

TEAMSITE BASICS: ADMINISTRATION, GOVERNANCE & SERVICE MODEL

Presenter: Jennifer Lee, Office of the CTO – Digital Experience Product Office

With the participation and SME validation of: Brad Smelley & Eric Lee, TeamSite Administration, Web Solutions

MAY 2021

FOR INTERNAL USE ONLY



Some TeamSite Basics



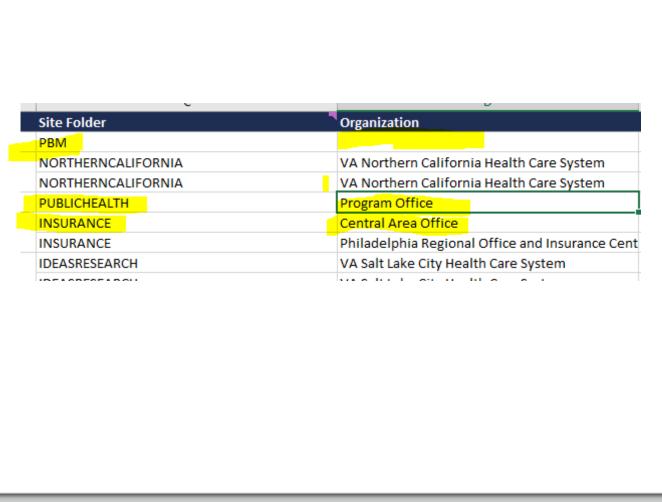
TeamSite: Site folder & Organization

A site folder in TeamSite corresponds to a website.

- Files in that folder correspond to a web page in that website.
- Files can also include documents or assets on the website (image files, PDFs, so on)

Org Type> Organization corresponds to 1 of 4 "parents" for the site folder. Under each Org Type are more granular "Organization" designations.

- VHA
- VBA
- NCA
- "VACO"



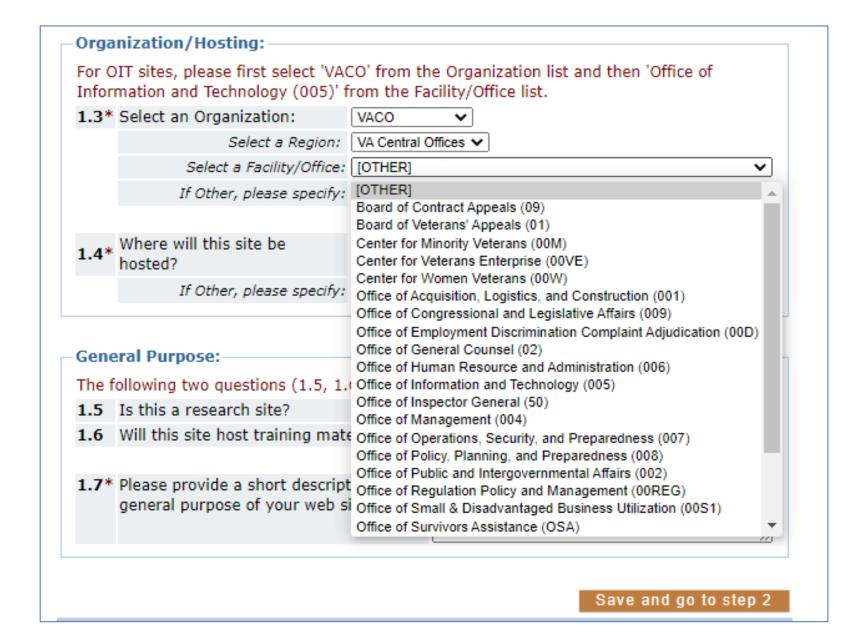
Organization taxonomy

When a user submits a Web Ops request for a new site or pages on TeamSite, they must specify:

Org Type: VACO/ VHA/ VBA/ NCA

Parent Org (VACO/VHA/VBA/NCA) is conceptual, and does not function as a folder.

- Region dropdown list: choices depends on Org Type
 - Facility or Office dropdown seect list (e.g., Oakland Regional Office / St. Paul Health Care System)
 - Other: freeform field



FOR INTERNAL USE ONLY
Office of Information and Technology

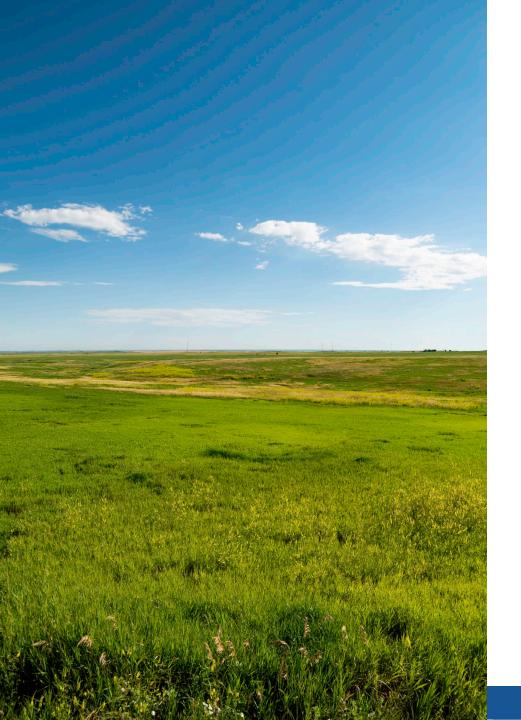
Org Type > Organization taxonomy come from each of the web comms & aren't used for any access functions

Organization taxonomy in TeamSite is for traceability, and doesn't determine access and permissions.

Example:

There's nothing technically in TeamSite preventing someone in 'Org Type> VBA' being assigned to a site under 'Org Type> VHA'.

TeamSite admins simply implement the site setup that Web Governance Board approves before the web request comes to the TeamSite team. The web request intake form is maintained by Web Solutions.



Permissions and access are flat and discrete in TeamSite

In other words, permissions and access don't flow downward via the Org & Folder hierarchy. (Versus the cascading "waterfall" hierarchy model of permissions via Drupal.)

History/background of this model is due to site governance challenges.



Roles & workflows in TeamSite



User roles define workflow permissions in TeamSite

Workflow permissions: Whether you can edit only or edit and publish.

- "Editor" role can only edit. Editor selects the site's designated "Editor/Reviewer" from the TeamSite workflow interface and submits the edits. (Editors don't have ability to publish, only to send edits to the Editor/Reviewer.)
- "Editor/Reviewer" role can edit and publish (one's own as well as other's work) in a particular site folder. They receive the Editor's changes via a notification from TeamSite, and go into TeamSite to review, change, send back, or publish.

Pros & Cons of TeamSite permissions approach

Pros:

Users can have different roles for different content. You can be a publisher for one site; but only an editor on other sites.

Cons:

If you're a power user or a VACO digital media team user who needs editing or publishing access to many NCA/VBA/VHA/VA sites, you have to be assigned essentially the same role for hundreds of sites.



Web Ops triggered for certain kinds of changes

- If changes are more than 80 files*
- If there's an invalid file (list of valid files provided by web ops; bc it affects which server certain files should be uploaded to/hosted)

Web Ops doesn't "review" for these triggers. The triggers merely alert Web Ops to not take further action to publish the files.

The typical scenario is:

- Content editor reaches out to TeamSite admin.
- TeamSite admin investigates, and helps unblock the pause.
- Usually consists of informing the content editor to remove the invalid file type or confirming to Web Ops that 80+ file submit was intentional by the business.

80 files limit is not a technical limitation.

- The 80 number is a governance proxy for something that might indicate an unauthorized new site vs. minor updates to an existing site.
- Note: Businesses can still create unauthorized new sites by adding subfolders to already approved site folders.

TeamSite 'governance' & administrative process (user administration, adding/creating a site)



TeamSite model: Service model rather than governance model

- Robust help website with user guides and tutorials – sent out to every new user. (Not required by TeamSite team though.)
- Required annual user agreement. (For web ops – vis a vis server privileges via publishing via TeamSite)
- Users who don't sign their annual UA are automatically locked out, and after 30-60 days, removed from the CMS.

Web standards and governance are left to each site's line of business – web comms.

VA Web CMS Support (TeamSite) Home: https://vaww.va.gov/CMS/index.asp

VA WEB CMS SUPPORT (TEAMSITE) HOME

The **VA Web CMS Support** team manages and maintains the VA Entergoreatly enhances website management capabilities, helps to ensure star update costs and provides for enhanced web content authoring.

TeamSite Help

- FAQs
- Training Tutorials
- Tips and Tricks
- Contacting Support
- Calendar User Guide (PDF)

Site Management

- Site Migration/Site Creation Guide
- TeamSite Administrative Tool
- Web Request Site
- Web Registry Site
- 6102 Site
- Enterprise Web Infrastructure Support (EWIS)

Adding or removing users in TeamSite

- The site POC submits a request to TeamSite Admin team.
- Only site POCs have access to the TeamSite help request form.

Occasionally, TeamSite admin team will reach out to the site POC if a user is no longer a valid account in VA's active directory.

Site POC – responsible business owner, governance, approve/not.

Requesting a site

A business submits a web request:

VA web request form: https://vaww.va.gov/webrequest/



FOR INTERNAL USE ONLY
Office of Information and Technology

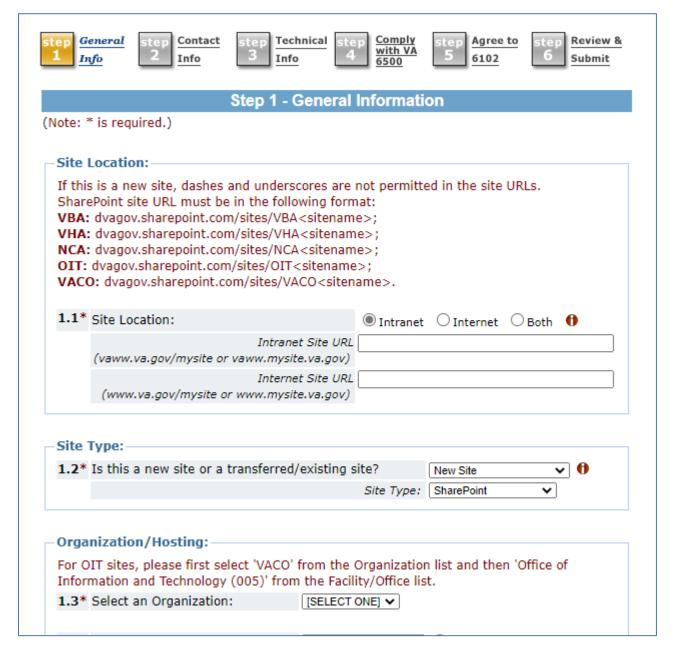
Web Governance Board receives the web request, then approves (or denies) request.

Approved requests are then set up by TeamSite admin team (i.e., setting up the site folder).

URL and other details are determined by the requestor/site user.

The content is created by the site user.

TeamSite can publish site contents to public internet or intranet (but not the SharePoint intranet).



TeamSite: Site user vs. site POC

Site user: Someone who is assigned an Editor or Editor/Reviewer role.

Site POC: Business line point-of-contact. Site POCs don't have TeamSite permissions or capabilities. (It's a conceptual role, not a functional TeamSite role.)

- Only Site POCs can make requests to add/remove users and specify role. (Only TeamSite admins can add/remove users.)
- Site POC is the accountable person that TeamSite admins go to if a user for their site folder has not completed the required training or needs approval to remove a user who is no longer at VA, etc.
- There can be multiple Site POCs per site folder. Minimum 2 recommended for business continuity.

Summary

- 1. TeamSite administration is a well-oiled and responsive service model.
- 2. Governance takes place at the site POC (business's web comm) layers outside of TeamSite for the most part.
- 3. User administration is straightforward with flat permissions architecture: POC requests; TeamSite admin implements.

