

Dana Malone  
**Sr. Content Manager**



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## Story

Dana has been working for the VA for 18 years. She's moved around from agency to agency, and now she's in a pretty high managerial role. Her responsibilities include project management, overseeing her team's work, and verification of tasks.

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## Needs

Dana has experience editing and outputting government documentation. She may not not know everything about how a website works, but now she has to use this new workflow and she's sure she can figure it out. Most important, tho... it better be easy.

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## Goals

- Dana needs to be able to quickly access edited content.
- She needs a smart way to approve content or send it back to an editor.
- If she's suggested an edit, she needs to be able to see when and where it was made.

Abigale Odom  
Junior Drupal Content Editor



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### Quote

“ At the end of the day, I would feel pretty rotten if one of our war veterans couldn't find the documentation they need.

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### Story

Abigale is a government employee. She has a BA in Graphic Design and since she graduated, she worked hard to be at her paygrade. She grabbed an opportunity for a local government job that set regular work days and wasn't too many stops away on the Metro.

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### Needs

Abigale edits and submits content that needs to be available online. Usually this comes from some paperwork, or a PDF that needs to be whittled down to the important facts, or even just organized better. In order to perform her job productively, it would be a great help if Abigale had the necessary tools she used everyday be as efficient as possible. She has to wade through endless directories and menus to figure out where the important stuff goes. And sometimes these Drupal configurations just don't make sense, and she keeps entering the documentation in the wrong area.

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### Goals

1. Abigale needs to update 23 Drupal pages today.
2. Some of the Drupal pages are ready to be translated, since there is a good number of veterans and family members that only speak Spanish.
3. She also has to add two new pages, with this year's insurance adjustments.

Cason Chavez  
**Content Translator**



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## Quote

I would like to put my language abilities to good use. I'm good at translating languages while writing in a professional manner.

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## Story

Cason is a second generation child of immigrants. He grew up in a hard working family in Baltimore and paid his way through college with scholarships. He now holds a BA in English. Cason lives with a few other friends in a rowhouse in Silver Spring, Maryland and commutes by the metro to downtown DC. He does odd jobs translating Spanish to English with his

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## Goals

1. Quite often I'm directed to translate something for our government's VA website. I don't spend a lot of time on there, so I need to know where I should be working.
2. I am used to computers, but I'm an English major, not a computer science geek.
3. I have a ton of work to do... it seems like everyone here needs me to help them out with their paperwork.

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## Needs

Abigale edits and submits content that needs to be available online. Usually this comes from some paperwork, or a PDF that needs to be whittled down to the important facts, or even just organized better. In order to perform her job productively, it would be a great help if Abigale had the necessary tools she used everyday be as efficient as possible, so she wouldn't waste time trying to figure where to enter data rather than being creative at producing and editing the important stuff. Life was easy when it was just a simple website, but now she has to wade through endless directories and menus to figure out where this important stuff goes. And sometimes these configurations just don't make sense, and she keeps entering the documentation in the wrong area.

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