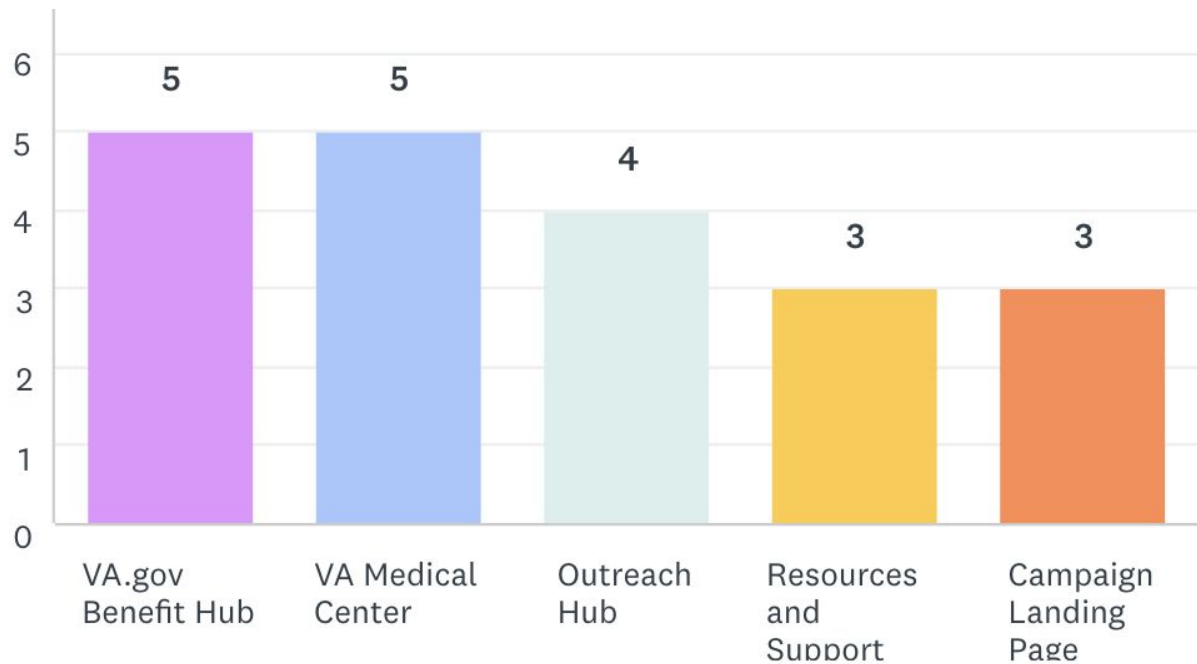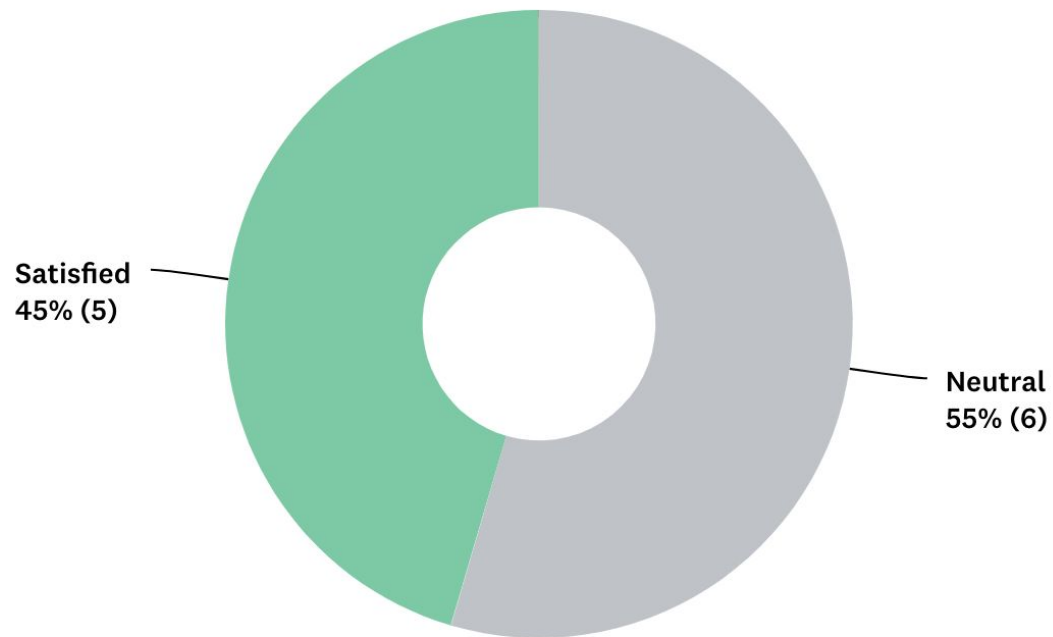# VFS-CMS

Q1 2021 Satisfaction Snapshot

What section of va.gov do you primarily work on?
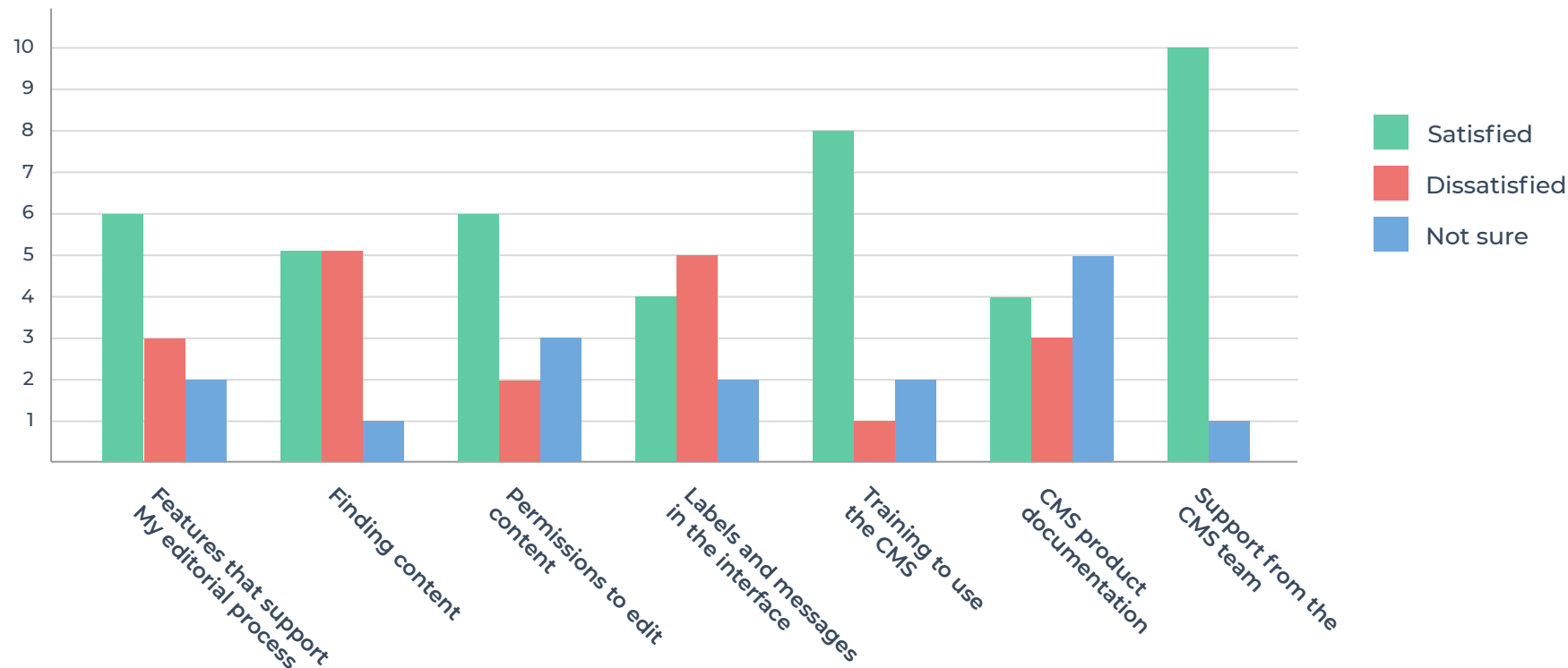
n = 12, 12% active user base

In general, how would you rate your satisfaction with the cms?

Satisfied
45% (5)

Neutral
55% (6)

Please rate your experience with the following aspects of the CMS that apply to your work:

Open-ended feedback

Feedback by VA.gov section

Outreach Hub

Feature

Feature - Media

OCTO-DE

Training

Benefit Hub

Feature

Feature - Media

Permissions

OCTO-DE

R&S

Feature

Feature - Media

Permissions

CLP

Feature - Media

OCTO-DE

VAMC

Navigation

Documentation

Actionable feedback

Navigation

One participant expressed the need to improve menus for those looking at more than one system at a time - arriving at a node is time consuming and there is no specific order to finding systems in the links.

➔   CMS Navigation Redesign (Epic #1351).
➔   Product dashboards.

Actionable feedback

Feature

One participant requested the ability to run reports in order to have data to support continued usage and growth of the site.

➜ Product dashboards could, in the future, support front-end analytics.

One participant noted that notifications are needed - being able to tag the next person in the editorial process.

➜ CMS Notifications framework
➜ Editorial Workflow and Assignment (Epic #900, GitHub EWA repository).

Actionable feedback

Feature - Media

One participant pointed out that video and image capabilities (customization, integration, transcripts etc.) would improve EX and help with product iterations.

One participant expressed the need to improve the ability to add media to content.

➜ Design and develop a robust enterprise Media Library / Digital Assets Management system.
➜ Meanwhile, iterate on existing video and image capabilities.

Actionable feedback

Permissions

The same participant who requested notifications, mentioned that authors with certain permissions should only work in draft state for Tier 1 benefits hub changes and not have the option to publish to that area of the website.

➜ User Administration Service (Epic #4019).

Actionable feedback

Documentation

One participant expressed the need for a well-documented API for accessing the CMS content.

➜   Upgrade to GraphQL 4 could mitigate some of the current challenges.

Actionable feedback

Training

One participant pointed out that the pages they access do not serve their needs and the CMS often has problems taking updates.

➜ Develop training materials for Outreach Hub publications.

Actionable feedback

OCTO-DE

One participant expressed that decision-making for strategies and tactics is left with the DEPO team, which is constricting.

➜   Share feedback with OCTO-DE.

Thanks!