



June - November 2023  
6 months

# Government Digital Service (GDS) - GOV.UK

Understanding and tackling the key problems with Whitehall Publisher: the tool used to put content on GOV.UK.

USER RESEARCH

INTERACTION DESIGN

PROTOTYPING

QUANTITATIVE RESEARCH

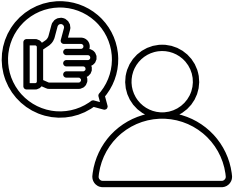
## Context



**Whitehall Publisher is the main tool used to publish content on GOV.UK**  
There are >700k pages on GOV.UK. A few tools are used to publish and maintain them. Whitehall Publisher is the most-used.



**The users: Civil Servant content designers**  
There are just over 2,000 civil servants across departments that publish and maintain content using Whitehall Publisher. At GOV.UK, these users are referred to as 'publishers'.



**The objective: improve the experience of adding content in Whitehall**  
This was the the quarterly objective for the Whitehall team for the 2 quarters I was there. I.e. make the experience of creating pages in Whitehall better.