

## Plan for Addressing Issues Raised in the CMS Survey

In late 2008, as the process of migrating the EERE sites into the OpenText (previously RedDot) content management system (CMS) was winding down, we asked system users and the EERE staff who manage the CMS sites to evaluate their experience with the CMS.

Based on the survey results, we have drawn up a plan to resolve the concerns raised in the survey. The first part of our plan was to address the items that were easiest to fix. To do this, we have:

- 1) Upgraded to OpenText 9.0, and
- 2) Brought in an OpenText consultant to evaluate the CMS configuration, templates, and business usage in our environment.

Several of the stated concerns have been resolved with these two steps; the rest will require additional research.

Below you'll find more information on the specifics of our plan for addressing the concerns raised in the survey. If you are still having trouble with any of the resolved issues, or if you have questions about the process of resolving these issues, please contact Wendy Littman ([wendy.littman@hq.doe.gov](mailto:wendy.littman@hq.doe.gov), 301-525-7521).

Look for additional posts in the Communication Standards blog as we continue to address these issues.

Concern	Plan for Resolution	Resolved
<b>System Speed and Performance</b>		
System crashes (times out) when adding a new page.	Resolved during engagement with CMS consultant.	✓
System logs user out in the middle of working on a task.	Resolved during upgrade to OpenText 9.0.	✓
HTML syntax and formatting are problematic (system strips out valid tags; unencodes HTML entities; strips out quotation marks).	OpenText 9.0 provides users with the ability to choose from multiple text editors. We have chosen the Telerik Rad editor as the new default, and it resolves the issue.	✓
Adding features is not straightforward and takes more time.	We are currently in the process of altering the way we build CMS templates, with the goal of improving usability and streamlining processes like adding features.	2010
Files can be deleted from the CMS, but aren't always then automatically removed from the live and staging servers; in addition, users would like to have access to see what files are in a site directory on the live server.	This is a known bug, and we plan to replace the CMS' asset transfer system (ATS).	2010

System is unresponsive or slow at times; sometimes there are large delays before updated pages appear on the live server.	This is expected to be fixed with the addition of a dedicated publications server. We are also optimizing our templates for speed and stability.	2010
Configure the system so that pages submitted to workflow move to the staging server each time, instead of only the first time.	We are currently researching this issue.	2010
<b>Other Concerns</b>		
Can't update the "Content Last Updated" date on home pages without the aid of a CMS administrator (so most home page dates are old even if content isn't).	Resolved during engagement with CMS consultant; a change to the home page will now automatically update the date stamp.	<input checked="" type="checkbox"/>
QAs are not always done at the scheduled times each day.	EES recently hired additional personnel and shifted some responsibilities to better accommodate the QA schedule.	<input checked="" type="checkbox"/>
Developers would like more control over certain template items.	We plan to initiate discussions about template items that developers should have permission to alter versus those that should be altered by administrators only. If technically feasible, we'd like to provide developers with the ability to edit agreed-upon template items that are currently only editable by administrators.	2010
The user guide needs to provide more explanation for developers about certain topics.	We have updated the CMS user guide to address this issue and to reflect not only the upgrade to version 9.0 but also the change in default text editor.	<input checked="" type="checkbox"/>