

Path to Drupal 8

Process, Migration, and What to Expect

Donna Sumner



Digital Services
GEORGIA

Agenda

Background

Done

Now

Next

Impact

Agenda

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Done

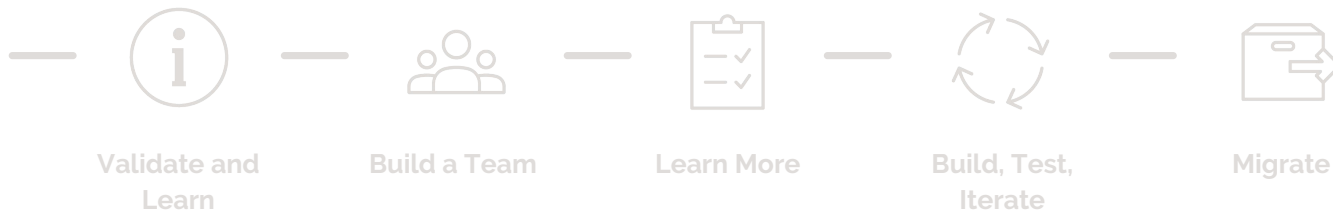
Now

Next

Impact



Identify Problem



CMS Platform: 80+ websites



Digital environment

Issues with current platform

- Constrained layouts
- Hard to use
- Looks outdated
- Walls of text
- Unhelpful document management



So what are we going to do?

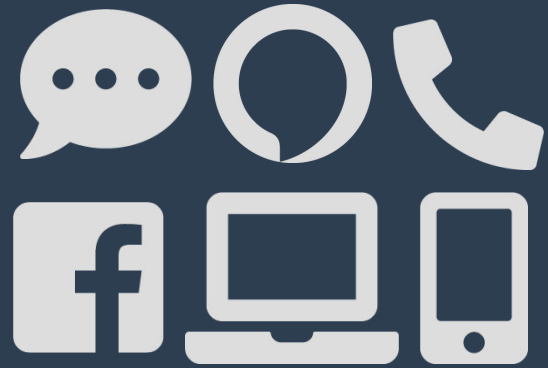
~~Web~~ *Digital* Platform



Build for a Digital Future



Build for a Digital Future



Make it better



Make it better

- Unified brand
- Content strategy
- Ease of use



How will we pull this off?

WITH the People

WITH the People

That's You!

WITH the People

That's You!

Agencies

Content Managers

Georgians



Identify
Problem



**Validate
and Learn**



Build a Team



Learn More



Build, Test,
Iterate



Migrate

With Agencies



- DCoE
- Agency interviews
- Focus groups
- Tickets, questions

With Georgians



TRADITIONAL



OPPORTUNIST



TRUSTING



THOROUGH



DECISIVE

guidance

- appreciate assistance
- welcomes recommendations
- easily overwhelmed by too many options
- prefer use a single, stepped path
- will compromise wants rather than leave

self support

- know what they want
- like to make their own choice
- empowered by many choices and detailed information
- prefer ability explore multiple paths
- will abandon if they can't get what they want



Identify
Problem



Validate and
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Team**



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Migrate

IDEO

“We are a global design company
committed to creating positive impact.”



Lullabot

“Our team is made up of remarkable people all over the world. We have experts in strategy, design, and development as well as people passionate about education, business, finance, and running the world’s top rated design and development firm.”





Identify
Problem



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Build a Team



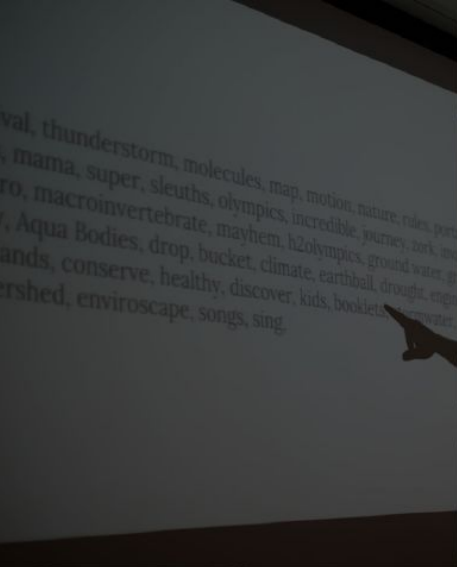
**Learn
More**



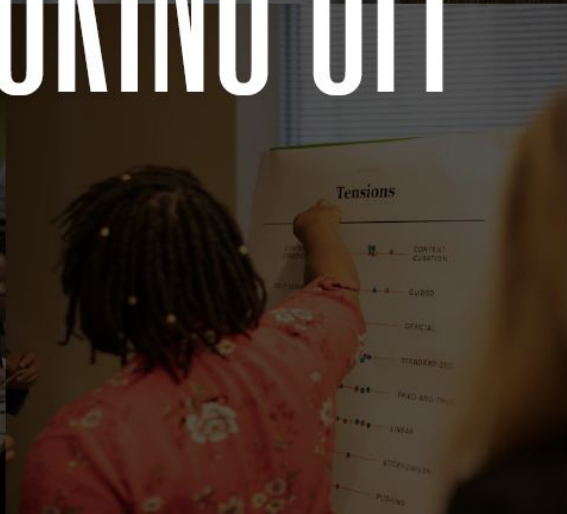
Build, Test,
Iterate



Migrate



KICKING OFF



DEPARTMENT OF REVENUE

“We need to be honest, approachable, and trustworthy.”

Balancing the perception of authority with a friendly experience is essential.

DEPARTMENT OF AUDITS

“What we do has a direct impact on the public.”

Public servants take pride in their work and want to make sure their services connect to Georgia’s residents.

“If you want to find the closest meals on wheels...a complex website won’t help you.”

Agency websites have lots of content, but content that is essential to wellbeing needs to take priority.

OFFICE OF THE ATTORNEY GENERAL

“People get confused about the services we offer.”

Improving how an agency communicates their mission could maximize their relevance to Georgia’s residents.

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Problem



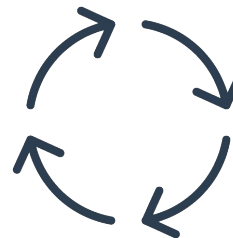
Validate and
Learn



Build a Team



Learn More



**Build, Test,
Iterate**



Migrate

Testing with the people

Design

- Synthesize research into design directions
- Test with agencies and users to collect feedback and iterate

GIVE US FEEDBACK

POPULAR TOPICS



Food Stamps



Child Support



Fishing Licenses



Marriage Licenses

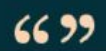


Business Licenses



Firearms Licenses

ALL POPULAR TOPICS



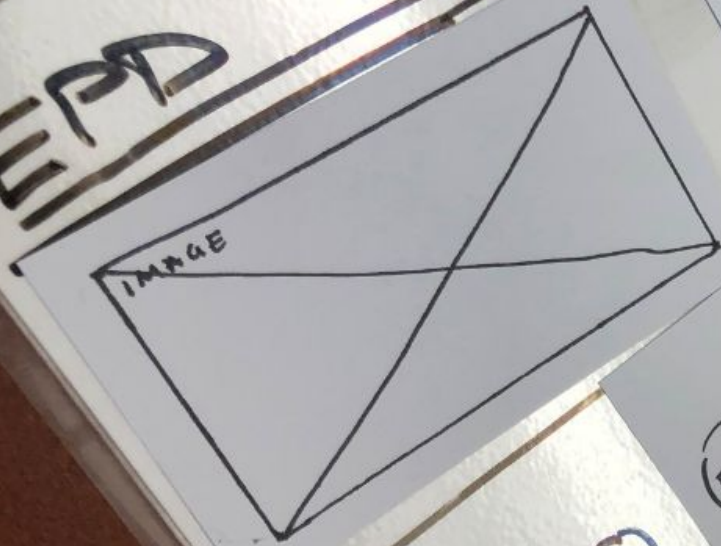
Turn on comment mode to collaborate on this prototype

Testing with the people

Content Strategy

- Propose a new content model based on goals and agency interviews
- Iterate based on feedback from surveys and in-person interviews with agencies

EPD



INTRODUCTION

Three horizontal rectangular boxes stacked vertically, representing input fields for an introduction section.

APPLY



PEOPLE 1

PEOPLE 2

PEOPLE 3

PEOPLE 4

TOPIC 3
(PERMITS)

2



CALL TO ACTION
description

FORM

CALL TO ACTION



Development Process

Agile Process

Build the foundation, refine, and expand.



What it means for you...

Right now, we're building the wheels.

Everyone has wheels.

We'll reach out to ask for testing and feedback broadly. We'll ask for more refined, targeted feedback as we expand.



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Migrate

When will my site migrate?

Identify the skateboards and the convertibles

Skateboard: Straightforward content, small in scale, no custom features...think LLIDA

Convertible: Large volumes of content, complex content types, customized features. Think...DOR

Deployment Timeline



Jan-Mar 2019



Apr-Jun 2019



Jul-Sept 2019



Oct-Dec 2019



We will work with you to find the right migration window for your site and your schedule

Migration consultant

About **3 months** prior to migration



Content audit

About **3 months** prior to migration



Pre-migration fixes

About **2 months** prior to migration



Layout, look and feel

About **1 month** prior to migration



Migrate!

About **3 weeks of work** to move
from old to new



Training and support

We're happy to help!



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What I do

1. Get your site ready
 - Content audit with DSGa Team
 - Update, reformat, delete
2. Participate in migration
 - Review
 - Tweaks
 - Approval
3. Feedback and continuous improvements

What I get

1. Support along the way
2. Modern, updated website design
3. Easy to use platform ready for our digital future
4. Roadmap to continue to improve your site

Better served users

Next Steps

DSGa

- Reach out to first agencies in coming weeks
- Start site audits
- Map out remaining migration schedule; confirm agency availability

Agencies

- Start thinking about your content! We'll approach you with ideas.
- Engage your leadership! Let them know the importance of this work and the process.

Get your voice heard

Contact:

yen.tang@gta.ga.gov

Visit:

digitalservices.georgia.gov

Thank you!

1:45

Branding for
the People

2:30

Panel: All your
burning questions
answered!

Coming Up