

Facility AX Findings

Initial Synthesis

Content Lifecycle, Localization

1. A number of interesting strategy and governance mechanisms built into bespoke workflows specific to Pittsburgh. For example: Forms that encourage user-centered, audience-focused content creation.
2. Most of this content work is done _outside_ of Teamsite. There are parallel CMSs built in Sharepoint, where a content stakeholder or creator creates a request for content.
3. There is a need for some localization of services and other health care content. More research is required there
4. You can't really delete things.

Training

1. Public Affairs Specialists are well-trained in content creation, outside of the CMS
2. Existing Teamsite training materials don't meet the needs. 300 page Teamsite PDFs don't have the answers they need
3. People would like hands-on training so they can learn by "doing"

CMS UX

1. WYSIWYG is useless, people just edit the source.
2. Multimedia is a huge pain point for everyone.
3. IA for CMS UX is very hierarchical, silo'd, and localized.

User story mapping the workflow

Moving flat teamsite hierarchies into Drupal

