LTDwebnews
Learning, Training and Development

2013 volume one. issue two october

2014 Customer Site Improvement Efforts

As promised, in 2014, we will be working toward improving and updating our LTD Customer web site. So, as we know more about what this work will entail, rest assured we'll be sharing it with you. At this point we know of three factors that will be influencing and included in this upcoming work:

First, a good part of this effort will be in alignment with a new effort underway from the HR organization level to upgrade the look and feel of its current HR sites (community 1 to our community 15 site). Our current version of the Content Management System (CMS) "wrapper" will finally be upgrading (think template or boilerplate elements). As you all know, our web site interface has needed a serious facelift for some time. The wrapper is what determines the screen format (currently only about two thirds of the available screen viewing areas), the top banner elements and images (the HR organization and LTD image) and the navigation menu color, placement and capabilities. So, like you, we will be eagerly anticipating the new look and, hopefully, more robust interactive and functional capabilities.

> We are currently meeting with the focal for this effort from the HR organization, along with other managers and representatives (from the fifty-nine other HR organizational CMS communities), to learn more about this effort and what it means for LTD and our Customer site.

Second, along with – and parallel to – this effort, we will be continuing our efforts to clean out expired files, information and data within our CMS Customer site. Our hope is to have all out-dated information and files removed from the Customer site by the end of this year. We ask that you keep a watchful eye on your inboxes for coming reminders, requests, and action items related to our content verification and removal efforts.

Third and lastly, this next round of improvements for our customer/external-facing site will include a renewed focus on our LTD page by page content with a more active role in facilitating the creation, publication and maintenance of more user-focused information (less text, simplified language, more visually appealing) as appropriate.

So, stay tuned. We'll be sharing more information with you about all of these improvement efforts as we move forward. ||

Do You Know…?
Your Content Management Responsibilities

As a Content Owner, you are responsible for the following:

- **Review and maintain website content for quality, consistency and compliance to LTD Web Standards**
- Respond to all feedback and inquiries within 2 business days
- Review and test updates to web site content as appropriate
- Adhere to LTD Site Guidelines and Requirements and LTD Web Support processes
- Report all issues and concerns to your Site Focal
- Conduct audits for technical errors and content improvements (monthly)
- Monitor content, including page-by-page review of all content on a quarterly basis

See the Content Owner RAAs and Job Role Information for more.

Have questions?
Talk with your Site Focal
or any member of the WGB,
and we'll be happy to assist you.

2013 InsideLTD Site Improvement Efforts

In quick review: As shared in our May LTD Communications Blog article: 2013 LTD Web Improvement Efforts, the InsideLTD Redesign project is underway and will be divided into the following phases (below):

Current InsideLTD site home page.

Phase 1: Determine Requirements (Complete)
Phase 2: Design Home Page (in review)
Phase 3: Design Site Structure / Architecture (in review)
Phase 4: Build Site Draft (created in our Test Environment)
Phase 5: Test, Evaluate and Approve for Build (Test Environment)
Phase 6: Build and Implement New Site (LIVE Environment.)
Phase 7: Sustaining & Maintenance

Phase 1: Completed. Select the link to view our Requirements Summary presentation. To view all feedback and comments received, see the InsideLTD Survey Report Out document.

There were no big surprises. We knew going into this that our site structure was outdated and in great need of revision/improvement. But we also received feedback that included comments specific to content contained in different areas of the site. I strongly encourage all Content Owners to review the comments that were received to consider when planning for improvements for your current content.

Phases 2 and 3: In work concurrently. Preliminary designs for our new home page and site navigation structure are being finalized (presentations and site models) in preparation for Leadership Team and Vice President review.

Phase 4 and 5: Still currently on plan to complete EOY/early January.

We will do everything possible to ensure that our InsideLTD Content Owner's are aware of our next steps and any impacts or requirements on their part to support the redesign effort. Once approvals are obtained, the final design elements will be summarized and shared with our COs, and shortly thereafter, shared with all of LTD in a Communications Blog article. ||

Content Owner Action Items REMINDER

All Content Owners must compete the following by year's end:

1 Review your page content for accuracy and needed revisions.

Complete revisions by the end of November (live web site).

2 Revise your text on all web pages to facilitate usability.

Some useful tips and guidelines to help you can be found here.

NOTE: Next year, more formalized efforts will begin to facilitate content improvement throughout both main LTD sites. In the interim, we encourage you to be proactive with your own content. Our WGB information and process pages will be continually changing as we work on these areas along with you.

INSIDELTD CONTENT OWNERS:

FYI: ALL PERMISSIONS TO THE INSIDELTD TEST ENVIRONMENT HAVE BEEN REMOVED to facilitate design building and testing. If you need assistance, please contact your WGB site focal.

Back To Basics

Find Your Monthly Page Traffic and Site Stats

We also want to remind everyone that site usage statistics are collected at the end of each month for both our main LTD web sites. Monthly statistic reports by site are linked off of your CO Info Sharing web page and found on the lower half of our About the LTD Web page.

To view your page stats, please remember that site statistics are listed in usage order by page IDs only. Know your page ID numbers before opening the report to expedite your ability to quickly find your data. ||

See more information on site statistics in response to your questions in the Q'itUp section on page 5.

When Submitting Update Requests, please include:

Your page URL copied and pasted into your email request Clearly define exactly what to change, how and include any related or required materials. Be as specific as possible.

Each of our main sites contains more than 400 pages, and we coordinate requests as a team to achieve the fastest response. Including your URL enables us to complete your request faster.

What's a page ID number? Your page ID number is the last number of the URL you see in your browser Address field at the top of your viewing window.

Example: Our InsideLTD Home page's URL is *[link removed]*
In this URL example, **id=1** is your page location. This page ID number is **1**. ||

Knowing your page ID number(s) can do more than help you find usage data. Knowing your ID numbers can help you quickly navigate to pages you own for faster updating or review. Just highlight the last number in the URL (from any page within the site), type in your page ID number and hit the enter key. ||

Content Update and Addition Highlights for October

**** As of November 5th, no direct input was received from our COs on updates to be highlighted in this month's edition ****

We supported revisions to the following areas within the last month.

InsideLTD
- **Process Based Management (PBM) Process Index**
- **LTD Business Writings and Documentation**
- **LTD M&Q Processes**
- **Data Sensitivity Determination Process -** LTD DSD Initial Final Approval Checklist updated

   Updates missed previously *(occurred within the last week of September)*
   - Enterprise Learning Strategy and Integration

Customer Site
- **Puget Sound Recertification Labs and Resource Focals**
- **International & Subsidiary Solutions**
- **Project Management** Course Information and Schedule
- **Enterprise Functions**
- Regional link updated (CA)

   Updates missed previously *(occurred within the last week of September)*
   - Enterprise Learning Strategy and Integration

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REMEMBER:

Send us a note when you want to:

- Share information about content updates made to your area or
- - Recommend inclusion of changes you've noticed that should be highlighted,

Include the page URL and all relevant information for your audience. If your changes are significant or extensive, we invite you to submit an article for next month's newsletter.

Questions about updates should go to the page's listed Content Owner (see info bottom of each page).
If no owner is listed, contact your Site Focal. Thank you.

Chair's Chat

First of all, I'm sure you'll note the change in "timing" of this publication. Some of you may have thought that the October edition was skipped or forgotten. Actually, it had to be delayed a week to accommodate the offsite for my parent organization, and I decided that I would wait and send it out this week. Ideally it will go out to all of you at the end of each month, no later than the first two business days of the following month. Shifting the distribution of this to the end of each month will allow me to better collect, distribute and represent all the changes and all the in-work items that occurred in the month prior to its completion. I realized a little too late last time that I was releasing information *just a bit* early. So thank you for your patience on that issue.

You all are awesome! The request last month for you to take a few minutes and validate your page content resulted in our ability to validate and republish (show current date to users to verify that it's still accurate) received an 90% response rate within the first week, and with two exceptions for ongoing updates/content changes that are in work, nearly all of our site pages (Customer and InsideLTD) were able to be validated. We still have a few pages to go, but those belonging to you (our Content Owners) that are still in work, we know about – the few "WGB owned pages" (which are generally overview pages that outline a section or listing of areas that belong to you) that are still in need of validation should be completed soon. We just want to make sure we take the time to fully review the information before completing our own action item here ☺

Also, many, many thank you's to all who sent responses and input for the last edition. I am so pleased to hear that so many of you found the information as useful as I had hoped. Please continue to send in your comments and questions. I will try to ensure all appropriate ones are included in the following month's issue to ensure we all have the same information as often as possible. We will have some lean months (not much to share) and some months where you'll just BEG the newsletter to end. But please bear with us as we find the right rhythm that works for you.

So, thank you all again for your continuing patience and support. We're a highly diverse and exceptional organization, and I firmly believe that as our organization matures and improves, so too will our web sites as we keep moving toward the best information and resources that we can. Your great work and commitment to maintaining the best information possible on your pages are invaluable. Any and all successes we may achieve toward those goals, we owe equally to you – each of you. ||

Jodi Williams, WGB Chair

fa Q itUp

The following questions were received in response to the September edition of our LTDwebnews:

Q: Since things change so much does your tool allow you to have a running or year-end 12-month stat total? I think that would help the owners get a real view if their pages are worthwhile….
[Submitted by Marilyn Edmondson]

A: No. The CMS statistic tool only collects usage reports for a given month and only keeps a 30-day record. If those reports aren't collected at the end of each month they are lost. That's why we actively go out and gather the information to post for our users in the About the LTD Web section of our LTD Web Support content.

Individual users can jot down their numbers each month and tally at the end if they would like a running report for their page content.

Thanks for asking!

Q: You show a plan, but no dates. Is there a schedule for phase 5 - 7?
[Submitted by Robb Wolfe]

A: Once Phase 4 is completed (we have approval from the LT/VP to proceed with the proposed site design and complete Phase 5), we will set up a meeting with the impacted COs to share the design and discuss what will happen next. This meeting (COs) should take place within two weeks of our approval.

The goal is to have the new site go live as soon as possible after we obtain the needed approvals and input. For example, if we have approval on a Monday and are able to meet with the impacted COs no later than Wednesday of that same week (and no show-stopping critical issues arise), the new site could potentially go live in the production site that following Monday. The build from test to live is not an extensive or complicated process, by and large, and by its very nature will occur primarily during non-usage hours.

Our plan is to have the design approved and shared with the appropriate COs by mid-December at the very latest, thereby ensuring that the new site will go live within the first week of January.

Now, as there are with all highly visible areas of work, there may be special circumstances that will require some adjustments to this plan. These can include critical items that emerge during the review and approval cycle; new HR level requirements or changes; critical senior LTD level changes; or other unforeseeable changes to the plan. We all know how it works. The best laid plans of mice and men… Our goal is, and continues to be, to have the new site live the first of next year. But, our goal is also to do this right.

There are, however, always adjustments to any plan for changes and issues that cannot be foreseen. As you know, our new president, Tony Parasida, is starting to communicate more of his ideas and requirements for all of the HR organizations. At the moment, we do not

foresee any of those requirements impacting this round of improvements for our internal LTD web site. The most significant requirements, we believe, will impact our customer web site (as noted earlier in this newsletter). I personally believe that we're actually on a win-win with that effort because it appears that these new requirements will align well with our plans for the next round of improvements to the Customer site in 2014.

And, once those new requirements and improvements are completed, guess what? We'll be coming back around to InsideLTD once again to ensure that our content not only stays current and reflects any requirement changes, but we'll continually align our external-facing and internal-facing LTD sites to ensure that they portray "one LTD" and evolve in support of our ever-changing and ever-growing organization and the needs of our audiences and users.

LTD's web improvement efforts in full will never end. They shouldn't. And this specific project isn't just about InsideLTD. In point of fact, it's just the second phase of our larger on-going LTD web improvement effort. Our web sites will and should continue to change in direct reflection of our organization that is also continually growing, evolving, and adjusting for our changing and ever-more-challenging global market.

But I will promise you this - that I will keep you as informed as I can, and provide you with the best information I have at any given moment when you need it.

Coming Next Month

Look for the following topics and updates in our next month's edition:

- **More Information on Our LTD-wide Web Consolidation Efforts:** What It's About; What's Happening Now; What's the Plan; and Will I (LTD Main Site Content Owner) Will Be Impacted?

    [I did say I would include this information in this month's edition, but frankly I think that's plenty of new information for this month. And this effort is not a critical priority for us just yet. So, please forgive the omission and if you have immediate questions or needs on this topic, do not hesitate to ask. Thank you.]

Just For Fun   *

Answers to the September "Just For Fun" Seek-a-word and Q&A can be found [here].

Thanks for playing!!

The next edition of "Just for Fun" will appear in the December edition.

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