

# Hawaii Content Management



Access Hawaii Committee Presentation  
July 2008

# State of Hawaii Content

- 
- Hundreds of state sites
  - No standards (l&f, usability, etc.)
  - Too many web servers
  - Hard for agencies to get started
  - Technical issues glossed over

# Web Site Questions

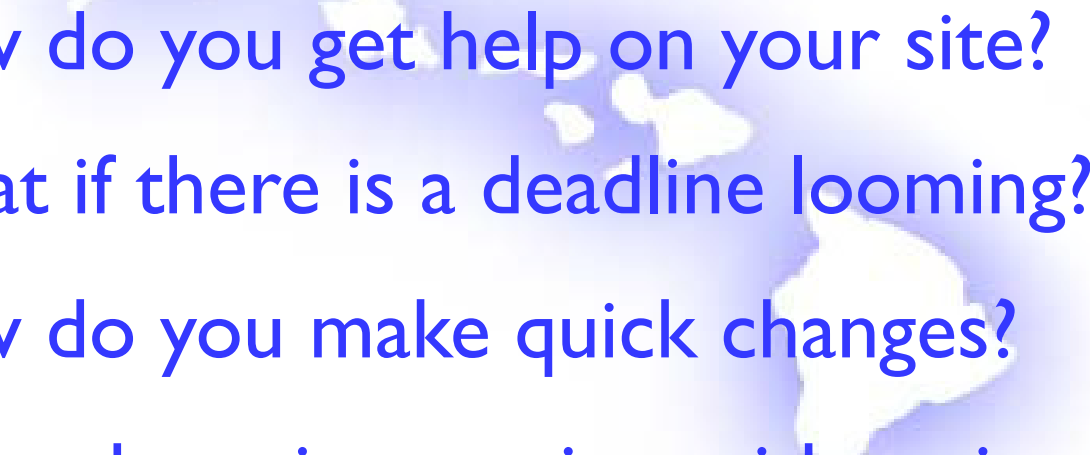
## (Executive Branch)

- What is the existing process to get a web site up and running?
- How do you start to design it?
- Who maintains it?
- How is content updated?

# Web Site Questions

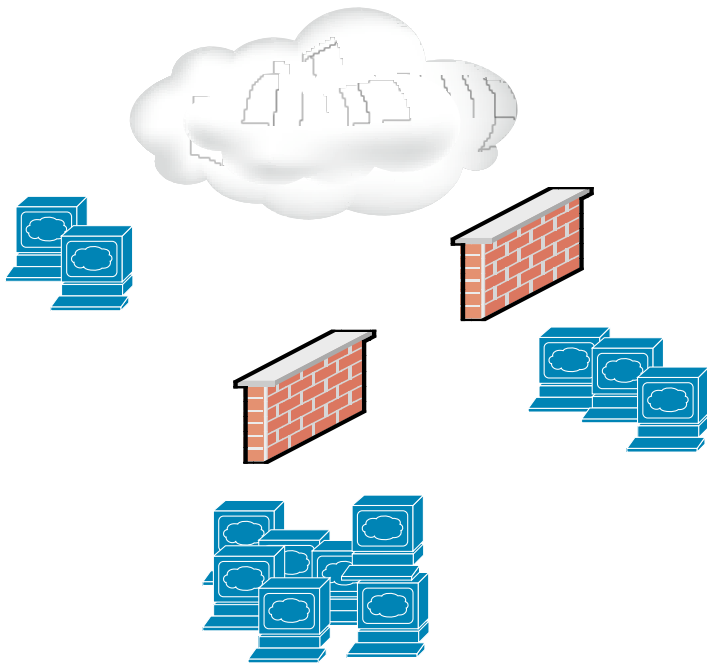
- How do you design a site?
- What are the common elements used across the state?
- What search engine, if any, should be included?
- How can I get user feedback?

# Site Support

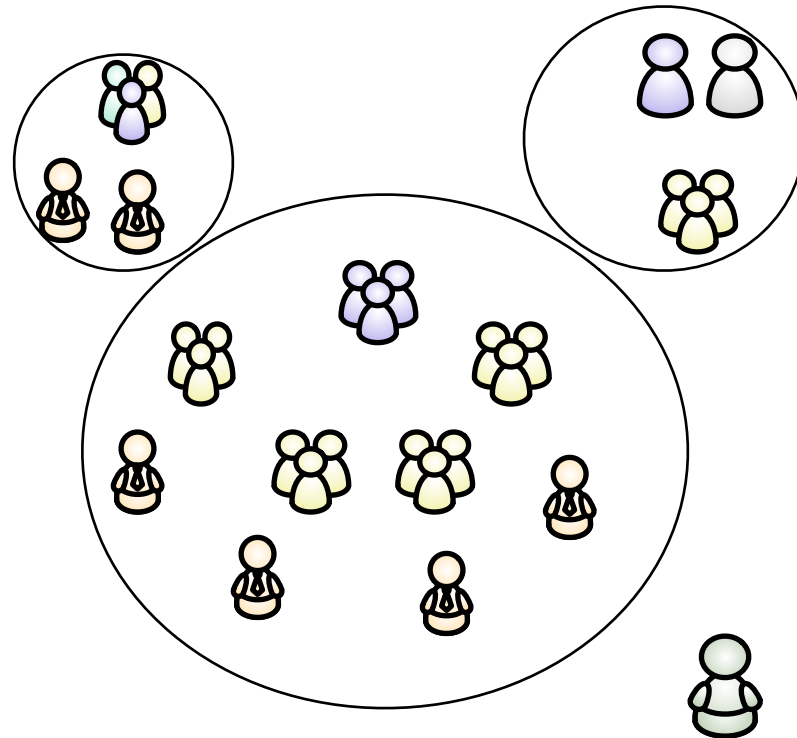
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- How do you get help on your site?
  - What if there is a deadline looming?
  - How do you make quick changes?
  - What about integration with national databases?

# State of the Content

Existing CMS Approach



Existing CMS Approach



# State-wide Needs

- Identify a standard approach to sites.
- Implement a strategy that allows agencies to communicate with the public.
- Maintain the highest possible security.
- Enable global changes.
- Create standard policy templates.

# State-wide Needs

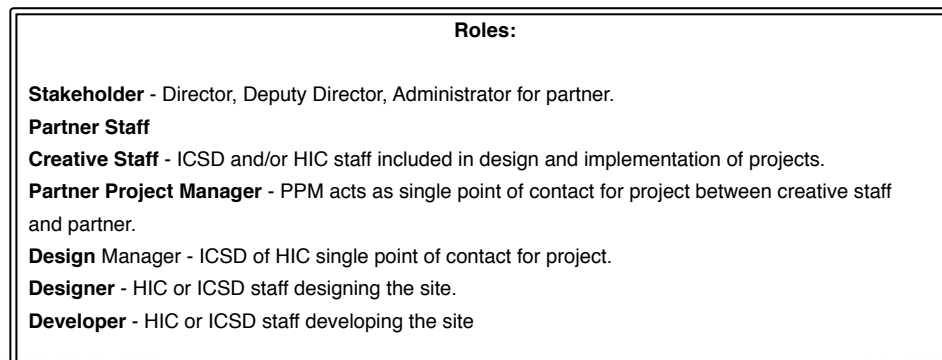
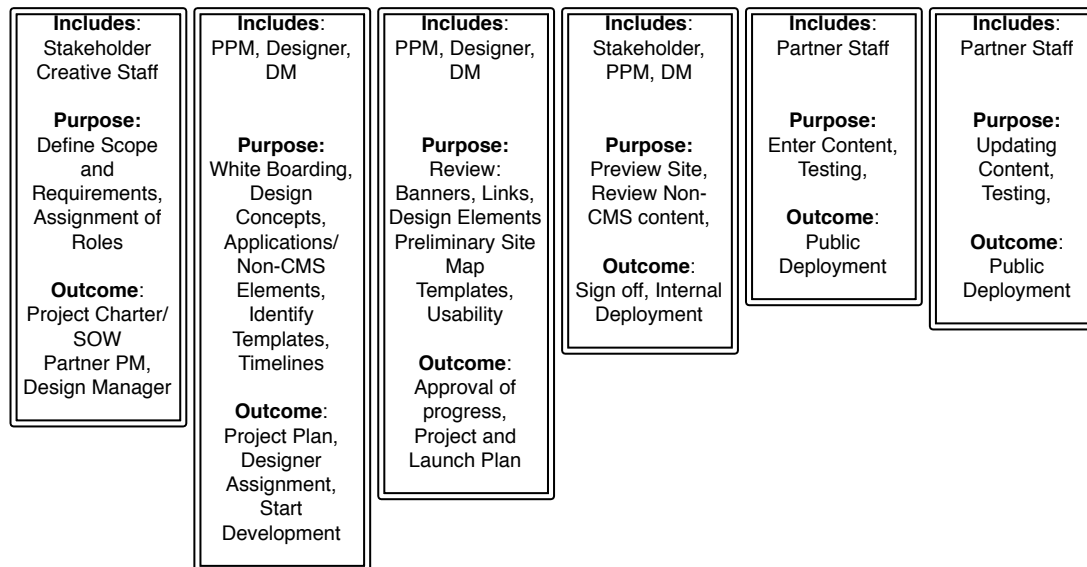
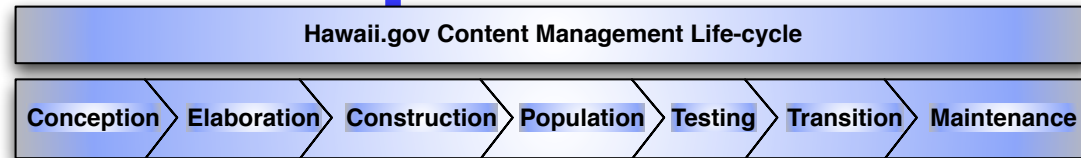
- Participation is voluntary.
- Leverage HIC and partner staff and IT assets where appropriate.
- Minimize cost to partners.
- Centralize system administration.
- Make Content Management more Manageable!



# Proposal

- HIC purchases, installs and maintains CMS.
- HIC works with state partners to define policy templates (usability, privacy, accessibility, L & F, etc..)
- HIC, ICSD and other partner staff attend training on CMS platform.
- Partners can choose to use their staff, HIC or consultants for design, implementation and/or maintenance.

# CMS Proposal: Life-cycle



# CMS Proposal: Funding

- Cost of an enterprise CMS is expensive.
- Cost of administration and maintenance is even higher.
- Possible Approaches:
  - The State buys license, acquires hardware, hosts service and provides administration.
  - Portal hosts service and charges partners a monthly fee.
  - Portal hosts service instead of paying the administrative and operational fees associated with the Program Manager position.

# CMS Proposal: Design and Development

- Content updates should be handled by each partner.
- Partner sites will still need design, development and administrative help.
  - Partner Staff
  - ICSD/ County IT
  - HIC Staff (at contract rates)
  - Other consultants

# CMS Proposal: Policies and Templates

- Quarterly scans and routine maintenance will keep all servers secure and up-to-date.
- HIC will coordinate with partners to develop standard policy templates.
- HIC will work with Partner staff to utilize and/or develop shared design elements.

# State-Wide CMS

- A state-wide CMS option:
  - Partners still have choice.
  - Security and System Maintenance handled by HIC.
  - Standard life-cycle and approach will simplify site development and upkeep.

# Questions

