Co-lead, TTS Accessibility Guild
U.S. General Services Administration (GSA)
Technology Transformation Service (TTS)
TTS Solutions
1800 F Street NW
Washington, D.C. 20405

GSA Cell: (b) (6)
Email: toni.bonitto@gsa.gov
Pronouns: she/her/hers

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_____

On Tue, Apr 14, 2020 at 12:10 PM (b) (6), (b) (7)(C) <00000148e20e55c9-dmarc-

request@listserv.gsa.gov> wrote:

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Subject: Google Maps Contact
From: "(b) (6), (b) (7)(C) CIV (US) DeCA HQ MPD" <(b) (6), (b) (7)(C) DECA.MIL>
Reply To: (b) (6), (b) (7)(C) CIV (US) DeCA HQ MPD
Date: Tue, 14 Apr 2020 18:10:28 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (27 lines)

Does anyone have a contact at Google.. specifically the Google Maps area? We're a grocery store that has 238 locations throughout the world and I'm going through a process of claiming them so that we can make edits to the hours, phone number, etc. In order to verify that I own it, they mail a postcard to the store with a verification code. If they call with a code they get a phone tree so that method does not work either. Right now we have a few of our stores not receiving mail from USPS so I need a contact to do an override.

Thanks!

(b) (6), (b) (7)(C)
Website Coordinator
Defense Commissary Agency
(804) 734-8000 x48126

****
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****

Subject: Re: Google Maps Contact
From: "(b) (6) (DNR)" (b) (6) @STATE.MN.US>
Reply To: (b) (6) (DNR)
Date: Tue, 14 Apr 2020 18:17:31 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (67 lines)

Hello, please include me also. We are working to claim all of our facilities. Mailing the postcard and verification code did not work for us.

(b) (6)
Web Content Coordinator | Division of Forestry
Minnesota Department of Natural Resources
500 Lafayette Rd, St. Paul, MN 55155-4044
Phone: 651-259-5293
Email: (b) (6) state.mn.us
mndnr.gov <http://www.mndnr.gov/>

On 4/14/20, 1:13 PM, "(b) (6), (b) (7)(C) CIV (US) DeCA HQ MPD" <000007380a82c2ab-dmarc-request@LISTSERV.GSA.GOV> wrote:

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https://gcc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.digitalgov.gov%2Fcommunities%2Fweb-managers-forum%2Fweb-content-managers-listserv%2F&data=02%7C01%7Ckimberly.lanahan-

lahti%40STATE.MN.US%7C80b18c5c522245d89de408d7e09f83f0%7Ceb14b04624c445198f26b89c2159828c%7C0%7C0%7C637224848200830944&sdata=NCf%2FV4wigCA%2BfU1c85zOnRbNhev9FCCdm%2FYs0l9T%2Bz4%3D&reserved=0

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

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

****
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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change the message text to read: signoff content-managers-l

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

Subject: Re: [External] Re: [CONTENT-MANAGERS-L] Google Maps Contact
From: "Smith, Kaytee H." <kaytee.smith@NCDCR.GOV>
Reply To: Smith, Kaytee H.
Date: Tue, 14 Apr 2020 18:44:49 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB) , text/html (15 kB)

I don't have a direct contact, but I was able to verify several of ours using the google search console and through the bulk verification request. https://support.google.com/business/answer/4490296

Kaytee Smith
Chief Content Officer

109 E Jones St MSC 4601 Raleigh, NC 27699
Cell: (b) (6)
www.dncr.nc.gov

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties.

Facebook Twitter Instagram YouTube

From: (b) (6) (DNR) <(b) (6) STATE.MN.US>
Sent: Tuesday, April 14, 2020 2:17 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>
Subject: [External] Re: [CONTENT-MANAGERS-L] Google Maps Contact

CAUTION: External email. Do not click links or open attachments unless you verify. Send all suspicious email as an attachment to report.spam@nc.gov<mailto:report.spam@nc.gov>

Hello, please include me also. We are working to claim all of our facilities. Mailing the postcard and verification code did not work for us.

(b) (6)
Web Content Coordinator | Division of Forestry
Minnesota Department of Natural Resources
500 Lafayette Rd, St. Paul, MN 55155-4044
Phone: 651-259-5293
Email: (b) (6) @state.mn.us
mndnr.gov
<https://urldefense.com/v3/__http://www.mndnr.gov/__;!!HYmSToo!PeKmq1a4Ydqou_apejQ3HNE8i03YqWCzxaM_ab
PfX7ol13HnulfavjF8Vy_SLa$ >

On 4/14/20, 1:13 PM, "(b) (6), (b) (7)(C) CIV (US) DeCA HQ MPD" <000007380a82c2ab-dmarc-request@LISTSERV.GSA.GOV> wrote:

This message may be from an external email source.
Do not select links or open attachments unless verified. Report all suspicious emails to Minnesota IT Services Security Operations Center.

Does anyone have a contact at Google.. specifically the Google Maps area? We're a grocery store that has 238 locations throughout the world and I'm going through a process of claiming them so that we can make edits to the hours, phone number, etc. In order to verify that I own it, they mail a postcard to the store with a verification code. If they call with a code they get a phone tree so that method does not work either. Right now we have a few of our stores not receiving mail from USPS so I need a contact to do an override.

Thanks!

(b) (6), (b) (7)(C)
Website Coordinator
Defense Commissary Agency
(804) 734-8000 x48126

****
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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https://urldefense.com/v3/__https://gcc01.safelinks.protection.outlook.com/?url=http*3A*2F*2Fwww.digitalgov.gov*2Fcommunities*2Fweb-managers-forum*2Fweb-content-managers-listserv*2F&data=02*7C01*7Ckimberly.lanahan-lahti*40STATE.MN.US*7C80b18c5c522245d89de408d7e09f83f0*7Ceb14b04624c445198f26b89c2159828c*7C0*7C0*PfX7ol13HnulfavjF9yiTWQJ$

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https://urldefense.com/v3/__http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/__;!!HYmSToo!PeKmq1a4Ydqou_apejQ3HNE8i03YqWCzxaM_abZz7HR-PfX7ol13HnulfavjF0xng2gf$

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

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****

Subject:	Re: Usability resources
From:	"(b) (6) <(b) (6) HAWAII.GOV>
Reply To:	(b) (6)
Date:	Tue, 14 Apr 2020 19:20:07 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (6 kB) , text/html (14 kB)

Hi all. Stay healthy.

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

I just tried "How People Read Online: New and Old Findings". Maybe website usability is not only about reading.

Maybe all pages are not the same. I don't read all pages for content. Sometimes the only reason I look at a page is navigation. Like window shopping is not really shopping.

I do often read a page, just as if it were a magazine, or a book - ignoring everything but the primary content.

I suspect the internet has lowered reading levels. For example - reading the whole thing. If I don't read the whole thing, am I really reading?

Try booktv.org, Sat Apr 4, 2020, Samuel Woolley "The Reality Game". He suggests, reading the whole thing. This will be my next book purchase.

I wonder. Maybe reading is the antithesis of marketing. Which one ... makes me think?

Take care all.
(b) (6)

From: (b) (6), (b) (7)(C) <00000148e20e55c9-dmarc-request@LISTSERV.GSA.GOV>
Sent: Tuesday, April 14, 2020 6:01 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Usability resources

Hi everyone.

I hope you're safe and healthy, and staying sane!

I've just had the pleasure of consulting with another agency, and I put together a short list of resources that I figured might be useful to some of you, too.

- Gerry McGovern article on top tasks: terrific summary. Don't worry if you can't do everything he suggests; the framework itself is the most important. https://medium.com/@gerrymcgovern/identifying-customer-top-tasks-ee228206b6ed
- Just about anything written by Jakob Nielsen – I've been reading his website usability stuff for many years. Here's an article a colleague shared recently on how people read online: https://www.nngroup.com/articles/how-people-read-online/ . Nielsen is one half of the Norman-Nielsen Group, which researches and consults on user experience. Here's their current article list: https://www.nngroup.com/articles/ - check out the topics on the left and just pick anything that you're wondering about. It's all good!
- On a bigger scale of thinking about your users, and it's also just enjoyable reading, I highly recommend the book "The Design of Everyday Things" by Donald Norman. He's Nielsen's partner.
- A book about website design that I really enjoyed: Don't Make Me Think by Jared Spool. He also writes regularly: https://articles.uie.com/all/

(b) (6), (b) (7)(C)
Deputy Chief, Digital Services Division
Office of Citizenship and Applicant Information Services | U.S. Citizenship and Immigration Services

Office of Citizenship and Applicant Information Services | U.S. Citizenship and Immigration Services
Office: (202) 272-2997 I Mobile: (b) (6), (b) (7)(C)
USCIS English - Website: https://uscis.gov I Facebook: http://facebook.com/uscis I
Twitter: http://twitter.com/uscis I
Instagram: https://www.instagram.com/uscis I YouTube: https://youtube.com/uscis I LinkedIn: https://www.linke
USCIS Español - Website: https://uscis.gov/es

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

Subject:	FW: Info on OPM's COVID-19 Surge Response Program on Open Opportunities
From:	Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To:	Bridget Serchak <BSerchak@VOANEWS.COM>
Date:	Wed, 15 Apr 2020 17:15:53 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (4 kB) , text/html (14 kB) , image003.jpg (14 kB) , COVID-19 Surge Response Program Overview.docx (38 kB) , COVID-19 Surge Response Program MOU.pdf (823 kB) , Template Email for Federal Employees.docx (32 kB) , Opportunity_Creation_Process_final.pdf (219 kB)

Just x-posting as an FYI.

****

Bridget Ann Serchak
Director of Public Relations
Voice of America
U.S. Agency for Global Media
(formerly Broadcasting Board of Governors)
330 Independence Avenue, S.W.
Washington, D.C. 20237
202 382 5975 Direct
202 382 5977 Main
bserchak@voanews.com
bserchak@usagm.gov
www.insidevoa.com
@insidevoa

Voice of America
****

From: Challenges Listserv <Challenges@listserv.gsa.gov> **On Behalf Of** Nelson, Lisa L.
Sent: Wednesday, April 15, 2020 12:54 PM
To: CHALLENGES@LISTSERV.GSA.GOV
Subject: Info on OPM's COVID-19 Surge Response Program on Open Opportunities

In response to the National Emergency declared for Coronavirus Disease 2019 (COVID-19), federal agencies will have opportunities for federal employees to support the response to COVID-19. The **COVID-19 Surge Response Program** will use Open Opportunities, a governmentwide platform offering professional development opportunities to current federal employees. The platform provides a centralized location where federal agencies can post details, microdetails, and/or temporary rotational assignments.

If your agency is interested in participating, please do the following:

1. Email workforce@opm.gov so we can invite you to a virtual information session
2. Post details, microdetails, and/or temporary rotational assignments to Open Opportunities (Note: You will need to create a user profile account on OpenOpportunities.gov in order to post a detail

assignment.)

3. Use the attached Memorandum of Understanding (MOU). *For detailed instructions, see the attached Program Overview.*

If you have questions on next steps, please email workforce@opm.gov or mary.robertson@opm.gov.

All the best!

Lisa Nelson, OPM
USAJOBS Engagement Manager

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

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Coronavirus Disease 2019 (COVID-19) Surge Response Program

Overview and Background

In response to the National Emergency declared for Coronavirus Disease 2019 (COVID-19), federal agencies will have opportunities for federal employees to support the overall response to COVID-19.

The **COVID-19 Surge Response Program** will use Open Opportunities, which is a governmentwide platform offering professional development opportunities to current federal employees, as a central location for federal agencies to post details, microdetails, and/or temporary rotational assignments.

Current federal employees, with applicable skills, will have the opportunity to apply for these opportunities so they can assist with the federal response to COVID-19. To apply, federal employees must have supervisory approval, in writing, and need not be in a like or related position to qualify for the detail, microdetail, and/or temporary rotational assignment. The supervisory approval may be in the form of an email message from the supervisor. During this National Emergency, supervisors are encouraged to approve, when feasible.

Stakeholders:

- Federal Employees
- Federal Agencies
- CHCO Council

Process:

1. Federal Agencies develop and submit COVID-19 related details, microdetails, and/or temporary rotational assignments*
2. Details, microdetails, and/or temporary rotational assignments are posted to Open Opportunities
3. Federal agencies and employees are informed of the details, microdetails, and/or temporary rotational assignments and the application process
4. Federal Employees apply to the detail, microdetail, and/or temporary rotational assignment
5. Federal Agencies review applications and select individuals for the details, microdetails, and/or temporary rotational assignments

***Details, microdetails, and/or temporary rotational assignments should include:**

- → Series
- → Title
- → Grade Level
- → Open Period
- → Position Type
- → Duration
- → Number of Openings
- → Location
- → Responsibilities
- → Qualifications
- → Application Process
- → Security Clearance requirement

Key Considerations:

- CHCOs and the offices posting opportunities are encouraged to work together to identify meaningful details, microdetails, and/or temporary rotational assignments related to COVID-19.
- Details, microdetails, and/or temporary rotational assignments between competitive service agencies do not require prior OPM approval.
- Details, microdetails, and/or temporary rotational assignments between excepted service agencies and competitive service agencies require prior OPM approval before the detail can be effective.
- The detail, microdetail, and/or temporary rotational assignment is non-reimbursable and can last up to one year
- To apply, federal employees must have supervisor approval, in writing, and need not be in a like or related position to qualify for the detail, microdetail, and/or temporary rotational assignment. The supervisory approval may in the form of an email message from the supervisor.
- During this National Emergency Supervisors are encouraged to approve, when feasible.
- Memorandum of Understanding will be completed between host agency and home agency (or component, where individual rotates within their home agency).

For additional questions, contact workforce@opm.gov.

Coronavirus Disease 2019 (COVID-19) Surge Response Program

1. OVERVIEW

The COVID-19 Surge Response Program provides details, microdetails, and/or temporary assignments so current federal employees, with applicable skills, have the opportunity to assist with the federal response to COVID-19. The program will enable Federal employees to expand their competencies, skills and abilities, broaden their organizational experiences, and foster networks they can leverage in the future.

2. PURPOSE

This Memorandum of Understanding (MOU) outlines the agreement for:

_____ (*the "Participant"*) to complete a non-reimbursable (no-cost) assignment to

_____ (*the "Host Agency"*) from

_____ (*the "Home Agency"*).

3. PERIOD OF AGREEMENT

The terms and conditions described are effective from _____

4. SCOPE OF WORK/ASSIGNMENT

Position Title: _____

During this developmental detail (between 9-12 months) the participant will be responsible for:

_____

5. ROLES & RESPONSIBILITIES

The Home Agency will:

- Maintain records for the participant, including official time and attendance, performance evaluations, and related formal discussions; coordinate with Host Agency regarding approvals of leave.
- Remain actively engaged and proactively seek performance input from the host supervisor
- Be clear with the participant about how their performance will be evaluated during detail assignment (performance elements or standards in annual plan)
- Make arrangements to transition the participant's work during the detail assignment
- Stay available to participant and continue to maintain all records
- Support the participant's transition back to their home agency
- Pay for travel related to a participant relocating for detail assignment

The Host Agency will:

- Alert participant to any security requirements/procedures, conflicts of interest, confidentiality issues, etc.
- Provide a work space, computer, phone, building access, travel/training expenses required to achieve assignment objectives, meeting availability, etc.
- Agree on work schedule and flexibilities (i.e. AWS, telework)
- Be prepared to support the participant's development throughout the entire detail assignment
- Conduct a helpful onboarding experience to accelerate the participant's ability to perform on the job
- Assist in developing the participant's Individual Development Plan for this detail assignment;
- Craft meaningful developmental assignments, tasks, and duties based on the competencies and skills identified by the participant and the Home supervisor; and evaluate his/her progress throughout the term of the detail assignment
- Give frequent feedback/coaching to participant and supply performance review input to home supervisor and participant upon completion of the detail assignment.

The Participant will:

- Ensure work transition and continuity in home office
- Complete the Detail Assignment Agreement
- Ensure that your annual performance plan includes goals for detail assignment
- Prepare for the detail assignment including research the host organization
- Create an Individual Development Plan specific to this detail assignment, with the host supervisor
- Identify the competencies and skills he/she will develop and/or enhance during the detail assignment; and remain proactive in ensuring the rotational experience is meaningful and meets his/her developmental needs
- Work with host supervisor to develop a plan to maintain contact with the home organization (i.e. keep home supervisor informed of your progress, ensure home agency timekeeper is aware of leave taken, etc.)
- Participate in all activities related to detail assignment
- Alert home agency supervisor if problems/issues occur
- Establish relationships and expand your network
- Remember that you are an ambassador for your Department/Agency
- Be prepared to participate in a comprehensive evaluation of program
- Document experience for individual professional use and as examples for those who follow
- Do your part to make it a great experience!

6. SECURITY CLEARANCE (IF APPLICABLE)

This agreement is contingent upon the participant's successful adjudication and receipt of any security clearances required to conduct work at host agency.

Note: There are processes available may enable individuals to begin working while investigations are being conducted. Reciprocity policies to support the movement of cleared individuals from one job to another are available. See 5 CFR 731 and Executive Order 13764 for exceptions and details.

7. CONTACT INFORMATION

Please provide the contact information for home agency supervisor and host agency supervisor.

Home Agency Supervisor		Host Agency Supervisor	
Name		**Name**	
Address		**Address**	
Email		**Email**	
Phone		**Phone**	

8. SIGNATURES

The following individuals approve this detail assignment:

Home Agency Supervisor	Date
Host Agency Supervisor	Date
Participant	Date

Coronavirus Disease 2019 (COVID-19) Surge Response Program
Sample Email to Federal Employees

In response to the National Emergency declared for Coronavirus Disease 2019 (COVID-19), federal agencies have details, microdetails, and/or temporary rotational assignments available to federal employees. The **COVID-19 Surge Response Program** is designed for federal employees to have an opportunity to support the federal response to COVID-19.

The **COVID-19 Surge Response Program** will use Open Opportunities, a governmentwide platform offering professional development opportunities to current federal employees. The platform provides a centralized location where federal agencies can post details, microdetails, and/or temporary rotational assignments.

Follow these steps to learn more about the program and how to apply:

1. Visit the **COVID-19 Surge Response Program** on Open Opportunities

2. Read about the details, microdetails, and/or temporary rotational assignments

3. Apply to a detail, microdetail and/or temporary rotational assignment
    - You will need to create a user profile account on OpenOpportunities.gov in order to apply to a detail, microdetail, and/or temporary rotational assignment.
    - To apply, federal employees must have supervisory approval, in writing, and need not be in a like or related position to qualify for the detail, microdetail and/or temporary rotational assignment. The supervisory approval may be in the form of an email message from the supervisor.

4. Federal Agencies review applications and select individual(s) for the detail, microdetail, and/or temporary rotational assignment

5. Prior to starting the detail, microdetail, and/or temporary rotational assignment a Memorandum of Understanding will be completed between host agency and home agency (or component, where individual rotates within their home agency).

Thank you for supporting the federal response to COVID-19.

<insert signature>

Opportunity Creation Process

Open Opportunities
POWERED BY USAJOBS

BEFORE YOU GET STARTED

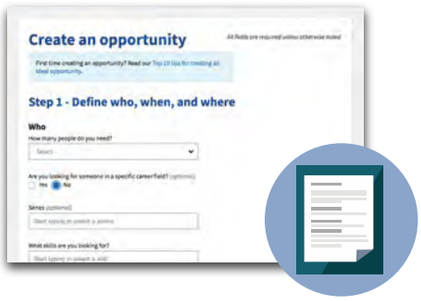
ASK YOUR SUPERVISOR if it's okay to post an opportunity—you need their approval.

Read our **10 tips for creating an opportunity**.

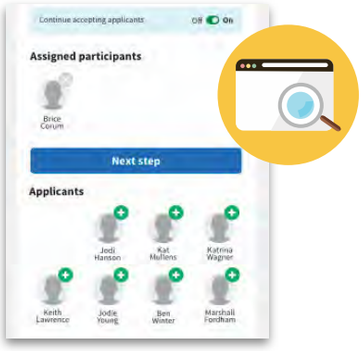
CREATE A PROFILE if you don't already have one—you must have a profile to create and post an opportunity.

1. CREATE YOUR OPPORTUNITY

1. Sign into Open Opportunities and click **Create opportunity**
2. Choose your audience. Then fill out as much information as you can—the more info you give, the better chance you'll get the right people.
3. Click **Preview** to review the opportunity—make sure it has enough detail and there are no spelling or grammatical errors.
4. Click **Submit** when you're ready to post the opportunity. Or, click **Save for later** if you're not ready to post—we'll save it as a draft. You can find your drafts under your **Created opportunities** on your home page.
5. The administrators will review your opportunity after you click Submit. They'll send you an email when it's approved and goes live. Or, email you if you need to make changes.



2. GET PARTICIPANTS



1. **Advertise your opportunity**
   Use our email template and the **Share** link to let people know about your opportunity.
2. **Review applicants**
   - You'll get an email every time someone applies to your opportunity.
   - Click on an applicant's name to review their profile.
   - Call or email the applicant to learn more about their skill set, interests or to get a better idea if they're the right person for the work.
3. **Assign participants**
   - Are they a fit? Click ⊕ to assign participant(s)—once done, click **Next Step**.
   - We'll send an automatic email to participants telling them they're selected.
   - Call or email the applicant to learn more about their skill set, interests or to get a better idea if they're the right person for the work.

Your opportunity is now In Progress! Turn the applicant toggle back on if you want more applicants.

3. CONTACT PARTICIPANTS

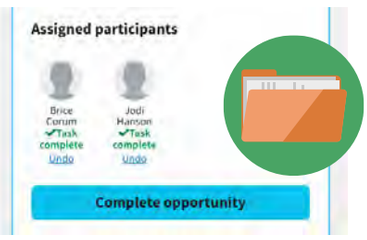
Email assigned participants to get them started on their tasks. We'll email the applicants you didn't select.

Keep in touch with participants to track status.

4. WRAPPING UP

Is your opportunity done?

1. If your participants have completed their tasks, click **Task complete**
2. When your opportunity is complete, click **Complete opportunity** when all of the work is done—this will close out your opportunity and you'll get credit for the work.



Need more time?
Edit your opportunity to change due dates, tasks and more.

Need to cancel?
You can cancel your opportunity at any time by clicking Cancel this opportunity

Don't forget to thank your participants for a job well done!

Subject:	FW: [SM-COP] Sign up now! Crisis Communications “Ask Me Anything” (FCN + Partnership for Public Service)
From:	Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To:	Bridget Serchak <BSerchak@VOANEWS.COM>
Date:	Wed, 15 Apr 2020 20:28:13 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (3720 bytes) , text/html (11 kB) , image003.jpg (11 kB)

Just cross-posting.

****

Bridget Ann Serchak
Director of Public Relations
Voice of America
U.S. Agency for Global Media
(formerly Broadcasting Board of Governors)
330 Independence Avenue, S.W.
Washington, D.C. 20237
202 382 5975 Direct
202 382 5977 Main
bserchak@voanews.com
bserchak@usagm.gov
www.insidevoa.com
@insidevoa

Voice of America

****

From: SM Community of Practice <SM-COP@LISTSERV.GSA.GOV> **On Behalf Of** Gabrielle Perret - ZMA
Sent: Wednesday, April 15, 2020 1:52 PM
To: SM-COP@LISTSERV.GSA.GOV
Subject: [SM-COP] Sign up now! Crisis Communications “Ask Me Anything” (FCN + Partnership for Public Service)

Hey everyone! FCN and the Partnership for Public Service are hosting an AMA (“Ask Me Anything") with Dean Boyd, Chief Communications Executive for the National Counterintelligence and Security Center, and Brian Hale, Assistant Director for the Office of Public Affairs at the FBI, next **Wednesday, April 22, 2020 from 1-1:30 PM ET!**

Register here: https://ourpublicservice.org/events/crisis-communications-ask-me-anything/?utm_source=Partnership+for+Public+Service+emails&utm_campaign=eaae70c2c4-EMAIL_CAMPAIGN_2017_07_24_COPY_01&utm_medium=email&utm_term=0_3aed0f55fc-eaae70c2c4-

--

U.S. General Services Administration

Gabrielle Perret
Senior Media Advisor
Office of Strategic Communication
(202) 679-1249

Collaboration drives outcomes

Did you hear about GSA's recent big news? Click here to find out.

To unsubscribe from the SM-COP list, create a new email message, addressed to SM-COP-unsubscribe-request@listserv.gsa.gov. The message content does not matter and the sender's email address will be removed from the list.

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

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Subject:	Yep, they're real. Both jobs.
From:	"Gillick, Lawrence - FPAC-FBC, Washington, DC" <Lawrence.Gillick@USDA.GOV>
Reply To:	Gillick, Lawrence - FPAC-FBC, Washington, DC
Date:	Wed, 15 Apr 2020 23:55:06 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2253 bytes) , text/html (9 kB)

Hello friends & colleagues!

Because you demanded it (and even if you didn't) – the lowdown on both of these excellent positions (https://www.usajobs.gov/GetJob/ViewDetails/565651700)!

- They're real.
- They're GS-14 gigs.
- They're both in my new office – just not physically inside the same room.

Ideally, one position is for a big-picture social media visionary with a proven track record of both doing and vision-ing. The other is for a big-picture website guru with a similarly proven track record. Both need to play well with others – and with each other. This is a pretty big organization and every job comes with plenty of responsibility.

I like it here. Good people, good work, good food. If you're ready, please apply.

Larry

Larry Gillick
Chief, Web & Digital Strategy
Farm Production and Conservation Business Center
U.S. Department of Agriculture
Phone: 202-720-4024
Email – Larry.Gillick@usda.gov

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Subject:	New Digital Jobs at ED
From:	"Harris, Sally" <Sally.Harris@ED.GOV>
Reply To:	Harris, Sally
Date:	Thu, 16 Apr 2020 11:23:25 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1818 bytes) , text/html (4 kB)

Hi folks,
The Department of Education is staffing up our new Digital Media & Creative Services Division which includes the Department's web, social and studio services. We have three open vacancies right now – please consider sharing with folks who may be interested! All 3 are also advertised publicly.

Social Media Strategist (GS13): https://www.usajobs.gov/GetJob/ViewDetails/564298900

Graphics/Video Specialist (GS13): https://www.usajobs.gov/GetJob/ViewDetails/564029900

Web/Digital Analytics Manager (GS14): https://www.usajobs.gov/GetJob/ViewDetails/565292800

Sally Harris
Director, Digital Media & Creative Services
Office of Communications and Outreach
U.S. Department of Education

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Subject:	Coronavirus (COVID-19) Updates for U.S. Government Websites and Social Media
From:	"(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C) HQ.DHS.GOV>
Reply To:	(b) (6), (b) (7)(C)
Date:	Thu, 16 Apr 2020 13:17:45 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (8 kB) , text/html (28 kB) , image001.jpg (8 kB)

Morning all –

Again, thanks to everyone for following the Coronavirus Guidance and "staying in your lane". Please continue to send your significant releases and updates to usagovemergency@gsa.gov, reach out to either myself or Stacey Palosky (Stacey.Palosky@hhs.gov) at HHS if you have any questions… and if you need a refresher on the guidance, see below.

Like the last update, here are a few additional resources that the White House Coronavirus Task Force would like for us to amplify on our websites and social media channels. While not required, please feel free to promote as appropriate:

- **Schema.org 7.0 tags for Coronavirus Pages**: The White House and key Federal agencies are working alongside Schema.org to help ensure Coronavirus resources are prioritized with online search engines. Schema.org has released new standard tags for webpages and instructions are available here.
- **CARES Act:** The Treasury Department is hard at work implementing the CARES Act in order to provide relief for hard working American families, small businesses, and various industries impacted by the coronavirus (COVID-19). This site includes valuable resources for these groups.
- **Coronavirus Tax Relief:** The Internal Revenue Service (IRS) is offering Coronavirus Tax Relief for individuals, businesses, tax-exempt organizations and others affected by coronavirus (COVID-19). This includes information on Economic Impact Payments going to millions of people.
- **OPM Open Opportunities:** The OPM COVID-19 Response Program is using Open Opportunities as a central location for federal agencies to post details and temporary assignments related to coronavirus (COVID-19). Open Opportunities is a government-wide platform offering professional development opportunities to current federal employees. If your agency is interested in participating:
  - Email workforce@opm.gov so we can invite you to a virtual information session
  - Post details assignments to Open Opportunities

Thanks and stay safe out there –

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

Coronavirus (COVID-19) Guidance for U.S. Government Websites and Social Media

Digital.gov/coronavirus

In response to Coronavirus Disease 2019 (COVID-19), and in conjunction with the White House, the US Department of Health and Human Services (HHS), and the Federal Web Council, the US Department of Homeland Security (DHS) is issuing guidance for the coordination of Federal web and social media communications related to this incident.

This authority for this action comes from Emergency Support Function 15 (ESF-15 - Public Affairs – Annex

This authority for this action comes from Emergency Support Function 15 (ESF-15 – Public Affairs – Annex R) of the National Response Framework where, during incidents of national significance, DHS has the authority to coordinate all USG communications.

On March 11, 2020, DHS activated ESF-15 for Federal web and social communications to support the national response to Coronavirus Disease 2019 (COVID-19).

All Federal agencies are required to follow this guidance. Please forward this message as necessary.

Web Guidance

First, when standing up a page on your website specific to COVID-19, please **FOLLOW THE REQUESTED URL STRUCTURE** to the best of your ability: https://www.agency.gov/coronavirus

Second, **STAY IN YOUR LANE**. Only post information directly related to your agency on your agency's Coronavirus page.

- Once your agency's page is live, please **FORWARD THE LINK** to usagovemergency@gsa.gov for inclusion on the "What the US Government is Doing" lane on USA.gov.
- If you add a significant news release or update to the public, please **FORWARD THE URL OF THE ARTICLE** to usagovemergency@gsa.gov for inclusion as well.

Third, **LINK TO THE PRIMARY LANES OF COMMUNICATION** for the disease (below).

- Link to all three lanes from all publicly-released materials related to COVID-19
- Link to all three lanes prominently on your agency's Coronavirus page
- Link to any (or all) of the three lanes elsewhere on your agency website as appropriate.
- If your agency has agency-specific coronavirus information (where you "own" that lane), promote that specific information on your homepage BEFORE promoting the three lanes. It doesn't make sense for Coronavirus.gov or usa.gov/coronavirus to send people your way to have the public be first presented a link back to coronavirus.gov.
- If your agency does not have agency-specific coronavirus information to present, include a link to Coronavirus.gov on the homepage of your agency website. Prominence of display and additional locations to place the link is at agency discretion and should be based on user analytics (focus on where your users would be looking for this kind of information).

Fourth, at this point, please **DO NOT CREATE A LOGO** or any other distinct visual treatment for COVID-19. To provide for some level of consistency of presentation, a high-resolution copy of the image that CDC has been using can be found at https://phil.cdc.gov/Details.aspx?pid=2871.

Lanes of Communication

Coronavirus.gov
https://www.coronavirus.gov

This is a primary lane of information for the public regarding Coronavirus (COVID-19). It is a portal for public information that is curated by the Coronavirus (COVID-19) Task Force at the White House, working in conjunction with CDC, HHS and other agency stakeholders. Coronavirus.gov will link to the appropriate Federal agency website as the authoritative source for that information as necessary.

Coronavirus Disease 2019 (COVID-19)
https://www.cdc.gov/coronavirus

Coronavirus Disease 2019 (COVID-19) landing page on CDC.gov is the latest public health and safety information from CDC and for the overarching medical and health provider community on COVID-19. The site contains consumer and medical information on how the virus spreads, symptoms, prevention and treatment, stigma, cases and what to do if you are sick, along with frequently asked questions.

What the U.S. Government is Doing
https://www.usa.gov/coronavirus

Spanish: https://www.usa.gov/espanol/coronavirus

Landing page on USA.gov that is cataloging all U.S. government activities related to Coronavirus (COVID-19). USA.gov can support both English and Spanish content.

Social Media Guidance

Follow the following handles and retweet/share information relevant to your agency.

Twitter: @CDCgov | @FEMA | @FEMA_Pete
Facebook: https://www.facebook.com/CDC | https://www.facebook.com/FEMA/
Instagram: @CDCgov | @FEMA

Thanks, and if you have any questions please feel free to reach out to either myself or Stacey Palosky (Stacey.Palosky@hhs.gov) at HHS.

(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) 202-447-4617 (Cell) (b) (6), (b) (7)(C)

Subject:	We're Hiring Web Content Managers!
From:	"Stevens, Janet - FSIS" <janet.stevens@USDA.GOV>
Reply To:	Stevens, Janet - FSIS
Date:	Thu, 16 Apr 2020 14:06:25 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (29 kB) , text/html (6 kB) , image001.jpg (29 kB) , image002.jpg (29 kB)

Join us and help protect public health! The USDA/Food Safety and Inspection Service is hiring Web Content Managers on our Digital and Executive Communications Staff in the Office of Public Affairs and Consumer Education. Two positions are open, and these opportunities close on 4/20/20. Details and application are on USAJobs. Be a part of a great organization of committed public servants helping save lives every day.

Janet B. Stevens, PMP, TKP
Assistant Administrator
Office of Planning, Analysis and Risk Management

Food Safety and Inspection Service
United States Department of Agriculture
Room 3132-S
Office: (202) 720-9599
Cell: (b) (6)
Janet.Stevens@usda.gov

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WE'RE HIRING

WEB CONTENT MANAGERS

APPLY TODAY! CLOSES · APRIL 20

USDA
FOOD SAFETY

Subject: Hiring a Writer-Editor
From: (b) (6) @FRB.GOV>
Reply To: (b) (6) @FRB.GOV>
Date: Fri, 17 Apr 2020 13:18:21 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (5 kB) , text/html (8 kB) , image001.png (5 kB)

Happy Friday!

The Office of Inspector General for the Federal Reserve and the CFPB is looking for a writer-editor to join our excellent communications shop.

Apply here: https://frbog.taleo.net/careersection/1/jobdetail.ftl?lang=en&job=21915
Pay, benefits, etc.: https://www.federalreserve.gov/careers.htm

(b) (6)
Lead Communications Analyst
P: 202-407-0093 | **E:** (b) (6) @frb.gov

Office of Inspector General
Board of Governors of the Federal Reserve System
Bureau of Consumer Financial Protection

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Stay connected: email | Twitter | LinkedIn

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Subject:	School Safety At Home | Safety Awareness Campaigns & Instructional Materials
From:	"Sullivan, Madeline" <Madeline.Sullivan@ED.GOV>
Reply To:	Sullivan, Madeline
Date:	Mon, 20 Apr 2020 21:06:26 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (18 kB) , image002.jpg (13 kB)

Dear Colleagues,

Thank you for all your great work supporting your agency's mission and your colleagues across the government, especially in the most recent weeks!

As schools continue to provide essential services to the communities they serve (e.g., nutrition services, teaching and learning), families are key members of this response. To raise awareness and promote safety, security, emergency management and preparedness (safety), we will have 2 Twitter initiatives to support

Share Your #SchoolSafetySelfie

Post on Twitter or our Community of Practice.
Tag @remstacenter!

REMS

@remstacenter

https://rems.ed.gov/COP/Default.aspx

Subject: How USAGov Outreach Connects With Agency Partners
From: Nancy Tyler <nancy.tyler@GSA.GOV>
Reply To: Nancy Tyler <nancy.tyler@GSA.GOV>
Date: Wed, 22 Apr 2020 12:09:35 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1630 bytes) , text/html (4044 bytes)

Hi Content Managers,

One of the things we love most at USAGov is getting to work with agency partners to help them bring their information and special initiatives to more people.

In our latest post on the USAGov blog, learn about the different types of partner meetings we hold and consider partnering with us!

Thanks,

Nancy

--

Nancy Tyler
Senior Editor
USAGov--*Your Guide to Government Information and Services*

FAS Technology Transformation Services - TTS Solutions
U.S. General Services Administration

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Subject:	Drupal4Gov Webinar Series: (Thur, Apr 23) This Is Not A Place Of Honor: Learning From Messy Content Models
From:	"Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To:	Dearie, Jessica
Date:	Wed, 22 Apr 2020 16:58:07 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (3102 bytes) , text/html (7 kB)

Join Drupal4Gov in the next edition of its Webinar series.

April 23rd, 3pm EST
This Is Not A Place Of Honor: Learning From Messy Content Models
We've all picked up a CMS built by some other team, at some other time, and asked, "How did this happen?" Improving on the past doesn't just mean building something new — it requires learning the right lessons from what's already been built. In this talk we'll visit a handful of "found content models" from real-world projects, chuckle at their idiosyncrasies, and learn how to extract valuable lessons without repeating the same mistakes.
Read more about this webinar and sign-up to attend!
https://www.eventbrite.com/e/drupal4gov-webinar-series-this-is-not-a-place-of-honor-content-modeling-tickets-103087150442

Interested in presenting as part of our webinar series? We would love to hear from you - please respond and I'll get you connected!

Drupal4Gov webinars are held monthly on the third Thursday at 3pm EST.

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

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

Subject:	Email management system
From:	"Hernandez, Claudia" <Claudia.Hernandez@EIA.GOV>
Reply To:	Hernandez, Claudia
Date:	Wed, 22 Apr 2020 17:09:09 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (1565 bytes) , text/html (5 kB) , image001.png (5 kB) , image002.jpg (5 kB) , image003.jpg (5 kB)

Has anyone used Active Campaign or Constant Contact for your email management system?

If so, do you mind sharing your experiences with them?

Thank you,

Claudia Hernandez
Office of Resources and Technology Management
Office of Stakeholder Outreach & Communications
U.S. Energy Information Administration
claudia.hernandez@eia.gov

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Subject: web application: receiving photo submissions from the public
From: (b) (6) [redacted] @HAWAII.GOV>
Reply To: (b) (6) [redacted]
Date: Wed, 22 Apr 2020 20:27:27 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1026 bytes) , text/html (1399 bytes)

Does anyone have a web page or application that receives photo submissions from the public?

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Subject:	Splunk Examples
From:	Pietrowski Rigina <Pietrowski.Rigina@PBGC.GOV>
Reply To:	Pietrowski Rigina <Pietrowski.Rigina@PBGC.GOV>
Date:	Thu, 23 Apr 2020 15:26:05 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2141 bytes) , text/html (4 kB)

Good morning,

I was wondering who used Splunk and if you could share log forwarding examples.

Thank you,

Rigina Pietrowski
Pietrowski.rigina@pbgc.gov
202.229.6083

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Subject:	Yep, they're still real -- but...
From:	"Gillick, Lawrence - FPAC-FBC, Washington, DC" <Lawrence.Gillick@USDA.GOV>
Reply To:	Gillick, Lawrence - FPAC-FBC, Washington, DC
Date:	Thu, 23 Apr 2020 15:43:16 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2454 bytes) , text/html (8 kB)

Hello friends & colleagues!

Thank you for applying to the two GS-14 positions in my previous post.

You probably noticed the typo in question 12 of the application. Our HR office also took notice – and now we're re-posting the positions: https://www.usajobs.gov/GetJob/ViewDetails/566393300

Just to be super-clear:

- You need to re-apply.
- Sorry about that.

Quick review of the gigs: Ideally, one position is for a big-picture social media visionary with a proven track record of both doing and vision-ing. The other is for a big-picture website guru with a similarly proven track record. Both need to play well with others – and with each other. This is a pretty big organization and every job comes with plenty of responsibility.

I (still) like it here. Good people, good work, good food. The cafeteria/dining facility is a tourist stop. Really.

If you're ready for the challenge, please apply (again).

Larry

Larry Gillick
Chief, Web & Digital Strategy
Farm Production and Conservation Business Center
U.S. Department of Agriculture
Phone: 202-720-4024
Email – Larry.Gillick@usda.gov

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Subject: Using Markup to Tag Coronavirus (COVID-19) Information
From: "(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C) HQ.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Thu, 23 Apr 2020 17:27:26 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (8 kB) , text/html (15 kB) , image001.jpg (8 kB)

Afternoon all -

On April 15th, the White House announced that key federal agencies are working alongside Schema.org to help ensure that US government Coronavirus (COVID-19) information (a.k.a. "critical authoritative resources") displays prominently in online search engine results.

Since this effort is so new, we wanted to take a second to highlight a few resources – that way everyone can use these new tags on their coronavirus content:

- Bing Webmaster special announcement specifications
- Google Search Console best practices for health websites
- Google tips on adding structured data to COVID-19 announcements
- Google Rich Results Tester
- Schema.org SpecialAnnouncement

I wish I could tell you that I'm able to answer all of your questions on this… but I'm not. 😊 I do know that Google has set up a technical support group to help people get this sorted out and there's a signup link that can be found on https://developers.google.com/search/docs/data-types/special-announcements#troubleshooting. Hope that helps.

Thanks and stay safe out there -

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

(b) (6), (b) (7)(C) | U.S. Department of Homeland Security

Office of Public Affairs
Director of Web Communications
Co-Chair, Federal Web Council

(Voice) 202-447-4617
(Cell) (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C) hq.dhs.gov

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Subject:	FW: OPM Virtual Leadership Podcast Series----Looking for Volunteers
From:	Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To:	Bridget Serchak <BSerchak@VOANEWS.COM>
Date:	Thu, 23 Apr 2020 21:05:16 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (10 kB) , image001.png (16 kB) , image004.jpg (16 kB)

Just cross-posting.
****

Bridget Ann Serchak
Director of Public Relations
Voice of America
U.S. Agency for Global Media
(formerly Broadcasting Board of Governors)
330 Independence Avenue, S.W.

Click Here
Customer Service
SURVEY
Help us improve by letting
us know how we're doing!

Subject: New Pastures
From: "(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)USCIS.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Fri, 24 Apr 2020 18:36:39 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2308 bytes) , text/html (5 kB)

Hi everyone.

I have some news: I'm leaving USCIS for the State Department. I've loved my 5 ½ years here working on immigration, and I'll miss my work family dearly. However, our agency is moving out of DC to the end of the Green Line, and it would have made my commute on Metro 90 minutes in each direction.

I'll be the new web director there. I've heard great things about the team, and I'm excited to learn a whole new agency and mission. If you're at State (and especially if you'll be my colleague there!), please say hi!

My last day at USCIS is May 1. Then I'll enjoy a week off (planning to visit such exotic locales as the back right corner of my yard!) before joining State on May 11.

I'll remain on this list until next Friday, and I'll resubscribe after I arrive at State.

Stay healthy and safe!

(b) (6), (b) (7)(C)
Deputy Chief, Digital Services Division
Office of Citizenship and Applicant Information Services | *U.S. Citizenship and Immigration Services*
Office: (202) 272-2997 I Mobile: (b) (6), (b) (7)(C)
USCIS English - Website: https://uscis.gov I Facebook: http://facebook.com/uscis I
Twitter: http://twitter.com/uscis I
Instagram: https://www.instagram.com/uscis I YouTube: https://youtube.com/uscis I LinkedIn: https://www.linke
USCIS Español - Website: https://uscis.gov/es

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Subject: Question about Tier 3 usage of web analytics tools
From: "Raschka, Matthew S. (CMS/OC)" <Matthew.Raschka@CMS.HHS.GOV>
Reply To: Raschka, Matthew S. (CMS/OC)
Date: Tue, 28 Apr 2020 13:42:07 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3142 bytes) , text/html (8 kB)

Hi all,

I hope everyone is well and managing through these challenging times okay.

We are exploring Tier 3 usage of web analytics tools, like Qualtrics, and I'm wondering if anyone has privacy policy and/or privacy impact assessments that allow for collection of PII. I've been reviewing HHS privacy guidance and PIAs and so far it doesn't look like anyone has tackled Tier 3 yet, so I thought I'd reach out to this community and check. I've included some examples and links of HHS guidance below as reference.

Please let me know if you have any guidance or questions. Thanks in advance. Be well!

- HHS provides this guidance on the "tiers" here: https://www.hhs.gov/about/agencies/asa/ocio/cybersecurity/implementation-of-omb-m-10-22-and-m-10-23/index.html

  OMB M-10-22 defines Tier 1, Tier 2, and Tier 3 uses. Tier 1 is defined as any use of a single-session Web measurement and customization technology. Tier 2 refers to any use of multi-session Web measurement and customization technology when no PII is collected (including when the agency is unable to identify an individual as a result of its use of such technologies). Tier 3 refers to any use of a multi-session Web measurement and customization technology when PII is collected (including when the agency is able to identify an individual as a result of its use). For the purposes of this memorandum, Web measurement and customization technologies that fall into the Tier 3 category are referred to as "a Tier 3 multi-session technology."

- HHS Privacy Impact Assessments for "third party" web analytics tools: https://www.hhs.gov/pia/index.html#Third-Party

Matt Raschka
Technical Advisor
Centers for Medicare & Medicaid Services (CMS)
Office of Communications (OC)
Web and Emerging Technologies Group (WETG)

Email: matthew.raschka@cms.hhs.gov

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Subject:	The Current State, Past Progress, and Future Prospects of Web Accessibility
From:	DigitalGov University <digitalgovu@GSA.GOV>
Reply To:	DigitalGov University <digitalgovu@GSA.GOV>
Date:	Tue, 28 Apr 2020 13:37:25 -0400
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (2020 bytes) , text/html (6 kB)

Hello!

Join us for a special event, this Friday, May 1, 2020 from 1:00 PM - 2:00 PM EST.

The event, *The Current State, Past Progress, and Future Prospects of Web Accessibility*, features Jared Smith, the Associate Director of WebAIM.

Smith will focus on WebAIM Million's analysis of the home pages for the top one million websites (plus many other interior pages) to provide a powerful perspective on the current state of web accessibility and its progress over the last year. He will explore the critical findings of this research with a focus on government websites and the most impactful issues for users with disabilities, as well as data-driven recommendations for improving web accessibility in the future.

To register for the event visit: https://www.eventbrite.com/e/103740657098

Please note that all login and dial-in information will be provided 24 hours and 1 hour prior to the event's start time.

We hope you can join us for this event!

--

DigitalGov University
digitalgovu@gsa.gov
https://digital.gov/events/

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Subject:	Coronavirus (COVID-19) Update for U.S. Government Websites and Social Media
From:	"(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C) HQ.DHS.GOV>
Reply To:	(b) (6), (b) (7)(C)
Date:	Tue, 28 Apr 2020 19:06:32 +0000
Content-Type:	multipart/mixed
Parts/Attachments:	text/plain (7 kB) , text/html (25 kB) , image001.jpg (8 kB) , opening-america-logo-2x.png (41 kB)

Afternoon all –

The White House Coronavirus Task Force would like for us to amplify the following information on our websites and social media channels. While not required, please feel free to promote as appropriate:

- **Guidelines for Opening Up America Again:** On April 27th, President Trump announced the Guidelines for Opening Up America Again, a three-phased approach based on the advice of public health experts.
  - https://www.whitehouse.gov/openingamerica/
  - Imagery attached, can also be found at https://www.whitehouse.gov/wp-content/themes/whitehouse/assets/css/microsites/opening-america-logo-2x.png

Again, thanks to everyone for following the Coronavirus Guidance and "staying in your lane". Please continue to send your significant releases and updates to usagovemergency@gsa.gov, reach out to either myself or Stacey Palosky (Stacey.Palosky@hhs.gov) at HHS if you have any questions… and if you need a refresher on the guidance, see below.

Thanks and stay safe out there –

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

Coronavirus (COVID-19) Guidance for U.S. Government Websites and Social Media

Digital.gov/coronavirus

In response to Coronavirus Disease 2019 (COVID-19), and in conjunction with the White House, the US Department of Health and Human Services (HHS), and the Federal Web Council, the US Department of Homeland Security (DHS) is issuing guidance for the coordination of Federal web and social media communications related to this incident.

This authority for this action comes from Emergency Support Function 15 (ESF-15 - Public Affairs – Annex R) of the National Response Framework where, during incidents of national significance, DHS has the authority to coordinate all USG communications.

On March 11, 2020, DHS activated ESF-15 for Federal web and social communications to support the national response to Coronavirus Disease 2019 (COVID-19).

All Federal agencies are required to follow this guidance. Please forward this message as necessary.

Web Guidance

First, when standing up a page on your website specific to COVID-19, please **FOLLOW THE REQUESTED URL STRUCTURE** to the best of your ability: https://www.agency.gov/coronavirus

Second, **STAY IN YOUR LANE**. Only post information directly related to your agency on your agency's

Coronavirus page.

- Once your agency's page is live, please **FORWARD THE LINK** to usagovemergency@gsa.gov for inclusion on the "What the US Government is Doing" lane on USA.gov.
- If you add a significant news release or update to the public, please **FORWARD THE URL OF THE ARTICLE** to usagovemergency@gsa.gov for inclusion as well.

Third, **LINK TO THE PRIMARY LANES OF COMMUNICATION** for the disease (below).

- Link to all three lanes from all publicly-released materials related to COVID-19
- Link to all three lanes prominently on your agency's Coronavirus page
- Link to any (or all) of the three lanes elsewhere on your agency website as appropriate.
- If your agency has agency-specific coronavirus information (where you "own" that lane), promote that specific information on your homepage BEFORE promoting the three lanes. It doesn't make sense for Coronavirus.gov or usa.gov/coronavirus to send people your way to have the public be first presented a link back to coronavirus.gov.
- If your agency does not have agency-specific coronavirus information to present, include a link to Coronavirus.gov on the homepage of your agency website. Prominence of display and additional locations to place the link is at agency discretion and should be based on user analytics (focus on where your users would be looking for this kind of information).

Fourth, at this point, please **DO NOT CREATE A LOGO** or any other distinct visual treatment for COVID-19. To provide for some level of consistency of presentation, a high-resolution copy of the image that CDC has been using can be found at https://phil.cdc.gov/Details.aspx?pid=2871.

Lanes of Communication

Coronavirus.gov

https://www.coronavirus.gov

This is a primary lane of information for the public regarding Coronavirus (COVID-19). It is a portal for public information that is curated by the Coronavirus (COVID-19) Task Force at the White House, working in conjunction with CDC, HHS and other agency stakeholders. Coronavirus.gov will link to the appropriate Federal agency website as the authoritative source for that information as necessary.

Coronavirus Disease 2019 (COVID-19)

https://www.cdc.gov/coronavirus

Coronavirus Disease 2019 (COVID-19) landing page on CDC.gov is the latest public health and safety information from CDC and for the overarching medical and health provider community on COVID-19. The site contains consumer and medical information on how the virus spreads, symptoms, prevention and treatment, stigma, cases and what to do if you are sick, along with frequently asked questions.

What the U.S. Government is Doing

https://www.usa.gov/coronavirus
Spanish: https://www.usa.gov/espanol/coronavirus

Landing page on USA.gov that is cataloging all U.S. government activities related to Coronavirus (COVID-19). USA.gov can support both English and Spanish content.

Social Media Guidance

Follow the following handles and retweet/share information relevant to your agency.

Twitter: @CDCgov | @FEMA | @FEMA_Pete
Facebook: https://www.facebook.com/CDC | https://www.facebook.com/FEMA/
Instagram: @CDCgov | @FEMA

Thanks, and if you have any questions please feel free to reach out to either myself or Stacey Palosky (Stacey.Palosky@hhs.gov) at HHS.

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

(b) (6), (b) (7)(C)	U.S. Department of Homeland Security
Office of Public Affairs Director of Web Communications Co-Chair, Federal Web Council	(Voice) 202-447-4617 (Cell) (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) hq.dhs.gov

GUIDELINES

OPENING UP AMERICA AGAIN

Subject:	FW: OPM Webinars: How can Feds lead in a virtual world?
From:	"Ward, Katherine G." <Katherine.Ward@OPM.GOV>
Reply To:	Ward, Katherine G.
Date:	Tue, 28 Apr 2020 21:29:29 +0000
Content-Type:	multipart/related
Parts/Attachments:	text/plain (4 kB) , text/html (41 kB) , image002.png (13 kB) , image003.jpg (14 kB) , image018.png (8 kB) , image021.jpg (45 kB) , image022.jpg (4 kB) , image023.png (14 kB) , image024.jpg (22 kB) , image025.jpg (4 kB) , image026.jpg (4 kB) , image027.jpg (4 kB)

Hi everyone,

Please see below for some (free) upcoming leadership webinars from OPM!

Katie Gar Ward
Marketing and Business Development Manager
Center for Leadership Development

1301 Emmet Street | Charlottesville, VA 22903
P: 434-961-6495 | C: (b) (6)
katherine.ward@opm.gov | www.leadership.opm.gov

OPM HR SOLUTIONS
by government, for government

Center for Leadership Development
Developing Visionary Leaders to Transform Government

From: CLD Connect <CLDConnect@opm.gov>
Sent: Tuesday, April 28, 2020 1:46 PM
Subject: OPM Webinars: How can Feds lead in a virtual world?

Center for Leadership Development
Developing Visionary Leaders to Transform Government
LEADERSHIP.OPM.GOV

OPM WEBINAR

Visualizing Complexity:
Making a Case for Expressing Yourself Visually

Can sketching help you solve complex challenges for your team or agency?

April 30, 2020 | *2 p.m. EST*

REGISTER

OPM's Leadership Webinar Series

Let us help you continue your leadership development.

Dear Federal Colleagues,

Our organization's mission to develop visionary leaders to transform government is more crucial now than ever. Leading a telework-focused workforce brings forth new challenges, yet also offers opportunities for creativity and innovation.

Let us help you navigate this evolving environment with a series of complimentary webinars on resilience, leading in challenging times, adaptive leadership, and related topics to promote your continued development. **Space is limited, so register today!**

Impact of Mindset in Relationships

Learn how to focus on and respond to others' needs when routines have changed.

May 14 | 2 p.m. EST

Exercising Leadership During a Crisis

How can leaders navigate a crisis with a greater sense of "agency?"

May 21 | 2 p.m. EST

LEARN MORE

LEARN MORE

Celebrate PSRW with OPM's
Free Webinar Series

In honor of Public Service Recognition Week, OPM's Center for Leadership Development is offering a free webinar series on contemporary leadership topics. Don't miss out on an opportunity to develop your skills as a federal employee.

The webinars are open to all federal employees but are limited to 475 participants for each webinar, so register today!

REGISTER

What Successful Leaders Do in Challenging Times

What is successful leadership? How can leaders help employees do their best during challenges?

May 4 | 11 a.m. EST

The 'Write' Way: How HR Professionals Can Get Results

Learn how critical thinking and targeted messaging can increase your effectiveness

May 6 | 1 p.m. EST

Will Design for Six Sigma (DFSS) Work for Government Processes?

How critical is the ability to shift time and energy from low-value to high-value work for individual and organizational advancement?

May 8 | 12 p.m. EST

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

PUBLIC SERVICE
RECOGNITION WEEK
MAY 3-9, 2020

Subject:	TODAY at 12:30 - Hear from Census, Interior, National Parks Service, Fish and Wildlife Service, State, and GSA!
From:	Gabrielle Perret - ZMA <gabrielle.perret@GSA.GOV>
Reply To:	Gabrielle Perret - ZMA <gabrielle.perret@GSA.GOV>
Date:	Wed, 29 Apr 2020 09:25:33 -0400
Content-Type:	multipart/related
Parts/Attachments:	text/plain (509 kB) , text/html (6 kB) , image.png (509 kB)

Join SocialGov, the federal government's social media community of practice, for our virtual Spring Session this **Wednesday, April 29**!

In this session you will hear from the digital experts at Census, GSA, the Department of Interior, the National Park Service, the Fish and Wildlife Service, and the Department of State.

When: April 29 12:30 PM – 2:30 PM EDT

Where: Virtual (link provided after registration)

Federal employees register now:
https://www.eventbrite.com/e/socialgov-virtual-spring-session-registration-102573907318

--

U.S. General Services Administration

Gabrielle Perret
Senior Media Advisor
Office of Strategic Communication
(202) 679-1249

Collaboration drives outcomes

Did you hear about GSA's recent big news? Click here to find out.

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SocialGov

Spring Virtual Session

April 29

Subject:	Web Content Job at Dept of Education
From:	"Harris, Sally" <Sally.Harris@ED.GOV>
Reply To:	Harris, Sally
Date:	Wed, 29 Apr 2020 16:21:11 +0000
Content-Type:	multipart/alternative
Parts/Attachments:	text/plain (1515 bytes) , text/html (3633 bytes)

Hi folks,
The Department of Education is staffing up our Digital Media & Creative Services Division which includes the Department's web, social and studio services. Below is another vacancy that just hit the street. Please consider sharing with those who may be interested.

Web Content Specialist (GS13): https://www.usajobs.gov/GetJob/ViewDetails/564300300
The position is also open to the public.

Sally Harris
Director, Digital Media & Creative Services
Office of Communications and Outreach
U.S. Department of Education

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Subject: Grades for webbies
From: "(b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)USCIS.DHS.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Wed, 29 Apr 2020 17:06:56 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2062 bytes) , text/html (4 kB)

Hi folks.

I've seen a lot of job openings recently, all at the GS-13 or GS-14 level. There seems to be a lack of opportunities at GS-12.

I noticed it because we have several GS-11s who are ready for more senior-level work. They've all topped out in their GS-7/9/11 jobs, but offer years of experience.
I'd like to put in a plug to consider hiring at the GS-12 level, particularly for a GS-12/13/14 ladder. You'll likely get candidates who have a few years of experience and are both ready for more responsibility and also eager for a higher-level career ladder.

(b) (6), (b) (7)(C)
Deputy Chief, Digital Services Division
Office of Citizenship and Applicant Information Services | *U.S. Citizenship and Immigration Services*
Office: (202) 272-2997 I Mobile: (b) (6), (b) (7)(C)
USCIS English - Website: https://uscis.gov I Facebook: http://facebook.com/uscis I
Twitter: http://twitter.com/uscis I
Instagram: https://www.instagram.com/uscis I YouTube: https://youtube.com/uscis I LinkedIn: https://www.linke
USCIS Español - Website: https://uscis.gov/es

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