

January - February 2020

CMS Support Channels Log Analysis

Outline

1

Study goals

Objective and research questions

2

Research methods

How the magic happens

3

Key findings and recommendations

What did we learn?

4

Next steps

How do we move forward?



1. Study goals

Objective and research questions

Study Goals

OBJECTIVE

Identify patterns in the content of the following support channels to better understand the nature of the demands and identify opportunities for improvement:

#cms-support Slack channel
VA CMS support email

FOCUS

- Usability considerations.
- Language used to describe work and problems.
- Training opportunities.
- Documentation needs.



2. Research methods

How the magic happens

January 3

<OTH> 11:59 AM
left #cms-support.

<P4B> 2:37 PM

From other channel: @<PAJ> - Q regarding the emergency homepage banner alerts: has this been componentized in Drupal? I vaguely recall it not yet being in Drupal, but some time has passed, so checking in. (Reason for asking is - if we use this component for the upcoming 1/11 scheduled outage message, would like to know if we need to do this via FE GitHub or via Drupal.) FYSA @<GOG> @<OTH> @<OTH>

<PAJ> 2 months ago

We had a proof of concept working, but improved on some of the architecture in the VAMC system alerts, and haven't folded some of that back into the homepage, or the rest of the site. I would recommend sticking with the approach used by @<OTH> the last time, which was for Veterans Day I believe.

<P4B> 2 months ago

^ via regular FE GH work. Thx.

<OTH> 2 months ago

cc @<GOG> @<OTH> @<OTH>

<OTH> 2 months ago

@<OTH>

<OTH> 2 months ago

Let's talk through this in tomorrow's meeting. I think for everything but the site wide banner we can use the existing functionality to make it automatically work during the scheduled downtime.

The emergency banner doesn't have any scheduling behavior in it. We can talk about potentially adding that or figure out who is going to be responsible for publication over the weekend.

<OTH> 2 months ago

@<OTH> ^

<COG> 2:48 PM

was added to #cms-support by <OTH> (out til' 4/15), along with 2 others. Also, @<OTH> joined.

January 6

<PAJ> 11:55 AM

@here I moved standup to 1130am starting tomorrow.

<P4B> 1:23 PM

@<PAJ> Question about rebuilding tables in Drupal: Is there a way we can change the functionality so that if we need to add a row to an already formed table we can move that row up in the table and not just put it last? It's happened to me a few times where I've built a table and left out a row or we needed to add more information later on and it needed to be in the middle of the table. Now I just cut and paste the info down one row until I get the blank row where I need it, but if we could move the rows like we can content blocks, that would be a big time saver. It's probably low on the wants list but just putting it out there.

<PAJ> 2 months ago

Looks like someone already created a patch for the module we're using. <https://www.drupal.org/project/tablefield/issues/3040358#comment-13165483>

- Data was extracted and anonymized.
- Three team members went through the same material and extracted relevant pieces of content.
- Each piece of content was given one or more codes.

-

Subject: Requesting Account for Outreach Hub
(email redacted)

Hi there! I'm **requesting access to the drupal CMS**. Please let me know if you need any more information!

You can please **create a new CMS user account** in Prod/Staging/development Level: Authorized user / Author. I will be adding content and creating Content blocks (i.e. Accordions, WYSIWYG) to add content.

Please assist with **setting up a new CMS user account**:
Authorized user ("Content" writer) full access to WISN 4.

Please **assist with request sent on December 2nd** regarding **set up of three new CMS/Drupal user accounts**. I wanted to assure that the support team received this e-mail request as I have not received a reply or ticket number.

It does not recognize the sent username?

Requesting Drupal access

I am **requesting Reviewer access to Drupal** in order to support the (redacted) team with Drupal onboarding and otherwise assist the individuals that will be working with Drupal.

Hi (names redacted) – per my Slack message, could you help (name redacted) wrt Drupal access error?

I'm trying to access the **TeamSite Administrative Tool** to make Editor/Reviewer updates, however I'm receiving the below message in both IE and Google Chrome. Do you have any insight on this?

Please **promote** the following user to **administrator level access** in Drupal for the Medical Center Websites.

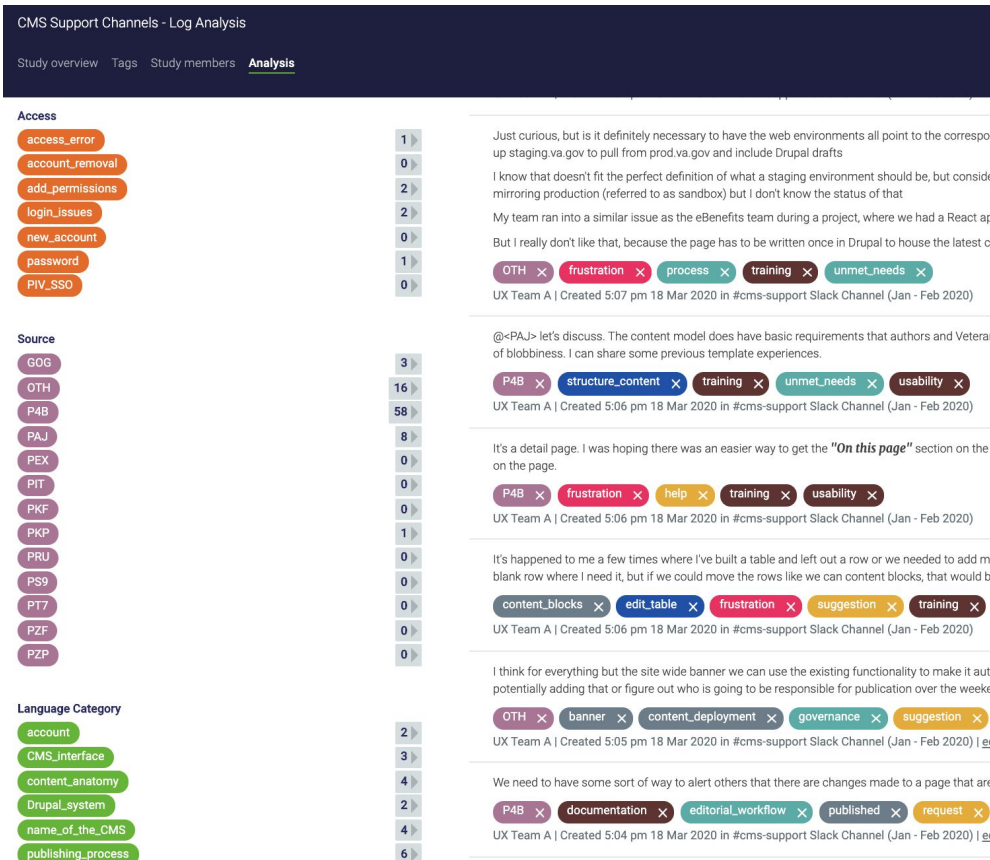
I will **need Editor and Reviewer access to Drupal** in order to support the Engineers within my team that will be working with Drupal.

access to Drupal in order to support the (redacted) team with Drupal onboarding and otherwise assist the individuals that will be working with Drupal

I asked (name redacted) to **provide some additional training** on the Drupal system to our NCA contractors who manage our NCA web pages (and NCA content on VA.gov pages) and was given the VACMSPositive@va.gov to contact. Please touch base with (name redacted) to arrange a convenient time to provide the login information and training.

Can I speak to someone about updating materials already uploaded to VA.gov? I want to replace rather than publish additional materials and I **do not know whether this needs to be done in two steps (by uploading new materials and deleting the old version) or if I can just update the file to new materials**. These are video files.

- regarding the emergency homepage banner alerts: has this been **compensated** in Drupal?
- Question about **rebuilding tables** in Drupal: is there a way we can change the functionality so that if we need to add a row to an already formed table...
- we also had changed "Start a confidential Veterans Chat" to "Start a confidential chat." They are all showing correctly in the **alerts area in Drupal**
- I'm wondering if there's a separate **content block** I don't know about that will be easier to use and probably the **correct styling**.
- There's been a few pages recently where we've needed a **TOC type list**.
- This type of content is by nature a vast **biobly** landscape. We don't necessarily want to enable that extent of **bioblossom**. I can share some previous template experiences.
- Hey @PAP-J, Public Websites is wondering if the **Featured Content component (rendered as three blue boxes)** can be used for the First Forms page.
- wanted to check if **Drupal can support a alert with 2 CTA buttons** (each CTA would take users to a different place off of VA.gov). This alert would appear on authenticated pages. Can you let me know if this is a **component/pattern** we could do in Drupal?
- I fixed the spacing on one thing and then just checked another page and noticed that the same thing happened. Both times it's occurring within a **subview map**.



- Content and codes were entered into Reframer for qualitative thematic analysis.

Codes identified

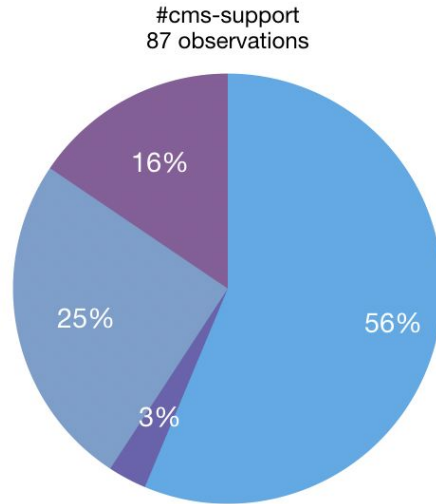
Content Nature	Sentiment	Access	Language	Tasks	Miscellaneous
BUG REPORT	AFFIRMATION	ACCESS ERROR	ACCOUNT	PUBLISH	CONTENT UPDATES
HELP	CONFUSION	ACCOUNT REMOVAL	CMS INTERFACE	LOGIN	EDITORIAL WORKFLOW
QUESTION	DELIGHT	ADD PERMISSION	CONTENT ANATOMY	EDIT	GOVERNANCE
REQUEST	FRUSTRATION		DRUPAL SYSTEM	CHANGE LINK	ONBOARDING
SUGGESTION	MISTRUST	LOGIN ISSUES	NAME OF THE CMS	PREVIEW	PRIVILEGES
	TRUST	NEW ACCOUNT	PUBLISHING PROCESS	ETC.	PROCESS
		PASSWORD			PROD ENVIRONMENT
		PIV_SSO			RESPONSIVENES
					UNMET NEEDS
					URGENCY



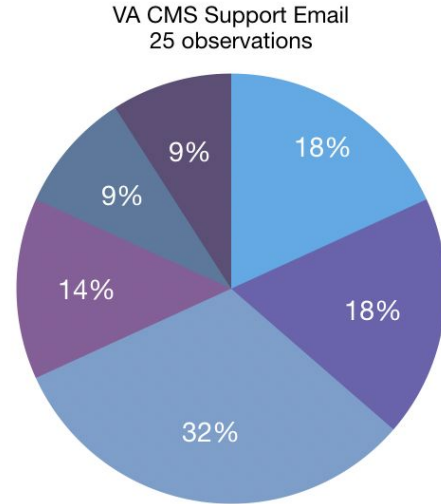
3. Key findings and recommendations

What did we learn?

Most active groups by number of observations

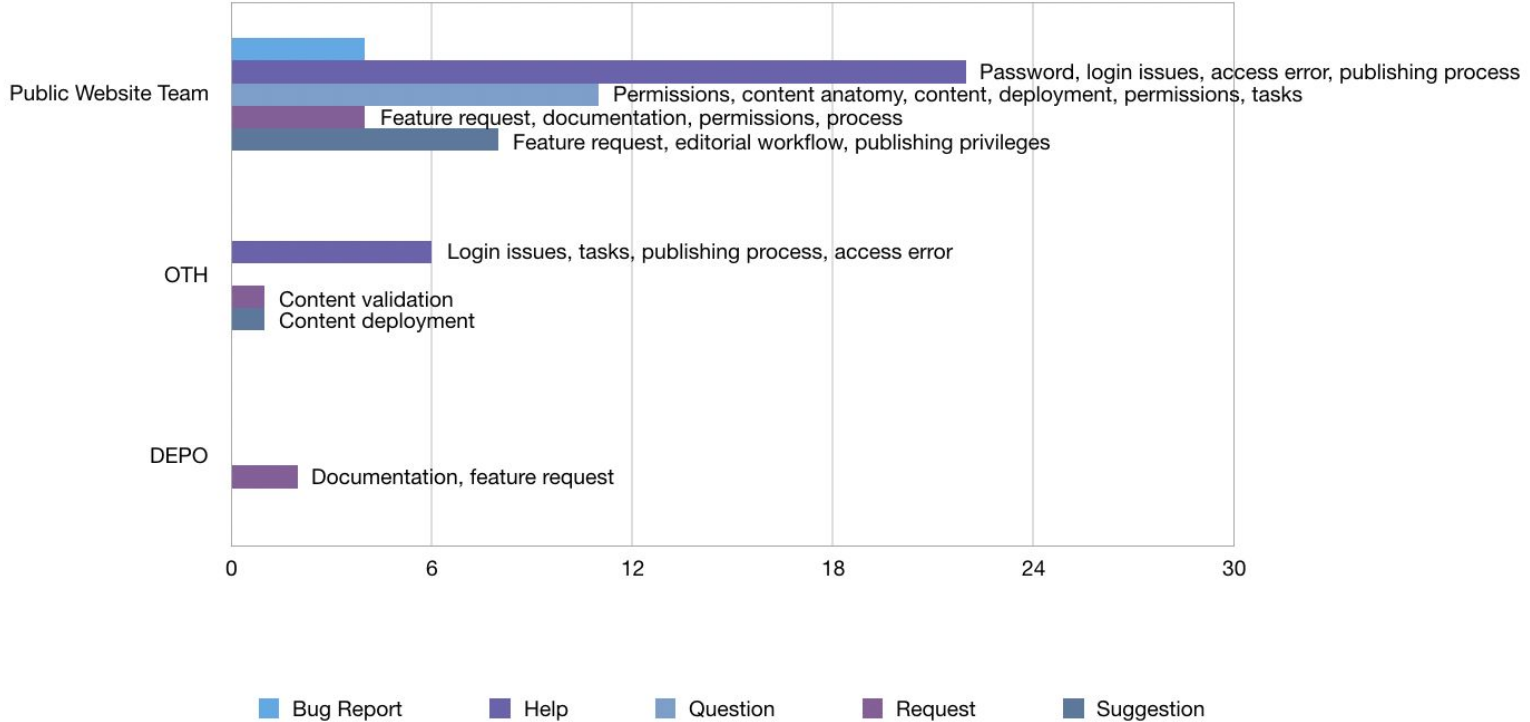


- Public Website Team
- DEPO
- VHA National Level
- OTH



- Public Website Team
- DEPO
- VAMC Upgrade Team
- VHA National Level
- OPIA
- Public Outreach Content Editors

Content nature per group - #cms-support



Content nature per group - VA CMS Support Email



Language concepts

The language editors used to describe their work can be thought of as coming from five different contexts:

Context	Definition	Example
Content anatomy	<i>Describing how content is structured, such as content blocks, widgets, or styling</i>	"For some reason neither <P4B> or I could see this specific link/text on the Education benefits hub right rail ." - Content editor
CMS interface	<i>Describing users' interactions with the CMS, such as tasks, labels, and navigation</i>	"I got a request to change the link in Ask a question online, but am not seeing it in my edit view ." -- Content editor
Drupal system	<i>Referring to concepts that describe how Drupal functions as a system</i>	"I just did that and saved it but the preview for node 901 is still showing it with the banner. Is that because the page isn't published yet?" -- Content editor
Publishing processes	<i>Describing how content becomes live, such as deployments</i>	"We need to do a deploy for some content updates that didn't make it into today's deploy" -- Content editor
Account	<i>Describing how a user accesses the CMS, such as login or permissions</i>	"Does this mean I don't have Edit privileges , and if so, can you help me get them." -- Content editor

Recommendations

- Use the five categories identified in this study to structure how we approach the back end style guide as well as future research. (See the work in progress version of the back end style guide)

Sub categories

When describing their work, editors sometimes used terms that are currently part of the CMS interface, other times they had special pet names for things that seemed specific to their team or discipline. When editors didn't know the term for something or there was none available, they used general terms to try to describe it.

Sub-category	Example
A term that comes from the CMS	"for some reason neither <P4B> or I could see this specific link/text on the Education benefits hub right rail ." – Content editor
Only the public websites content team uses this word	"This type of content is by nature a vast blobby landscape. We don't necessarily want to enable that extent of blobbiness ." – Content editor
General word used for lack of a better term	"This was an element on the page farther up but it was easier for me to delete it and create a new one at the bottom." – Content editor

Recommendations

- Pay special attention to instances when editors use general terms, as these may be opportunities to improve CMS label consistency, user guides, or training. Continue to track unofficial terms content editors are using for opportunities to bring our language choices into close alignment.

Users are unclear about the relative roles of preview bugs and content deployments in the publishing process, and are confused when content doesn't show up in the way they expected.

"So I just did that and saved it but the preview for node 901 is still showing it with the banner. Is that because the page isn't published yet or the change won't show up till after today's deploy?"

— Public Website Team

"We made changes to an alert in Drupal a while back and it's showing as published, But I don't see the changes on the live page."

— Public Website Team

"The alert needs to be set to published in order for the change to appear on the page."

— Public Website Team

Recommendations

- **Usability:** Better communicate in the UI the difference between content deployed and published content. Use help text to clarify the purpose of preview.
- **Training:** Inform users about differences between published as a state and published as in deployed.
- **Documentation:** Have preview and deployments be a quick topic for self-service.

Users don't understand the purpose of the latest version tab, and this confusion in turn casts uncertainty about how preview and view mode work.

"I just wasn't sure if it mattered when you are looking at View in Drupal that it's not showing it down at the bottom but where it was originally on the page. I figured it would update to what it looks like in preview but I guess that's what the Latest Version tab is for. I wasn't sure if this had any connection to it not rendering in preview"

— Public Website Team

"When I look at the page in view mode it's showing a very old version. When I look at the latest version it's correct."

— Public Website Team

Recommendations

- **Usability:** Streamline the editorial workflow UI and improve content proofing.
- **Training:** Clarify parameters of preview and view.

The CMS lacks a consistent approach to describing editorial workflow state and history between dashboards, content view screens and content edit screens.

"I was the one who edited the alert but now I see it's saved as a draft."

— Public Website Team

"The labels are often confusing because when you are just looking at the list, it says published. It's not until you open the file that you see what state it's actually in."

— Public Website Team

Recommendations

- **Usability:** Have the state represented across CMS for a specific content. Have a description of what each state means in terms of possible actions. Communicate history of workflow changes.
- **Training:** Focus on the editorial workflow. Stages, actions and permissions.
- **Documentation:** Have editorial workflow be a quick topic for self-service.

Users need a way to communicate with each other in the CMS about content status transitions.

"Now that more people are getting access to the CMS (which I am definitely grateful for!) we need to have some sort of way to alert others that there are changes made to a page that are not final and not OK to publish. I understand that not everyone has publishing privileges but even having different people working on pages to write and edit will cause the same issues."

— Public Website Team

Recommendation

- **Usability:** Improved tools for editors to communicate with each other about changes in the content. Address a need for “parallel” editing workflows.

**Users are unsure if it is an issue of user role,
workbench access or just user error.**

"I got a request to change the link in Ask a question online, but am not seeing it in my edit view. Perhaps I don't have permission to edit that section, or...?"

— Public Website Team

"I am not seeing the "Edit" tab, just View, History, Revisions. Does this mean I don't have Edit privileges, and if so, can you help me get them. Let me know, and if you have a rough ETA for that too, that would be great. thank you!"

— Public Website Team

Recommendation

- **Usability:** Let users access their permissions and capabilities. Let users know when they can't access/edit certain parts of the content.
- **Training:** clarification of roles and workbench access.
- **Documentation:** Troubleshoot in case additional permissions are needed.

Hidden actions can affect accessibility

“Yeah, I’m not sure why it was set up this way. I think if I hit those three dots it deletes all the elements but let me double check. [referring to editing a process list nested inside a Q & A section]”

— Public Website Team

Recommendation

- **Usability:** Consider revealing actions and displaying them as buttons.
- **Training:** Exploring in more detail editing options for each section/field.

There is a lack of clarity in CMS concepts related to the development of new products.

“The content model does have basic requirements that authors and Veterans most often will need/want. This type of content is by nature a vast blobby landscape. We don’t necessarily want to enable that extent of blobbiness. I can share some previous template experiences.”

— Public Website Team

Recommendation

- Formalize a process with product teams to assist in the creation of new products that involve content management in the CMS.

Users need an easier way to manage tables.

"It's happened to me a few times where I've built a table and left out a row or we needed to add more information later on and it needed to be in the middle of the table. Now I just cut and paste the info down one row until I get the blank row where I need it, but if we could move the rows like we can content blocks, that would be a big time saver. It's probably low on the wants list but just putting it out there."

— Public Website Team

"Question about rebuilding tables in Drupal: Is there a way we can change the functionality so that if we need to add a row to an already formed table we can move that row up in the table and not just put it last?"

— Public Website Team

Recommendation

- **Usability:** (if possible with Drupal capability) add functionality to insert row/column in the middle of a table.
- **Training:** include topic on CMS tables capability.

Currently in the CMS, users have no way to schedule the publication of content.

“The emergency banner doesn't have any scheduling behavior in it. We can talk about potentially adding that or figure out who is going to be responsible for publication over the weekend.”

— OTH

Recommendation

- **Usability:** offer the capability to allow users schedule the publication of content.

There are currently many ways of asking for new CMS accounts.

“Please assist with request sent on December 2nd regarding set up of three new CMS/Drupal user accounts. I wanted to assure that the support team received this e-mail request as I have not received a reply or ticket number.”

— VAMC Upgrade Team

“Hi there! I’m requesting access to the drupal CMS. Please let me know if you need any more information!”

— DEPO

Recommendation

- Design the request account template and associated process.

There are currently many ways of asking for CMS permissions.

"Please promote the following user to administrator level access in Drupal for the Medical Center Websites. He will be required to build out and stub up the remaining VISN systems, facilities, and pages. (email redacted) Please contact me immediately if you have any questions or concerns."

— VAMC Upgrade Team

"I will need Editor and Reviewer access to Drupal in order to support the Engineers within my team that will be working with Drupal."

— DEPO

Recommendation

- Design an official process to request elevated permissions. Template data points, and justifications need to be defined.
- **Usability:** some users could have the ability to elevate permissions to others.

There are currently many ways of requesting training.

“The WCT training list is the same per an older email. Would you mind posting in the website channel or sending folks inquiry by email? Again, not everyone has PIV/CAG/VA email access YET. Would just want to queue up training for when more of the team can actually use Drupal, and want this in your queue, as I know it can take time to schedule everyone. We need more advance notice than 1 or 2 weeks — everyone is extremely busy”

— Public Websites Team

“Could you please start looking into setting up a training for the WCT? (Remember we tried to do this earlier, but nobody had their PIV and CAG set up yet?)...We need more advance notice than 1 or 2 weeks — everyone is extremely busy.”

— Public Websites Team

Recommendation

- Develop a formal training request process and continue to develop training curriculums.

There's not a clear process that helps people understand how governance is set up in the CMS, or how to request a change to that setup.

"Question: Under the "Governance" for each of the nodes for VAMC Facilities, etc by default owner is "VHA Facilities". What is the process to request the addition of a new owner group (e.g. "VA Boston health care")?"
— OTH

Recommendation

- Formalize a process to handle governance requests regarding permissions and structure.

**Overwhelmingly, Public Website Team
referred to the CMS as "Drupal."**

Although this team refers to it as “the CMS,” (or more specifically, “the VA.gov CMS”) editors may be calling it “Drupal” because:

1. Acronym fatigue
2. There’s more than one CMS, and they want to differentiate it from Teamsite
3. It’s easier to say and write

“Drupal is not being my friend today.”

-- Public Website Team

Recommendation

- Consider changing the official name of the CMS and create a strategy to socialize the potential new name in the rest of the organization.



4. Next steps

How do we move forward?

Next steps

Create user stories and epics for recommendations that are not being tracked yet

Adjust user groups in the log analysis to include developers

Review analysis tags to communicate with KPIs

Thanks!

Feel free to contact us with questions:

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