

Welcome to the new VA.gov

Features:

- Veteran-centered content based on Veteran feedback
- Editor-centered content management
- Multiple ways to get support



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Veterans told us multiple VA websites and online brands are confusing and complicated to use



“It seems like they are getting redundant with all these sites.”

“I just want to go to the VA & check my claim...”

—Veteran research participants



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A new, Veteran-centered VA.gov

Global navigation
with benefit hubs

Top user tasks

Benefits index

News stories



Global account, help, and
search tools

One “front door” to get to all VA
benefits, tools, and services



Borne The Battle
The Borne The Battle podcast spotlights important resources, officers, and benefits VA offers our Veterans.



Celebrating 75 years
VA's academic partnership improved Veterans health care.



VAntage Point: news you can use
VAntage Point is VA's official blog. Here you will find stories from around VA and the Veterans community.

VA



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Editor-centered management of Veteran-centered content



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Increased reliability, consistency, and quality of content for Veterans

Single source of truth

Robust governance

Guidelines and guardrails to ensure quality

Structured content



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Single source of truth

- Content is not siloed and can be shared across VA, eliminating the need for duplicate content
- CMS can serve multiple consumers

Drupal CMS +
Content API

Modernized www.va.gov

VA Mobile Application

Other consumers



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Robust content governance

- Every piece of content has an owner appropriate to its scope and the governance strategy.
- Content can still be shared across VA organizations and products.

Project Charter — Content Management (CMS) Governance Working Group

1. Purpose

This Charter defines the function, membership, and procedures of the VA's CMS Governance Working Group (a subcommittee of the Web Governance Board).

2. Objective

To provide oversight and guidance to the team implementing the Drupal CMS - in accordance with the Digital Modernization Vision - to govern the va.gov website as a user-centered product and provide efficient, accountable, editorial governance practices for the business.

3. Structure

a. Stakeholders

The following offices are represented in the working group.

- Digital Modernization Council (Represented by Charles Worthington – Chief Technology Officer)
- Web Governance Board (Represented by Gary Hicks – Director of Media Engagement, Office of Public and Intergovernmental Affairs (OPIA))
- Veterans Health Administration (VHA) Chief of Staff – Larry Connell
- Assistant Deputy Under Secretary for Health for Health Informatics (10A7) – Chuck Hume, FACHE

b. Participants

The following individuals represent their respective offices, with the ability to make or get decisions.



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Guidelines to ensure quality

Encourage and enforce content practices that have been tested with Veterans.

- Accessibility
- Plain language
- Mobile friendly
- Search optimized
- Content strategy
- Product strategy

Structured content

- Scalable and modular content model
- Each field has a specific purpose that drives product goals
- Structured content can be leveraged by multiple applications

Editor-centered management of Veteran-centered content



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Editor-centered

Purpose-driven

Efficient

Approachable

Consistent

Empowering



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VA.gov CMS design principles

Purpose-driven

Editor involvement in VA's mission, content strategy, and product strategy

TOP OF PAGE INFORMATION *

Page title

To request a correction or update to this centrally-managed data, [email an administrator](#).

Buffalo Vet Center



Page introduction *

We offer confidential help for Veterans, service members, and their families at no cost in a non-medical setting. Our services include counseling for needs such as depression, post traumatic stress disorder (PTSD), and the psychological effects of military sexual trauma (MST). We can also connect you with more support in VA and your community.

VA



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VA.gov CMS design principles

Efficient

Clear, straightforward paths to get the job done

Service *

Surgery – Specialty care ▼

Look up the name from the national list of health care services.

VA.gov CMS design principles

Approachable

Friendly guidance over authoritative instruction

FACILITY PHOTO

Add a photo of the facility

Add media

Photo guidelines

- ✓ Smart phone photos are ok
- ✓ Use landscape orientation
- ✓ Show the entrance side of the building
- ✗ No people
- ✗ No car license plates

One media item remaining.



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VA.gov CMS design principles

Consistent

Repeatable patterns to complete tasks

▼ HOURS

	FROM	TO	COMMENT	OPERATIONS
Sunday	Hour ▼	Hour ▼		
	Minute ▼	Minute ▼	Closed	Copy last day
	AM/PM ▼	AM/PM ▼		
Monday	8 ▼	8 ▼		
	00 ▼	30 ▼		Remove Copy previous day
	am ▼	pm ▼		

VA










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VA.gov CMS design principles

Empowering

Clear information to make decisions and contribute to a timely, accurate, single source of truth


VAMC system description of service


B *I* |   |   |   Source |  Format | Styles

Care we provide at VA Pittsburgh

- General surgery services
- Anesthesia
- Cardiac surgery
- Neurosurgery
- Orthopedic surgery
- Transplantation

[Learn more about surgery at VA Pittsburgh](#)

Text format Rich Text 

[About text formats](#) 

VA



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Veteran-centered

**Single source of
truth**

**Robust
governance**

**Guidelines and
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**Structured
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VA



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Get support in the CMS

- On-demand help guides
- On-demand training videos
- CMS help desk support

[Home](#) > CMS help center

CMS help center

Find answers in our help guides, get training, or contact our help desk for support.

On this page

- ↓ [Help guides](#)
- ↓ [Training](#)
- ↓ [Help desk](#)

Help guides

General CMS questions What is a CMS?	Login and account Request an account	VAMCs Veteran-centered design for VAMC editors
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What's new in the CMS
[See latest announcements](#)
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