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**ONE
SIZE
FITS
ALL:**
STRATEGY,
TRAINING &
SUPPORT
FOR 80+
DRUPAL SITES

OUTLINE

1. One code base Drupal platform for 80+ websites
2. Digital Strategy helps tell a story
3. Training is the key for success
4. Support on all levels

ONE DRUPAL PLATFORM FOR 80+ WEBSITES

- ✓ Brief History
- ✓ Our team alignment: Dev Team + Service Team
 - [Mac Clark](#) and [Mark Colebank](#) presented here last year about Digital Commons platform development.
- ✓ Starting 2023 all sites are:
 - one theme,
 - one code base,
 - accessibility at the core,
 - Drupal 9 going to Drupal 10 in a month!

BENEFITS OF ONE PLATFORM

- ✓ Built mobile first
- ✓ Adheres to accessibility compliance standards at the core
- ✓ Faster loading, uses less data
- ✓ Secure
- ✓ Application Integration ready
- ✓ Cost efficient
- ✓ Promotes Open Government

CHALLENGES OF ONE PLATFORM

- ✓ How to fit variety of agency goals into one template?
- ✓ How to tell different stories, for different audiences?
- ✓ How to convince agency website owners and leadership?



DIGITAL STRATEGY IN ACTION

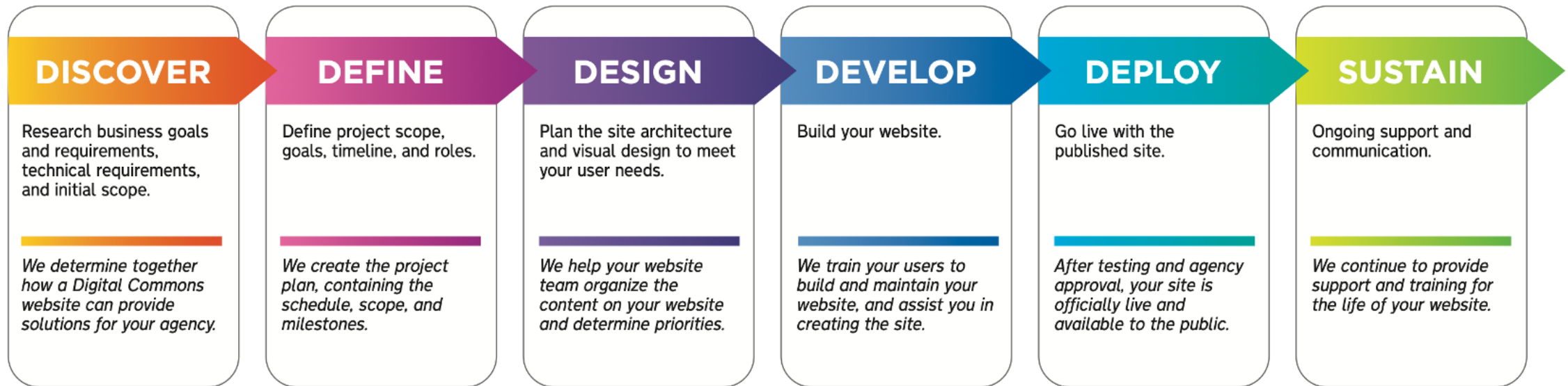
Common tools available for every onboarding agency:

- ✓ Users & Stakeholder surveys, analytics research.
- ✓ Content review with SMEs identification for website sections.
- ✓ Personas as needed based on [nc.gov Personas](#).
- ✓ Information Architecture outline with [SlickPlan](#).
- ✓ Robust [content types library](#) to fit variety of needs.
- ✓ Default Views/Webforms plus customized solutions.

DIGITAL COMMONS PROJECT PROCESS



Digital Commons New Website Workflow



DESIGNING WEBSITE FOR YOUR AUDIENCE

*As American designer Charles Eames said:
“One could describe Design as a plan for arranging
elements to accomplish a particular purpose.”*

Personalized approach to agency needs:

- ✓ Understand website audience.
- ✓ Enforce use of analytics to help content creators better understand how their content is viewed.
- ✓ Present information through the design perspective based on best practices.

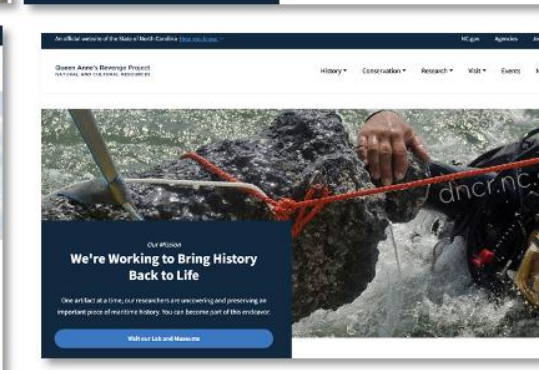
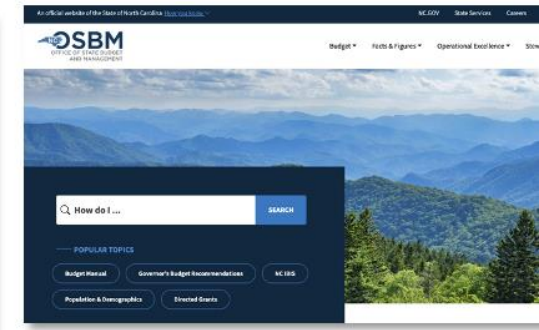
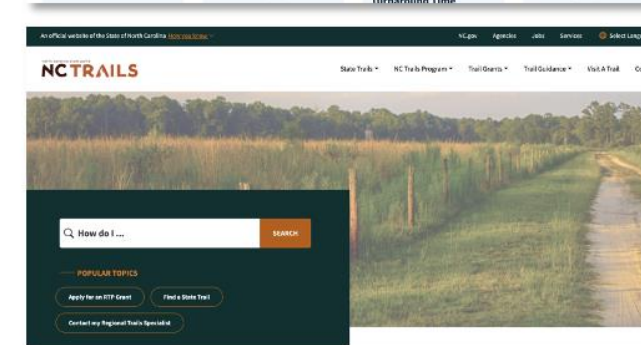
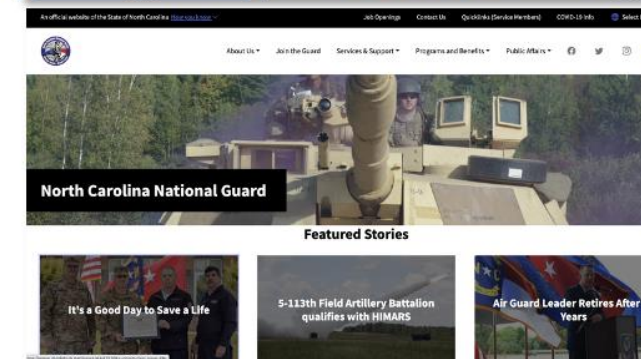
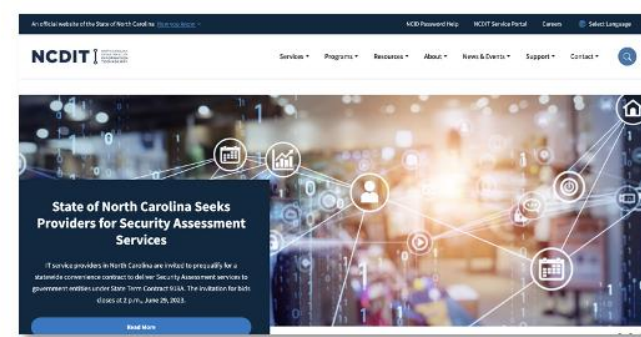
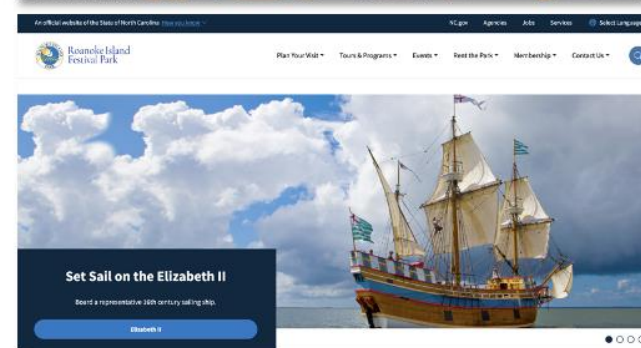
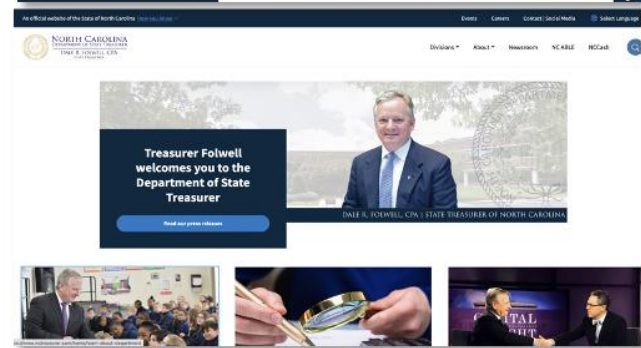
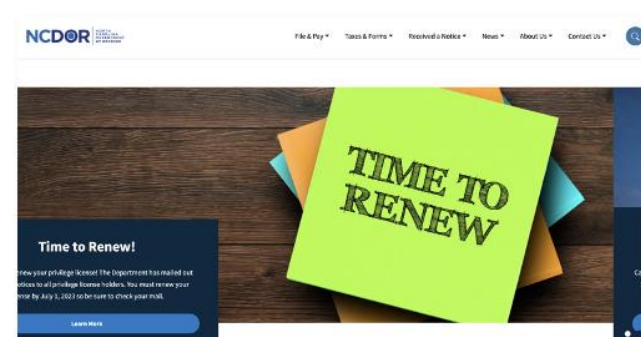
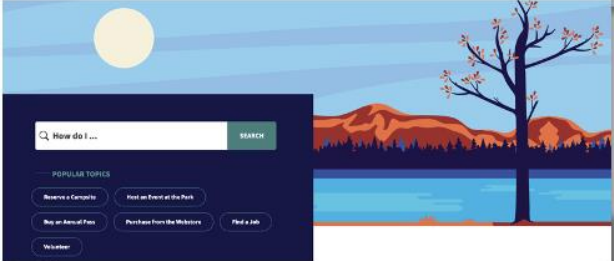
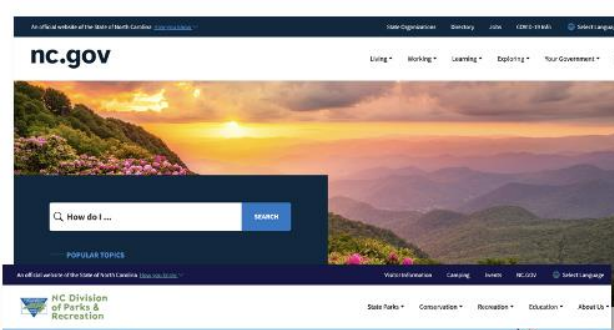
CUSTOMER IS ALWAYS RIGHT? NOT EXACTLY

- ✓ Promote uniform look and feel to help understand and trust state government websites.
- ✓ Support with strong governance strategy and common elements available on the platform: content types and views.
- ✓ Utilize standard roles and permissions to help agency control their site content.
- ✓ Lead by example: use best practices to show how each component should be used and combined on a page.



DIGITAL STRATEGY HELPS TELL A STORY TO YOUR AGENCY AUDIENCE

- ✓ State Portal - nc.gov
- ✓ Constituencies – Retirement, SBE
- ✓ State agencies – OSBM, NCCOB
- ✓ Museums and Recreational – Parks, Roanoke Island



NEXT STEPS OF ONE PLATFORM

- ✓ New capabilities that any agency could request:
SPARK - **S**uper **P**opular **A**bsolutely **R**equested **K**apability
 - HowTo Content Type
 - Contact Info block
- ✓ Syndicated Content on nc.gov
- ✓ Improved quality and accessibility of state websites with use of Monsido.

DRUPAL TRAINING ON THE DIGITAL COMMONS PLATFORM

- Continuous Improvement
- Moved from in-person to live online
- Interactive
- Community; Sprint Review, Teams Channel, Lunch and Learns, We Are NC.gov events



DRUPAL TRAINING ON THE DIGITAL COMMONS PLATFORM

How We Train Drupal Content Creators

- Understanding our custom Drupal user interface and navigation.
- Roles and Permissions
- Drupal's WYSIWYG editor.
- Managing media assets, including images and videos.
- Organizing and categorizing content through taxonomies and menus.
- Using Drupal's content moderation features.
- Optimizing content for accessibility.





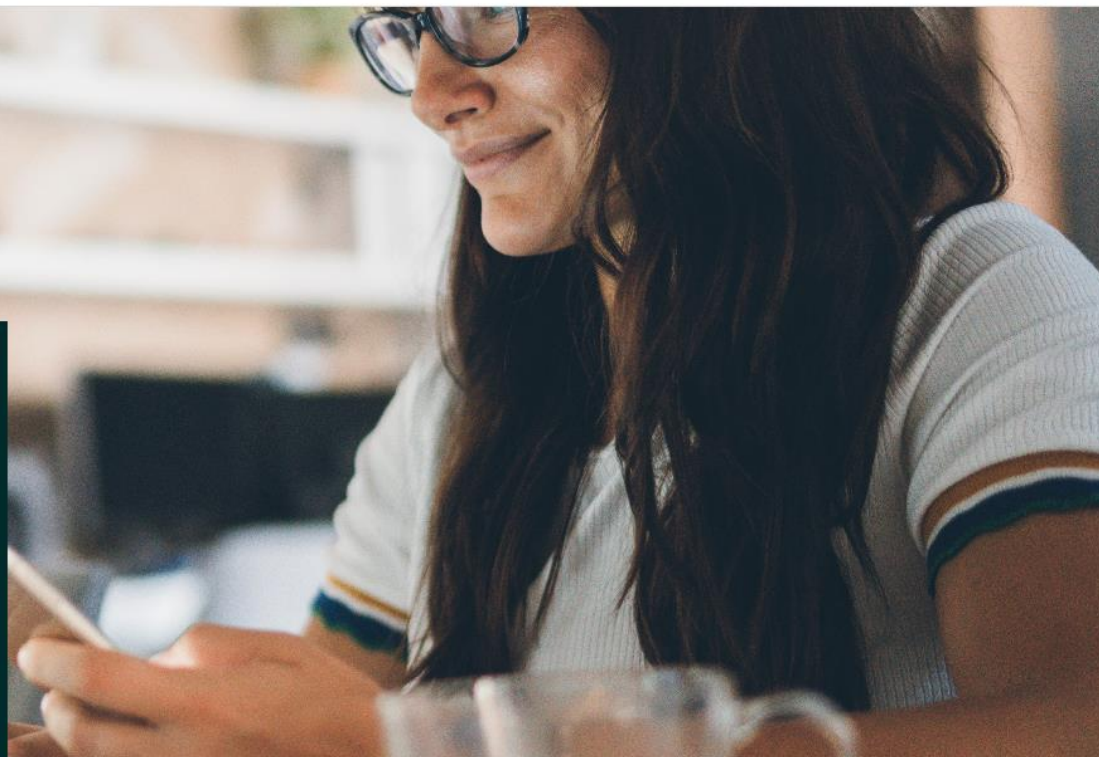
 How do I ...

SEARCH

— POPULAR TOPICS

Digital Commons Support

Events



DRUPAL TRAINING ON THE DIGITAL COMMONS PLATFORM

Continuous Improvement

- 2018 - In-Person Training; 5 staff; three separate trainings; focus
- 2019 - On-site: 2 staff, two separate trainings; focus broadened, video snippets
- 2020 - Via Teams; 1(trainer) staff member, focus narrowed
- 2022- Articulate



DRUPAL TRAINING ON THE DIGITAL COMMONS PLATFORM

Moving Training to Live Online

It was required to review our training priorities to ensure that though trainer and trainee were no longer in the same room, user could confidently add content to their websites.

- Hands-on practical sessions to reinforce learning.
- Interactive demonstrations and step-by-step tutorials.
- Built-in time to explore during training.



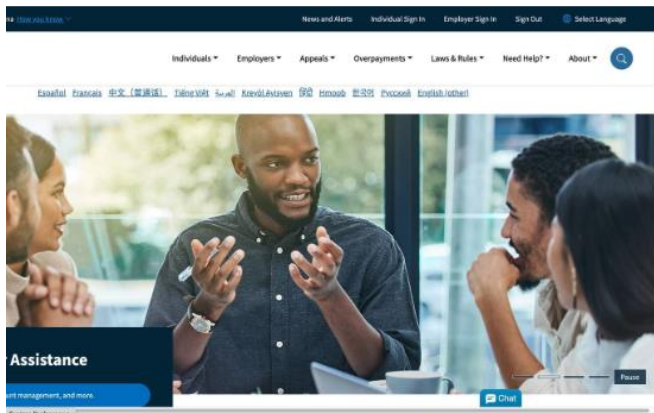
DRUPAL TRAINING ON THE DIGITAL COMMONS PLATFORM

How We Train Drupal Content Creators

- Tailor training to the specific needs and skill levels of participants.
- Role/Permission-based training. (Parks)
- Provide real-life examples to demonstrate Drupal's capabilities.
- Encourage active participation and hands-on practice.
- Foster a supportive learning environment with open communication channels.
- Continuously update training materials to align with Drupal's latest features. We use Articulate/Rise 360

ARTICULATE/RISE 360

Offered Trainings



ie to offer Drupal and Web trainings but the Basic Drupal Training
quisite before being allowed to take other trainings. Click through
to see available courses.

START >



Welcome to the Digital Commons Portal Theme

Created by Liz Vines · Current Version ▾

Welcome to the Digital Commons Portal Theme

40% COMPLETE

What Is A Theme, Exactly?



Home Page Updates



Content Type Changes



Paragraphs and Features



Digital Commons Training Has
Changed



Default Event Views

Event views now feature an attractive color-block highlight for the date. The event title has also been set in a bold font for easy viewing. These views are easily accessed by adding the text shown in orange in the following examples to your URL.

ex. <https://digitalcommons.nc.gov/events>

As a reminder, all published Event, Blog, and Press Release content is automatically added to the DEFAULT views!

EVENTS

PAST EVENTS VIEW

UPCOMING EVENTS
GRID

MULTI-DATE EVENT

[/events](#)

Your new Events view

Upcoming Events

21
Jul

JULY 21, 2022 - JULY 21, 2023

Intermediate Drupal Training

DRUPAL TRAINING/SUPPORT ON THE DIGITAL COMMONS PLATFORM

Training Extends in form of Community Engagement

- Lunch and Learn's
- We Are NC.gov
- Teams Channel
- Web Advisory Group



LUNCH AND LEARN

- Quarterly
- All Web Managers Invited
- New features
- Community Concerns



TEAMS CHANNEL

Digital Commons Content Ninjas

- Community-powered
- Learning happens spontaneously
- Doesn't require our staff, though we are available.

General

Posts

Files


Drupal Help

ServiceNow Ticket

Whiteboard

+

June 21, 2023




Crump, Sarah

6/20 11:54 AM

Deleting Pages on State Websites

What is the current policy for archiving specific pages on state websites? NCORR is looking to delete pages for a project that has ended. Do we need to reach out to the State Archives about how to correctly archive pages before deleting?




Talanker, Yelena S

6/21 3:51 PM

Hi [Crump, Sarah](#) reaching out to Archives is always a good idea. You could also check your site digital archives https://web.archive.org/web/20230000000000*/https://www.rebuild.nc.gov and unpublish pages to make sure these pages are not linked in the menu as well.

← Reply

June 26, 2023




Gardner, Kelly O

6/22 1:02 PM


Password-Protected Pages

[Digital Commons Content Ninjas](#), does anyone know if Drupal has the ability for you to make a page password-protected (no need for a user ID)? Has anyone had a situation where they want to make information available but only to a certain group of people and if so, how have you done so? (I know there is an option to exclude pages from search results, but is that 100% effective?)



1


▼ Collapse all



Valentine, Britt

Monday 12:06 PM

Would love to know the answer to your questions! We have webforms intended to collect responses from speakers but we do not want crawled or in search



Bonifacio, Krisanne

Monday 1:29 PM

[Gardner, Kelly O](#) - I don't know of a way to password protect pages. I guess the best thing would be to create a private site so it's only accessible to those with VPN? The no index thing for Google works pretty well, as far as I can tell. I have pages on ours that are still under construction and I haven't seen them show up on Google results or seen them indexed from there.

WE ARE NC.GOV

- Our last event included over 130 state employees from more than 40 agencies and units.
- Offers opportunities to connect on a personal level with our agency partners
- Makes us more approachable, as many are 'afraid of technology' and don't want to 'sound stupid' when asking questions.
- Allows us to promote our product of the Digital Commons platform, built using Drupal.

"Digital services is a great way for our state to connect within agencies and with our customers, to deliver A+ customer service."



RELATIONSHIPS ARE OUR SECRET SAUCE

- Retrospectives
- Web Advisory Group
- Our development is dependent on our User Stories
- Our User Stories come from our agency partners. Continuous web improvement loop.
- Bi-annual Account Meetings

CONTACT US

DIGITAL COMMONS PLATFORM

NC DIT Digital Solutions

- Elena Talanker, Digital Services Manager
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- Liz Vines, Account Manager
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- To learn more about our platform:
<https://digitalcommons.nc.gov/>