



TEAMSITE BASICS: ADMINISTRATION, GOVERNANCE & SERVICE MODEL

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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”

Site Folder	Organization
PBM	
NORTHERNCALIFORNIA	VA Northern California Health Care System
NORTHERNCALIFORNIA	VA Northern California Health Care System
PUBLICHEALTH	Program Office
INSURANCE	Central Area Office
INSURANCE	Philadelphia Regional Office and Insurance Cent
IDEASRESEARCH	VA Salt Lake City Health Care System

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 select list (e.g., Oakland Regional Office / St. Paul Health Care System)
- Other: freeform field

Organization/Hosting:

For OIT sites, please first select 'VACO' from the Organization list and then 'Office of Information and Technology (005)' from the Facility/Office list.

1.3* Select an Organization:

Select a Region:

Select a Facility/Office:

If Other, please specify:

1.4* Where will this site be hosted?

If Other, please specify:

General Purpose:

The following two questions (1.5, 1.6)

1.5 Is this a research site?

1.6 Will this site host training materials?

1.7* Please provide a short description of the general purpose of your web site.

Board of Contract Appeals (09)
Board of Veterans' Appeals (01)
Center for Minority Veterans (00M)
Center for Veterans Enterprise (00VE)
Center for Women Veterans (00W)
Office of Acquisition, Logistics, and Construction (001)
Office of Congressional and Legislative Affairs (009)
Office of Employment Discrimination Complaint Adjudication (00D)
Office of General Counsel (02)
Office of Human Resource and Administration (006)
Office of Information and Technology (005)
Office of Inspector General (50)
Office of Management (004)
Office of Operations, Security, and Preparedness (007)
Office of Policy, Planning, and Preparedness (008)
Office of Public and Intergovernmental Affairs (002)
Office of Regulation Policy and Management (00REG)
Office of Small & Disadvantaged Business Utilization (00S1)
Office of Survivors Assistance (OSA)

Save and go to step 2

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 sub-folders 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 Enterprise Web CMS, which greatly enhances website management capabilities, helps to ensure standardization, reduce 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/>



The screenshot shows the VA Web Request Form interface. At the top, there is a header for the "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" with a navigation bar containing links: "VA Intranet Home", "About VA", "Organizations", "Locations", and "Employee Resources". Below this is a sub-header with the "Department of Veterans Affairs" logo and the title "VA WEB REQUEST FORM". A blue banner reads "Welcome to VA Web Request". The main content area is titled "Before filling out the forms, please answer the following question:". The first question is "A. Is this a Web site, Blog or Redirect request?". It has three radio button options: "Web site" (selected), "Blog", and "Redirect". To the right of these options is an information icon. Below the options, there are two bullet points: "- For Facebook/Twitter requests, please visit [Social Media Request](#)." and "- As part of VA's Cloud First Policy all new application requests must be reviewed by the Cloud Solutions Office <https://vaww.oit.va.gov/use-of-vva-enterprise-cloud-for-new-development-views-00124536>." Below these, it says "To submit a request please visit the VIPR website:" followed by the URL <https://dvagov.sharepoint.com/sites/OITEPMOIAS/VIPR/Pages/VIPR%20Home.aspx>. A "Continue..." button is located at the bottom right of the form area. At the very bottom of the page, it says "VA Form 0872".

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).

step 1GeneralInfo

step 2ContactInfo

step 3TechnicalInfo

step 4Comply with VA 6500

step 5Agree to 6102

step 6Review & Submit

Step 1 - General Information

(Note: * is required.)

Site Location:

If this is a new site, dashes and underscores are not permitted in the site URLs.
SharePoint site URL must be in the following format:
VBA: dvagov.sharepoint.com/sites/VBA<sitename>;
VHA: dvagov.sharepoint.com/sites/VHA<sitename>;
NCA: dvagov.sharepoint.com/sites/NCA<sitename>;
OIT: dvagov.sharepoint.com/sites/OIT<sitename>;
VACO: dvagov.sharepoint.com/sites/VACO<sitename>.

1.1* Site Location:

☒ Intranet ☐ Internet ☐ Both ⓘ

Intranet Site URL
(vaww.va.gov/mysite or vaww.mysite.va.gov)

Internet Site URL
(www.va.gov/mysite or www.mysite.va.gov)

Site Type:

1.2* Is this a new site or a transferred/existing site?

New Site ⓘ

Site Type: SharePoint

Organization/Hosting:

For OIT sites, please first select 'VACO' from the Organization list and then 'Office of Information and Technology (005)' from the Facility/Office list.

1.3* Select an Organization:

[SELECT ONE] ▼

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.