



Australian Government



GOVCMS WEBSITE

GovCMS Website Innovation Showcase:

Our Journey



OUR HISTORY

- **November 2018:** GovCMS beta website developed on Drupal 8
- **June 2019:** Online Services Branch conducted user research activities
- **July 2019:** Commenced GovCMS website redevelopment project
- **25 October 2019:** GovCMS website went live. Gallery to showcase all GovCMS websites
- **13 May 2021:** First GovCMS website to migrate from D8 to D9



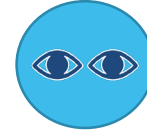
OUR GOVCMS JOURNEY



We all came together



We designed content



We tested it



We kept going



We collaborated



We built our website



We went live



Started 01 July 2019

Still going..

OUR GOAL

To develop a user friendly, modern website that ...

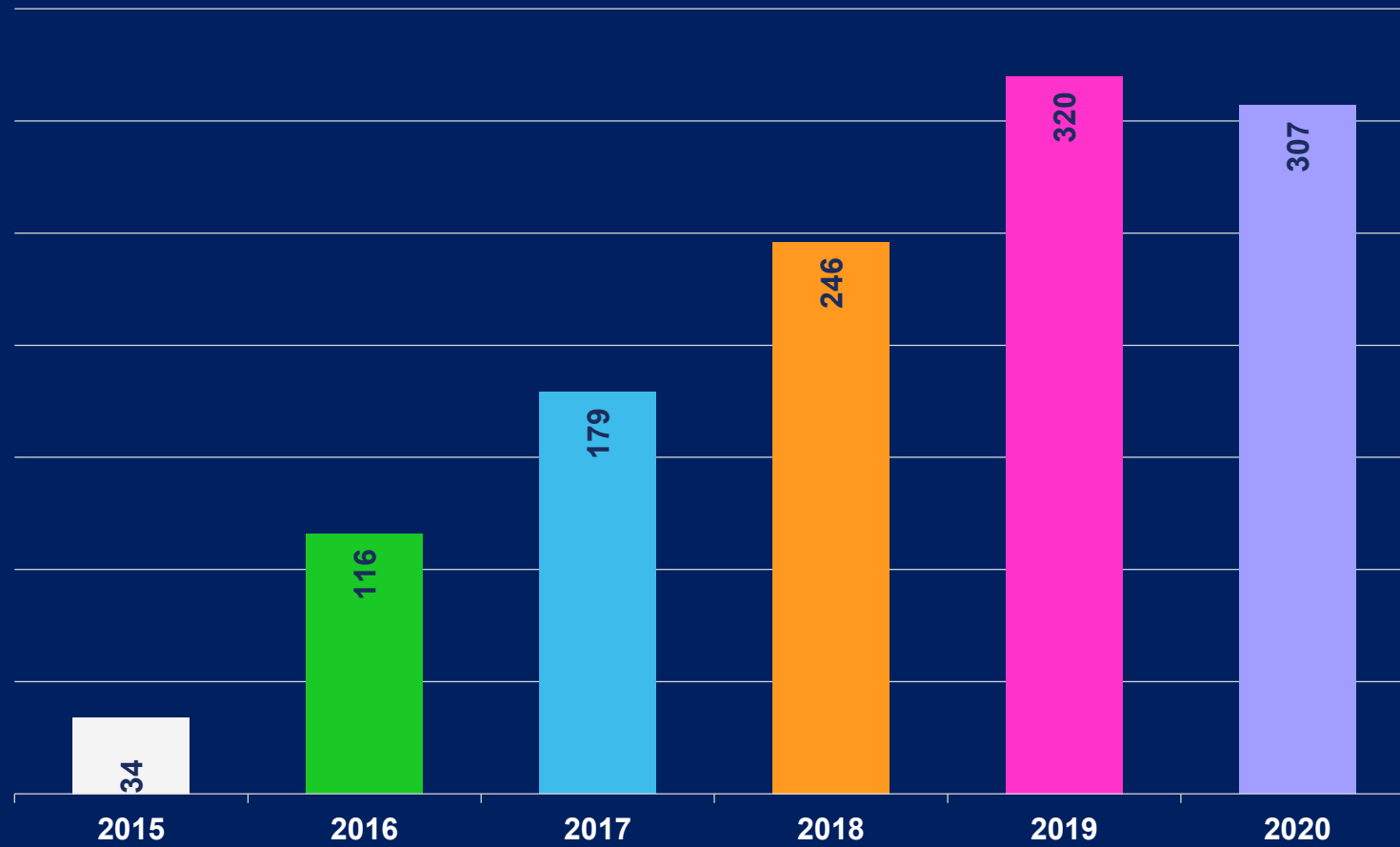
DEFINITION OF SUCCESS

Users agree that the new website content and structure is better for them

KEY HIGHLIGHTS



- We practice what we preach.
- The launch was completed in less than 4 months.
- Build Agile and Service Design skills across the GovCMS branch.
- We focus on our customers throughout the process.
- Overhaul of business processes



We stayed strong, even through COVID-19

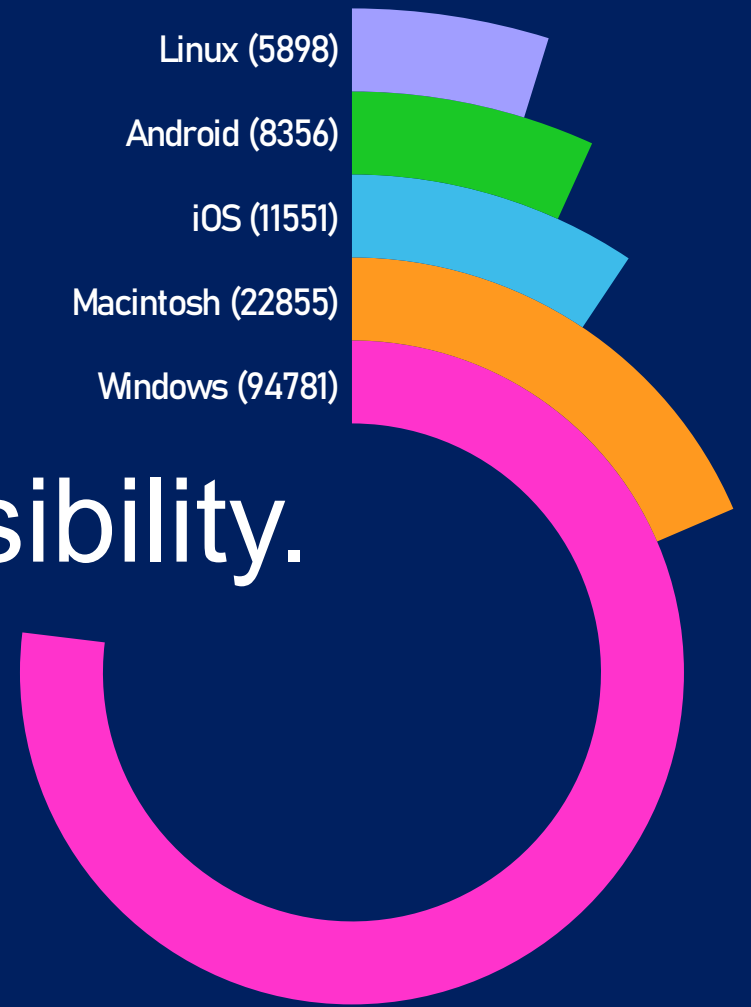
GOVCMS WEBSITE

Integrating user experience



- Researched what worked on the old GovCMS site and identified users needs
- Our revamped GovCMS website was received well by the community
- GovCMS plan to continue to improve user experience and are in the progress of redeveloping our website
- The community are the forefront of GovCMS

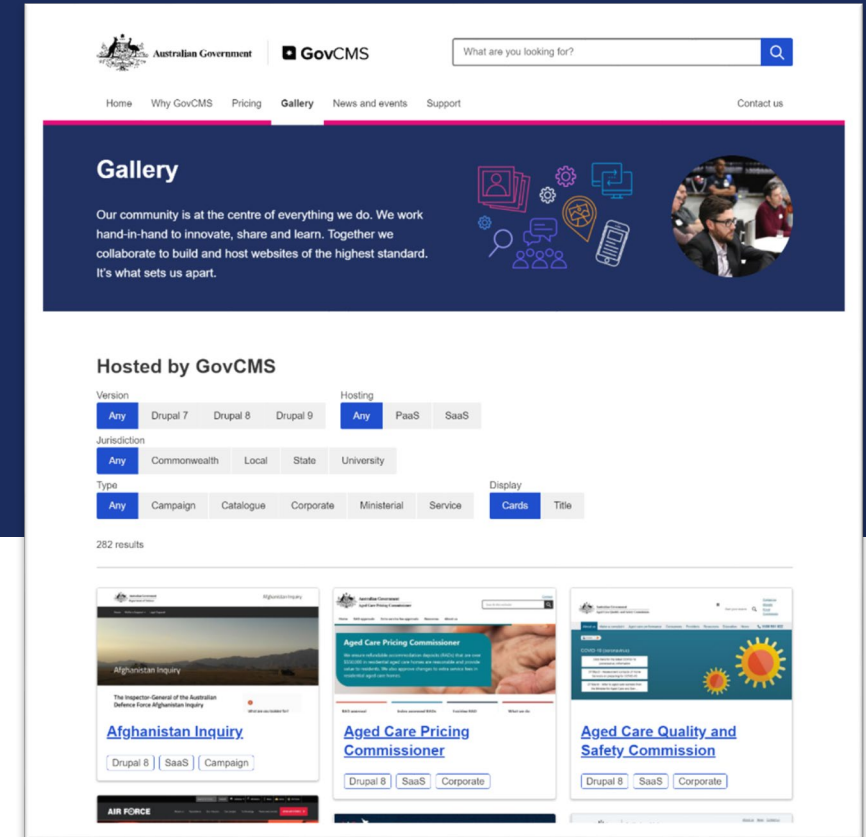
We focused on our customers.
Focusing on our desktop accessibility.



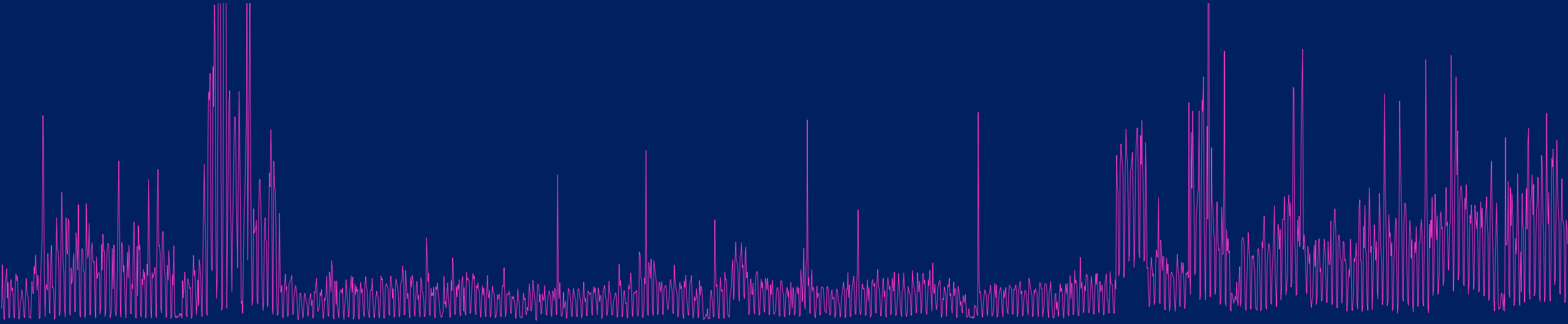
GOVCMS WEBSITE

What's new 2021?

- Changed “Our Community” to “Gallery”
- Added Breadcrumbs
- Added “last updated” date to page
- Moved the “Agency Update” newsletter to News and Events from Support
- Improved our Contact Us form
- Added tables of contents to long pages
- Improved the accessibility of the website (changed link hover effects)



This is the *pulse* of govcms.gov.au...



**Page views by day since April 2015*

GOVCMS USER EXPERIENCE

Our community is at the centre of everything we do



- GovCMS tells a story
- Staying connected to the community through Twitter, Discourse, GitHub, GovTEAMS
- GovCMS focus on engagement
- Participation in user research workshops (online, survey)
- The switch to Drupal 9
- We innovate, collaborate, plan and create
- Events
- Training (videos, manuals and interactive training sessions)



GOVCMS DRUPAL 9

Govcms.gov.au was the first website to migrate to D9

Updated modules:

- Chaos Tools Suite (3.4 -> 3.6)
- Facets (1.3 -> 1.5 -> 1.8)

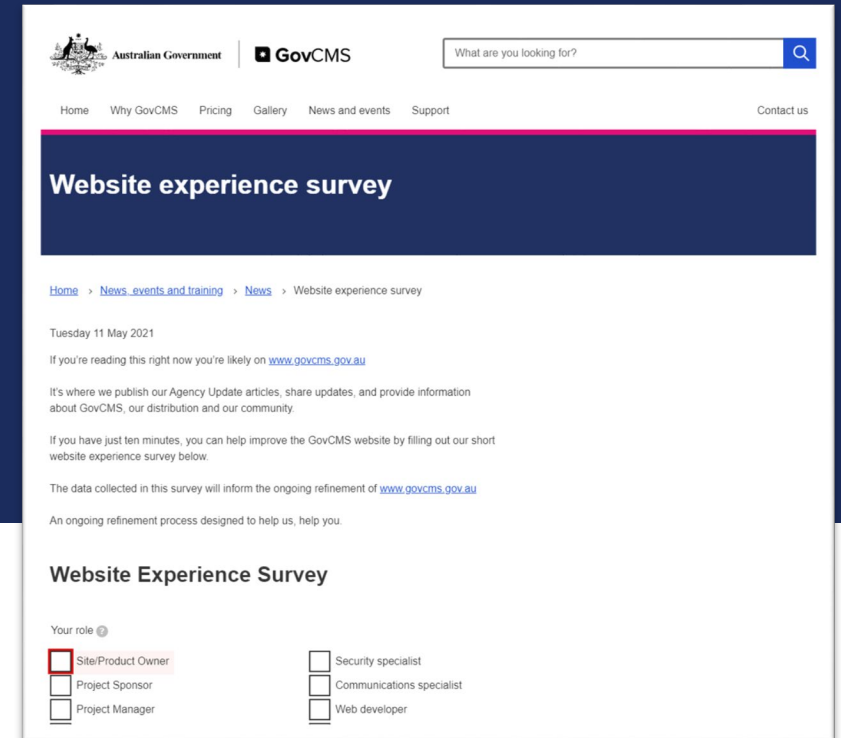
UI starter kit:

- Was part of the Drupal 8 distribution
- The UI starter kit can be downloaded from GovCMS Github if you choose

GOVCMS WEBFORMS

Making GovCMS user friendly

- We are always looking for feedback
- Simplifies data entry
- Convenient and easy to use
- Engages customers
- Webform is a product you can use for your website
- Our focus is the community and making continuous improvements to make our website more user-friendly



The screenshot shows the GovCMS website header with the Australian Government logo and a search bar. Below the header is a navigation menu with links: Home, Why GovCMS, Pricing, Gallery, News and events, Support, and Contact us. The main content area features a dark blue banner with the text "Website experience survey". Below the banner is a breadcrumb trail: Home > News, events and training > News > Website experience survey. The date "Tuesday 11 May 2021" is displayed. The text reads: "If you're reading this right now you're likely on www.govcms.gov.au". It then states: "It's where we publish our Agency Update articles, share updates, and provide information about GovCMS, our distribution and our community." followed by: "If you have just ten minutes, you can help improve the GovCMS website by filling out our short website experience survey below." and "The data collected in this survey will inform the ongoing refinement of www.govcms.gov.au". An ongoing refinement process designed to help us, help you. The form title "Website Experience Survey" is followed by the question "Your role" with a help icon. The form contains two columns of checkboxes. The first column has "Site/Product Owner" (checked), "Project Sponsor", and "Project Manager". The second column has "Security specialist", "Communications specialist", and "Web developer".

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What are you looking for?

Home | Why GovCMS | Pricing | Gallery | News and events | Support | Contact us

Website experience survey

[Home](#) > [News, events and training](#) > [News](#) > Website experience survey

Tuesday 11 May 2021

If you're reading this right now you're likely on www.govcms.gov.au

It's where we publish our Agency Update articles, share updates, and provide information about GovCMS, our distribution and our community.

If you have just ten minutes, you can help improve the GovCMS website by filling out our short website experience survey below.

The data collected in this survey will inform the ongoing refinement of www.govcms.gov.au

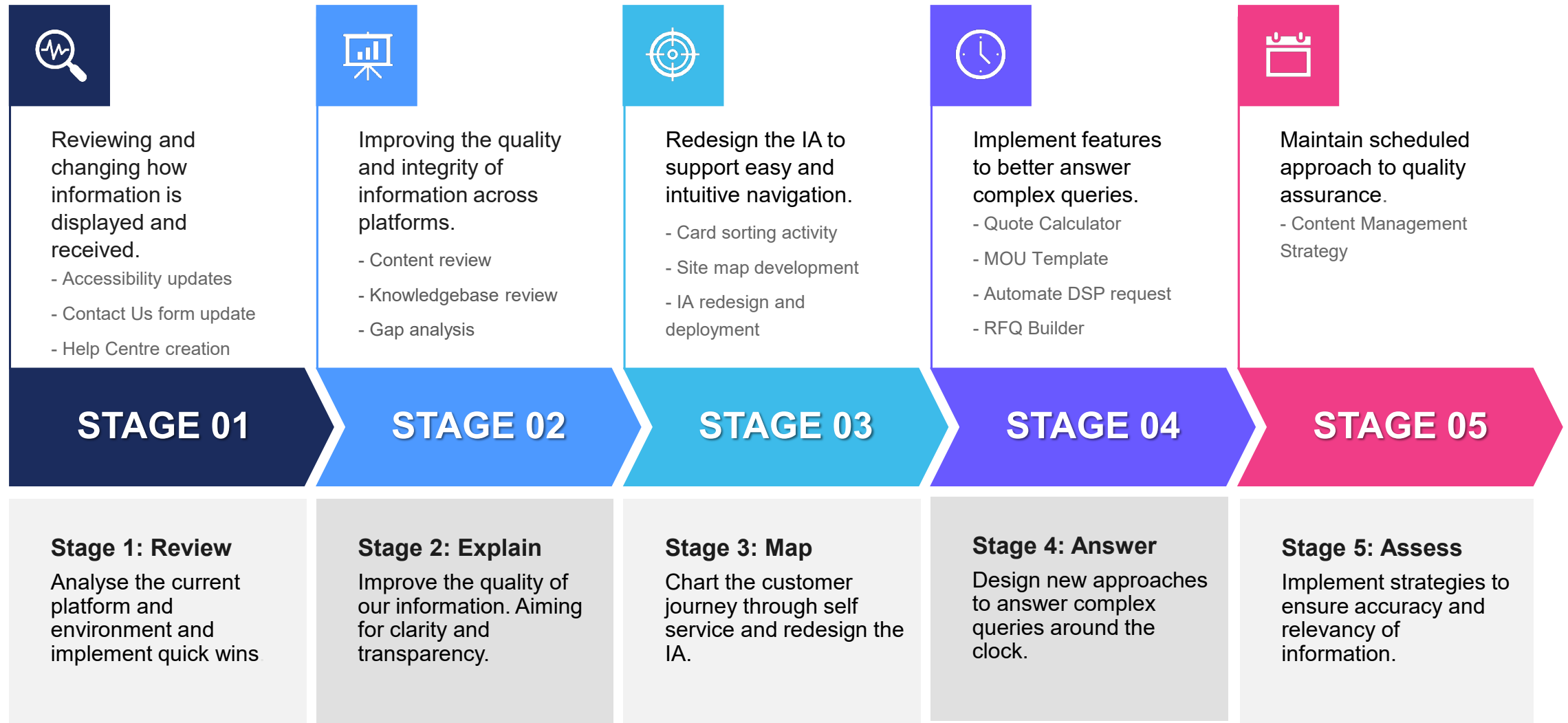
An ongoing refinement process designed to help us, help you.

Website Experience Survey

Your role

<input checked="" type="checkbox"/> Site/Product Owner	<input type="checkbox"/> Security specialist
<input type="checkbox"/> Project Sponsor	<input type="checkbox"/> Communications specialist
<input type="checkbox"/> Project Manager	<input type="checkbox"/> Web developer

Project Timeline GovCMS.gov.au





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Thank you for listening 😊

