Quick note about external mics – many phones and tablets require TRRS (4 band) jacks or adapters from TRS (3 band). If I plug a TRS mic into my HP Elite X2 tablet, it records audio, but from the onboard mic. So don't be like me and spend an hour testing different mics, wondering why none of them are any better than the onboard mic… :^)

http://www.circuitbasics.com/wp-content/uploads/2015/03/Audio-Plugs-BBB.jpg

Any computer can handle social media and scheduling tools. I can't imagine buying a current laptop that couldn't. So I'd say go inexpensive as long as it has a camera. But you're better off buying an external webcam anyway and a stand (a very good webcam might cost $75). That gives you the flexibility of having one person running the computer while pointing the camera at the person you want the world to see. Mine normally sits on top of my computer, but I can point it elsewhere if needed.

We do a lot on our phones, actually, from posting to live streaming, although an external mic that plugs into the phone is better for recording than the phone's own mic.

Good morning,

I am hoping the team of experts here can help the NRO… I have a question for Social Media Managers who use multimedia platforms and develop content for social media. The NRO is finally acquiring notebooks for SM use. Yay! Because we are not techies here and from my perspective, we don't have those that are well versed on the best notebooks for such activities, I'm hoping you may provide insights. What makes a good notebook for activities such as...
you may provide insights. What makes a good notebook for activities such as live streaming, video, and webcasts? If you or someone on your team saw the specs for a few notebook options, could you tell if the notebook models were ideal? May you recommend specific notebook models? My immediate thought is speed and storage but I am not savvy on what I need to get fast and great storage.

Thanks for helping the NRO Public Affairs office.

(b) (6) Officer

Check out the latest NRO happenings at:
Facebook: https://www.facebook.com/NationalReconnaissanceOffice
Twitter: https://twitter.com/NatReconOfc
NRO Website: www.nro.gov

(b) (6)

NRO, Public Affairs Officer
Check out the latest NRO happenings at:
Facebook: https://www.facebook.com/NationalReconnaissanceOffice
Twitter: https://twitter.com/NatReconOfc
NRO Website: www.nro.gov

**********************************************************************
This message was sent to the Web Content Managers Forum, a community of
government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
**********************************************************************
This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Thanks you so much for your thoughtful reply. Good call also to check the actual page of the streaming site. That wasn’t even on my radar.

Everyone, have a wonderful weekend and I will reply to each member who responded.

V/r,

NRO, Public Affairs Officer

From: Gillick, Larry [mailto:larry_gillick@IOS.DOI.GOV]
Sent: Thursday, August 31, 2017 7:26 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] Question for the group

I'd like to associate myself with the comments of the gentleman from U.S. Citizenship and Immigration Services.

That said, you can go too cheap. Depending on your video platform, your laptop may be obliged to do a bit of the work of processing that video; so skip the dirt-cheapest models. Quick aside: my wife and son have $799 laptops from Costco that are overpowered for just about anything we'd try to do with a laptop. They actually make fairly brilliant desktop replacements.

Then again, you can't shop at Costco for government stuff (probably -- I don't think Uncle Sam has a membership card), so that's an odd standard. A successful purchase is likely to depend on what you plan to do with the machine and how much leeway you want to give yourself for doing other things. For example, if you're likely to be using your device on battery power for long stretches (traveling w/the boss, perhaps?), a Core i7 with discrete graphics and 17" display will fail you in short order. A 13-incher with an i5 and Intel graphics will save on battery, but won't be as helpful for video file editing or conversion. It'll still work, but a box with an i5+Intel gx isn't a screamer. Anything with "atom" in its name, just skip -- too much risk of it running like the Tin Man (slowly -- and with a rusty squeal).

Here's a good hint (fortunate, as I've just complicated matters): Check the specs page of your streaming site. For example, here's a specs page for Livestream Studio: Caution-Caution-https://help.livestream.com/hc/en-us/articles/212058248-Recommended-Hardware-Specifications-https://help.livestream.com/hc/en-us/articles/212058248-Recommended-Hardware-Specifications-
The i5 is fine, but they recommend discrete graphics. One might goof and wind-up with a laptop that drops frames. Who wants that?

Cool?

Larry

---

Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o)  (b) (6) (b) (7)(C)  (c)
< Caution-Caution-https://sites.google.com/a/ios.doi.gov/doi-gov-cms/> 
Drupal Questions?

On Thu, Aug 31, 2017 at 9:30 AM, @uscis.dhs.gov < Caution-Caution-mailto:jeffrey.m.levy@uscis.dhs.gov > wrote:

Any computer can handle social media and scheduling tools. I can't imagine buying a current laptop that couldn't. So I'd say go inexpensive as long as it has a camera. But you're better off buying an external webcam anyway and a stand (a very good webcam might cost $75). That gives you the flexibility of having one person running the computer while pointing the camera at the person you want the world to see. Mine normally sits on top of my computer, but I can point it elsewhere if needed.

We do a lot on our phones, actually, from posting to live streaming, although an external mic that plugs into the phone is better for recording than the phone's own mic.

From: (b) (6) (b) (7)(C)
Sent: Thursday, August 31, 2017 2:05:11 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV < Caution-Caution-mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV >
Subject: [CONTENT-MANAGERS-L] Question for the group
Good morning,

I am hoping the team of experts here can help the NRO... I have a question for Social Media Managers who use multimedia platforms and develop content for social media. The NRO is finally acquiring notebooks for SM use. Yay! Because we are not techies here and from my perspective, we don't have those that are well versed on the best notebooks for such activities, I'm hoping you may provide insights. What makes a good notebook for activities such as live streaming, video, and web casts? If you or someone on your team saw the specs for a few notebook options, could you tell if the notebook models were ideal? May you recommend specific notebook models? My immediate thought is speed and storage but I am not savvy on what I need to get fast and great storage.

Thanks for helping the NRO Public Affairs office.

NRO, Public Affairs Officer
Check out the latest NRO happenings at:

**********************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov < Caution-Caution-mailto:listserv@listserv.gsa.gov >
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
**********************************************************
Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov. The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Subject: Writing as Design
From: "Brantley, William" <William.Brantley@USPTO.GOV>
Reply To: Brantley, William
Date: Tue, 5 Sep 2017 12:23:06 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1641 bytes) , text/html (4 kB)

“A crucial component in a lot of design are the words. They’re often what you see first on a website, in a book as well as in branding and infographics. They’re often the main component users and viewers interact with, because of this it’s important the words you use are understandable and correct.”

https://medium.com/@dominicwarren1/writing-as-design-9eee1b27921f

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Subject: REGISTER NOW for the October 13, 2017 Inter-Agency Accessibility Forum
From: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Reply To: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Date: Tue, 5 Sep 2017 09:25:24 -0400
Content-Type: multipart/mixed
Parts/Attachments: text/plain (2788 bytes), text/html (11 kB), Directions to GSA.docx (115 kB)
2017 Inter Agency Accessibility Forum

REGISTER NOW for the 2017 Inter Agency Accessibility Forum!
https://www.eventbrite.com/e/2017-interagency-accessibility-forum-registration-37076705424

FREE Event, IN PERSON ATTENDANCE ONLY

PLEASE SHARE WITHIN YOUR AGENCY OR ORGANIZATION

WHEN:  Friday, October 13, 2017
WHERE:  General Services Administration, 1800 F Street, NW, Washington, DC 20405
TIME:  8:30 am - 3:30 pm (Registration starts at 7:45)
Program begins promptly at 8:30 in the GSA Auditorium
WHO:  Federal Government Employees, contractors and Federal industry representatives
ACCOMMODATIONS: Interpreters and CART service will be provided for the Keynote and all workshop sessions
QUESTIONS?  Contact helen.chamberlain@gsa.gov

Directions are at the attachment. All other information will be provided in your registration packet.

Event sponsors:
General Services Administration,
Health and Human Services,
Health and Human Services, Administration for Children and Families
Department of Labor/ODEP,
Department of Homeland Security,
US Access Board

The Forum is focused on the Revised Section 508 standards that were published in the Federal Register in January 2017. The plenary sessions and workshops will cover the many aspects of the Revised Section 508 Standards and will allow attendees to learn more about tools and resources that have been developed to assist with the transition. Presentations will cover:

- The Revised Section 508 Standards and WCAG 2.0 guidelines and how they apply to Federal acquisitions, IT development contracts, and the IT lifecycle, as well as revisions to Federal agency Section 508 policies, testing methods and how to ensure document accessibility.

The Forum will include exhibits of accessible products and assistive technology, as well as companies that provide ICT products and services.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
Directions

General Services Administration
1800 F Street, NW
Washington, DC 20405

Please Note: There are two entrances to the building. One on F Street side of the building and one on E Street side of the building. To avoid backups at main entrance, please feel free to enter on E Street side.

Metrorail:
GSA building is located four blocks from the Farragut West Metro Station on the Blue or Orange Lines.

- Exiting out of the Farragut West Station (towards 18th Street) walk four blocks (0.4 mi S) South to F Street
- Make a right onto F Street; the building is on the left
(Map of metrorail available at https://www.wmata.com.)

Driving:
From Prince Georges County, Maryland
- Take I-495 Beltway to exit 19B to merge onto US-50 West towards Washington, DC
- Merge onto MD-295 South (4.1 miles)
- Take the exit onto I-695 W (2.2 miles)
- Merge onto I-395 S (0.4 miles)
- Take the Maine Avenue exit (0.5 miles)
- Merge onto Maine Avenue SW (0.5 miles)
- Continue onto Independence Avenue SW (322 ft)
- Slight right onto 17th Street SW (0.7 miles)
- Turn left onto G Street NW (0.2 miles)
- Turn left at the 2nd cross street onto 19th Street NW (354 ft)
- Take the first left onto F Street NW (495 feet) GSA building is on the right (449 ft)

From Montgomery County, Maryland
- Take I-270 South (toward Washington)
- Merge onto I-495 S/North Virginia/Washington (2.0 miles)
- Merge onto I-495 S (entering Virginia) (3.7 miles)
- Take exit 43-44 for VA-193/George Washington Memorial Pkwy/Georgetown Pike toward Great Falls Virginia/Langley/Washington (0.4 miles)
- Take exit 43 for George Washington Memorial Parkway toward Washington (0.61 miles)
- Merge onto George Washington Memorial Pkwy (8.6 miles)
- Take the exit onto I-66 E toward US-50 E/Washington (entering District of Columbia) (0.9 miles)
- Take E Street exit on the left (0.3 miles)
- Merge onto E Street Expressway (0.4 miles)
- Turn left onto 20th Street NW (0.4 miles)
- Turn right onto F Street, NW; GSA building is on the right (0.2 miles)
From Northern Virginia

- Head north on George Washington Memorial Pkwy/S Washington St toward King St
- Take the I-395 N ramp to Washington
- Merge onto I-395 (entering District of Columbia) (0.9 miles)
- Take the 12th Street exit toward L’Enfant Promenade (0.2 miles)
- Slight left onto 12th Street Expressway (0.7 miles)
- Turn left onto Constitution Avenue NW (0.6 miles)
- Turn right onto 17th Street NW (0.4 miles)
- Turn left onto G Street NW (0.2 miles)
- Turn left at the 2nd cross street onto 19 Street, NW.
- Take the 1st left onto F Street NW, GSA building is on the right (449 ft)

***Available parking lots and garages near 1800 F Street NW are shown below.***
(Fees vary by location.)

A – Colonial Parking, 1776 K Street NW Washington, DC (202-298-7124)
B – Central Parking Systems, 1750 Pennsylvania Avenue NW Washington, DC (202-496-4200)
C – PMI Parking, 1729 G Street NW Washington, DC (202-785-9191)
D – Matomic Operating Co, 1717 H Street NW Washington, DC (202-659-9096)
E – Central Parking, 1750 H Street NW Washington, DC (202-293-3773)

For building escort (if needed), please call:
Sheila Turner (202-280-9350) or Catherine Kemboi (202-600-5662)
2017 Inter Agency Accessibility Forum

REGISTER NOW for the 2017 Inter Agency Accessibility Forum!
https://www.eventbrite.com/e/2017-interagency-accessibility-forum-registration-37076705424

FREE Event, IN PERSON ATTENDANCE ONLY

PLEASE SHARE WITHIN YOUR AGENCY OR ORGANIZATION

WHEN:  Friday, October 13, 2017
WHERE:  General Services Administration, 1800 F Street, NW, Washington, DC 20405
TIME:  8:30 am - 3:30 pm (Registration starts at 7:45)
Program begins promptly at 8:30 in the GSA Auditorium
WHO:  Federal Government Employees, contractors and Federal industry representatives
ACCOMMODATIONS:  Interpreters and CART service will be provided for the Keynote and all workshop sessions
QUESTIONS?  Contact helen.chamberlain@gsa.gov

Directions are at the attachment. All other information will be provided in your registration packet.

Event sponsors:
General Services Administration,
Health and Human Services,
Health and Human Services, Administration for Children and Families
Department of Labor/ODEP,
Department of Homeland Security.
The Forum is focused on the Revised Section 508 standards that were published in the Federal Register in January 2017. The plenary sessions and workshops will cover the many aspects of the Revised Section 508 Standards and will allow attendees to learn more about tools and resources that have been developed to assist with the transition. Presentations will cover:

- The Revised Section 508 Standards and WCAG 2.0 guidelines and how they apply to Federal acquisitions, IT development contracts, and the IT lifecycle, as well as revisions to Federal agency Section 508 policies, testing methods and how to ensure document accessibility.

The Forum will include exhibits of accessible products and assistive technology, as well as companies that provide ICT products and services.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe—try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov. The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Hi all,

The Federal Communicators Network (FCN) is looking for a few volunteers to help us with our new website! If you have experience in using WordPress or want to lend your expertise in content strategy, and are willing to help out (especially during the next 3-4 weeks), please send us an email at fedcommnetwork@gmail.com with the subject line “Website Volunteer” by COB September 15, 2017.

A quick blurb about FCN for those who aren’t familiar with us: FCN is a professional community of Federal employees offering communications best practices, training, networking, and other opportunities for Federal government communicators. If you’re not on our listserv, you can join at https://list.nih.gov/cgi-bin/wa.exe?SUBED1=fcn&A=1.

Thanks,

FCN 2017 Chair

Communications Specialist, Strategic Communications
Office of Communications | U.S. Citizenship and Immigration Services
Office: [b] (6), (b) (7)(C) | Mobile: [b] (6), (b) (7)(C)
@uscis.dhs.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
Thanks again William Brantley.

"...
It’s well understood that making your content plain English is the best way to make sure it’s understood by all...."

I think that depends. Personally, I picked up a dictionary of musical terms. It helps that I played in the band and have ideas like largo or pizzicato.

But writing by hand in colors helps too. Try type "Boom". Try write "Boom". More fun. No need audio.

Take care.

“...A crucial component in a lot of design are the words. They’re often what you see first on a website, in a book as well as in branding and infographics. They’re often the main component users and viewers interact with, because of this it’s important the words you use are understandable and correct.”

https://medium.com/@dominicwarren1/writing-as-design-9eee1b27921f

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division
Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Afternoon –

First of all, huge thanks to everyone who has been forwarding their Hurricane Harvey information to USA.gov for inclusion on https://www.usa.gov/hurricane-harvey. Please continue to forward your materials to joanne.mcgovern@gsa.gov and jessica.milcetich@gsa.gov, and PLEASE CLEARLY MARK them as “Hurricane Harvey” updates.

-----

Hurricane Irma

That being said, in preparation for Hurricane Irma, we’re setting up a similar lane of communication structure for federal digital comms regarding Irma. As with our Hurricane Harvey response, this authority for this action comes from Emergency Support Function 15 of the National Response Framework. Please forward this message as necessary.

As with Hurricane Harvey postings, please stay in your lane. For those not familiar with the lane structure, the idea is to eliminate cross-posting of information among agencies and, instead, have everyone provide links to centralized “lanes” of information. So, for example, Transportation might post a press release related to Transportation activities… and instead of every other agency trying to keep up with adding that link to their site as well, a link to the Transportation release is added to one centralized page on USA.gov and everyone just links to that one page for information on what the U.S. Government is doing.

At this point, we’re standing up two initial lanes. When distributing or posting materials related to Hurricane Irma, please include links to these two lanes.

-----

What DHS and FEMA are Doing
https://www.fema.gov/hurricane-irma

FEMA has established a landing page on FEMA.gov with the latest information from FEMA and DHS on the storm. The page is currently promoting preparedness information / resources… once we switch into response and recovery, the page will update and serve as a clearinghouse for related information from DHS. The page is located at https://www.fema.gov/hurricane-irma.

What the U.S. Government is Doing
https://www.usa.gov/hurricane-irma
https://gobierno.usa.gov/huracan-irma

GSA has created a landing page on USA.gov for government-wide information related to Hurricane Irma activities. The page is being populated now – if you have materials from your agency that need to be added to the page, please email joanne.mcgovern@gsa.gov and jessica.milcetich@gsa.gov and they will coordinate posting. USA.gov can support both English and Spanish content. The English page is located at https://www.usa.gov/hurricane-irma and Spanish is located at https://gobierno.usa.gov/huracan-irma.

PLEASE CLEARLY MARK updates for Hurricane Irma as “Hurricane Irma” updates.

As with Hurricane Harvey, they don’t need the full content of your release(s) – just send the title and URL of where it’s posted on your agency/department website.
Social Media

For social media, we are currently asking folks to follow and retweet the following handles:

- @fema
- @femaregion2 (Puerto Rico, US Virgin Islands, New York, New Jersey)
- @femaregion4 (Florida, Georgia, S. Carolina, N. Carolina, Alabama, Kentucky, Tennessee)
- FEMA on Facebook
- @FEMA_Brock - Administrator Brock Long
- @FEMAspox - Deputy Director of Public Affairs Eileen Lainez
- @NWSNHC – National Hurricane Center

Additional Notes

- If you would like to create an agency-specific page on your own site – please use /hurricane-irma as your URL structure whenever possible (i.e. https://www.xxxxx.gov/hurricane-irma). If your content management system doesn’t allow for that kind of URL structure, please consider setting /hurricane-irma as a redirect to the final destination.
- Remember, if you DO create an agency-specific page, please only post information specific to your agency (e.g. please stay in your lane). Please also make sure to link to both USA.gov/hurricane-irma (or https://gobierno.usa.gov/huracan-irma) and FEMA.gov/hurricane-irma.

Thanks – please let me know if you have any questions, comments, or suggestions!

(b) (6), (b) (7)(C)
Greetings from a smoky Seattle,

I’m looking for org chart software that:
- Has expand/collapse functionality so you can see what you want
- Allows a user to print the org chart as a series of nested charts, e.g., page 1 might be top layer with some indicator that the page 2 chart connects to the page 1 chart at “X” spot
- Plays nicely on the web
- Let’s me drop in *lots* of layers of people between us and Central Office/DC without requiring the chart be printed as a poster to be useful
- In a perfect world would let you hyperlink to that role in the org chart so if you sent out an email message from Loki, you could link to his place in the org chart so a reader who opens that link to the chart may better understand the complicated relationship with Odin and Thor (this is optional, but man I want it to exist)

Does this exist anywhere? If it doesn’t, who wants to start a side business to make this happen? Kidding … mostly. 😊

Thanks for your input.

Laura Rabuck
Research Health Science Specialist
Seattle Epidemiologic Research & Information Center (ERIC), VA Cooperative Studies Program (CSP)
p: 206-370-1522 | Laura.Rabuck@va.gov
Everyone,

Come join HHS! We are a dynamic digital team with a growing social media presence and we’re looking for energetic, talented social media and web experts to join us – that means you guys!

https://www.usajobs.gov/GetJob/ViewDetails/474530100

Posting closes on 9/14.

Stacey Palosky
Digital Engagement Manager, Assistant Secretary for Public Affairs (ASPA)
Dept of Health and Human Services (HHS)
202-205-9741
stacey.palosky@hhs.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
Morning all –

FEMA has developed a simple widget for Hurricane Irma for displaying on USG websites. It is currently linking to the USA.gov/hurricane-irma page. DHS and FEMA strongly encourage you to implement on your sites and please help us spread the word.

Code:

<iframe src="https://www.fema.gov/widget/hurricane-irma-federal-resources" width="230" height="300" style="border: none;" title="Hurricane Irma - Federal Resources Widget">
</iframe>

For more information, please visit https://www.fema.gov/widgets.

Thanks!

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
All,

We found this version of the code worked. There was a close bracket missing.


Morning all –

FEMA has developed a simple widget for Hurricane Irma for displaying on USG websites. It is currently linking to the USA.gov/hurricane-irma page. DHS and FEMA strongly encourage you to implement on your sites and please help us spread the word.

Code:


For more information, please visit https://www.fema.gov/widgets.

Thanks!
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
Two updates –

First, there was an error reported with how the hyperlinks were behaving inside the widget… that has been fixed by FEMA and the cache is now clearing (they added a target to the link so that it wouldn’t open up inside the iframe itself).

Second, I’ve been getting reports that the code that was delivered by the LISTSERV didn’t match what I actually sent out in some instances. So, if the code didn’t work, please take a look at https://www.fema.gov/widgets for another way to grab the code.

That being said, implementation may change based on CMS… for example, for our Drupal system, I added “scrolling=”no” to the iframe code so that a scrollbar didn’t display on the right side. Megan at VA also reported (below) that dropping the end bracket on the iframe works for WordPress.

Thanks!

All,

We found this version of the code worked. There was a close bracket missing.


FEMA has developed a simple widget for Hurricane Irma for displaying on USG websites. It is currently linking to the USA.gov/hurricane-irma page. DHS and FEMA strongly encourage you to implement on your sites and please help us spread the word.

Code:


For more information, please visit https://www.fema.gov/widgets
For more information, please visit https://www.fema.gov/widgets.

Thanks!

U.S. Department of Homeland Security
Office of Public Affairs
Director of Web Communications
hq.dhs.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Evening -

Apologies for the late message - a Spanish language version of the Irma widget is now available at https://www.fema.gov/widgets.

Have a great evening -

---

Two updates –

First, there was an error reported with how the hyperlinks were behaving inside the widget… that has been fixed by FEMA and the cache is now clearing (they added a target to the link so that it wouldn’t open up inside the iframe itself).

Second, I’ve been getting reports that the code that was delivered by the LISTSERV didn’t match what I actually sent out in some instances. So, if the code didn’t work, please take a look at https://www.fema.gov/widgets for another way to grab the code.

That being said, implementation may change based on CMS… for example, for our Drupal system, I added “scrolling="no" to the iframe code so that a scrollbar didn’t display on the right side. Megan at VA also reported (below) that dropping the end bracket on the iframe works for WordPress.

Thanks!

---

From: Moloney, Megan [mailto:Megan.Moloney@va.gov]
Sent: Friday, September 8, 2017 12:00 PM
To: Harmon, Matthew <matthew.harmon@hq.dhs.gov>; CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: RE: Hurricane Irma widget

All,

We found this version of the code worked. There was a close bracket missing.

Morning all –

FEMA has developed a simple widget for Hurricane Irma for displaying on USG websites. It is currently linking to the USA.gov/hurricane-irma page. DHS and FEMA strongly encourage you to implement on your sites and please help us spread the word.

Code:

<iframe src="https://www.fema.gov/widget/hurricane-irma-federal-resources" width="230" height="300" style="border: none;" title="Hurricane Irma - Federal Resources Widget">
</iframe>

For more information, please visit https://www.fema.gov/widgets.

Thanks!

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that...
This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Good Afternoon,

We discovered that relative links inside our documents do not work primarily outside of most IE browsers (Google Chrome, Firefox, Edge). An example is:

**Chapter 200 General Management Table of Contents** located on our **Operations Manual Page**. If you open it in IE, the links correctly open other documents. If you use a different browser, then it fails to open.

Has anyone else experienced this with their documents that use relative links? If so, does anyone have a solution that they did to fix it to work across all browsers? We realize using hyperlink base or absolute links may be our only options but wanted to check to see if there were any other solutions.

Thanks!

Information Technology Specialist
Applications & Collaboration Services
Treasury Inspector General for Tax Administration
Cell: }

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
Word documents are a downloadable source so once they are in your download folder they will lose the relative link to the domain. Since word and IE are Microsoft products, IE will automatically add the domain to the links upon download. Absolute links are always the best solution for downloadable products.

Steve

From: [mailto:,[b](6), (b) (7)(C)@TIGTA.TREAS.GOV]
Sent: Wednesday, September 13, 2017 3:55 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Relative Links in Documents

Good Afternoon,

We discovered that relative links inside our documents do not work primarily outside of most IE browsers (Google Chrome, Firefox, Edge). An example is:

Chapter 200 General Management Table of Contents located on our Operations Manual Page. If you open it in IE, the links correctly open other documents. If you use a different browser, then it fails to open.

Has anyone else experienced this with their documents that use relative links? If so, does anyone have a solution that they did to fix it to work across all browsers? We realize using hyperlink base or absolute links may be our only options but wanted to check to see if there were any other solutions.

Thanks!

[(b) (6), (b) (7)(C)]

Information Technology Specialist
Applications & Collaboration Services
Treasury Inspector General for Tax Administration
Cell: [b](6), (b) (7)(C)

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
I was curious about this issue, so I forwarded your email to a yahoo.com and found the links worked in both Chrome and FireFox.

Marty

Word documents are a downloadable source so once they are in your download folder they will lose the relative link to the domain. Since word and IE are Microsoft products, IE will automatically add the domain to the links upon download. Absolute links are always the best solution for downloadable products.

Steve

Good Afternoon,

We discovered that relative links inside our documents do not work primarily outside of most IE browsers (Google Chrome, Firefox, Edge). An example is:

Chapter 200 General Management Table of Contents located on our Operations Manual Page. If you open it in IE, the links correctly open other documents. If you use a different browser, then it fails to open.

Has anyone else experienced this with their documents that use relative links? If so, does anyone have a solution that they did to fix it to work across all browsers? We realize using hyperlink base or absolute links may be our only options but wanted to check to see if there were any other solutions.

Thanks!

Technology Specialist
Applications & Collaboration Services
Treasury Inspector General for Tax Administration
Cell:

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content managers l
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l
Section 508 Best Practices Webinar: Revised Section 508 Chapter 5 - Software (September 26)

The next webinar in the Section 508 Best Practices Webinar Series will take place September 26 from 1:00 to 2:30 (ET) and review provisions for software in Chapter 5 of the revised 508 Standards that the U.S. Access Board published in January. Presenters will cover requirements that apply to applications, mobile apps, operating systems, and other types of software.

For more details or to register for this or other webinars in the free series, visit www.accessibilityonline.org/cioc-508/schedule. Registration closes 24 hours prior to the session.

The Section 508 Best Practices Webinar Series provides helpful information and best practices for federal agencies in meeting their obligations under Section 508 of the Rehabilitation Act which ensures access to information and communication technology in the federal sector. This webinar series is made available by the Accessibility Community of Practice of the CIO Council in partnership with the Access Board.

Section 508 Best Practices: Revised Section 508 Chapter 5 - Software
September 26, 2017, 1:00-2:30 (ET) Add to Calendar

Presenters:
• Bruce Bailey, IT Specialist, U.S. Access Board
• Timothy Creagan, Senior Accessibility Specialist, U.S. Access Board
• Deborah Kaplan, Section 508 Policy Lead, Office of the CIO, HHS (moderator)

Registration: https://www.accessibilityonline.org/cioc-508/session/?id=110615

Earlene Sesker
Training Coordinator
US Access Board
1331 F Street, NW
Suite 1000
Washington, DC 20004-1111

202-272-0022
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-
Hi all –

Does anyone have a POC for DisasterAssistance.gov?

Thanks. Coqui

Coqui Aspiazu  
ASPA Digital Engagement  
U.S. Department of Health and Human Services  
Email: maria.aspiazu@hhs.gov  

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest  
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
The links worked in Mozilla Firefox for me. I recommend that you download the most recent versions of these browsers.

-----Original Message-----
From: CONTENT-MANAGERS-L automatic digest system [mailto:LISTSERV@LISTSERV.GSA.GOV]
Sent: Thursday, September 14, 2017 11:00 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: CONTENT-MANAGERS-L Digest - 13 Sep 2017 to 14 Sep 2017 (#2017-127)

There are 3 messages totaling 707 lines in this issue.

Topics of the day:

1. REGISTER NOW for the Section 508 Best Practices Webinar: Revised Section 508 Chapter 5 - Software
2. Relative Links in Documents
3. DisasterAssistance.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don’t unsubscribe -- try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

Date: Thu, 14 Sep 2017 07:47:44 -0400
From: Helen Chamberlain - M1EB <helen.chamberlain@GSAGOV>
Subject: REGISTER NOW for the Section 508 Best Practices Webinar: Revised Section 508 Chapter 5 - Software

*Section 508 Best Practices Webinar: Revised Section 508 Chapter 5 - Software (September 26)*

The next webinar in the Section 508 Best Practices Webinar Series will take place *September 26
*from *1:00 to 2:30 (ET)* and review provisions for software in Chapter 5 of the revised 508 Standards that the U.S. Access Board published in January. Presenters will cover requirements that apply to applications, mobile apps, operating systems, and other types of software.

For more details or to register for this or other webinars in the free series, visit www.accessibilityonline.org/cioc-508/schedule. Registration closes 24 hours prior to the session.

The Section 508 Best Practices Webinar Series provides helpful information and best practices for federal agencies in meeting their obligations under Section 508 of the Rehabilitation Act which ensures access to information and communication technology in the federal sector. This webinar series is made available by the Accessibility Community of Practice of the CIO Council in partnership with the Access Board.

*Section 508 Best Practices: Revised Section 508 Chapter 5 - Software *September 26, 2017, 1:00- 2:30 (ET)   Add to Calendar  
<http://www.access-board.gov/images/ics/508webinar.ics>  
Presenters:  
· Bruce Bailey, IT Specialist, U.S. Access Board  · Timothy Creagan, Senior Accessibility Specialist, U.S. Access Board  · Deborah Kaplan, Section 508 Policy Lead, Office of the CIO, HHS (moderator)  
Registration: https://www.accessibilityonline.org/cioc-508/session/?id=110615

Earlene Sesker  
Training Coordinator  
US Access Board  
1331 F Street, NW  
Suite 1000  
Washington, DC  20004-1111  
202-272-0022 <(202)%20272-0022>

******************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  
Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov. The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest. To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l.

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

***********************************************************************

Date: Thu, 14 Sep 2017 11:38:32 +0000
From: "Kiely, Martin (HRSA)" <MKiely@HRSA.GOV>
Subject: Re: Relative Links in Documents

I was curious about this issue, so I forwarded your email to a yahoo.com and found the links worked in both Chrome and FireFox.

Marty

From: Morgan, Steven [mailto:steven.morgan@NCPC.GOV]
Sent: Wednesday, September 13, 2017 8:09 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Relative Links in Documents

Word documents are a downloadable source so once they are in your download folder they will lose the relative link to the domain. Since word and IE are Microsoft products, IE will automatically add the domain to the links upon download. Absolute links are always the best solution for downloadable products.

Steve

From: [b] (6), (b) (7)(C) [mailto:[b] (6), (b) (7)(C)@TIGTA.TREAS.GOV]
Sent: Wednesday, September 13, 2017 3:55 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Relative Links in Documents

Good Afternoon,

We discovered that relative links inside our documents do not work primarily outside of most IE browsers (Google Chrome, Firefox, Edge). An example is:

Chapter 200 General Management Table of Contents<https://www.treasury.gov/tigta/foia/efoia-imds/chapter200-general/table-of-contents/chapter200-toc.docx> located on our Operations Manual Page<https://www.treasury.gov/tigta/important_foia_ad_oper.shtml>. If you open it in IE, the links correctly open other documents. If you use a different browser, then it fails to open.

Has anyone else experienced this with their documents that use relative links? If so, does anyone have a solution that they did to fix it to work across all browsers? We realize using hyperlink base or absolute links may be our only options but wanted to check to see if there were any other solutions.

Thanks!
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov<mailto:listserv@listserv.gsa.gov>
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

**********************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov<mailto:listserv@listserv.gsa.gov>
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

**********************************************************

---

(b) (6), (b) (7)(C)
Information Technology Specialist
Applications & Collaboration Services
Treasury Inspector General for Tax Administration
Cell: (b) (6), (b) (7)(C)
Hi all -

Does anyone have a POC for DisasterAssistance.gov?

Thanks. Coqui

Coqui Aspiazu
ASPA Digital Engagement
U.S. Department of Health and Human Services
Email: maria.aspiazu@hhs.gov
message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

*******************************************************************************
Thank you all for the immense and immediate help.

The site is run by a multi-agency team and we were put in contact with the right person, who was actually from DOL.

This is the best and most helpful listserv.

Thanks all. Coqui
content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/
Good afternoon,

We want to take advantage of employees being able to access SharePoint from anywhere using a mobile device. Are you allowing employees to use mobile device to access SharePoint sites? Are you also using OneDrive for Business? I’ve read that the SP mobile app has touch screen designed into it. If you’re doing this successfully for your agency, I’d like hear about it.

We are using SharePoint 2013 on premise, our Intranet also lives on SharePoint. We plan to migrate to SharePoint Online (O365) by next spring.

We currently have: SharePoint 2013 on-prem, upcoming: SharePoint Online Plan 2 testing with O365 G1. We’re small, 300 seats.

Thanks.

Simone Thomas
Webmaster
Congressional Budget Office
202-226-2681
Registration is open for the 4th annual php[world] conference in Tyson's Corner, VA, taking place on November 15th & 16th. The organizers made some changes this year based on feedback. They condensed the schedule to two days, included workshops throughout the conference, and are offering more training class options! Also, they have refocused the agenda to include more advanced in-depth PHP content.

However, the biggest announcement was that the price dropped by over 50%. This year's price is ONLY $425! (Last year's ticket was $895)

You can check out the schedule here: https://world.phparch.com/schedule/
Get customized Drupal suggestions: https://world.phparch.com/attend-phpworld/are-you-a-drupal-developer/

What's even better is that they are offering an additional discount and for govies! Use code W17-GOVCON when checking out to save an additional 10% off your purchase!

Register today: https://world.phparch.com/register/

Jessica Dearie
ORD Intranet Coordinator
ORD SharePoint Site Collection Administrator
ORD Federal Women’s Special Emphasis Program Manager, including Women in Science and Engineering (WISE)
ORD Office of Science Information Management
Drupal4Gov (join us drupal4gov@gmail.com)
202-564-8718
https://intranet.ord.epa.gov/

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/
Subject: REGISTER NOW for the October 13, 2017 Inter-Agency Accessibility Forum
From: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Reply To: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Date: Wed, 20 Sep 2017 07:57:02 -0400
Content-Type: multipart/mixed
Parts/Attachments: text/plain (2905 bytes) , text/html (11 kB) , Directions to GSA.docx (115 kB)

PLEASE SHARE WITHIN YOUR AGENCY OR ORGANIZATION

2017 Inter Agency Accessibility Forum

REGISTER NOW for the 2017 Inter Agency Accessibility Forum!
https://www.eventbrite.com/e/2017-interagency-accessibility-forum-registration-37076705424

FREE Event, IN PERSON ATTENDANCE ONLY

WHEN: Friday, October 13, 2017
WHERE: General Services Administration, 1800 F Street, NW, Washington, DC 20405, 1st floor conference center and auditorium

TIME: 8:30 am - 3:30 pm (Registration starts at 7:45)
Program begins promptly at 8:30 in the GSA Auditorium
WHO: Federal Government Employees, contractors and Federal industry representatives, and anyone interested in learning about accessibility

ACCOMMODATIONS: Interpreters and CART service will be provided for the Keynote and all workshop sessions
QUESTIONS? Contact helen.chamberlain@gsa.gov

Directions are at the attachment. All other information will be provided in your registration packet.

Event sponsors:
General Services Administration,
Health and Human Services,
Health and Human Services, Administration for Children and Families
Department of Labor/ODEP,
Department of Homeland Security,
US Access Board

The Forum is focused on the Revised Section 508 standards that were published in the Federal Register in January 2017. The plenary sessions and workshops will cover the many aspects of the Revised Section 508 Standards and will allow attendees to learn more about tools and resources that have been developed to assist with the transition. Presentations will cover:
• The Revised Section 508 Standards and WCAG 2.0 guidelines and how they apply to Federal acquisitions, IT development contracts, and the IT lifecycle, as well as revisions to Federal agency Section 508 policies, testing methods and how to ensure document accessibility.

The Forum will include exhibits of accessible products and assistive technology, as well as companies that provide ICT products and services.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/
Hello!

Cross-posting accessibility training opportunity that some here might be interested in attending.

Jacqueline

---------- Forwarded message ----------
From: Helen Chamberlain - M1EB <helen.chamberlain@gsa.gov>
Date: Wed, Sep 20, 2017 at 7:57 AM
Subject: [UX-COP] REGISTER NOW for the October 13, 2017 Inter-Agency Accessibility Forum
To: UX-COP@listserv.gsa.gov

PLEASE SHARE WITHIN YOUR AGENCY OR ORGANIZATION

2017 Inter Agency Accessibility Forum

REGISTER NOW for the 2017 Inter Agency Accessibility Forum!
https://www.eventbrite.com/e/2017-interagency-accessibility-forum-registration-37076705424

FREE Event, IN PERSON ATTENDANCE ONLY

WHEN:  Friday, October 13, 2017
WHERE:  General Services Administration, 1800 F Street, NW, Washington, DC 20405, 1st floor conference center and auditorium

TIME:  8:30 am - 3:30 pm (Registration starts at 7:45)
Program begins promptly at 8:30 in the GSA Auditorium
WHO:  Federal Government Employees, contractors and Federal industry representatives, and anyone interested in learning about accessibility

ACCOMMODATIONS:  Interpreters and CART service will be provided for the Keynote and all workshop sessions
QUESTIONS?  Contact helen.chamberlain@gsa.gov

Directions are at the attachment. All other information will be provided in your registration packet.

Event sponsors:
General Services Administration,
The Forum is focused on the Revised Section 508 standards that were published in the Federal Register in January 2017. The plenary sessions and workshops will cover the many aspects of the Revised Section 508 Standards and will allow attendees to learn more about tools and resources that have been developed to assist with the transition. Presentations will cover:

- The Revised Section 508 Standards and WCAG 2.0 guidelines and how they apply to Federal acquisitions, IT development contracts, and the IT lifecycle, as well as revisions to Federal agency Section 508 policies, testing methods and how to ensure document accessibility.

The Forum will include exhibits of accessible products and assistive technology, as well as companies that provide ICT products and services.

Getting too many messages? Don't unsubscribe -- try the daily digest! Email listserv@listserv.gsa.gov, the message should have no subject, and the body should say “set ux-cop digest.”

To get to the archives of all UX listserv emails, register with the listserv at https://listserv.gsa.gov/cgi-bin/wa.exe?GETPW1.

To unsubscribe, send a blank email to: UX-COP-signoff-request@LISTSERV.GSA.GOV

Anyone with a government email address can join by sending a request to UX-COP-request@LISTSERV.GSA.GOV.

--
Jacqueline Snee
Manager, DigitalGov Communities
Office of Products and Programs
Technology and Transformation Service
U.S. General Services Administration
1800 F. Street, NW
Washington, DC 20405
C: (202) 501-0917
O: 202-501-0917

Learn more about DigitalGov Communities.

"GSA's mission is to deliver the best value in real estate, acquisition, and technology services to government and the American people."

Learn more about GSA.
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv to manage your settings or to view list archives visit:
Ever wondered what it was like to be stationed on, work, and live on an Army post? As a manager of goarmy.com we realized that many of our users were going to areas of our site that dealt with living situations, locations of posts, benefits and "life of a soldier" type content. We noticed how many colleges where using "Virtual Tours' to reach out to showcase their campuses to potential students. And we also noticed that NO OTHER US ARMED SERVICE had this feature on the site!!! We wanted to be the first. We contracted out with one of the leaders in the Virtual Tour arena and after much planning, a very busy location shoot at two Army Posts, and the post production work, we were on the Map as the first Virtual Tour of a Military post. One hurdle we had was security -- understandably we did not want to give a blueprint of an actual Army post so we combined footage of 2 posts and created a true "Virtual" post that only exists online. The Virtual Tour has had tremendous success and the Conversion rate of people that view the Tour and then fill out a form to request more info is over 8.5% which is great for us. This Tour actually wet live last June, but I wanted to share it with you as it is still the only one on an Armed Services recruiting website. Thought this might spur some thinking as to how a Virtual Tour may help your federal Agency achieve some new content and reap some good conversions rates depending on metrics you are trying to achieve.

Take the Tour and let me know what you think: https://www.goarmy.com/#virtualtour

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
I'm looking for insight on how other organizations with large web presences deal with broken links.

1. Do you have a tool you use for identifying broken links your site (and do you like it)?
2. If so, can it be used on an intranet as well?
3. What is your process for correcting broken links (e.g., does your web staff coordinate with content owners)?
4. Do you report metrics anywhere regarding broken/corrected links?
5. Do you have any tools or processes in place to prevent broken links in the first place? For example, a tool in Drupal that lets you run a link checker before publishing a page?

Thanks so much for your insights! I am happy to compile the information and share it out with the wider group. If you prefer that I not include your information in that report, please let me know.

Best,

Dana

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Hi Dana,

Being a naturally frugal person, I use a super-cheap (I mean "cost-effective"!) link-checker called Scrutiny (http://peacockmedia.software/mac/scrutiny/), which I actually enjoy using.

If memory serves, it cost me around $100 when I purchased it. It's $115 now, probably due to exchange-rate fluctuations. It's made by a solo coder in the U.K. who actually answers her own email. Super-nice.

I use it to generate CSVs of broken links, which I import into a Google Sheet and share w/colleagues. I have also used it to provide a sitemap to the USASearch (not their current name) team. Oh -- and I've also used it to search my site for particular bits of code, a squirrelly use, but occasionally helpful.

I do not report metrics, as I'm the person who they'd probably be reported to. ;-)

Good luck on your quest. I hope you find a tool and a process that works for you.

Larry

---
Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) / [b](6) [c]
Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Wed, Sep 20, 2017 at 1:53 PM, Dana Allen-Greil <dana.allen-greil@nara.gov> wrote:
I'm looking for insight on how other organizations with large web presences deal with broken links.

1. Do you have a tool you use for identifying broken links your site (and do you like it)?
2. If so, can it be used on an intranet as well?
3. What is your process for correcting broken links (e.g., does your web staff coordinate with content owners)?
4. Do you report metrics anywhere regarding broken/corrected links?
5. Do you have any tools or processes in place to prevent broken links in the first place? For example, a tool in Drupal that lets you run a link checker before publishing a page?

Thanks so much for your insights! I am happy to compile the information and share it out with the wider group. If you prefer that I not include your information in that report, please let me know.

Best,

Dana

Dana Allen-Greil
Web and Social Media Branch Chief
Office of Innovation
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Dana,

A very easy and free tool is Xenu. It’s pretty old school, and not actively maintained/updated. I’d recommend their wildcard version (link) that allows for wildcard inclusions/exclusions for links. Xenu’s main benefit is that it works on both intranet and extranet sites. You can customize the depth to which it scans, how many retries it goes through, number of concurrent threads it uses.

A much more robust (and expensive) tool is Site Improve (link). It is incredibly powerful, but I am not sure that it works on internal sites. It can do a lot of cool things around searches for broken links, like customized reports for certain problematic sections of your site. It can also look for misspellings and a whole lot more.

Thanks,
Stan
Web Engineer | Web Services Team | OIT
O: (202) 606-6864 | M: (b) (6)

Dana Allen-Greil [mailto:dana.allen-greil@NARA.GOV]
Sent: Wednesday, September 20, 2017 1:53 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations

I'm looking for insight on how other organizations with large web presences deal with broken links.

1. Do you have a tool you use for identifying broken links your site (and do you like it)?
2. If so, can it be used on an intranet as well?
3. What is your process for correcting broken links (e.g., does your web staff coordinate with content owners)?
4. Do you report metrics anywhere regarding broken/corrected links?
5. Do you have any tools or processes in place to prevent broken links in the first place? For example, a tool in Drupal that lets you run a link checker before publishing a page?

Thanks so much for your insights! I am happy to compile the information and share it out with the wider group. If you prefer that I not include your information in that report, please let me know.

Best,
Dana

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/
Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
We use a crawler called Screaming Frog, which I really like.

Aside from the broken links on your site, though, you can make sure that your 404 templates have analytics tracking in place because there are broken links to your site that exist only on other sites. Sometime long ago someone migrated a site in your office and forgot to apply 301-redirects to certain very popular pages. Since the old link is not on your site currently, a crawler won’t find it, but that won’t stop all that referral traffic. So, to find those links, you can create a traffic report pivoting referral sites against 404 URLs. This type of reporting can be a nice addition to crawler scans.

Sam Bronson
Office: (202) 260-6502
Mobile: [b] (6) [b]

A very easy and free tool is Xenu. It’s pretty old school, and not actively maintained/updated. I’d recommend their wildcard version ([link](#)) that allows for wildcard inclusions/exclusions for links. Xenu’s main benefit is that it works on both intranet and extranet sites. You can customize the depth to which it scans, how many retries it goes through, number of concurrent threads it uses.

A much more robust (and expensive) tool is Site Improve ([link](#)). It is incredibly powerful, but I am not sure that it works on internal sites. It can do a lot of cool things around searches for broken links, like customized reports for certain problematic sections of your site. It can also look for misspellings and a whole lot more.

Thanks,
Stan
Web Engineer | Web Services Team | OIT
O: (202) 606-6864 | M: [b] (6) [b]

I'm looking for insight on how other organizations with large web presences deal with broken links.

1. Do you have a **tool** you use for identifying broken links your site (and do you like it)?
2. If so, can it be used on an intranet as well?
3. What is your **process for correcting** broken links (e.g., does your web staff coordinate with content owners)?
4. Do you **report metrics** anywhere regarding broken/corrected links?
5. Do you have any tools or processes in place to **prevent broken links** in the first place? For example, a tool in Drupal that lets you run a link checker before publishing a page?

Thanks so much for your insights! I am happy to compile the information and share it out with the wider [CONTENT-MANAGERS-L@LISTSERV.GSA.GOV](mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV)

[CONTENT-MANAGERS-L@LISTSERV.GSA.GOV](mailto:CONTENT-MANAGERS-L@LISTSERV.GSA.GOV)
group. If you prefer that I not include your information in that report, please let me know.

Best,

Dana

Dana Allen-Greil
Web and Social Media Branch Chief
Office of Innovation

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Subject: UK Digital Service - Blog Camp 2017  
From: "Brantley, William" <William.Brantley@USPTO.GOV>  
Reply To: Brantley, William  
Date: Thu, 21 Sep 2017 12:58:56 +0000  
Content-Type: multipart/alternative  
Parts/Attachments: text/plain (1430 bytes) , text/html (4 kB)  


All opinions are my own and do not reflect the opinions of my agency. 

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov  

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. 
For help with this listserv, to manage your settings, or to view list archives, visit: 

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov 
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
This is not the Army I remember! (Where are the WWII barracks??)

Former Navy spouse comments:

"No point in doing this for Navy bases -- they all look the same (above-ground pipes and huge parking lots by the piers) no matter where you are..."

And the Air Force? I guess there could be virtual tour of the golf course ... (-:

-----Original Message-----
From: USARMY HQDA ASA MRA (US) [MAIL.MIL]
Sent: Wednesday, September 20, 2017 9:29 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Life on an Army Post?

Ever wondered what it was like to be stationed on, work, and live on an Army post? As a manager of goarmy.com we realized that many of our users were going to areas of our site that dealt with living situations, locations of posts, benefits and "life of a soldier" type content. We noticed how many colleges where using 'Virtual Tours' to reach out to showcase their campuses to potential students. And we also noticed that NO OTHER US ARMED SERVICE had this feature on the site!!! We wanted to be the first. We contracted out with one of the leaders in the Virtual Tour arena and after much planning, a very busy location shoot at two Army Posts, and the post production work, we were on the Map as the first Virtual Tour of a Military post. One hurdle we had was security -- understandably we did not want to give a blueprint of an actual Army post so we combined footage of 2 posts and created a true "Virtual" post that only exists online. The Virtual Tour has had tremendous success and the Conversion rate of people that view the Tour and then fill out a form to request more info is over 8.5% which is great for us. This Tour actually went live last June, but I wanted to share it with you as it is still the only one on an Armed Services recruiting website. Thought this might spur some thinking as to how a Virtual Tour may help your federal Agency achieve some new content and reap some good conversions rates depending on metrics you are trying to achieve.

Take the Tour and let me know what you think: https://www.goarmy.com/#virtualtour

Goarmy.com

******************************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To
unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
********************************************************************
********************************************************************

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
********************************************************************
It's not the Army I remember (as a brat) either! Though I did really like our housing at Ft. Knox and especially Ft. Monroe (view of the bay, built circa 1890). But all those snazzy amenities on post, whoa.

Nice work with the tour!

-----Original Message-----
From: MacGarrigle, Ken [mailto:Ken.MacGarrigle@VA.GOV]
Sent: Thursday, September 21, 2017 11:40 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Life on an Army Post?

This is not the Army I remember! (Where are the WWII barracks??)

Former Navy spouse comments:

"No point in doing this for Navy bases -- they all look the same (above-ground pipes and huge parking lots by the piers) no matter where you are..."

And the Air Force? I guess there could be virtual tour of the golf course ... (-:)

-----Original Message-----
From: [b] [6] USARMY HQDA ASA MRA (US) [mailto:[b] [6] @MAIL.MIL]
Sent: Wednesday, September 20, 2017 9:29 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Life on an Army Post?

Ever wondered what it was like to be stationed on, work, and live on an Army post? As a manager of goarmy.com we realized that many of our users were going to areas of our site that dealt with living situations, locations of posts, benefits and "life of a soldier" type content. We noticed how many colleges where using 'Virtual Tours' to reach out to showcase their campuses to potential students. And we also noticed that NO OTHER US ARMED SERVICE had this feature on the site!!! We wanted to be the first. We contracted out with one of the leaders in the Virtual Tour arena and after much planning, a very busy location shoot at two Army Posts, and the post production work, we were on the Map as the first Virtual Tour of a Military post. One hurdle we had was security -- understandably we did not want to give a blueprint of an actual Army post so we combined footage of 2 posts and created a true "Virtual" post that only exists online. The Virtual Tour has had tremendous success and the Conversion rate of people that view the Tour and then fill out a form to request more info is over 8.5% which is great for us. This Tour actually went live last June, but I wanted to share it with you as it is still the only one on an Armed Services recruiting website. Thought this might spur some thinking as to how a Virtual Tour may help your federal Agency achieve some new content and reap some good conversions rates depending on metrics you are trying to achieve.

Take the Tour and let me know what you think: https://www.goarmy.com/#virtualtour
employees, so please consider that before sharing outside our community.

**********************************************************
Subject: Re: Life on an Army Post?
From: Bridget Serchak <BSerchak@VOANEWS.COM>
Reply To: Bridget Serchak <BSerchak@VOANEWS.COM>
Date: Thu, 21 Sep 2017 20:29:11 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (75 lines)

Mike,

As an Army brat, I just love this! What a terrific resource - and beautifully and thoughtfully done. Thanks for sharing!

And so happy to see the correct term in the subject line: Army POST, not Army BASE. It's a Navy or Air Force BASE, but an Army POST. Just like it's Army BRAT, Navy JUNIOR, and Air Force FLEDGLING. Only the Army has brats. :)

Thanks again.

Bridget

PS And for my fellow military kids on this listserv, if you have not seen this video, it tells our story very well: https://vimeo.com/65228132

****************************
Bridget Ann Serchak
Director of Public Relations
Voice of America
330 Independence Avenue, S.W.
Washington, D.C. 20237
202 382 5975 Direct
202 203 4959 Main
bserchak@voanews.com
bserchak@bbg.gov
www.insidevoa.com
@insidevoa

****************************

-----Original Message-----
From: [b] (6) USARMY HQDA ASA MRA (US) [mailto: @MAIL.MIL]
Sent: Wednesday, September 20, 2017 9:29 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Life on an Army Post?

Ever wondered what it was like to be stationed on, work, and live on an Army post? As a manager of goarmy.com we realized that many of our users were going to areas of our site that dealt with living situations, locations of posts, benefits and "life of a soldier" type content. We noticed how many colleges where using 'Virtual Tours' to reach out to showcase their campuses to potential students.
And we also noticed that NO OTHER US ARMED SERVICE had this feature on the site!!! We wanted to be the first. We contracted out with one of the leaders in the Virtual Tour arena and after much planning, a very busy location shoot at two Army Posts, and the post production work, we were on the Map as the first Virtual Tour of a Military post. One hurdle we had was security -- understandably we did not want to give a blueprint of an actual Army post so we combined footage of 2 posts and created a true "Virtual" post that only exists online. The Virtual Tour has had tremendous success and the Conversion rate of people that view the Tour and then fill out a form to request more info is over 8.5% which is great for us. This Tour actually went live last June, but I wanted to share it with you as it is still the only one on an Armed Services recruiting website. Thought this might spur some thinking as to how a Virtual Tour may help your federal Agency achieve some new content and reap some good conversions rates depending on metrics you are trying to achieve.

Take the Tour and let me know what you think: https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.goarmy.com%2F%23virtualtour&data=01%7C01%7CBSerchak%40voanews.com%7C5075d0794b3c4935cf3608d500f2542a%7Cba99e87c673541c2b1c1354eee3a8659%7C0&sdata=PGjDWptk54anVBTbNMUsU0d0UOLcpTU3WIAhXcwDJLfAA%3D&reserved=0

Goarmy.com

***********************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
https://na01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.digitalgov.gov%2Fcommunities%2Fweb-managers-forum%2Fweb-content-managers-listserv%2F&data=01%7C01%7CBSerchak%40voanews.com%7C5075d0794b3c4935cf3608d500f2542a%7Cba99e87c673541c2b1c1354eee3a8659%7C0&sdata=hzdhdPuax33LNr%2FIO%2F6OKZ7Foy6iN%2FB3kxWLrTfkZCc%3D&reserved=0

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
***********************************************************************

***********************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but
change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

**************************************************************************
Navy brat here, saying HUZZAH!

Hope O'Keeffe
Library of Congress

-----Original Message-----
From: USARMY HQDA ASA MRA (US) [mailto: @MAIL.MIL]
Sent: Wednesday, September 20, 2017 9:29 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Life on an Army Post?

Ever wondered what it was like to be stationed on, work, and live on an Army post? As a manager of goarmy.com we realized that many of our users were going to areas of our site that dealt with living situations, locations of posts, benefits and “life of a soldier” type content. We noticed how many colleges where using ‘Virtual Tours’ to reach out to showcase their campuses to potential students. And we also noticed that NO OTHER US ARMED SERVICE had this feature on the site!!! We wanted to be the first. We contracted out with one of the leaders in the Virtual Tour arena and after much planning, a very busy location shoot at two Army Posts, and the post production work, we were on the Map as the first Virtual Tour of a Military post. One hurdle we had was security -- understandably we did not want to give a blueprint of an actual Army post so we combined footage of 2 posts and created a true “Virtual” post that only exists online. The Virtual Tour has had tremendous success and the Conversion rate of people that view the Tour and then fill out a form to request more info is over 8.5% which is great for us. This Tour actually wet live last June, but I wanted to share it with you as it is still the only one on an Armed Services recruiting website. Thought this might spur some thinking as to how a Virtual Tour may help your federal Agency achieve some new content and reap some good conversions rates depending on metrics you are trying to achieve.

Take the Tour and let me know what you think: https://www.goarmy.com/#virtualtour

Goarmy.com

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider
that before sharing outside our community.

**********************************************************

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov. The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest.

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l*

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

**********************************************************
Subject: Re: Life on an Army Post?
From: "Harms, Linda D -FS" <ldharms@FS.FED.US>
Reply To: Harms, Linda D -FS
Date: Thu, 21 Sep 2017 21:43:04 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (93 lines)

Navy brat!

We mostly lived off-base, so a mixed military brat/civilian culture. Not quite accepted by either.

I wish we'd moved more, and now wish we'd lived on base more. 40+ years later, my brothers and I still complain about my dad not taking the job in Spain!

Linda Harms
R3 Regional Web Manager
USDA Forest Service
Southwestern Region - Regional Office
Public Affairs Office
P: 505-842-3296
ldharms@fs.fed.us
333 Broadway SE
Albuquerque, NM 87102
www.fs.fed.us

Caring for the land and serving people

-----Original Message-----
From: O'Keeffe, Hope [mailto:loke@LOC.GOV]
Sent: Thursday, September 21, 2017 3:34 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Life on an Army Post?

Navy brat here, saying HUZZAH!

Hope O'Keeffe
Library of Congress

-----Original Message-----
From: [b] (6) [mailto:MAIL.MIL]
Sent: Wednesday, September 20, 2017 9:29 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Life on an Army Post?

Ever wondered what it was like to be stationed on, work, and live on an Army post? As a manager of goarmy.com we realized that many of our users were going to areas of our site that dealt with living situations, locations of posts, benefits and "life of a soldier" type content. We noticed how many colleges where using "Virtual Tours' to reach out to showcase their campuses to potential students. And we also noticed that NO OTHER US ARMED SERVICE had this feature on the site!!! We wanted to be the first. We contracted out with one of the leaders in the Virtual Tour arena and after much
planning, a very busy location shoot at two Army Posts, and the post production work, we were on the
Map as the first Virtual Tour of a Military post. One hurdle we had was security -- understandably
we did not want to give a blueprint of an actual Army post so we combined footage of 2 posts and
created a true "Virtual" post that only exists online. The Virtual Tour has had tremendous success and
the Conversion rate of people that view the Tour and then fill out a form to request more info is over
8.5% which is great for us. This Tour actually went live last June, but I wanted to share it with you as it is
still the only one on an Armed Services recruiting website. Thought this might spur some thinking as
to how a Virtual Tour may help your federal Agency achieve some new content and reap some good
conversions rates depending on metrics you are trying to achieve.

Take the Tour and let me know what you think: https://www.goarmy.com/#virtualtour

(b) (6)

Goarmy.com

******************************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees
who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO
SUBJECT, and the only text in the message should read: set content-managers-l digest *To
unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider
that before sharing outside our community.
******************************************************************************

******************************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees
who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO
SUBJECT, and the only text in the message should read: set content-managers-l digest *To
unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider
that before sharing outside our community.
******************************************************************************
contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

**********************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community. ********************************************************************
“The ‘Digital Policy Playbook 2017’ is designed to help leaders understand the complex dynamics and difficult decisions they will face in managing their transition into the digital domain.”


http://thegovlab.org/introducing-the-digital-policy-model-canva
Bill, I agree – the weforum paper especially is absolutely essential reading.

However, I must admit it would be even more essential reading if they had done it in a referenceable HTML document, instead of a poorly accessible PDF*.

More importantly from a digital governance perspective - If you’re going to write a paper about how to do digital right, why lock the content in a proprietary format that can’t be easily updated, requires a plug-in or special viewer, and can’t be directly linked or shared by section by the end users?

Just to be clear – I’m not anti-PDF. As an archive format, print format, or document index tool its amazing. As the sole means of digital delivery – not so much.

*It looks like they did an export using the correct settings, but they did not check the document for accessibility and fix the errors post-production. It is NOT just a picture, its real text, so there’s that.

Regards,
Mark D. Urban
CDC/ATSDR Section 508 Coordinator
Office of the Chief Information Officer (OCIO)
Office of the Chief Operating Officer (OCOO)
Murban@CDC.gov | 919-541-0562 office

From: Brantley, William [mailto:William.Brantley@USPTO.GOV]
Sent: Friday, September 22, 2017 9:39 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Digital Policy Playbook and Digital Policy Model Canvas

“The ‘Digital Policy Playbook 2017’ is designed to help leaders understand the complex dynamics and difficult decisions they will face in managing their transition into the digital domain.”


All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who
manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to
listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that
before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who
Thanks again William Brantley.

It seemed interesting. Started to read it, but when I read "Fourth Industrial Revolution", I was stumped.

The Forum’s Center for the Fourth Industrial Revolution will host and enable the formation and functioning of the Digital Protocol Networks. At its onset, there will be three initial classes of solutions (i.e. protocols) a network can choose from. One class will focus on tools and approaches for government policies, a second class on institutional agreements and codes of conduct, and a third on technical standards. By establishing informal, multistakeholder expert networks, such as the one responsible for creating this White Paper, the Forum will decouple the process of designing contextually relevant solutions from their subsequent implementation, maintenance, enforcement and adjudication. This inclusive approach will enable a more holistic understanding of dynamic issues as well as rapid prototyping at “internet speed”.
... paragraph 2 of the Introduction

Before that, I was stumped by the "Digital Protocol Network".

This was beginning to look like a good cake with too much frosting. Took a break.

Sought help at Wikipedia "fourth industrial revolution".

There was some kind of Wikipedia editorial comment - "This article contains content that is written like an advertisement. Please help improve it by removing promotional content and inappropriate external links, and by adding encyclopedic content written from a neutral point of view. (December 2016) (Learn how and when to remove this template message)"

Hmmm. Maybe they should not have chosen a two-column format, and some un-fuzzy graphics.

I think I'll look for something about top-down vs. bottom-up. But later ....

On the lighter-side,
   Unicode Version 10.0
   https://emojipedia.org/unicode-10.0/
   Unicode 10.0 is the version of the Unicode Standard release June 20, 2017. 8,518 new characters were included with this update, of which 56 were emoji characters.

Happy Friday,
Bill, I agree – the weforum paper especially is absolutely essential reading.

However, I must admit it would be even more essential reading if they had done it in a referenceable HTML document, instead of a poorly accessible PDF*.

More importantly from a digital governance perspective - If you’re going to write a paper about how to do digital right, why lock the content in a proprietary format that can’t be easily updated, requires a plug-in or special viewer, and can’t be directly linked or shared by section by the end users?

Just to be clear – I’m not anti-PDF. As an archive format, print format, or document index tool its amazing. As the sole means of digital delivery – not so much.

*It looks like they did an export using the correct settings, but they did not check the document for accessibility and fix the errors post-production. It is NOT just a picture, its real text, so there’s that.

Regards,
Mark D. Urban
CDC/ATSDR Section 508 Coordinator
Office of the Chief Information Officer (OCIO)
Office of the Chief Operating Officer (OCOO)
Murban@CDC.gov | 919-541-0562 office

From: Brantley, William [mailto:William.Brantley@USPTO.GOV]
Sent: Friday, September 22, 2017 9:39 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Digital Policy Playbook and Digital Policy Model Canvas

“The ‘Digital Policy Playbook 2017’ is designed to help leaders understand the complex dynamics and difficult decisions they will face in managing their transition into the digital domain.”


All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: 

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that
Thanks to this community for your great suggestions! Here's a quick recap of the responses I received.

Siteimprove was recommended the most along with the note that it covers more than just broken links (e.g., accessibility, readability, spelling, etc.) Other recommendations included:

- Accenture 508 Compliance tool
- Xenu (note: free but not actively maintained)
- Scrutiny
- InSpider InSite 5
- Screaming Frog
- Web Link Validator

Best,

Dana

On Wed, Sep 20, 2017 at 1:53 PM, Dana Allen-Greil <dana.allen-greil@nara.gov> wrote:
I'm looking for insight on how other organizations with large web presences deal with broken links.

1. Do you have a tool you use for identifying broken links your site (and do you like it)?
2. If so, can it be used on an intranet as well?
3. What is your process for correcting broken links (e.g., does your web staff coordinate with content owners)?
4. Do you report metrics anywhere regarding broken/corrected links?
5. Do you have any tools or processes in place to prevent broken links in the first place? For example, a tool in Drupal that lets you run a link checker before publishing a page?

Thanks so much for your insights! I am happy to compile the information and share it out with the wider group. If you prefer that I not include your information in that report, please let me know.

Best,

Dana
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
The University of Illinois has started a new training program in web accessibility where people can earn badges.

Each badging course is 4-6 hours of synchronous online training with hands-on activities during the courses.

Badges are earned by satisfactory completing the quizzes and homework assignments to demonstrate competency in a specific area of accessibility.

Please share this information about this online badging courses with people you know who may be interested in web accessibility training or you think would benefit.

**Web Design: Landmarks, Headings, Page Titles and Navigation**

October 18\(^{th}\), 2017 (Registration closes noon on October 6\(^{th}\))

**Web Design: Form Controls and Links**

November 4\(^{th}\), 2017 (Registration closes at noon on October 20\(^{th}\))

**Web Design: Introduction to Accessible Web Widgets with ARIA**

November 29\(^{th}\), 2017 (Registration closes at noon on November 15\(^{th}\))

**Web Accessibility Evaluation for Non-Technical Users (3-part course)**

January 3\(^{rd}\), 4\(^{th}\), and 5\(^{th}\), 2018 (Registration closes at noon on December 15\(^{th}\))

**Web accessibility Evaluation for Technical Users (3-part course)**

January 8\(^{th}\), 10\(^{th}\), and 12\(^{th}\), 2018 (Registration closes at noon on December 15\(^{th}\))

More information and registration links at:

[http://go.illinois.edu/a11y-badges](http://go.illinois.edu/a11y-badges)
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
I read this message below and thought it would be of interest to the many folks on this list using Drupal. The email below stands on its own, but folks who understand why top posting is bad, here is the link to the listserv:
http://lists.w3.org/Archives/Public/w3c-wai-ig/2017JulSep/thread.html

We borrowed just a bit from the W3C Authoring Tools Accessibility Guidelines (ATAG) for the revised 508 standards, but for anyone interested in the real deal:
http://www.w3.org/TR/ATAG20

I’m a Drupal 8 Core Maintainer and have been looking at ATAG 2.0 now for a couple years. The Drupal Community hasn’t officially adopted ATAG 2.0 as a standard, but I’m pretty confident that we’ve done more than any other CMS to build in ATAG 2.0 into our CMS by default. I know the WP folks are making great strides on accessibility, and hopefully other CMS’s are too, so please feel free to challenge me on this.

As pointed out, ATAG 2.0 is in 2 parts and Part A is ensuring that the backend meets WCAG 2.0 AA compliance. Drupal has been a leader in this space since Drupal 7. We wanted to see that a person with a disability can install, develop, administer, edit, publish and view their site. In Drupal 8 we’ve improved upon the default accessibility in Drupal 7. Jumping to HTML5 & adding WAI-ARIA has helped a great deal, as most admin interfaces are considerably more complex than the static pages. Most other CMS’s haven’t really even thought about the accessibility of their admin tools.

The real interesting work though comes in Part B. Drupal 8 comes with CKEditor built in. It’s not a perfect WYSIWYG, but one of the reasons we chose it was because there had already been a lot of work done on it to see that it would help content authors make accessible content and indeed to be reasonably accessible. I could go into a lot more detail about this, but you’ll see the output support figure/figcaption, use semantic markup, and that the interface can be navigated by keyboard-only users. Greg, would love to have your feedback on CKEditor to see if it lives up to what you were working on TinyMCE.

We’ve got a bunch of ATAG 2.0 issues tagged here:
https://www.drupal.org/project/issues/search?issue_tags=atag

We’ve done a range of things for Part B like:
- requiring alt text by default
- making it easier to select an alternate language in the body of the page (Language of Parts)
- making it easier to select an alternate language in the body of the page (Language of Parts).
- set the defaults to allow headings to encourage properly structured text
- added a lot of documentation about accessibility.
- enabled spellcheck by default
- making it easier to create accessible dynamic tables

We’re also trying to track our issues against the ATAG 2.0 standard:  
https://www.drupal.org/node/2034915

Having the developer community be aware of ATAG is also quite important for adoption. Here are a few things I’ve done on this:
http://openconcept.ca/blog/mike/web-accessibility-complicated-atag-necessary
https://www.linkedin.com/pulse/web-accessibility-atag-drupal-8-mike-gifford/
https://www.youtube.com/watch?v=0z1tDxeqv0c
https://www.youtube.com/watch?v=BuYxPZzCpbo

There is a great deal of work yet to be done on this. I’d love to have more folks working together on ways to, do things like:
- incorporate automated testing tools into the site
- have code to check for bad alt text (things like image-223.jpg)

By focusing on Core with Drupal, we can make big changes with the admin interfaces of sites that are implemented with Drupal. Because Drupal modules/themes use APIs to build pages, we can insert good patterns which are adopted by default when people follow best practices. It doesn’t mean that all Drupal modules or themes meet ATAG 2.0 or even WCAG 2.0 AA targets, but having good defaults makes it much easier for everyone to do the right thing.

Drupal is GPL. It would be great to have folks from other communities look at the problems/solutions we’re struggling with (or have solved) and give their input into defining best practices for authoring tools.

President, OpenConcept Consulting Inc.
Drupal 8 Core Accessibility Maintainer - https://drupal.org/user/27930
Twitter: @openconcept_ca

Open source web development for social change - http://openconcept.ca
President, OpenConcept Consulting Inc.
Drupal 8 Core Accessibility Maintainer - https://drupal.org/user/27930
Twitter: @openconcept_ca
Subject: Re: Managing broken links - need your recommendations
From: "Wendling, Dan (NIH/NLM) [E]" <wendlingd@MAIL.NLM.NIH.GOV>
Reply To: Wendling, Dan (NIH/NLM) [E]
Date: Tue, 26 Sep 2017 14:08:37 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (6 kB), text/html (18 kB)

Siteimprove, interesting. Can anyone send me screenshots of what the reporting looks like? I'm not really seeing it from https://siteimprove.com. Found a few screenshots on Google Images but they are all tiny. I would like to understand this product better. – Dan Wendling, NLM/NIH/HHS

From: Dana Allen-Greil [mailto:dana.allen-greil@NARA.GOV]
Sent: Monday, September 25, 2017 1:51 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations

Thanks to this community for your great suggestions! Here's a quick recap of the responses I received.

Siteimprove was recommended the most along with the note that it covers more than just broken links (e.g., accessibility, readability, spelling, etc.) Other recommendations included:

- Accenture 508 Compliance tool
- Xenu (note: free but not actively maintained)
- Scrutiny
- InSpider InSite 5
- Screaming Frog
- Web Link Validator

Best,

Dana

On Wed, Sep 20, 2017 at 1:53 PM, Dana Allen-Greil <dana.allen-greil@nara.gov> wrote:

I'm looking for insight on how other organizations with large web presences deal with broken links.

1. Do you have a tool you use for identifying broken links your site (and do you like it)?
2. If so, can it be used on an intranet as well?
3. What is your process for correcting broken links (e.g., does your web staff coordinate with content owners)?
4. Do you report metrics anywhere regarding broken/corrected links?
5. Do you have any tools or processes in place to prevent broken links in the first place? For example, a tool in Drupal that lets you run a link checker before publishing a page?

Thanks so much for your insights! I am happy to compile the information and share it out with the wider group. If you prefer that I not include your information in that report, please let me know.
Best,

Dana

Dana Allen-Greil
Web and Social Media Branch Chief
Office of Innovation

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don’t unsubscribe—try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov. The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

**************************************************
Good morning all,

We have a compliance form that we send out to grantees to verify their progress toward expected milestones. The collection, aggregation, and reporting on that (non-PII) information is currently a manual process. We’d like to collect the information digitally and apply limited controls on what is entered and how (required fields, drop downs, etc). It’s not a survey, it’s compliance status information.

Standing up a new homegrown application for this would keep the information in a government data center/cloud, and SHOULD be straight forward, but I know it will somehow end up taking years and way too much money. What are other options for this that people have used? Has anyone used MAX for something like this? Any other FedRamp approved services out there that would fit the bill? We’re basically looking for a Sharepoint kind of approach where we can set up a simple data structure and basic reporting as needed, but via an interface that we and external participants can both access to add and view information. For various reasons, custom development is our nemesis as of late.

Thanks!

Chief of Technology and Data Management
Rm 7315
Bureau of Justice Statistics

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
At GSA, all contract CORs use the Acquisition Gateway to update the Small Business Forecast. We used to do this by spreadsheet and I much prefer updating via the Gateway. There are a lot of dropdown menus, with some fields required. I login thru OMB MAX.
https://hallways.cap.gsa.gov/login-information

Businesses then use the Gateway to view the forecast.
https://hallways.cap.gsa.gov/app/#/x/forecast-of-contracting-opportunities

This is kind of the reverse of your example, but thought you might be interested.

On Wed, Sep 27, 2017 at 10:45 AM, b(6), b(7)(C)@usdoj.gov wrote:

Good morning all,

We have a compliance form that we send out to grantees to verify their progress toward expected milestones. The collection, aggregation, and reporting on that (non-PII) information is currently a manual process. We’d like to collect the information digitally and apply limited controls on what is entered and how (required fields, dropdowns, etc). It’s not a survey, it’s compliance status information.

Standing up a new homegrown application for this would keep the information in a government data center/cloud, and SHOULD be straight forward, but I know it will somehow end up taking years and way too much money. What are other options for this that people have used? Has anyone used MAX for something like this? Any other FedRamp approved services out there that would fit the bill? We’re basically looking for a Sharepoint kind of approach where we can set up a simple data structure and basic reporting as needed, but via an interface that we and external participants can both access to add and view information. For various reasons, custom development is our nemesis as of late.

Thanks!

b(6), b(7)(C)
Chief of Technology and Data Management

Rm 7315
Bureau of Justice Statistics
b(6), b(7)(C)@usdoj.gov
b(6), b(7)(C) [desk]
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov. The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

--
Karen Trebon - MPA, PMP
Acting Lead, Smarter IT Solutions Portfolio
Technology Transformation Service
U.S. General Services Administration
Hi, [REDACTED]. The MAX team would be happy to support this project.

I'll send you an introduction off-list.

Thanks,

[REDACTED], OMB
Chief, Budget Systems Branch
Policy Lead, BFELoB/MAX.gov

From: [REDACTED] [mailto: [REDACTED]@USDOJ.GOV]
Sent: Wednesday, September 27, 2017 10:45 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] General information collection via existing online platforms

Good morning all,

We have a compliance form that we send out to grantees to verify their progress toward expected milestones. The collection, aggregation, and reporting on that (non-PII) information is currently a manual process. We’d like to collect the information digitally and apply limited controls on what is entered and how (required fields, dropdowns, etc). It's not a survey, it’s compliance status information.

Standing up a new homegrown application for this would keep the information in a government data center/cloud, and SHOULD be straight forward, but I know it will somehow end up taking years and way too much money. What are other options for this that people have used? Has anyone used MAX for something like this? Any other FedRamp approved services out there that would fit the bill? We’re basically looking for a Sharepoint kind of approach where we can set up a simple data structure and basic reporting as needed, but via an interface that we and external participants can both access to add and view information. For various reasons, custom development is our nemesis as of late.

Thanks!

[REDACTED]

Chief of Technology and Data Management
Rm 7315
Bureau of Justice Statistics
[REDACTED]@usdoj.gov
[desk]
[mobile]

--

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
I would be interested in hearing about options/different approaches for resolving this particular problem as well. Piggy backing off of an existing service or solution with this functionality built in would be ideal for our grants programs, which right now have a lot of manual back and forth around them.

---

Noah Brod  
U.S. Small Business Administration | San Francisco District Office  
Economic Development Specialist  
p. 415-744-4244

Hi, The MAX team would be happy to support this project.

I’ll send you an introduction off-list.

Thanks,

OMB  
Chief, Budget Systems Branch  
Policy Lead, BFELoB/MAX.gov

Good morning all,

We have a compliance form that we send out to grantees to verify their progress toward expected milestones. The collection, aggregation, and reporting on that (non-PII) information is currently a manual process. We’d like to collect the information digitally and apply limited controls on what is entered and how (required fields, dropdowns, etc). It’s not a survey, it’s compliance status information.

Standing up a new homegrown application for this would keep the information in a government data center/cloud, and SHOULD be straight forward, but I know it will somehow end up taking years and way too much money. What are other options for this that people have used? Has anyone used MAX for something like this? Any other FedRamp approved services out there that would fit the bill? We’re basically looking for a Sharepoint kind of approach where we can set up a simple data structure and basic reporting as needed, but via an interface that we and external participants can both access to add and view information. For various reasons, custom development is our nemesis as of late.

Thanks!
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit:


Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Re: General information collection via existing online platforms

Thanks all for the helpful replies to this request! I’ve received some direct email responses on this too. We’re conducting analysis of various options now. I’ll follow up with the list regarding our findings once I have them.

Chief of Technology and Data Management
Rm 7315
Bureau of Justice Statistics

From: Brod, Noah [mailto:noah.brod@SBA.GOV]
Sent: Wednesday, September 27, 2017 7:36 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] General information collection via existing online platforms

I would be interested in hearing about options/different approaches for resolving this particular problem as well. Piggy backing off of an existing service or solution with this functionality built in would be ideal for our grants programs, which right now have a lot of manual back and forth around them.

Noah Brod
U.S. Small Business Administration | San Francisco District Office
Economic Development Specialist
p. 415-744-4244

From: [mailto:OMB.EOP.GOV]
Sent: Wednesday, September 27, 2017 9:33 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] General information collection via existing online platforms

Hi, . The MAX team would be happy to support this project.

I'll send you an introduction off-list.

Thanks,

Chief, Budget Systems Branch
Policy Lead, BFELoB/MAX.gov

From: [mailto:USDOJ.GOV]
Sent: Wednesday, September 27, 2017 10:45 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] General information collection via existing online platforms

Good morning all,

We have a compliance form that we send out to grantees to verify their progress toward expected milestones. The collection, aggregation, and reporting on that (non-PII) information is currently a manual process. We’d like to collect the information digitally and apply limited controls on what is entered and how.
We’d like to collect the information digitally and apply limited controls on what is entered and how (required fields, dropdowns, etc). It’s not a survey, it’s compliance status information.

Standing up a new homegrown application for this would keep the information in a government data center/cloud, and SHOULD be straightforward, but I know it will somehow end up taking years and way too much money. What are other options for this that people have used? Has anyone used MAX for something like this? Any other FedRamp approved services out there that would fit the bill? We’re basically looking for a Sharepoint kind of approach where we can set up a simple data structure and basic reporting as needed, but via an interface that we and external participants can both access to add and view information. For various reasons, custom development is our nemesis as of late.

Thanks!

Chief of Technology and Data Management
Rm 7315
Bureau of Justice Statistics
[desk][mobile]
@usdoj.gov
Getting too many messages? Don't unsubscribe—try the daily digest! Create a new message and address it to
Dan,

We're just starting to use SiteImprove at our office, so I'm by no means an authority on its pros and cons yet. I'll see if I can get someone to pull some screenshots together. It has a lot of functionality built in. One thing that caused us immediate trouble though was the fact that, being a remote service and not installed software, this cannot scan internal sites that require any kind of network authentication. We have to be able to conduct link scans of internal instances of our content before we publish and have been using an old version of Web Link Validator for that. We're currently in the process of trying to find a better tool for those internal scans.

Chief of Technology and Data Management
Rm 7315
Bureau of Justice Statistics
@usdoj.gov

From: Wendling, Dan (NIH/NLM) [E] [mailto:wendlingd@mail.nlm.nih.gov]
Sent: Tuesday, September 26, 2017 10:09 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations

Siteimprove, interesting. Can anyone send me screenshots of what the reporting looks like? I'm not really seeing it from https://siteimprove.com. Found a few screenshots on Google Images but they are all tiny. I would like to understand this product better. – Dan Wendling, NLM/NIH/HHS

From: Dana Allen-Greil [mailto:dana.allen-greil@NARA.GOV]
Sent: Monday, September 25, 2017 1:51 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations

Thanks to this community for your great suggestions! Here's a quick recap of the responses I received.

Siteimprove was recommended the most along with the note that it covers more than just broken links (e.g., accessibility, readability, spelling, etc.) Other recommendations included:

- Accenture 508 Compliance tool
- Xenu (note: free but not actively maintained)
- Scrutiny
- InSpider InSite 5
- Screaming Frog
- Web Link Validator

Best,

Dana
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
Subject: Re: Managing broken links - need your recommendations
From: SBCTC.EDU>
Reply To: SBCTC.EDU>
Date: Thu, 28 Sep 2017 18:01:26 +0000
Content-Type: multipart/alternative
Parts/Attachments:text/plain (4 kB) , text/html (15 kB)

Siteimprove can be used to scan internal sites.  

From: [mailto: @USDOJ.GOV]  
Sent: Thursday, September 28, 2017 9:45 AM  
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV  
Subject: Re: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations

Dan,

We're just starting to use SiteImprove at our office, so I'm by no means an authority on its pros and cons yet. I'll see if I can get someone to pull some screenshots together. It has a lot of functionality built in. One thing that caused us immediate trouble though was the fact that, being a remote service and not installed software, this cannot scan internal sites that require any kind of network authentication. We have to be able to conduct link scans of internal instances of our content before we publish and have been using an old version of Web Link Validator for that. We're currently in the process of trying to find a better tool for those internal scans.

Chief of Technology and Data Management  
Rm 7315  
Bureau of Justice Statistics  
usdoj.gov  

From: Wendling, Dan (NIH/NLM) [E]  
Sent: Tuesday, September 26, 2017 10:09 AM  
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV  
Subject: Re: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations

Siteimprove, interesting. Can anyone send me screenshots of what the reporting looks like? I'm not really seeing it from https://siteimprove.com. Found a few screenshots on Google Images but they are all tiny. I would like to understand this product better. – Dan Wendling, NLM/NIH/HHS

From: Dana Allen-Greil  
Sent: Monday, September 25, 2017 1:51 PM  
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV  
Subject: Re: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations

Thanks to this community for your great suggestions! Here's a quick recap of the responses I received.

Siteimprove was recommended the most along with the note that it covers more than just broken links (e.g., accessibility, readability, spelling, etc.) Other recommendations included:

- Accenture 508 Compliance tool
- Xenu (note: free but not actively maintained)
- Scrutiny
• InSpider InSite 5
• Screaming Frog
• Web Link Validator

Best,

Dana

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who
I had demo of it yesterday and it really works to catch those broken links and Section 508 concerns.

Sent from my iPhone

On Sep 28, 2017, at 2:04 PM, @SBCTC.EDU wrote:

Siteimprove can be used to scan internal sites.
https://support.siteimprove.com/hc/en-gb/articles/114094167652-Can-Siteimprove-crawl-an-intranet-and-other-non-public-sites-

Dan,

We’re just starting to use SiteImprove at our office, so I’m by no means an authority on its pros and cons yet. I’ll see if I can get someone to pull some screenshots together. It has a lot of functionality built in. One thing that caused us immediate trouble though was the fact that, being a remote service and not installed software, this cannot scan internal sites that require any kind of network authentication. We have to be able to conduct link scans of internal instances of our content before we publish and have been using an old version of Web Link Validator for that. We’re currently in the process of trying to find a better tool for those internal scans.

Siteimprove, interesting. Can anyone send me screenshots of what the reporting looks like? I’m not really seeing it from https://siteimprove.com. Found a few screenshots on Google Images but they are all tiny. I would like to understand this product better. – Dan Wendling, NLM/NIH/HHS

From: Dana Allen-Greil [mailto:dana.allen-greil@NARA.GOV]
Sent: Monday, September 25, 2017 1:51 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations

Re: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations

Sent from my iPhone
Thanks to this community for your great suggestions! Here’s a quick recap of the responses I received.

Siteimprove was recommended the most along with the note that it covers more than just broken links (e.g., accessibility, readability, spelling, etc.) Other recommendations included:

- Accenture 508 Compliance tool
- Xenu (note: free but not actively maintained)
- Scrutiny
- InSpider InSite 5
- Screaming Frog
- Web Link Validator

Best,

Dana

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: [http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/](http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/)

Getting too many messages? Don't unsubscribe—try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Several Texas A&M system members subscribe to Siteimprove. We have found it to be helpful to catch broken links and misspellings. We did notice there were some false positives on the accessibility review. We would recommend reviewing each of the issues Siteimprove list to rule out the false positives encounters.

Best,

IT Accessibility Director
Information Technology Services
1124 TAMU | College Station, TX 77840-7896
www.tamus.edu

From: Michele Yorkman-Ramey [mailto:myorkman@USCCR.GOV]
Sent: Thursday, September 28, 2017 1:46 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations

I had demo of it yesterday and it really works to catch those broken links and Section 508 concerns.

Sent from my iPhone

On Sep 28, 2017, at 2:04 PM, @SBCTC.EDU> wrote:

Siteimprove can be used to scan internal sites.
https://support.siteimprove.com/he/en-gb/articles/114094167652-Can-Siteimprove-crawl-an-intranet-and-other-non-public-sites-

Dan,

We’re just starting to use SiteImprove at our office, so I’m by no means an authority on its pros and cons yet. I’ll see if I can get someone to pull some screenshots together. It has a lot of functionality built in. One thing that caused us immediate trouble though was the fact that, being a remote service and not
One thing that caused us immediate trouble though was the fact that, being a remote service and not installed software, this cannot scan internal sites that require any kind of network authentication. We have to be able to conduct link scans of internal instances of our content before we publish and have been using an old version of Web Link Validator for that. We’re currently in the process of trying to find a better tool for those internal scans.

From: Wendling, Dan (NIH/NLM) [mailto:wendlingd@MAIL.NLM.NIH.GOV]
Sent: Tuesday, September 26, 2017 10:09 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations

Siteimprove, interesting. Can anyone send me screenshots of what the reporting looks like? I’m not really seeing it from https://siteimprove.com. Found a few screenshots on Google Images but they are all tiny. I would like to understand this product better. – Dan Wendling, NLM/NIH/HHS

From: Dana Allen-Greil [mailto:dana.allen-greil@NARA.GOV]
Sent: Monday, September 25, 2017 1:51 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations

Thanks to this community for your great suggestions! Here's a quick recap of the responses I received.

Siteimprove was recommended the most along with the note that it covers more than just broken links (e.g., accessibility, readability, spelling, etc.) Other recommendations included:

- Accenture 508 Compliance tool
- Xenu (note: free but not actively maintained)
- Scrutiny
- InSpider InSite 5
- Screaming Frog
- Web Link Validator

Best,

Dana
This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l
This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
DIR uses Siteimprove as well

Several Texas A&M system members subscribe to Siteimprove. We have found it to be helpful to catch broken links and misspellings. We did notice there were some false positives on the accessibility review. We would recommend reviewing each of the issues Siteimprove list to rule out the false positives encounters.

Best,

IT Accessibility Director

1124 TAMU | College Station, TX 77840-7896
www.tamus.edu

Michele Yorkman-Ramey

I had demo of it yesterday and it really works to catch those broken links and Section 508 concerns.

Sent from my iPhone
Dan,

We're just starting to use SiteImprove at our office, so I'm by no means an authority on its pros and cons yet. I'll see if I can get someone to pull some screenshots together. It has a lot of functionality built in. One thing that caused us immediate trouble though was the fact that, being a remote service and not installed software, this cannot scan internal sites that require any kind of network authentication. We have to be able to conduct link scans of internal instances of our content before we publish and have been using an old version of Web Link Validator for that. We're currently in the process of trying to find a better tool for those internal scans.

Siteimprove, interesting. Can anyone send me screenshots of what the reporting looks like? I'm not really seeing it from https://siteimprove.com. Found a few screenshots on Google Images but they are all tiny. I would like to understand this product better. – Dan Wendling, NLM/NIH/HHS

Thanks to this community for your great suggestions! Here's a quick recap of the responses I received.

Siteimprove was recommended the most along with the note that it covers more than just broken links (e.g., accessibility, readability, spelling, etc.) Other recommendations included:

- Accenture 508 Compliance tool
- Xenu (note: free but not actively maintained)
- Scrutiny
- InSpider InSite 5
- Screaming Frog
- Web Link Validator

Best,

Dana
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Hi all,

We have a job opening for an IT project manager to oversee/coordinate web services, applications, and collaboration. NASA Goddard Space Flight center consistently ranks as one of the best places to work in the Federal Government. Come join our team!

https://www.usajobs.gov/GetJob/ViewDetails/480537800

Posting closes 10/13.

--Emma

--
Emma Kolstad Antunes
Chief, Solutions Division, Code 730
Information Technology and Communications Directorate
NASA Goddard Space Flight Center
emma.antunes@nasa.gov | (301) 286-1377
Thought I’d mention what we use in our state agency. A long time ago I found a PDF programming library and wrote code that allows our employees to edit their own PDF forms and mark which fields are user-entry fields and which fields are calculation fields and how to do the calculations. They then run it through an intranet form processor which creates a general webpage with only the necessary input form fields, and our web editors style it to make it pretty. The form processor code on our public web server accepts the user-submitted webpage data and merges it into the PDF while also calculating all numeric fields automagically. On submit the end user gets a popup of the PDF form in their browser with everything calculated and all fields filled in nicely that they can print or save locally. The corresponding Division also gets a copy of that form emailed to them in the background, or the web editors can have only the raw user-entered data emailed back instead, or both or neither.

It is used all over our website, here is one live example (it doesn’t do any calculations):
https://agr.wa.gov/Portals/CommFair/OPMA.aspx  (this one doesn’t send us back anything)

The library I used is here:
https://www.pdflib.com/

It isn’t a turn-key solution for you but provides the ultimate custom flexibility with not a lot of time investment.

Good morning all,

We have a compliance form that we send out to grantees to verify their progress toward expected milestones. The collection, aggregation, and reporting on that (non-PII) information is currently a manual process. We’d like to collect the information digitally and apply limited controls on what is entered and how (required fields, dropdowns, etc). It’s not a survey, it’s compliance status information.

Standing up a new homegrown application for this would keep the information in a government data center/cloud, and SHOULD be straight forward, but I know it will somehow end up taking years and way too much money. What are other options for this that people have used? Has anyone used MAX for something like this? Any other FedRamp approved services out there that would fit the bill? We’re basically looking for a Sharepoint kind of approach where we can set up a simple data structure and basic reporting as needed, but via an interface that we and external participants can both access to add and view information. For various reasons, custom development is our nemesis as of late.

Thanks!

Chief of Technology and Data Management
Rm 7315
Bureau of Justice Statistics
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit:
Thanks.

DLA Information Operations (J6 CTO)
DLA Director (D)/DLA Installation Support (DS) Front Door Analyst

From: Brod, Noah [mailto:noah.brod@SBA.GOV]
Sent: Wednesday, September 27, 2017 7:36 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] Re: [CONTENT-MANAGERS-L] General information collection via existing online platforms

All active links contained in this email were disabled. Please verify the identity of the sender, and confirm the authenticity of all links contained within the message prior to copying and pasting the address to a Web browser.

I would be interested in hearing about options/different approaches for resolving this particular problem as well. Piggy backing off of an existing service or solution with this functionality built in would be ideal for our grants programs, which right now have a lot of manual back and forth around them.

Noah Brod
U.S. Small Business Administration | San Francisco District Office
Economic Development Specialist
p. 415-744-4244

From: EOP/OMB [Caution-mailto: @OMB.EOP.GOV]
Sent: Wednesday, September 27, 2017 9:33 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] General information collection via existing online platforms

Hi, Tim. The MAX team would be happy to support this project.

I'll send you an introduction off-list.

Thanks,
OMB
Chief, Budget Systems Branch
Policy Lead, BFELoB/MAX.gov

From: [Caution-mailto: @USDOJ.GOV < Caution-mailto: @USDOJ.GOV >]
Good morning all,

We have a compliance form that we send out to grantees to verify their progress toward expected milestones. The collection, aggregation, and reporting on that (non-PII) information is currently a manual process. We’d like to collect the information digitally and apply limited controls on what is entered and how (required fields, dropdowns, etc). It’s not a survey, it’s compliance status information.

Standing up a new homegrown application for this would keep the information in a government data center/cloud, and SHOULD be straightforward, but I know it will somehow end up taking years and way too much money. What are other options for this that people have used? Has anyone used MAX for something like this? Any other FedRamp approved services out there that would fit the bill? We’re basically looking for a Sharepoint kind of approach where we can set up a simple data structure and basic reporting as needed, but via an interface that we and external participants can both access to add and view information. For various reasons, custom development is our nemesis as of late.

Thanks!

Chief of Technology and Data Management
Rm 7315
Bureau of Justice Statistics

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: Caution-
Hello All,

Danielle posted a stock media resource guide sometime ago. Of course I can't find it. I am nearing the end of a subscription with Depositphotos, and I'm wondering if anyone has any suggestions for an affordable, robust, diverse stock image service. I would like to have access to at least 30 images per month (50 would be better though), with rollover if possible. I have found a lack of racial diversity, too much overacting, too many smiling people, and too much non-american content (European plates on cars, etc…) in the stock services I have used in the past.

Can anyone recommend a service that works well for a state government agency with a continuously shrinking budget?

Thanks!

(b) (6)

Director of Multimedia Services

Office of the Attorney General of Maryland
200 St. Paul Plaza, Baltimore, MD 21202
(P) (b) (6)   | (F) (b) (6)
www.marylandattorneygeneral.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
I've had good luck with Graphicstock.com, which is now Storyblocks.com; pricing is very reasonable, unlimited downloads.

Jonathan E. Ludwig  
Communications Lead  
VHA Office of Community Care (10D)  
United States Department of Veterans Affairs  
Washington, D.C.  
(202) 632-8351  
jonathan.ludwig@va.gov

Hello All,  
Danielle posted a stock media resource guide sometime ago. Of course I can’t find it. I am nearing the end of a subscription with Depositphotos, and I’m wondering if anyone has any suggestions for an affordable, robust, diverse stock image service. I would like to have access to at least 30 images per month (50 would be better though), with rollover if possible. I have found a lack of racial diversity, too much overacting, too many smiling people, and too much non-american content (European plates on cars, etc…) in the stock services I have used in the past. Can anyone recommend a service that works well for a state government agency with a continuously shrinking budget?

Thanks!

Director of Multimedia Services  
Office of the Attorney General of Maryland  
200 St. Paul Plaza, Baltimore, MD 21202  
www.marylandattorneygeneral.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to  
listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit:
Hi Fritz,

The one Dannielle Blumenthal sent on 3/25/15 was in the SocialGov Community of Practice (CoP) -- "an open-edit Google Doc"

There have been other email chains for images/stock photos in the User Experience (UX) CoP, and here in the Web Content Managers one.

See all Community Listservs | How to access the Listserv Archive (one you're logged in, click on an individual List to be able to search within it for past topics)

Toni

Toni Bonitto
Innovation Specialist, Editorial + Platform
DigitalGov
U.S. General Services Administration (GSA)
Technology Transformation Service (TTS)
Office of Products & Programs
1800 F Street NW
Washington, D.C. 20405

GSA Cell: (b) (6)
Email: toni.bonitto@gsa.gov

On Tue, Oct 3, 2017 at 8:42 AM, @oag.state.md.us> wrote:

Hello All,

Danielle posted a stock media resource guide sometime ago. Of course I can’t find it. I am nearing the end of a subscription with Depositphotos, and I’m wondering if anyone has any suggestions for an affordable, robust, diverse stock image service. I would like to have access to at least 30 images per month (50 would be better though), with rollover if possible. I have found a lack of racial diversity, too much overacting, too many smiling people, and too much non-american content (European plates on cars, etc…) in the stock services I have used in the past.

Can anyone recommend a service that works well for a state government agency with a continuously shrinking budget?
Thanks!

Director of Multimedia Services

Office of the Attorney General of Maryland

200 St. Paul Plaza, Baltimore, MD 21202

www.marylandattorneygeneral.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Subject: Re: Stock Photos
From: "Flaherty, Jason -FS" <jaherty@FS.FED.US>
Reply To: Flaherty, Jason -FS
Date: Tue, 3 Oct 2017 15:00:17 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (4 kB) , text/html (11 kB) , image001.jpg (5 kB)

I was shared: https://unsplash.com/

Pretty nice photos.

Jason

From: Ludwig, Jonathan E. [mailto:Jonathan.Ludwig@VA.GOV]
Sent: Tuesday, October 03, 2017 5:53 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Stock Photos

I’ve had good luck with Graphicstock.com, which is now Storyblocks.com; pricing is very reasonable, unlimited downloads.

Jonathan E. Ludwig
Communications Lead
VHA Office of Community Care (10D)
United States Department of Veterans Affairs
Washington, D.C.
(202) 632-8351
jonathan.ludwig@va.gov

From: [mailto: @OAG.STATE.MD.US]
Sent: Tuesday, October 03, 2017 8:43 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Stock Photos

Hello All,
Danielle posted a stock media resource guide sometime ago. Of course I can’t find it. I am nearing the end of a subscription with Depositphotos, and I’m wondering if anyone has any suggestions for an affordable, robust, diverse stock image service. I would like to have access to at least 30 images per month (50 would be better though), with rollover if possible. I have found a lack of racial diversity, too much overacting, too many smiling people, and too much non-american content (European plates on cars, etc…) in the stock services I have used in the past.
Can anyone recommend a service that works well for a state government agency with a continuously shrinking budget?

Thanks!

Director of Multimedia Services

Office of the Attorney General of Maryland
200 St. Paul Plaza, Baltimore, MD 21202
(P) (b) (6) | (F) (b) (6)
www.marylandattorneygeneral.gov
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This electronic message contains information generated by the USDA solely for the intended recipients. Any
Subject: Re: Stock Photos
From: "(b) (6)" <(b) (6)@CO.MORRIS.NJ.US>
Reply To: "(b) (6)"
Date: Tue, 3 Oct 2017 15:03:03 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (7 kB) , text/html (15 kB) , image001.jpg (5 kB)

Here’s amazing resource for free resources of all kinds, including photos: http://thestocks.im/

From: Flaherty, Jason -FS [mailto:jflaherty@FS.FED.US]
Sent: Tuesday, October 03, 2017 11:00 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Stock Photos

I was shared: https://unsplash.com/

Pretty nice photos.

Jason

From: Ludwig, Jonathan E. [mailto:Jonathan.Ludwig@VA.GOV]
Sent: Tuesday, October 03, 2017 5:53 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Stock Photos

I’ve had good luck with Graphicstock.com, which is now Storyblocks.com; pricing is very reasonable, unlimited downloads.

Jonathan E. Ludwig
Communications Lead
VHA Office of Community Care (10D)
United States Department of Veterans Affairs
Washington, D.C.
(202) 632-8351
jonathan.ludwig@va.gov

From: [b] (6) [mailto:[b] (6)@OAG.STATE.MD.US]
Sent: Tuesday, October 03, 2017 8:43 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] [CONTENT-MANAGERS-L] Stock Photos

Hello All,
Danielle posted a stock media resource guide sometime ago. Of course I can’t find it. I am nearing the end of a subscription with Depositphotos, and I’m wondering if anyone has any suggestions for an affordable, robust, diverse stock image service. I would like to have access to at least 30 images per month (50 would be better though), with rollover if possible. I have found a lack of racial diversity, too much overacting, too many smiling people, and too much non-american content (European plates on cars, etc…) in the stock services I have used in the past.
Can anyone recommend a service that works well for a state government agency with a continuously shrinking budget?

Thanks!

[b] (6)
Director of Multimedia Services
Office of the Attorney General of Maryland
200 St. Paul Plaza. Baltimore. MD 21202
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Over the last few years, we have been advised the Google Maps will not negotiate a Terms of Service with the government. Has anyone on this list found a way to use Google Maps on their website? Or an alternative map service?

We are currently using Bing for embedded maps (e.g., with pins displaying our locations across the country).

Any and all advice is welcome!

Best,

Dana

Dana Allen-Greil  
Web and Social Media Branch Chief  
Office of Innovation

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Subject: Re: Stock Photos
From: "Urban, Mark (CDC/OCOO/OCIO/ITSO)" <fka2@CDC.GOV>
Reply To: Urban, Mark (CDC/OCOO/OCIO/ITSO)
Date: Tue, 3 Oct 2017 15:09:44 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (6 kB) , text/html (19 kB) , image002.png (7 kB) , image003.jpg (5 kB)

Note: for medical and disaster-related images, you can always use the free CDC Public Health Image Library: https://phil.cdc.gov/phil/home.asp

Regards,
Mark D. Urban
CDC/ATSDR Section 508 Coordinator
Office of the Chief Information Officer (OCIO)
Office of the Chief Operating Officer (OCOO)
Murban@CDC.gov | 919-541-0562 office

From: Toni Bonitto - QXE [mailto:toni.bonitto@GSA.GOV]
Sent: Tuesday, October 3, 2017 10:55 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Stock Photos

Hi Fritz,

The one Dannielle Blumenthal sent on 3/25/15 was in the SocialGov Community of Practice (CoP) -- "an open-edit Google Doc"

There have been other email chains for images/stock photos in the User Experience (UX) CoP, and here in the Web Content Managers one..

See all Community Listservs | How to access the Listserv Archive (once you're logged in, click on an individual List to be able to search within it for past topics)

Toni

Toni Bonitto
Innovation Specialist, Editorial + Platform
DigitalGov
U.S. General Services Administration (GSA)
Technology Transformation Service (TTS)
Office of Products & Programs
1800 F Street NW
Washington, D.C. 20405

GSA Cell: (b) (6)
Email: toni.bonitto@gsa.gov
On Tue, Oct 3, 2017 at 8:42 AM, [b] (6) [email]@oag.state.md.us[/email] wrote:

Hello All,
Danielle posted a stock media resource guide sometime ago. Of course I can’t find it. I am nearing the end of a subscription with Depositphotos, and I’m wondering if anyone has any suggestions for an affordable, robust, diverse stock image service. I would like to have access to at least 30 images per month (50 would be better though), with rollover if possible. I have found a lack of racial diversity, too much overacting, too many smiling people, and too much non-american content (European plates on cars, etc…) in the stock services I have used in the past.
Can anyone recommend a service that works well for a state government agency with a continuously shrinking budget?

Thanks!

[b] (6)
Director of Multimedia Services

Office of the Attorney General of [Maryland](http://www.marylandattorneygeneral.gov)
200 St. Paul Plaza, Baltimore, MD 21202
(P) (F) [b] (6) [b] (6) [b] (6) [b] (6) [b] (6) [b] (6) [b] (6)

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: [http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/](http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/)

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to [listserv@listserv.gsa.gov](mailto:listserv@listserv.gsa.gov)
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
Dept of Commerce (DOC) has an approved TOS for mapbox (https://www.mapbox.com/) and ZeeMaps (https://www.zeemaps.com/). I’ve never used either, but they are something to checkout.

If it’s helpful, you can view the DOC TOS here: https://connection.commerce.gov/rules-and-standards/approved-social-media-services

Kimberly J. C. Becht
Office of the Chief Information Officer, Product Delivery
U.S. Department of Commerce, International Trade Administration

From: Dana Allen-Greil [mailto:dana.allen-greil@NARA.GOV]
Sent: Tuesday, October 3, 2017 11:04 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Google Maps?

Over the last few years, we have been advised the Google Maps will not negotiate a Terms of Service with the government. Has anyone on this list found a way to use Google Maps on their website? Or an alternative map service?

We are currently using Bing for embedded maps (e.g., with pins displaying our locations across the country).

Any and all advice is welcome!

Best,

Dana

Dana Allen-Greil
Web and Social Media Branch Chief
Office of Innovation

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Hello All,

This might be useful. Have used istockphoto.com in the past. Just discovered these recently.

www.pexels.com
www.pixabay.com

Read image disclosure. Some of them are Free for personal and commercial use and No attribution required.

Thanks,

State of Connecticut
Department of Administrative Services
Bureau of Enterprise Systems & Technology (DAS/BEST)
Portal Management Group

55 Farmington Avenue | Hartford, CT 06105
ph: | @ct.gov

Hello All,

Danielle posted a stock media resource guide sometime ago. Of course I can’t find it. I am nearing the end of a subscription with Depositphotos, and I'm wondering if anyone has any suggestions for an affordable, robust, diverse stock image service. I would like to have access to at least 30 images per month (50 would be better though), with rollover if possible. I have found a lack of racial diversity, too much overacting, too many smiling people, and too much non-american content (European plates on cars, etc…) in the stock services I have used in the past.

Can anyone recommend a service that works well for a state government agency with a continuously shrinking budget?

Thanks!

Director of Multimedia Services

Office of the Attorney General of Maryland
200 St. Paul Plaza, Baltimore, MD 21202
(ph) | (f) | www.marylandattorneygeneral.gov
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
Subject: Re: Google Maps?

From: "Olshefski, Stanley (Federal)" <SOlshefski@DOC.GOV>

Reply To: Olshefski, Stanley (Federal)

Date: Tue, 3 Oct 2017 16:25:29 +0000

Content-Type: multipart/mixed

Parts/Attachments: text/plain (5 kB), text/html (13 kB), zeemaps_tos.pdf (2 MB), mapbox-tos.pdf (2 MB)

I've attached the terms of service since that link is only available within the Department of Commerce. Though, I believe our terms of service is identical to the GSA negotiated terms of service:


Thank you,

Stan

Stan Olshefski
Director of Digital Strategy
solshefski@doc.gov
(c) (D) (6)
(o) 202-482-3077

Dept of Commerce (DOC) has an approved TOS for mapbox (https://www.mapbox.com/) and ZeeMaps (https://www.zeemaps.com/). I’ve never used either, but they are something to checkout.

If it’s helpful, you can view the DOC TOS here: https://connection.commerce.gov/rules-and-standards/approved-social-media-services

Kimberly J. C. Becht
Office of the Chief Information Officer, Product Delivery
U.S. Department of Commerce, International Trade Administration

Over the last few years, we have been advised the Google Maps will not negotiate a Terms of Service with the government. Has anyone on this list found a way to use Google Maps on their website? Or an alternative map service?

We are currently using Bing for embedded maps (e.g., with pins displaying our locations across the country).

Any and all advice is welcome!

Best,

Dana

Dana Allen-Greil
Web and Social Media Branch Chief
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
AMENDMENT TO ZEE SOURCE (ZEEMAPS) TERMS OF USE
APPLICABLE TO GOVERNMENTAL USERS/MEMBERS

This Amendment is an agreement between Zee Source ("Company") and the

department Agency "You," or "User") and applies to Agency and other anticipated U.S.
Government Agency users of the mapping and related services called ZeeMaps:

Federal Agencies, because of their status as United States Government entities, are required, when
entering into agreements with other parties, to follow applicable federal laws and regulations,
including those related to ethics; privacy and security; accessibility; limitations on indemnification;
fiscal law constraints; advertising and endorsements; freedom of information; and governing law and
dispute resolution forum. Zee Source and Agency (together, the "Parties") agree that modifications to
the ZeeMaps standard Terms of Use ("TOU"), available at http://www.zeemaps.com/terms, are
appropriate to accommodate Your legal status, Your public (in contrast to private) mission, and other
special circumstances. Accordingly, the TOU is hereby modified by this Amendment to allow for
Agency's use of the Zee Source ZeeMap Service ("Service").

A. **Government entity:** "You" within the TOU shall mean Agency and shall not apply to, or bind (i)
the individual(s) who utilize the Company site or services on Agency's behalf, or (ii) any
individual users who happen to be employed by, or otherwise associated with, the Agency.

B. **Public purpose:** Any requirement(s) set forth within the TOU that use of the Company site and
services be for private, personal and/or non-commercial purposes is hereby waived.

C. **Agency content serving the public:** Company hereby approves Agency's distribution or other
publication via the Website of materials which may contain or constitute promotions,
advertisements or solicitations for goods or services, so long as the material relates to the
Agency's mission.

D. **Advertisements:** Company hereby agrees not to serve or display any third party commercial
advertisements or solicitations on any pages within the Company site displaying content
created by or under the control of Agency. This exclusion shall not extend to house ads, which
Company may serve on such pages in a non-intrusive manner.

E. **Indemnification:** Any and all indemnification and damages provisions of the TOU are hereby
waived. Liability of Agency for any breach of the TOU or this Agreement, or any claim arising
from the TOU or this Agreement, shall be determined under the Federal Tort Claims Act, or
other governing federal authority. Liability of Company for any breach of the TOU or this
Agreement, or any claim arising from the TOU or this Agreement, shall be determined by
applicable federal law.

F. **Governing law:** The dispute resolution provision in the TOU is hereby deleted. The TOU and
this Amendment shall be governed, interpreted and enforced in accordance with the federal
laws of the United States of America. To the extent permitted by federal law, the laws of the
State of [Company to insert name of state it mentions in its TOU] will apply in the absence of federal law.

G. **Changes to standard TOU**: Language in the TOU reserving to Company the right to change the TOU without notice at any time (as in the section entitled "Modification of These Terms of Use") is hereby amended to grant Agency at least three days advance notice of any material change to the TOU. Company shall send this notice to the email address Agency designates at the time Agency signs up for service, and Agency shall notify Company of any change in the notification email address during the life of the Amendment.

H. **Access and use**: Company acknowledges that the Agency's use of Company's site and services may energize significant citizen engagement. Any language in the TOU allowing Company to terminate service, or close the Agency's account, at any time, for any reason, is modified to reflect the Parties' agreement that Company may unilaterally terminate service and/or terminate Agency's account only for breach of Agency's obligations under the TOU or its material failure to comply with the instructions and guidelines posted on the Site, or if Company ceases to operate its site or services generally. Company will provide Agency with a reasonable opportunity to cure any breach or failure on Agency's part.

I. **Provision on crawlers**: Any provision in the TOU prohibiting "crawl" or "spider" processes is amended to allow the Agency to apply such tools solely to its pages and solely to fulfill Agency's obligations under the Federal Records Act or other applicable federal law or regulation.

J. **Ownership of names**: Any provision(s) in the TOU related to Company's ownership of and right to change Your selected user name(s), user ID(s), domain name(s), channel name(s), and group name(s), are modified to reasonably accommodate Agency's proprietary, practical, and/or operational interest in its own publicly-recognized name and the names of Agency programs.

K. **Modifications of user content**: Company agrees that it may modify or adapt Agency's content only if required to accommodate technical actions necessary to index, format and display that content. The right to modify or adapt does not include the right to substantively edit or otherwise alter the meaning of the Agency's content. Notwithstanding the foregoing, nothing in this Amendment shall result in an expansion of Your rights as a United States Government entity under the Copyright Act of 1976 (17 U.S.C. §§101 et seq.), specifically including Section 105 of the Act.

L. **Limitation of liability**: The Parties agree that nothing in the TOU in any way grants Company a waiver from, release of, or limitation of liability pertaining to, any past, current or future violation of federal law.

M. **Uploading, deleting**: The Parties understand and agree that Agency is not obligated to place any user content on the Company site, and Agency reserve the right to remove any and all user content at its sole discretion.
N. **No endorsement:** Company agrees that Your seals, trademarks, logos, service marks, trade names, and the fact that You have a presence on the Company site and use its services, shall not be used by Company in such a manner as to state or imply that Company's products or services are endorsed, sponsored or recommended by You or by any other element of the Federal Government, or are considered by these entities to be superior to any other products or services. Except for pages whose design and content is under the control of the Agency, or for links to or promotion of such pages, Company agrees not to display any Agency or government seals or logos on the Company's homepage or elsewhere on the Company Site, unless permission to do has been granted by the Agency or by other relevant federal government authority. Company may list the Agency's name in a publicly available customer list so long as the name is not displayed in a more prominent fashion than that of any other third party name.

O. **No business relationship created:** The Parties are independent entities and nothing in this Amendment or TOU creates an agency, partnership, joint venture, or employer/employee relationship.

P. **No cost agreement:** Nothing in this Amendment or TOU obligates Agency to expend appropriations or incur financial obligations. The Parties acknowledge and agree that none of the obligations arising from this Amendment or TOU are contingent upon the payment of fees by one party to the other.

Q. **Provision of data:** In case of termination of service, within 30 days of such termination Company will provide Agency with all user-generated content that is publicly visible through the Sites Agency created at Company. Data will be provided in a commonly used file or database format as Company deems appropriate. Company will not provide data if doing so would violate its privacy policy, available at [http://www.zeemaps.com/privacy](http://www.zeemaps.com/privacy).

R. **Separate future action for fee based services:** Company provides services at a basic level free of charge to the public, but this may change in the future. You acknowledge that while Company will provide You with some services and features for free, Company reserves the right to begin charging for those services and features at some point in the future. Company will provide you with at least 30 days advance notice of a change involving the charging of fees for the basic level of service. You also understand that Company may currently offer other premium and enterprise services for a fee. The Parties understand that fee-based services are categorically different than free products, and are subject to federal procurement rules and processes. Before an Agency decides to enter into a premium or enterprise subscription, or any other fee-based service that this Company or alternative providers may offer now or in the future, You agree to determine your Agency has a need for those additional services for a fee, to consider the subscription's value in comparison with comparable services available elsewhere, to determine that Agency funds are available for payment, to properly use the Government Purchase Card if that Card is used as the payment method, to review any then-applicable TOU for conformance to federal procurement law, and in all other respects to follow
applicable federal acquisition laws, regulations, and agency guidelines when initiating that separate action.

S. **Assignment:** Neither party may assign its obligations under this Amendment or TOU to any third party without prior written consent of the other.

T. **Precedence; Further Amendment; Termination:** This Amendment constitutes an amendment to the TOU; language in the TOU indicating it may not be modified or that it alone is the entire agreement between the Parties is waived. If there is any conflict between this Amendment and the TOU, or between this Amendment and other rules or policies on the Company site or services, this Amendment shall prevail. This Amendment may be further amended only upon written agreement executed by both Parties. **Agency** may close **Agency’s** account and terminate this agreement at any time. **Company** may close **Agency’s** account and terminate this agreement on 30 days written notice.

U. **Posting and availability of this Amendment:** Any provision of the TOU requiring modifications to the TOU to be posted on Company’s website is inapplicable since this Amendment is of limited, not general, application, and is otherwise waived for this special circumstance. The Parties agree this Amendment contains no confidential or proprietary information, and You may release it to the public upon request and to other agencies interested in using Company Site and services.

V. **Security:** Company will, in good faith, exercise due diligence using generally accepted commercial business practices for IT security, to ensure that systems are operated and maintained in a secure manner, and that management, operational and technical controls will be employed to ensure security of systems and data. An SAS 70 Type II audit certification will be conducted annually, and Company agrees to provide Agency with the current SAS 70 Type II audit certification upon the agency’s request. Recognizing the changing nature of the Web, Company will continuously work with users to ensure that its products and services meet users’ requirements for the security of systems and data. **Company** agrees to discuss implementing additional security controls as deemed necessary by Agency to conform to the Federal Information Security Management Act (FISMA).

---

**Name:** (b) (6)  
**Title:** President  
**Date:** 09/02/2010

**Name:** Michael N Kruger  
**Title:** Director of New Media  
**Date:** 12/16/2010  
**Email:** Mkruger@doc.gov
AMENDMENT TO MAPBOX TERMS OF SERVICE
APPLICABLE TO GOVERNMENTAL USERS

This Amendment is an agreement between Development Seed, Inc., d/b/a MapBox ("Company" or "MapBox") and U.S. Department of the Interior, "You," or "User") and applies to the Agency and other anticipated users of the MapBox Site (which includes free software, services, maps and other content) within the community of Federal agencies.

Federal agencies, because of their status as U.S. Government entities, are required, when entering into agreements with other parties, to follow applicable federal laws and regulations, including those related to ethics; privacy and security; accessibility; limitations on indemnification; fiscal law constraints; advertising and endorsements; freedom of information; document retention; and governing law and dispute resolution forum. MapBox and Agency (together, the "Parties") agree that modifications to MapBox's standard Terms of Service, available at www.mapbox.com/tos (the "TOS"), are appropriate to accommodate Your legal status, Your public (in contrast to private) mission, and other special circumstances. Accordingly, the TOS is hereby modified by this Amendment to allow for Agency's use of the MapBox Site.

A. Government entity: "You" within the TOS shall mean the Agency itself and shall not apply to, or bind (i) the individual(s) who utilize the MapBox Site or Services on Agency's behalf, or (ii) any individual users who happen to be employed by, or otherwise associated with, the Agency.

B. Indemnification: All indemnification, liability and damages provisions of the TOS are hereby waived. Liability of Agency for any breach of the TOS or this Agreement, or any claim arising from the TOS or this Agreement, shall be determined under the Federal Tort Claims Act, the Contract Disputes Act, or other governing authority. Liability of MapBox for any breach of the TOS or this Agreement, or any claim arising from the TOS or this Agreement, shall be determined by applicable federal law. In any event, neither party shall be liable for consequential damages. The claim period within which a cause of action must be commenced by either party will be governed by federal law.

C. Governing law and Jurisdiction: The TOS and this Amendment shall be governed, interpreted and enforced in accordance with the federal laws of the United State of America.

D. Limitation of liability: The Parties agree that nothing in the Warranty or Limitation of Liability provisions in the TOS in any way grants MapBox a waiver from, release of, or limitation of liability pertaining to, any past, current or future violation of federal law.

E. No endorsement: MapBox agrees that Your seals, trademarks, logos, service marks, trade names, and the fact that You use the free software, services, maps, and other content of the MapBox Site shall not be used by MapBox in such a manner as to state or imply that MapBox's products or services are endorsed, sponsored or recommended by You or by any other entity of the Federal Government, or are considered by these federal entities as superior to any other company's products or services. MapBox agrees not to display any Agency or government seal or logo on the MapBox homepage or elsewhere on the MapBox Site, unless permission to do has been granted by the Agency or by other relevant federal government authority. MapBox may list the Agency's
name in a publicly available user list so long as the name is not displayed in a more prominent fashion than that of any other third party name.

F. No business relationship created: The Parties are independent entities and nothing in the TOS or this Amendment creates an agency, partnership, joint venture, or employer/employee relationship.

G. No cost agreement: Nothing in this Amendment or TOS obligates You to expend appropriations or incur financial obligations. The Parties acknowledge and agree that none of the obligations arising from this Amendment or TOS are contingent upon the payment of fees by one party to the other.

H. Separate future action for fee based services: MapBox agrees to provide the Federal Government 50 MB storage and 2.5 GB data transfer per month, at no cost, for use of its World Light baselayer map, accessed at http://tiles.mapbox.com/mapbox/map/world-light. You understand that MapBox may now or in the future offer premium and enterprise services for a fee. The Parties understand that fee-based services are categorically different than free products, and are subject to federal procurement rules and processes. Before an Agency decides to enter into a premium or enterprise subscription, or any other fee-based service that this MapBox or alternative providers may offer now or in the future, You agree to determine your Agency has a need for those additional services for a fee, to consider the subscription's value in comparison with comparable services available elsewhere, to determine that Agency funds are available for payment, to properly use the Government Purchase Card if that Card is used as the payment method, to review any then-applicable TOS for conformance to federal procurement law, and in all other respects to follow applicable federal acquisition laws, regulations, and agency guidelines when initiating that separate action.

I. Assignment: Neither party may assign its obligations under this Amendment to any third party without prior written consent of the other.

J. Precedence; Further Amendment; Termination: If there is any conflict between this Amendment and the TOS, or between this Amendment and other rules or policies on the MapBox Site, this Amendment shall prevail. This Amendment may be further amended only upon written agreement executed by both Parties. Agency may terminate this Amendment at any time. MapBox may terminate this Amendment on 30 days written notice.

K. Posting and availability of this Amendment: The Parties agree this Amendment contains no confidential or proprietary information, and You may release it to the public upon request and to other agencies interested in using the MapBox Site.

L. Security: MapBox will, in good faith, exercise due diligence using generally accepted commercial business practices for IT security, to ensure that systems are operated and maintained in a secure manner, and that management, operational and technical controls will be employed to ensure security of systems and data. An SAS 70 Type II audit certification will be conducted annually, and MapBox agrees to provide Agency with the current SAS 70 Type II audit certification upon the agency's request. Recognizing the changing nature of the Web, MapBox will continuously work with users
to ensure that its products and services meet users' requirements for the security of systems and data.

M. Title and Intellectual Property Rights: To the extent permitted under Federal law, all rights, title and interest to any and all work produced and created by User pursuant to or in connection with the use of the MapBox Site shall vest in the User. Ownership or possession of such rights, title and interest shall not be affected by any alleged or actual breach of the TOS or this Amendment. Under no circumstances may MapBox claim a right, title or interest in Content that is in the public domain.
Afternoon –

Just a quick note with an update/refresher on the USG digital comms guidance for Hurricanes Harvey, Irma, and Maria for all federal web and social properties.

As always, HUGE thanks to everyone who has been sending their hurricane-related information to USA.gov for inclusion in the appropriate comms lane. Your updates (and the updates coordinated through FEMA's daily NICCL calls) make a real difference in our ability to keep the American people and the disaster survivors themselves up to speed on each disaster. We have a long way to go with all three of these and we really appreciate your continued focus on this effort.

Overall Digital Comms Strategy

Since these are three distinct disasters affecting three distinct populations and areas, we are still maintaining three separate pairs of communication lanes. As before, please remember to include the appropriate links in all digital comms related to a particular disaster.

Hurricane Harvey

What DHS and FEMA are Doing
https://www.fema.gov/hurricane-harvey
https://www.fema.gov/es/disaster/4332 (Español)

What the U.S. Government is Doing
https://www.usa.gov/hurricane-harvey
https://gobierno.usa.gov/huracan-harvey (Español)

Hurricane Irma

What DHS and FEMA are Doing
https://www.fema.gov/hurricane-irma
https://www.fema.gov/es/huracan-irma (Español)

What the U.S. Government is Doing
https://www.usa.gov/hurricane-irma
https://gobierno.usa.gov/huracan-irma (Español)

Hurricane Maria

What DHS and FEMA are Doing
https://www.fema.gov/hurricane-maria
https://www.fema.gov/es/huracan-maria (Español)

What the U.S. Government is Doing
https://www.usa.gov/hurricane-maria
https://gobierno.usa.gov/huracan-maria (Español)

Adding Content to a Lane
To have your agency's content added to one of the "What is U.S. Government is Doing" lanes, please continue to forward your materials to joanne.mcgovern@gsa.gov and jessica.milcetich@gsa.gov, and PLEASE CLEARLY MARK them as “Hurricane XXX” updates (and add the name of the hurricane in the XXX spot). As before, they’re not looking for full releases… just a quick sentence or two linking back to the full release on your agency's site. You can send Spanish-language content as well – they'll route that to gobierno.usa.gov.

(Personal note – we really can’t thank the content and marketing teams over at USA.gov enough for managing these pages for us – especially Joanne, Jessica, Leilani Martinez, Victoria Wales, Edgardo Morales, and Andrea Castelluccio. Huge kudos for a job well done!)

Social Media

For social media, we are still asking folks to follow and retweet the following handles:

- @fema
- @femaregion2 (Puerto Rico, US Virgin Islands, New York, New Jersey)
- @femaregion4 (Florida, Georgia, S. Carolina, N. Carolina, Alabama, Kentucky, Tennessee)
- FEMA on Facebook
- @FEMA_Brock - Administrator Brock Long
- @FEMAspox - Deputy Director of Public Affairs Eileen Lainez

Please Stay In Your Lane

So far, everyone has done a fantastic job staying in their respective lanes on all three of these disasters. However, as public pressure mounts, so does the temptation for an agency to communicate “more” to try to “help” the overall situation. As noble as these intentions are, past history has shown that direct cross-posting of information among agencies is counterproductive and actually causes more confusion among the public… not less.

So… to wrap up…

1. Please stay in your lane
2. If you have information pertinent to a disaster (or all three), please forward it to the kind folks at USA.gov (contact info above)
3. Instead of direct cross-posting of information, add the links to the two main USG digital comms channels for the disaster in question
4. Follow and amplify social media messaging coming out of FEMA

Thank You

Finally, it would be a stunning oversight if we didn’t give kudos to FEMA's fantastic digital team for all of the hard work that they've done so far and continue to do. For those that don’t know, all of FEMA's External Affairs folks (including the digital team) have been on 24/7 activation since before Hurricane Harvey made landfall. They’re working 12 hour shifts, 7 days a week to make sure that both the general public and the disaster survivors themselves have the information as quickly as possible… and they’re rewriting the book on how to do large-scale disaster comms across multiple incidents simultaneously. So a specific callout to the following folks who are making a huge difference:

- Shayne Adamski
- Caroline Strunk
- Daniel Kuhns
- Gloria Huang
- Jessica Stapf
- Kaylyn Beck
- Luther Wills-Dudich
- Marlis Burbick
- Phoebe Brauer
- Raymond Piper
- S S ith
Thanks!

U.S. Department of Homeland Security
Office of Public Affairs
Director of Web Communications

hq.dhs.gov

(b) (6), (b) (7)(C)
Subject: Re: Stock Photos
From: Simone Thomas <Simone.Thomas@CBO.GOV>
Reply To: Simone Thomas <Simone.Thomas@CBO.GOV>
Date: Tue, 3 Oct 2017 19:05:15 +0000
Content-Type: multipart/related
Parts/Attachments: text/plain (5 kB) , text/html (6 kB) , image001.jpg (5 kB)
We’re a small agency of less than 250 staffers. We use http://www.freepik.com/

Simone Thomas
Webmaster
United States Congress
Washington, DC 20515

From: [mailto: @OAG.STATE.MD.US]
Sent: Tuesday, October 3, 2017 8:43 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Stock Photos

Hello All,
Danielle posted a stock media resource guide sometime ago. Of course I can’t find it. I am nearing the end of a subscription with Depositphotos, and I’m wondering if anyone has any suggestions for an affordable, robust, **diverse** stock image service. I would like to have access to at least 30 images per month (50 would be better though), with rollover if possible. I have found a lack of racial diversity, too much overacting, too many smiling people, and too much non-american content (European plates on cars, etc…) in the stock services I have used in the past. Can anyone recommend a service that works well for a state government agency with a continuously shrinking budget?

Thanks!

Direct of Multimedia Services

Office of the Attorney General of Maryland
200 St. Paul Plaza, Baltimore, MD 21202
(P) | (F)

www.marylandattorneygeneral.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
Dana,

Here’s what the Voice of America Digital Office shared with me when I asked them if they had a response to your question – and how we at VOA were able to use Google Maps:

From VOA Digital:

Here's the chain of reasoning behind it:

- GSA pre-negotiated terms of use for "Google Visualization" which includes "Display of multimedia, data, maps": https://www.digitalgov.gov/resources/negotiated-terms-of-service-agreements/
- From that negotiated TOS, ("Google Visualization TOS") point 1 identifies components from the Visualization API, linked to https://developers.google.com/chart/terms?csw=1
- From that page, one of the chart types listed on that page is "Maps" which links to https://developers.google.com/chart/interactive/docs/gallery/map, identifying the Google Maps API as a charting component of the Visualization API from above.

At one point in time, Google required developer registration to obtain an API key for mapping anything. They also had a competing vector-based mapping component for their visualization-charting API. When they got developer buy-in, they tried to make money off the mapping API by adding quotas, with exceptions for non-profit companies. After usage dropped off due to the API pricing threats, they abandoned the API key altogether. Then more recently, they killed off their competing charting library and stuck to just maps, their bread and butter, and reinstated registering for an API key.

Incidentally, in case you pass this onto NARA and they're uncertain about my chain of reasoning, MapBox should be a safe bet for them. It's listed on the GSA's negotiated TOS page specifically, so there's no ambiguity (even Bing maps isn't listed there.)

Regards,

Bridget

******************************************************************************
Bridget Ann Serchak
Director of Public Relations
Voice of America
330 Independence Avenue, S.W.
Washington, D.C. 20237
202 382 5975 Direct
202 203 4959 Main
bserchak@voanews.com
bserchak@bbg.gov
www.insidevoa.com
@insidevoa
From: Olshefski, Stanley (Federal) [mailto:SOLshefski@DOC.GOV]
Sent: Tuesday, October 3, 2017 12:25 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Google Maps?

I've attached the terms of service since that link is only available within the Department of Commerce. Though, I believe our terms of service is identical to the GSA negotiated terms of service:


Thank you,

Stan

Stan Olshefski  
Director of Digital Strategy  
solshefski@doc.gov
(c) (D) (6)  
(o) 202-482-3077

From: Kimberly Becht [mailto:Kimberly.Becht@TRADE.GOV]
Sent: Tuesday, October 03, 2017 11:54 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Google Maps?

Dept of Commerce (DOC) has an approved TOS for mapbox (https://www.mapbox.com/) and ZeeMaps (https://www.zeemaps.com/). I’ve never used either, but they are something to checkout.

If it’s helpful, you can view the DOC TOS here: https://connection.commerce.gov/rules-and-standards/approved-social-media-services

Kimberly J. C. Becht  
Office of the Chief Information Officer, Product Delivery  
U.S. Department of Commerce, International Trade Administration

From: Dana Allen-Greil [mailto:dana.allen-greil@NARA.GOV]
Sent: Tuesday, October 3, 2017 11:04 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Google Maps?

Over the last few years, we have been advised the Google Maps will not negotiate a Terms of Service with the government. Has anyone on this list found a way to use Google Maps on their website? Or an alternative map service?

We are currently using Bing for embedded maps (e.g., with pins displaying our locations across the country).

Any and all advice is welcome!

Best,

Dana

Dana Allen-Greil  
Web and Social Media Branch Chief  
Office of Innovation
Today, the Information Technology Industry Council, ITI, released VPAT® 2.0, along with supporting documents, such as a FAQ page. They are already discussing updating the latter later this month. Please visit ITI’s accessibility policy web page for more information: www.itic.org/policy/accessibility.

ITI appreciated the collaboration of GSA and the Section 508 Federal Agency Transition Team in improving the new VPAT, and encourages your feedback as well as suggestions for FAQ questions. Please feel free to contact at @itic.org if you have any questions.
Good morning from NIFA!
I'm creating an image policy to help our folks understand how to best use photos and illustrations. If you have any image policy examples you would like to share, please reach out to me.

Thank you!
r/Dianne

Dianne Bell, Ph.D.
Web Communications Manager
USDA National Institute of Food and Agriculture
direct: (202) 720-8188

investing in science | securing our future | www.nifa.usda.gov

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.
Tim and all,
Siteimprove can scan links that require authentication but there is a waiver that needs to be signed and your security folks would have to be on board. I am pursuing this but need to get the waiver to our general counsel.

We’re not sure if anyone else has done this (no one in Justice has that I know of) but if anyone has we’d love to hear about your experience.

Writer/Editor
National Institute of Justice
NIJ.gov

Dan,
We’re just starting to use Siteimprove at our office, so I’m by no means an authority on its pros and cons yet. I’ll see if I can get someone to pull some screenshots together. It has a lot of functionality built in. One thing that caused us immediate trouble though was the fact that, being a remote service and not installed software, this cannot scan internal sites that require any kind of network authentication. We have to be able to conduct link scans of internal instances of our content before we publish and have been using an old version of Web Link Validator for that. We’re currently in the process of trying to find a better tool for those internal scans.

Siteimprove, interesting. Can anyone send me screenshots of what the reporting looks like? I’m not really seeing it from https://siteimprove.com. Found a few screenshots on Google Images but they are all tiny. I would like to understand this product better. – Dan Wendling, NLM/NIH/HHS

From: Dana Allen-Greil [mailto:dana.allen-greil@NARA.GOV]
Sent: Monday, September 25, 2017 1:51 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Managing broken links - need your recommendations
Subject: Re: [CONTENT MANAGERS L] Managing broken links - need your recommendations

Thanks to this community for your great suggestions! Here's a quick recap of the responses I received.

Siteimprove was recommended the most along with the note that it covers more than just broken links (e.g., accessibility, readability, spelling, etc.) Other recommendations included:

- Accenture 508 Compliance tool
- Xenu (note: free but not actively maintained)
- Scrutiny
- InSpider InSite 5
- Screaming Frog
- Web Link Validator

Best,

Dana
Subject: Spreading the Word on a New Mini-Documentary About Wrongful Convictions
From: (b) (6), (b) (7)(C) @USDOJ.GOV>
Reply To: (b) (6), (b) (7)(C)
Date: Thu, 5 Oct 2017 11:23:33 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2373 bytes) , text/html (5 kB)

Good morning all,
 Hoping to get some help on sharing a new video that we just released. Also, has anyone out there had any experience getting a video hosted on any of major streaming platforms (e.g., Netflix, Hulu, Amazon)? Kind of a longshot probably but figured I’d ask.

Here are details on the video and thanks all --

The National Institute of Justice released a mini-documentary, Just Wrong: The Aftermath of Wrongful Convictions, from Crime Victims to Exonerees, to help policymakers deal with the specialized needs stemming from a wrongful conviction.

Currently there is no systematic response to the needs of victims and exonerees of wrongful convictions and the services offered are often inadequate. NIJ is dedicated to using science to learning about the causes and consequences of these events in order to support continuous improvement to, and trust in, the justice system.

Hear from three exonerees who spent decades in prison for crimes they did not commit and three crime victims or survivors whose lives were impacted by a wrongful conviction to help inform policy supporting those affected in the future.

Watch and share Just Wrong.
Get background on the documentary.

(b) (6), (b) (7)(C)

Writer/Editor
National Institute of Justice
NIJ.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to
Hi Helen,

Thanks for letting us know about the release.
I am pleased that the new Template includes instructions on how to actually complete a VPAT form properly and accurately, and requires information about the evaluation methods. We still see so many problematic VPATs, so these new components are a welcome improvement.

Regards,

(b) (6)
Program Director
Statewide EIR Accessibility
Texas Department of Information Resources
Phone (b) (6)
Mobile (b) (b)

From: Helen Chamberlain - M1EB [mailto:helen.chamberlain@GSA.GOV]
Sent: Wednesday, October 4, 2017 4:23 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] ITIC Announced the VPAT 2.0 Release!

Today, the Information Technology Industry Council, ITI, released VPAT® 2.0, along with supporting documents, such as a FAQ page. They are already discussing updating the latter later this month. Please visit ITI’s accessibility policy web page for more information: www.itic.org/policy/accessibility.

ITI appreciated the collaboration of GSA and the Section 508 Federal Agency Transition Team in improving the new VPAT, and encourages your feedback as well as suggestions for FAQ questions. Please feel free to contact Ken Salaets at ksalaets@itic.org if you have any questions.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Subject: MailChimp in the federal space?
From: "Minor, Alexander" <Alexander.Minor@BEA.GOV>
Reply To: Minor, Alexander
Date: Thu, 5 Oct 2017 16:21:40 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1362 bytes) , text/html (3275 bytes)

Any agencies using MailChimp? If so, please contact me as I have several questions. I seem to remember an email a few months back from HHS folks asking but did not see if there were any responses.

I do not think they are FED Ramped, so I would imagine not many are using it but thought I would ask.

Thank you all in advance,

Alec Minor
Chief, Web Services Branch
Bureau of Economic Analysis
U.S. Department of Commerce
301-278-9695

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
Hi Content Managers CoP,

Just making everyone aware of a bill that is in the Senate at the moment around mobile friendly websites (I've also attached it to this email). Since agency comments are still being collected at this time it is recommended that you work through your applicable agency leg affairs offices to submit any comments in response.

I apologize in advance if this is a x-post since I will be sending this to other CoP's I am a member of.:

*DEADLINE: 1:00 P.M. Tuesday, October 10, 2017*

*Attached for your review is the text of S. 1769, which would require a new or updated Federal website that is intended for use by the public to be mobile friendly. The bill was ordered reported as amended by the Senate Homeland Security and Governmental Affairs Committee on 10/4. Please review the bill as amended by the committee and send any comments by the deadline above. Thanks.*

-----------------------------------
LRM ID: CMB-115-82
EXECUTIVE OFFICE OF THE PRESIDENT
OFFICE OF MANAGEMENT AND BUDGET

LEGISLATIVE REFERRAL MEMORANDUM
Thursday, October 05, 2017

TO: Legislative Liaison Officer - See Distribution

FROM: Ventura, Alexandra (for) Assistant Director for Legislative Reference
SUBJECT: LRM [CMB-115-82] DUE 10/10 @ 12:00 P.M. OMB Request for Views on S1769 Connected Government Act

In accordance with OMB Circular A-19, OMB requests the views of your agency on the above subject before advising on its relationship to the program of the President. By the deadline above, please reply by e-mail or telephone, using the OMB Contact information above.

Please advise us if this item will affect direct spending or receipts for the purposes of the Statutory Pay-as-You-Go Act of 2010.

Thank you.
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
AMENDMENT NO._______     Calendar No._______

Purpose: In the nature of a substitute.


S. 1769

To require a new or updated Federal website that is intended for use by the public to be mobile friendly, and for other purposes.

Referred to the Committee on ________________ and ordered to be printed

Ordered to lie on the table and to be printed

AMENDMENT IN THE NATURE OF A SUBSTITUTE intended to be proposed by _____________

Viz:

1. Strike all after the enacting clause and insert the follow-
   ing:

2. SECTION 1. SHORT TITLE.

3. This Act may be cited as the “Connected Government Act”.

4. SEC. 2. FEDERAL WEBSITES REQUIRED TO BE MOBILE FRIENDLY.

5. (a) IN GENERAL.—If, on or after the date that is
   180 days after the date of enactment of this Act, an agen-
   cy creates a website that is intended for use by the public
   or conducts a redesign of an existing legacy website that
1 is intended for use by the public, the agency shall ensure
2 to the greatest extent practicable that the website is mo-
3 bile friendly.
4 (b) REPORT BY OMB AND GSA REQUIRED.—Not
5 later than 18 months after the date of enactment of this
6 Act, the Director of the Office of Management and Budget
7 and the Administrator of General Services shall submit
8 to Congress a report that—
9 (1) describes the implementation of the require-
10 ment described under subsection (a); and
11 (2) assesses the compliance of each agency with
12 the requirement described under subsection (a).
13 (c) DEFINITIONS.—In this section:
14 (1) AGENCY.—The term “agency” has the
15 meaning given that term in section 551 of title 5,
16 United States Code.
17 (2) MOBILE FRIENDLY.—The term “mobile
18 friendly” means, with respect to a website, that the
19 website is configured in such a way that the website
20 may be navigated, viewed, and accessed on a
21 smartphone, tablet computer, or similar mobile de-
22 vice.
The Office of the Comptroller of the Currency (OCC) is seeking a Web Content Specialist to join our Web team in Washington, DC.

Salary range: $83,651 to $155,741 per year  
Vacancy notice: 10/11/2017 to 10/25/2017

Please see the full vacancy announcement and applicant instructions here:

MP-HQ-WT-18-1034  
https://www.usajobs.gov/GetJob/ViewDetails/481626500

Thank you for sharing this opportunity with all qualified applicants.

Please do not contact me directly regarding this announcement.

Thank you,
Margaret

Margaret Stewart  
Office of the Comptroller of the Currency (OCC)  
Web & Electronic Publishing  
margaret.stewart@occ.treas.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Thought this might be of interest to folks here.


This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff*
FYI, I updated the open-edit Google Doc with the resources from this discussion that were not already in there. Thanks again everyone.

Hi

The one Dannielle Blumenthal sent on 3/25/15 was in the SocialGov Community of Practice (CoP) -- "an open-edit Google Doc"

There have been other email chains for images/stock photos in the User Experience (UX) CoP, and here in the Web Content Managers one.

See all Community Listservs | How to access the Listserv Archive (one you're logged in, click on an individual List to be able to search within it for past topics)

Toni

Toni Bonitto
Innovation Specialist, Editorial + Platform
DigitalGov
U.S. General Services Administration (GSA)
Technology Transformation Service (TTS)
Office of Products & Programs
1800 F Street NW
Washington, D.C. 20405

GSA Cell: [b] (6)
Email: toni.bonitto@gsa.gov
On Tue, Oct 3, 2017 at 8:42 AM, @oag.state.md.us> wrote:

Hello All,
Danielle posted a stock media resource guide sometime ago. Of course I can’t find it. I am nearing the end of a subscription with Depositphotos, and I’m wondering if anyone has any suggestions for an affordable, robust, diverse stock image service. I would like to have access to at least 30 images per month (50 would be better though), with rollover if possible. I have found a lack of racial diversity, too much overacting, too many smiling people, and too much non-american content (European plates on cars, etc…) in the stock services I have used in the past.
Can anyone recommend a service that works well for a state government agency with a continuously shrinking budget?

Thanks!

(b) (6)
Director of Multimedia Services

Office of the Attorney General of Maryland
200 St. Paul Plaza, Baltimore, MD 21202
(P) (F)
www.marylandattorneygeneral.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
In Drupal 8, has anybody been successful in accommodating timed public postings where you upload a document file and can choose (or have control over) when the document becomes visible to the public? Specifically talking about a document file as opposed to a page. We have people reaching out to the Drupal community on this, but I thought I would ask here too.
Thanks,
Kelly

Kelly Jerosch
Enterprise Business Solutions
Office of the Chief Information Officer
U.S. Department of Treasury
Office: 202-622-0277

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov. The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Does anyone have an alternate agreement with depositphotos that does not require agreement to indemnification?

Thanks

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Hello Colleagues and Happy Friday!

The Multilingual Community of Practice has a new and very timely webinar to help you maximize your social media efforts. **Save the Date: Tues 10/24 at 2:00 PM**

Social media experts from USAGov will share what they learned in the past few months while engaging with the Spanish-speaking community via social media, the strategic tweaks they made on the fly and the unique and innovative tactics they used to deliver critical information in the phase of natural disasters.

Main topics to be discussed:

- Tactics to reach a larger audience and join conversations already taking place
- Connect with influencers and media outlets
- Provide customer service via social media, especially during times of emergency

**Register today on DigitalGov.gov.** You won't want to miss this! Please share with others.

*Apologies if you received this message multiple times through different listservs.*

Laura

Laura Godfrey  
Agency Partnerships and Multilingual Strategies Lead  
Office of Products and Programs  
Technology Transformation Services, GSA  
202.536.8968

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-
Interesting research from Deloitte on Generation Z arriving in the workplace.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov
Looks like scheduler is in release candidate. https://www.drupal.org/project/scheduler

In Drupal 8, has anybody been successful in accommodating timed public postings where you upload a document file and can choose (or have control over) when the document becomes visible to the public? Specifically talking about a document file as opposed to a page. We have people reaching out to the Drupal community on this, but I thought I would ask here too.

Thanks,
Kelly

Kelly Jerusch
Enterprise Business Solutions
Office of the Chief Information Officer
U.S. Department of Treasury
Office: 202-622-0277
My Office of the General Council (OGC) recently brought to my attention the fact that there is a standing requirement for federal public websites to include translating privacy policies into a standardized machine-readable format. This comes straight out of the E-Government Act of 2002 and subsequent guidance issued by OMB in 2003. [1] [2] [3]

Based on my little bit of research, I would characterize this requirement as aspirational. The only technology that this directive can be referring to is the “Platform for Privacy Preferences” (P3P) which was standardized in a 1.0 version in 2002. [4] From what I can infer, the 1.0 version had deep flaws and work was suspended on the 1.1 version in 2006 “as there was insufficient support from current Browser implementers for the implementation of P3P 1.1.” [5] [6]

I did some searches for “p3p” and “p3p.xml” files to affirm for myself that the technology is not being implemented. I found some mention of P3P, but not any live implementations in the .gov space. [7]

I am looking for something I might pass along to my OGC beyond my say-so. Please share anything you can, on or off list as you like. Thanks very much.

Interesting article on how the employee experience differs from employee engagement – “EX is built on Design Thinking – where organizations watch and observe and continually ask employees open-ended qualitative questions e.g. ‘What matters most to you?’ rather than guessing ‘Does X matter more or does Y?’, when it’s actually ‘none of the above’. EX Pioneers build and test prototypes of Employee Journeys. And similar to CX, EX puts the Net Promoter Score in the mix.”

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov
Subject: Re: CX and EX - The Employee experience (with link)
From: "Brantley, William" <William.Brantley@USPTO.GOV>
Reply To: Brantley, William
Date: Thu, 19 Oct 2017 12:57:43 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (2534 bytes) , text/html (7 kB)

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division
Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

Interesting article on how the employee experience differs from employee engagement – “EX is built on Design Thinking – where organizations watch and observe and continually ask employees open-ended qualitative questions e.g. ‘What matters most to you?’ rather than guessing ‘Does X matter more or does Y?’; when it’s actually ‘none of the above’. EX Pioneers build and test prototypes of Employee Journeys. And similar to CX, EX puts the Net Promoter Score in the mix.”
All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  
I am interested in conducting some usability testing on a website, but the users I'm interested in reaching out to are spread throughout the U.S. and some are international. I am aware of PRA and the requirements when reaching out to your customers for feedback. I recall there was a push to make usability testing and surveying an exemption to PRA, but I didn't hear what the outcome was of that effort. I have two questions:

1. Does anyone know whether usability testing and surveying was exempted from PRA?
2. Does anyone know of any issues I should be aware of when including international customers as part of your usability testing?

Thank you!

Kimberly J. C. Becht
Office of the Chief Information Officer, Product Delivery
U.S. Department of Commerce, International Trade Administration
Office: (202) 482-0420 | Mobile: (b) (6) [redacted]

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
With international customers, you should consider different native language translations for your content that may have been compiled based on the U.S. English language only. NOTE: Not all U.S. English language translates easily to different native languages. Pending areas that you are considering for international testing, some country natives read right to left, rather than our traditional left to right structure. Lastly, if including video snippets, you may want to add transcription in English, and different native languages for better usability acceptance for your target audience.

Maureen Whelan
Sr. Marketing Specialist- Sales Channels Team Leader
US GPO (US Government Publishing Office)
Phone: 202-512-2245

-----Original Message-----
From: CONTENT-MANAGERS-L automatic digest system [mailto:LISTSERV@LISTSERV.GSA.GOV]
Sent: Thursday, October 19, 2017 11:00 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV

There are 4 messages totaling 1000 lines in this issue.

Topics of the day:

1. CX and EX - The Employee experience
2. CX and EX - The Employee experience (with link) (2)
3. PRA and Usability Testing

*******************************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
*******************************************************************************
Interesting article on how the employee experience differs from employee engagement - "EX is built on Design Thinking - where organizations watch and observe and continually ask employees open-ended qualitative questions e.g. 'What matters most to you?' rather than guessing 'Does X matter more or does Y?', when it's actually 'none of the above'. EX Pioneers build and test prototypes of Employee Journeys. And similar to CX, EX puts the Net Promoter Score in the mix."

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science) HR Specialist (Development) Enterprise Training Division  
Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

**********************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/  

Getting too many messages? Don't unsubscribe--try the daily digest!  
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l  

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.  
**********************************************************

---


All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science) HR Specialist (Development) Enterprise Training Division
Interesting article on how the employee experience differs from employee engagement - "EX is built on Design Thinking - where organizations watch and observe and continually ask employees open-ended qualitative questions e.g. 'What matters most to you?' rather than guessing 'Does X matter more or does Y?', when it's actually 'none of the above'. EX Pioneers build and test prototypes of Employee Journeys. And similar to CX, EX puts the Net Promoter Score in the mix."

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science) HR Specialist (Development) Enterprise Training Division

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov
Sorry for the excessive emails. The first link seems to be firewalled. Here is the direct link - https://www.linkedin.com/pulse/how-build-ex-centric-organization-elliott-nelson/

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science) HR Specialist (Development) Enterprise Training Division

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

From: Brantley, William  
Sent: Thursday, October 19, 2017 8:51 AM  
To: 'OPM Training and Development Listserv' <LEG-POL@LISTSERV.OPM.GOV>; 'us-government-drupalers@googlegroups.com' <us-government-drupalers@googlegroups.com>; 'CX-COP@LISTSERV.GSA.GOV' <CX-COP@LISTSERV.GSA.GOV>; 'CONTENT-MANAGERS-L@LISTSERV.GSA.GOV' <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>  
Subject: RE: CX and EX - The Employee experience (with link)


All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science) HR Specialist (Development) Enterprise Training Division

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

From: Brantley, William  
Sent: Thursday, October 19, 2017 8:51 AM  
To: 'OPM Training and Development Listserv' <LEG-POL@LISTSERV.OPM.GOV>; 'us-government-drupalers@googlegroups.com' <us-government-drupalers@googlegroups.com>; 'CX-COP@LISTSERV.GSA.GOV' <CX-COP@LISTSERV.GSA.GOV>; 'CONTENT-MANAGERS-L@LISTSERV.GSA.GOV' <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>  
Subject: CX and EX - The Employee experience

Interesting article on how the employee experience differs from employee engagement - "EX is built on Design Thinking - where organizations watch and observe and continually ask employees open-ended qualitative questions e.g. 'What matters most to you?' rather than guessing 'Does X matter more or does Y?'; when it's actually 'none of the above'. EX Pioneers build and test prototypes of Employee Journeys. And similar to CX, EX puts the Net Promoter Score in the mix."

All opinions are my own and do not reflect the opinions of my agency.
I am interested in conducting some usability testing on a website, but the users I'm interested in reaching out to are spread throughout the U.S. and some are international. I am aware of PRA and the requirements when reaching out to your customers for feedback. I recall there was a push to make usability testing and surveying an exemption to PRA, but I didn't hear what the outcome was of that effort. I have two questions:

1. Does anyone know whether usability testing and surveying was exempted from PRA?
2. Does anyone know of any issues I should be aware of when including international customers as part of your usability testing?

Thank you!
Subject: 2018 University of Maryland Project Management Symposium Call for Papers
From: "Brantley, William" <William.Brantley@USPTO.GOV>
Reply To: Brantley, William
Date: Fri, 20 Oct 2017 12:52:25 +0000
Content-Type: multipart/mixed
Parts/Attachments: text/plain (1784 bytes) , text/html (4 kB) , Government_PMSymposium_Flyer_Oct 2017_updated.pdf (173 kB)

(Disclosure: I teach at UMD and am on the PM Symposium planning committee)

Please see attached flyer for UMD’s 2018 Project Management Symposium. We are looking for government presenters who would like to share their latest project or talk about government project management in general. You are invited to submit a paper but a paper is not required. The call for papers/presentations ends November 19, 2017. Please submit your abstract through http://pmsymposium.umd.edu.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
TURNING KNOWLEDGE INTO PRACTICE
Join project managers from the Baltimore-Washington metro area, and abroad, for DC's premier project management symposium. Share experiences, make connections, and learn the best project management practices at the Fifth Annual University of Maryland Project Management Symposium. Participants include project managers from a variety of different types of organizations including: federal, state and local government; academia; private consultants; not-for-profit agencies; university faculty and students; industry associations; and construction management firms.

WHAT PEOPLE ARE SAYING
“The UMD annual symposium is an excellent opportunity for project managers to meet and learn from other project managers from all different backgrounds and industries. The symposium provides exposure to a wealth of new and useful project management techniques and strategies.”
— Anne Johnson, U.S Census Bureau

“I highly recommend the UMD Project Management Symposium! It’s a convenient, cost-effective means of hearing project management practitioners present their successes and lessons learned, meeting and networking with project management peers, and simultaneously earning PDUs! It’s an excellent investment. I’ll definitely attend again!”
— Lisa Price, PMP, SMP
Prince George’s County Board of Education

CALL FOR SPEAKERS
Are you ready to share your project management experiences with your peers and participate as a speaker? Prepare a paper and get published or just participate as a speaker. It’s your choice. Submit your abstract through November 19, 2017 at pmsymposium.umd.edu.

REGISTRATION
Government, military and non-profit employees receive access to the entire two-day program for only $350 if you register by April 2, 2018.

EARN UP TO 11 PDUs
Participation in the full two-day program can earn you up to 11 PDUs in the PMI Talent Triangle towards maintaining your PMP Certification. Each symposium presentation will specify which of the talent triangle skills it will address.

VOLUNTEER OPPORTUNITY
Volunteer one day, and receive free registration to attend the second day. Register as a volunteer using our online registration system. For more information, contact Kathleen Frankle at 301-405-8721 or kfrankle@umd.edu.
Hello Colleagues:

The Multilingual Community of Practice has a new and very timely webinar to help you maximize your social media efforts on **Tues 10/24 at 2:00 PM.**

Social media experts from USAGov will share what they learned in the past few months while engaging with the Spanish-speaking community via social media. They’ll share strategic tweaks they made on the fly and the unique and innovative tactics they used to deliver critical information in the phase of natural disasters.

You’ll get practical advice on:

- Tactics to reach a larger audience and join conversations already taking place
- Connecting with influencers and media outlets
- Providing customer service via social media, especially during times of emergency

**Register today on DigitalGov! Please share with others that might be interested.**

*Apologies if you received this message multiple times through different listservs*

Laura

Laura Godfrey  
Agency Partnerships and Multilingual Strategies Lead  
Office of Products and Programs  
Technology Transformation Services, GSA  
202.536.8968

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: [http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/](http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/)

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest  
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff*
If you have a name and email address and phone number, I would appreciate it.

Thanks.
Ann P.

Ann L. Poritzky, MBA
Digital Content Strategist
National Institute of Dental and Craniofacial Research (NIDCR)
Building 31 5th floor
Phone: 301 435 4735
Subject: Customer Forces Canvas
From: "Brantley, William" <William.Brantley@USPTO.GOV>
Reply To: Brantley, William
Date: Tue, 24 Oct 2017 15:57:54 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1370 bytes), text/html (4 kB)

Thought this is a good canvas tool - https://blog.leanstack.com/the-updated-problem-interview-script-and-a-new-canvas-1e43ff267a5d

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
The Judge's Code
https://www.theverge.com/2017/10/19/16503076/oracle-vs-google-judge-william-alsup-interview-waymo-uber
I would especially like to hear back (privately or on the list) from Army folks because this is an Army-specific question. I am helping out with our Facebook page and have been directed by my Colonel to find a regulation that tells how to answer messages sent to a Facebook page (not comments but messages only admins can answer).

Specifically, especially if a comment is controversial or unrelated to our page, is not responding at all ever an option? Or just saying "Thanks"? I have advised that we should always answer with "Thanks for your message, but we are unable to help you" at least. But my Colonel says he wants to see that in a reg.

Some have suggested we just keep a record of the controversial topic then delete it without reply or just say "Thanks" and leave it at that. (I believe that would damage our reputation with those who are seeking help or implies we will get back to them later.)

I'm certified and have taken the training but have not seen anything on the level of regulatory guidance on this, only best practices and recommendations.

Thanks.

Knowledge Management Officer, GS-12
@mail.mil
18F has an excellent chart of Usability methods, broken out by phase (discovery, validate etc). What I love about it is that it lists the PRA implications for each method, at the bottom of each description, under ‘Applied in Government Research’: https://methods.18f.gov/

Website Content Manager
Public Affairs and Strategic Communications
Bureau of Educational and Cultural Affairs
U.S. Department of State

I am interested in conducting some usability testing on a website, but the users I’m interested in reaching out to are spread throughout the U.S. and some are international. I am aware of PRA and the requirements when reaching out to your customers for feedback. I recall there was a push to make usability testing and surveying an exemption to PRA, but I didn’t hear what the outcome was of that effort. I have two questions:

1. Does anyone know whether usability testing and surveying was exempted from PRA?
2. Does anyone know of any issues I should be aware of when including international customers as part of your usability testing?

Thank you!

Kimberly J. Becht
Office of the Chief Information Officer, Product Delivery
U.S. Department of Commerce, International Trade Administration
Office: (202) 482-0420 | Mobile: (b) (6)
Subject: Re: [Non-DoD Source] [CONTENT-MANAGERS-L] Answering Facebook Messages only Admins can answer

From: USARMY HQDA ANC OSA (US)

Reply To: USARMY HQDA ANC OSA (US)

Date: Fri, 27 Oct 2017 14:55:12 +0000

Content-Type: text/plain

Parts/Attachments: text/plain (71 lines)

I would be interested in the answer to this also.

v/r,

(b) (6)

Systems Implementation & Fielding Branch Chief
Arlington National Cemetery
Office: (b) (6)
Mobile: (b) (6)

-----Original Message-----
From: USARMY TRADOC (US) [mailto:(b) (6)@MAIL.MIL]
Sent: Thursday, October 26, 2017 6:23 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [Non-DoD Source] [CONTENT-MANAGERS-L] Answering Facebook Messages only Admins can answer

All active links contained in this email were disabled. Please verify the identity of the sender, and confirm the authenticity of all links contained within the message prior to copying and pasting the address to a Web browser.

----

I would especially like to hear back (privately or on the list) from Army folks because this is an Army-specific question. I am helping out with our Facebook page and have been directed by my Colonel to find a regulation that tells how to answer messages sent to a Facebook page (not comments but messages only admins can answer).

Specifically, especially if a comment is controversial or unrelated to our page, is not responding at all ever an option? Or just saying "Thanks"? I have advised that we should always answer with "Thanks for your message, but we are unable to help you" at least. But my Colonel says he wants to see that in a reg.

Some have suggested we just keep a record of the controversial topic then delete it without reply or just say "Thanks" and leave it at that. (I believe that would damage our reputation with those who are seeking help or implies we will get back to them later.)

I'm certified and have taken the training but have not seen anything on the level of regulatory guidance on this, only best practices and recommendations.
Thanks.

Knowledge Management Officer, GS-12
(b)(6)@mail.mil

*********************************************************************************************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don’t unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
*********************************************************************************************************************************************

*********************************************************************************************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don’t unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
*********************************************************************************************************************************************
Subject: Presentations for the 2017 Inter Agency Accessibility Forum now available!
From: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Reply To: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Date: Fri, 27 Oct 2017 11:48:48 -0400
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1567 bytes) , text/html (3146 bytes)

Hello All,

We are please to announce that the presentations for the 2017 Inter Agency Accessibility Forum workshops are now available at the below link.

https://section508.gov/interagency-accessibility-forum-workshop

The transcripts for the workshops will be coming soon.

Helen Chamberlain
Governmentwide Section 508 Training & Outreach Director
General Services Administration
Office of Government-wide Policy
Office of Information, Integrity & Access
1800 F Street, NW
Washington, DC 20405
202-219-2348 O
(b) (6) C

In the depth of winter I finally learned that within me there lay an invincible summer

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
Re: Reply to Facebook Messages --

What are your agency social media and or online Terms of Use? Have you outlined your Terms of Use policy for your websites, online communications, email communications, and/or blog post comments? Terms of Use may also include use of content on your website -- whether it is all in the public domain, Fair Use, or contains any copyrighted materials (text or images), trademarks such as agency seals and/or logos and/or creative commons licensing that explores how you would like your website/online/digital content to be cited in other resources.

You may be able to find some helpful information relating to copyrighted materials vs. public domain at the Library of Congress website here: https://www.copyright.gov/fair-use/more-info.html

Office of Personnel Management Social Media policy can be found here:

General Services Administration (GSA) guidance for official use of social media here:

While I do not believe that these are official policy documents, you may want to check out these recent publications published by various offices within the US Department of Defense on this related topic available at our US Government Online Bookstore:


Social Media, The Vital Ground: Can We Hold It? Available here:
https://bookstore.gpo.gov/products/social-media-vital-ground-can-we-hold-it

Social Media: The Fastest Growing Vulnerability to the Air Force Mission available here:

Using Target Audience Analysis To Aid Strategic Level Decisionmaking available here:


Cyber Infrastructure Protection: Volume III available here: https://bookstore.gpo.gov/products/cyber-
I would especially like to hear back (privately or on the list) from Army folks because this is an Army-specific question. I am helping out with our Facebook page and have been directed by my Colonel to find a regulation that tells how to answer messages sent to a Facebook page (not comments but messages only admins can answer).

Specifically, especially if a comment is controversial or unrelated to our page, is not responding at all ever an option? Or just saying "Thanks"? I have advised that we should always answer with "Thanks for your message, but we are unable to help you" at least. But my Colonel says he wants to see that in a reg.

Some have suggested we just keep a record of the controversial topic then delete it without reply or just say "Thanks" and leave it at that. (I believe that would damage our reputation with those who are seeking help or implies we will get back to them later.)

I'm certified and have taken the training but have not seen anything on the level of regulatory guidance on this, only best practices and recommendations.

Thanks.

Knowledge Management Officer, GS-12
@mail.mil

******************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
******************************************************************

Date:    Thu, 26 Oct 2017 16:36:27 +0000
From:    @STATE.GOV>
Subject: Re: PRA and Usability Testing

18F has an excellent chart of Usability methods, broken out by phase (discovery, validate etc). What I love about it is that it lists the PRA implications for each method, at the bottom of each description, under 'Applied in Government Research': https://methods.18f.gov/
I am interested in conducting some usability testing on a website, but the users I'm interested in reaching out to are spread throughout the U.S. and some are international. I am aware of PRA and the requirements when reaching out to your customers for feedback. I recall there was a push to make usability testing and surveying an exemption to PRA, but I didn't hear what the outcome was of that effort. I have two questions:

1. Does anyone know whether usability testing and surveying was exempted from PRA?
2. Does anyone know of any issues I should be aware of when including international customers as part of your usability testing?

Thank you!

Kimberly J. C. Becht
Office of the Chief Information Officer, Product Delivery
U.S. Department of Commerce, International Trade Administration
Office: (202) 482-0420 | Mobile: (b) (6)
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO
SUBJECT, and the only text in the message should read: set content-managers-l digest *To
unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider
that before sharing outside our community.

**********************************************************
-------------------------------
**********************************************************

**********************************************************
This message was sent to the Web Content Managers Forum, a community of
government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the
message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but
change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government
employees, so please consider that before sharing outside our community.

**********************************************************
What Comes After WCAG 2.0?

Our next webinar, "What Comes After WCAG 2.0? will be held live on Wednesday, November 15, 2017.

Presented by Andrew Kirkpatrick, Group Product Manager, Accessibility, Adobe and Chair of the WCAG Working Group at the W3C, this webinar will be an opportunity to hear the latest updates coming straight out of the Accessibility Guidelines Working Group meetings held at the W3C TPAC conference the week before the webinar.

Webinar At-A-Glance

What Comes After WCAG 2.0?

Date: Wednesday, November 15, 2017
Time: 11:00 a.m. - 12:30 p.m. Eastern (UTC – 5 hours)
Speaker: Andrew Kirkpatrick, Group Product Manager, Accessibility, Adobe and Chair of the WCAG Working Group at the W3C
Registration: Register for the What Comes After WCAG 2.0 webinar.
Fees: Member*: $39; Non-Member: $79
Additional Info: More information about What Comes After WCAG 2.0?

Reminder: IAAP Professional and Student members can take advantage of their member benefit for one complimentary live broadcast webinar and two complimentary archived webinars. All organizational members have complimentary access to the full archived library. Platinum and Gold organizational members can register for any live broadcast webinar and archived webinar at no cost! Additional details for all members on both live broadcast and archived webinar benefits are available at Member Webinar Benefits.

In addition, we introduced new, reduced webinar pricing for live broadcasts and archived webinars for both members and non-members.

If you have any questions or desire additional information, please do not hesitate to contact us at webinars@accessibilityassociation.org.
**Additional Upcoming IAAP Webinars**

Registration is open for the following upcoming webinar:

**January:**  [Beyond the Basics of PDF Accessibility – 2018 Update](#)

**Did you miss previous webinars?**

IAAP records and archives every webinar and makes them available for you to purchase. View the [Archived Webinar Bundles](#), which package individual archived webinars by topic so you can find exactly what you're looking for! Or you can [purchase archived webinars individually](#).

**Webinar Format**

The webinars will be hosted in the Adobe Connect webinar platform, which is accessible with a variety of browsers. Captioning will be provided. For additional details about Adobe Connect accessibility, go to this [Adobe Connect Accessibility Features page](#).

**Join or Renew Today to Get the Member Rate**

[Join IAAP today](#) to get the member webinar rate and new webinar benefits for individual and organizational members which include complimentary webinars.

---

*Captioning for the IAAP Webinar Series is provided by TCS Interpreting, Inc.*

---

*Copyright © 2017 International Association of Accessibility Professionals, All rights reserved.*

Every effort has been made to ensure accessibility of this content; however, some issues may still exist. Please contact accessibility@accessibilityassociation.org if you require an alternative format.

Our mailing address is: International Association of Accessibility Professionals, 6300 Powers Ferry Road, Ste. 600-300, Atlanta, GA, 30339, U.S.A.

unsubscribe from this list  update subscription preferences

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff*
Hello!

plainlanguage.gov is getting a refresh! Here is an opportunity to help. See information below.

Jacqueline

-------- Forwarded message --------
From: Nicole Fenton - QEACD <nicole.fenton@gsa.gov>
Date: Thu, Nov 2, 2017 at 2:46 PM
To: PL-COP-MAIN@listserv.gsa.gov

Hello fellow feds,

We need your help! We’re working with the Plain Language Action and Information Network (PLAIN) team to redesign plainlanguage.gov. As part of the groundwork, we’re conducting a tree test to understand how easy it is to find information on the new site.

How do I participate?

If you’re a federal employee, visit https://usagov.optimalworkshop.com/treejack/plainlanguage and answer 7 questions about where you’d expect to find different topics on the test site. It should take 5–10 minutes.

How will this help?

plainlanguage.gov is an online resource for federal employees who support the use of clear communication in government writing. Your feedback will help us ensure that this redesign meets your needs.

We’d love it if you could help us out: https://usagov.optimalworkshop.com/treejack/plainlanguage

Thank you in advance,

Nicole Fenton
Content design supervisor, 18F
Learn more about DigitalGov Communities.

"GSA's mission is to deliver the best value in real estate, acquisition, and technology services to government and the American people."

Learn more about GSA.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
Section 508 Best Practices Webinar: W3C WCAG 2.0 Resources, November 28, 2017

The next webinar in the Section 508 Best Practices Webinar Series will take place November 28 from 1:00 to 2:30 (ET) and review available resources explaining the Web Content Accessibility Guidelines (WCAG) 2.0. Issued by the W3C's Web Accessibility Initiative (WAI), WCAG 2.0 is a globally recognized, technology-neutral standard for accessible web content.

The U.S. Access Board's updated Section 508 Standards reference WCAG 2.0 Success Criteria Level A and AA and apply them to web-based content and to other electronic content.

This session will cover various technical assistance materials issued by the W3C's WAI to support use of the WCAG 2.0, including a customizable reference guide and guidance on developing conformant web content.

For more details or to register for this or other webinars in the free series, visit www.accessibilityonline.org/cioc-508/schedule.

The Section 508 Best Practices Webinar Series provides helpful information and best practices for federal agencies in meeting their obligations under Section 508 of the Rehabilitation Act which ensures access to information and communication technology in the federal sector. This webinar series is made available by the Accessibility Community of Practice of the CIO Council in partnership with the Access Board.

Section 508 Best Practices: W3C WCAG 2.0 Resources
November 28, 2017, 1:00 - 2:30 (ET)

Presenters:
• Bruce Bailey, IT Accessibility Specialist, U.S. Access Board
• Judy Brewer, Director of W3C's Web Accessibility Initiative
• Timothy Creagan, Senior Accessibility Specialist, U.S. Access Board (moderator)

Registration: https://www.accessibilityonline.org/cioc-508/session/?id=110616

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
Subject: Blockchange - Blockchain for Good Project
From: "Brantley, William" <William.Brantley@USPTO.GOV>
Reply To: Brantley, William
Date: Fri, 3 Nov 2017 17:25:55 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1750 bytes) , text/html (4 kB)

From the announcement – “The new site also aims to become a dynamic hub for the use of blockchain technologies for social change, featuring a repository of Blockchange initiatives from around the globe and useful resources for those working in the space, like selected readings focused on using blockchain for identity and blockchain for transforming governance.”

http://thegovlab.org/blockchange-blockchain-technologies-for-social-change/

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division
Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Thank you William Brantley.

I wonder, if information is the coin of the "new economy", does the growth of the dark web mean anything?

Have a nice weekend.

From: "Brantley, William" <William.Brantley@USPTO.GOV>
To: <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,
Date: 11/03/2017 07:26 AM
Subject: [CONTENT-MANAGERS-L] Blockchange - Blockchain for Good Project

From the announcement – “The new site also aims to become a dynamic hub for the use of blockchain technologies for social change, featuring a repository of Blockchange initiatives from around the globe and useful resources for those working in the space, like selected readings focused on using blockchain for identity and blockchain for transforming governance.”

http://thegovlab.org/blockchange-blockchain-technologies-for-social-change/

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Hey y'all!

Drupal4Gov is starting up a webinar series! The webinar series will be held monthly, on the third Thursday of every month at 3pm EST. We will have registration through eventbrite and operate the webinar series through zoom.

Annnnnnd, I am pleased to announce that we have scheduled our first webinar and it is coming up! To "attend", go to our eventbrite link and register and we will send you the zoom information!


It will be on Rich Web Applications with ReactJS and Drupal 8!

We are super excited to continue to grow and support drupal in government and be able to host this series to help encourage pushing standards and innovations in the public sector!

We hope you will join us!

Becca Goodman

On Fri, Nov 3, 2017 at 11:00 PM, CONTENT-MANAGERS-L automatic digest system <LISTSERV@listserv.gsa.gov> wrote:
There are 3 messages totaling 589 lines in this issue.

Topics of the day:

1. Register now for the Section 508 Best Practices Webinar: W3C WCAG 2.0 Resources, November 28, 2017
2. Blockchange - Blockchain for Good Project (2)

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but
change the message text to read: signoff content-managers-I

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

**********************************************************

Date: Fri, 3 Nov 2017 11:22:50 -0400
From: Helen Chamberlain - M1EB <helen.chamberlain@GSA.GOV>
Subject: Register now for the Section 508 Best Practices Webinar: W3C WCAG 2.0 Resources, November 28, 2017

*Section 508 Best Practices Webinar: W3C WCAG 2.0 Resources, November 28, 2017*

The next webinar in the Section 508 Best Practices Webinar Series will take place *November 28* *from* *1:00 to 2:30 (ET)* and review available resources explaining the Web Content Accessibility Guidelines (WCAG) 2.0. Issued by the W3C's Web Accessibility Initiative (WAI), WCAG 2.0 is a globally recognized, technology-neutral standard for accessible web content.

The U.S. Access Board's updated Section 508 Standards reference WCAG 2.0 Success Criteria Level A and AA and apply them to web-based content and to other electronic content.

This session will cover various technical assistance materials

<http://links.govdelivery.com/track?type=click&enid=ZWFzPTEmbWFpbGluZ2lkPTIwMTcxMjgwMzIxMzkgJm1lc3NhZ2VyZD1nREItUTFJE
LUVJTCoymDE3MTEwMj44MDMyMTM5MSZkYXRhYmFzZWlkPTExMDMec2VyaWFs
PTE3MjYwOTAJmVtYWlsQWQ9Y3JlYWdhbkhbY2Nlc3NhYm9hcmQuZ292JnVz
ZXJpZD1jcmVhZ2FunGFjY2Vzc1ib2FyZC5nb3YmZmw9JmV4dHJuP11bHRp
dmFyaWF0ZUlkPSYmJg==&&100&&https://www.w3.org/WAI/guid-tech>

issued by the W3C's WAI to support use of the WCAG 2.0, including a customizable reference guide and guidance on developing conformant web content.

For more details or to register for this or other webinars in the free series, visit

www.accessibilityonline.org/cioc-508/schedule

<http://links.govdelivery.com/track?type=click&enid=ZWFzPTEmbWFpbGluZ2lkPTIwMTcxMjgwMzIxMzkgJm1lc3NhZ2VyZD1nREItUTFJE
LUVJTCoymDE3MTEwMj44MDMyMTM5MSZkYXRhYmFzZWlkPTExMDMec2VyaWFs
PTE3MjYwOTAJmVtYWlsQWQ9Y3JlYWdhbkhbY2Nlc3NhYm9hcmQuZ292JnVz
ZXJpZD1jcmVhZ2FunGFjY2Vzc1ib2FyZC5nb3YmZmw9JmV4dHJuP11bHRp
dmFyaWF0ZUlkPSYmJg==&&101&&https://www.accessibilityonline.org/cioc-508/schedule/>

The Section 508 Best Practices Webinar Series provides helpful information and best practices for federal agencies in meeting their obligations under Section 508 of the Rehabilitation Act which ensures access to information and communication technology in the federal sector. This webinar series is made available by the Accessibility Community of Practice of the CIO.
*Section 508 Best Practices: W3C WCAG 2.0 Resources*  Add to Calendar

November 28, 2017, 1:00 - 2:30 (ET)

Presenters:
- Bruce Bailey, IT Accessibility Specialist, U.S. Access Board
- Judy Brewer, Director of W3C's Web Accessibility Initiative
- Timothy Creagan, Senior Accessibility Specialist, U.S. Access Board (moderator)

Registration:
https://www.accessibilityonline.org/cioc-508/session/?id=110616

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-digest

To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

Date: Fri, 3 Nov 2017 17:25:55 +0000
From: "Brantley, William" <William.Brantley@USPTO.GOV>
Subject: Blockchange - Blockchain for Good Project

From the announcement - "The new site also aims to become a dynamic hub for the use of blockchain technologies for social change, featuring a repository of Blockchange initiatives from around the globe and useful resources for those working in the space, like selected readings focused on using blockchain for identity and blockchain for transforming governance."
http://thegovlab.org/blockchange-blockchain-technologies-for-social-change/

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

Thank you William Brantley.

I wonder, if information is the coin of the "new economy", does the growth of the dark web mean anything?

Have a nice weekend.

From: "Brantley, William" <William.Brantley@USPTO.GOV>  
To: <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,  
Date: 11/03/2017 07:26 AM  
Subject: [CONTENT MANAGERS L] Blockchange - Blockchain for Good Project
From the announcement? The new site also aims to become a dynamic hub for the use of blockchain technologies for social change, featuring a repository of Blockchange initiatives from around the globe and useful resources for those working in the space, like selected readings focused on using blockchain for identity and blockchain for transforming governance.

http://thegovlab.org/blockchange-blockchain-technologies-for-social-change/

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l
This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

**********************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but
change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

**********************************************************
------------------------------
End of CONTENT-MANAGERS-L Digest - 2 Nov 2017 to 3 Nov 2017 (#2017-157)
**********************************************************

--
Rebecca Goodman-Sudik
On December 5th, GSA will be hosting the Federal Section 508 Community in an all-day session on the accessibility of Microsoft products and services. All agencies with licensed and installed Microsoft products or services who would like to learn more about the accessibility functionality are invited to attend.

Some topics that will be covered are:
Sharepoint
Windows
Narrator
Office 365

Bring your questions and issues as there will also be an open Q & A session with Microsoft.

Where: GSA, 1800 F Street, NW Washington DC, Room 1459, 60 61
Time: 8:30 - 3:00
Register at: https://registration.section508.gov/
Venue: In person or virtual attendance available
Directions are at the attachment

You are invited to share this within your agency.

For questions please email helen.chamberlain@gsa.gov

Helen Chamberlain
Governmentwide Section 508 Training & Outreach Director
General Services Administration
Office of Government-wide Policy
Office of Information, Integrity & Access
1800 F Street, NW
Washington, DC  20405
202-219-2348 O
(b) (6)  C

In the depth of winter I finally learned that within me there lay an invincible summer
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Directions
General Services Administration
1800 F Street, NW
Washington, DC 20405

Please Note: There are two entrances to the building. One on F Street side of the building and one on E Street side of the building. To avoid backups at main entrance, please feel free to enter on E Street side.

Metrorail:
GSA building is located four blocks from the Farragut West Metro Station on the Blue or Orange Lines.

- Exiting out of the Farragut West Station (towards 16th Street) walk four blocks (0.4 mi S) South to F Street
- Make a right onto F Street; the building is on the left
(Map of metrorail available at https://www.wmata.com.)

Driving:
From Prince Georges County, Maryland
- Take I-495 Beltway to exit 19B to merge onto US-50 West towards Washington, DC
- Merge onto MD-295 South (4.1 miles)
- Take the exit onto I-695 W (2.2 miles)
- Merge onto I-395 S (0.4 miles)
- Take the Maine Avenue exit (0.5 miles)
- Merge onto Maine Avenue SW (0.5 miles)
- Continue onto Independence Avenue SW (322 ft)
- Slight right onto 17th Street SW (0.7 miles)
- Turn left onto G Street NW (0.2 miles)
- Turn left at the 2nd cross street onto 19th Street NW (354 ft)
- Take the first left onto F Street NW (495 feet) GSA building is on the right (449 ft)

From Montgomery County, Maryland
- Take I-270 South (toward Washington)
- Merge onto I-495 S/North Virginia/Washington (2.0 miles)
- Merge onto I-495 S (entering Virginia) (3.7 miles)
- Take exit 43-44 for VA-193/George Washington Memorial Pkwy/Georgetown Pike toward Great Falls Virginia/Langley/Washington (0.4 miles)
- Take exit 43 for George Washington Memorial Parkway toward Washington (0.61 miles)
- Merge onto George Washington Memorial Pkwy (8.6 miles)
- Take the exit onto I-66 E toward US-50 E/Washington (entering District of Columbia) (0.9 miles)
- Take E Street exit on the left (0.3 miles)
- Merge onto E Street Expressway (0.4 miles)
- Turn left onto 20th Street NW (0.4 miles)
- Turn right onto F Street, NW, GSA building is on the right (0.2 miles)
From Northern Virginia

- Head north on George Washington Memorial Pkwy/S Washington St toward King St
- Take the I-395 N ramp to Washington
- Merge onto I-395 (entering District of Columbia) (0.9 miles)
- Take the 12th Street exit toward L’Enfant Promenade (0.2 miles)
- Slight left onto 12th Street Expressway (0.7 miles)
- Turn left onto Constitution Avenue NW (0.6 miles)
- Turn right onto 17th Street NW (0.4 miles)
- Turn left onto G Street NW (0.2 miles)
- Turn left at the 2nd cross street onto 19 Street, NW.
- Take the 1st left onto F Street NW, GSA building is on the right (449 ft)

***Available parking lots and garages near 1800 F Street NW are shown below.***
(Fees vary by location.)

A – Colonial Parking, 1776 K Street NW  Washington, DC (202-298-7124)
B – Central Parking Systems, 1750 Pennsylvania Avenue NW  Washington, DC (202-496-4200)
C – PMI Parking, 1729 G Street NW  Washington, DC (202-785-9191)
D – Matomic Operating Co, 1717 H Street NW  Washington, DC (202-659-9096)
E – Central Parking, 1750 H Street NW  Washington, DC (202-293-3773)

For building escort (if needed), please call:
Sheila Turner (202-280-9350)
Subject: Come and join The Lab at OPM in Denver for The Design for Systemic Change course!

From: "Thomas, Elaine" <Elaine.Thomas@OPM.GOV>

Reply To: Thomas, Elaine

Date: Tue, 7 Nov 2017 09:14:01 -0500

Content-Type: multipart/related

Parts/Attachments: text/plain (12 kB) , text/html (15 kB) , image001.png (12 kB)

The LAB at OPM is Coming to Denver!

Title: Design for Systemic Change

This course presents The Lab at OPM’s human-centered design and design-oriented approaches as a foundation to understand and manage complex systems in the context of government.

Day 1 | Focuses on problem framing through human-centered design methods of research and synthesis, following an overview of the full design cycle to situate the workshop in the context of government innovation.

Day 2 | Dives into visualizing systems to better understand the larger context of complex problems. We make information visual not only to make it nice to look at, but also to help us understand it in a different way. Mapping, diagramming, and visualization techniques take center stage.

Day 3 | Is about applying lessons learned and methods experienced, in a studio setting, working with concrete challenges that participants are currently addressing in their own agencies.

The structure of this workshop is hands-on, participatory, and experimental, and invites to peer-to-peer learning based on taking risks and finding opportunities to discover new possibilities.

When? Wednesday Nov. 29 to Friday Dec. 1, 2017
Where? Byron Rogers Building, 1961 Stout Street, #16-111, Denver
Tuition cost per person: $1,900
Available seats: 24

More information and registration:
More information and registration:

Questions | Enrique Martinez | 202 606 5270 | Enrique.Martinez@opm.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
Afternoon –

At 13:00 ET, DHS announced the issuance of an updated National Terrorism Advisory System (NTAS) Bulletin pertaining to the terrorism threat to the U.S. homeland. This bulletin is an extension of the previous bulletin and contains updated information related to the current threat environment, plus information on how the public can stay informed, be prepared, and help. The current version of the bulletin can be found at https://www.dhs.gov/ntas/advisory/ntas_17_1109_0001 and more information on the National Terrorism Advisory System can be found at https://www.dhs.gov/national-terrorism-advisory-system. The announcement press release is included below.

As a federal web manager, there is something that you can do as well. Please consider placing the NTAS widget on your website. The widget is a very simple and lightweight IFRAME widget, however, it updates automatically any time a new NTAS bulletin or advisory is released and directs the public to the most current, up-to-date information available.

More information on the widget (plus the code) is available at https://www.dhs.gov/ntas-widget.

Thanks!
STATEMENT BY ACTING SECRETARY DUKE ON THE REISSUANCE OF TERRORISM BULLETIN

WASHINGTON – Today, Acting Secretary of Homeland Security Elaine Duke announced the issuance of an updated National Terrorism Advisory System (NTAS) Bulletin pertaining to the terrorism threat to the U.S. homeland.

“After careful consideration of the current terror threat environment—and with input from intelligence and law enforcement partners, I have made the decision to update and extend the NTAS Bulletin for six months,” said Acting Secretary Duke. “Our enemies remain focused on attacking the United States, and they are constantly adapting. DHS and its partners are stepping up efforts to keep terrorists out of America and to prevent terrorist recruitment and radicalization here at home, and we urge the public to remain vigilant and report suspicious activity.”

This marks the fifth iteration of the Bulletin on the terror threat to the U.S. homeland. The Bulletin has been reissued three times previously since its initial release in December 2015.


# # #
Hey content managers,

Does anyone have a point of contact at the National Park Service who can review requests to use images and audio clips found on nps.gov? “Public domain” may apply for many of these items, but I would like to locate a point of contact nonetheless.

Thank you,

Jillian Buttecali  
U.S. Currency Education Program  
Board of Governors of the Federal Reserve System  
Office: 202-973-7375  
uscurrency.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Hi everyone,

Want to know how you can use the U.S. Web Design Standards when redesigning or relaunching your website? Join our monthly call Friday, Nov. 17, at 1 p.m. ET, and learn how HHS used the Standards to refresh their Stop Bullying site, built in Drupal 8 by DOJ's Brock Fanning.

Already started using the Standards? Tell us about it!

Thanks!
Andrea

--
Andrea Sigritz
DigitalGov.gov & U.S. Web Design Standards
Technology Transformation Service (TTS)
Federal Acquisition Service (FAS)
U.S. General Services Administration
andrea.sigritz@gsa.gov
Follow us @Digital_Gov
Get email updates
Find a training class
Join a DigitalGov Community of Practice
Check out our DigitalGov Services

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Hi Andrea.

Is there any effort at all to think again about how these guidelines are named? At one point, there seemed to be some willingness at GSA to consider the fact that the word “standards” has real meaning, and these don’t meet that … standard.

For one thing, standards are requirements that must be met, and that doesn’t apply to these.

They’re really guidelines. Good guidelines, no doubt, and very useful to agencies who don’t have good design resources.

I know you’re just the messenger on this, but I’m hoping you know something about the question of renaming them.

Thanks.

--
Andrea Sigritz
DigitalGov.gov & U.S. Web Design Standards
Technology Transformation Service (TTS)
Federal Acquisition Service (FAS)
U.S. General Services Administration

Follow us @Digital_Gov
Get email updates
Find a training class
Join a DigitalGov Community of Practice
Check out our DigitalGov Services

Getting too many messages? Don't unsubscribe -- try the daily digest! Email listserv@listserv.gsa.gov, the message should have no subject, and the body should say “set ux-cop digest.”

To get to the archives of all UX listserv emails, register with the listserv at https://listserv.gsa.gov/cgi-bin/wa.exe?GETPW1.

To unsubscribe, send a blank email to: UX-COP-signoff-request@LISTSERV.GSA.GOV

Anyone with a government email address can join by sending a request to UX-COP-request@LISTSERV.GSA.GOV.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/
The information is helpful and the presentation mostly complements that. I write “mostly” because pop ups are distracting and are motivation for me to find the information on another site that is less aggressive. I shouldn’t be penalized with this distraction for staying on the site for a few minutes.

Hi Andrea.

Is there any effort at all to think again about how these guidelines are named? At one point, there seemed to be some willingness at GSA to consider the fact that the word “standards” has real meaning, and these don’t meet that … standard.

For one thing, standards are requirements that must be met, and that doesn’t apply to these.
They're really guidelines. Good guidelines, no doubt, and very useful to agencies who don't have good design resources.

I know you’re just the messenger on this, but I’m hoping you know something about the question of renaming them.

Thanks.

From: User Experience (UX) Community of Practice [mailto:UX-COP@LISTSERV.GSA.GOV] On Behalf Of Andrea Sigritz (XCI)
Sent: Tuesday, November 14, 2017 5:26 PM
To: UX-COP@LISTSERV.GSA.GOV
Subject: [UX-COP] Join Our Friday Call

Hi everyone,
(sorry for the cross-posting)

Want to know how you can use the U.S. Web Design Standards when redesigning or relaunching your website? Join our monthly call Friday, Nov. 17, at 1 p.m. ET, and learn how HHS used the Standards to refresh their Stop Bullying site, built in Drupal 8 by DOJ's Brock Fanning.

Already started using the Standards? Tell us about it!

Thanks!
Andrea

--
Andrea Sigritz
DigitalGov.gov & U.S. Web Design Standards
Technology Transformation Service (TTS)
Federal Acquisition Service (FAS)
U.S. General Services Administration
andrea.sigritz@gsa.gov
Follow us @Digital_Gov
Get email updates
Find a training class
Join a DigitalGov Community of Practice
Check out our DigitalGov Services

Getting too many messages? Don't unsubscribe -- try the daily digest! Email listserv@listserv.gsa.gov, the message should have no subject, and the body should say “set ux-cop digest.”

To get to the archives of all UX listserv emails, register with the listserv at https://listserv.gsa.gov/cgi-bin/wa.exe?GETPW1.

To unsubscribe, send a blank email to: UX-COP-signoff-request@LISTSERV.GSA.GOV

Anyone with a government email address can join by sending a request to UX-COP-request@LISTSERV.GSA.GOV.
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
**Verbal bullying** is saying or writing mean things. Verbal bullying includes:

- Telling other children not to be friends with someone
- Spreading rumors about someone

**Stopbullying.gov**

We need your feedback to improve StopBullying.gov!

Please take two minutes to answer this short survey about your experience on our website.

[Start Survey]

Disclaimer
Subject: User Agreements for CMS Users?
From: "Yancey, Yani (OS/ASPA)" <Yani.Yancey-Foote@HHS.GOV>
Reply To: Yancey, Yani (OS/ASPA)
Date: Wed, 15 Nov 2017 13:33:35 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1173 bytes) , text/html (3201 bytes)

Good Morning All,

Do any of you have formal user agreements for your CMS that you would be willing to share?

Thanks,
Yani

Yani L. Yancey
Senior Product Owner, HHS.gov
HHS ASPA Digital Communications Division
202-690-3876

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
Thanks Jonn.

How do you collect satisfaction data for your websites without doing something like this?

---

From: Lau, Jonn [mailto:Jonn.Lau@OFR.TREASURY.GOV]
Sent: Wednesday, November 15, 2017 8:08 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [UX-COP] Join Our Friday Call

The information is helpful and the presentation mostly complements that. I write “mostly” because pop ups are distracting and are motivation for me to find the information on another site that is less aggressive. I shouldn’t be penalized with this distraction for staying on the site for a few minutes.
Hi Andrea.

Is there any effort at all to think again about how these guidelines are named? At one point, there seemed to be some willingness at GSA to consider the fact that the word “standards” has real meaning, and these don’t meet that … standard.

For one thing, standards are requirements that must be met, and that doesn’t apply to these.

They’re really guidelines. Good guidelines, no doubt, and very useful to agencies who don’t have good design resources.

I know you’re just the messenger on this, but I’m hoping you know something about the question of renaming them.

Thanks.
To get to the archives of all UX listserv emails, register with the listserv at https://listserv.gsa.gov/cgi-bin/wa.exe?GETPW1.

To unsubscribe, send a blank email to: UX-COP-signoff-request@LISTSERV.GSA.GOV

Anyone with a government email address can join by sending a request to UX-COP-request@LISTSERV.GSA.GOV.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
Shameless plug but also a question to the lists: just how ready is government for distributed consensus technology? I know there is a lot of work around blockchain but, blockchain isn’t the only game in town. I’m especially interested in the implications of the Cicada Project and wonder how much momentum that is generating. Personally, I think the Hashgraph technology is really fascinating.

https://patimes.org/distributed-consensus-technology-road-direct-democracy/

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Hi all,

I remember seeing this asked several times over the years, but things change, so maybe it’s time to ask again?

Is anyone willing to share org charts or info about how your agency digital communication shops are set up? Whether the name is digital somethingorother, web thisorthat, new media, it’s all good. Looking to see how other agencies support and manage their digital and online activities from web to social to data sharing to apps. From content generation to channel integration to analytics & analysis to technical/development
Thanks again William Brantley.

In your question, I would replace "government" with "capitalism" too.

I wonder - Could I return a defective product? Would I need to pay taxes? I may try to find some scifi on distributed consensus technologies.

Happy Wednesday everyone.
Looking for ways to connect with the larger innovation community, build your skills in human-centered design, and get to know The Lab better?

WE ARE HERE FOR YOU.

We have been planning a series of events for you to network and enhance your skills and understanding of HCD and innovation in the public sector.

- UPCOMING EVENTS

  - **November 30th**: 4pm – 6pm EST – [Design in Government Meet and Greet in NYC hosted by The Lab at OPM](#)

  - **December 4th**: 10am – 11am EST – [Monthly Lab Tour](#)

  - **December 13th**: 10am – 11:30am EST - [Evaluating the Impact of Design Thinking in Action with Jeanne Liedtka](#)

Be sure to [bookmark this page on our website](#) to stay up to date on our latest events.

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit: [http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/](http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/)
Events by LAB OPM
Subject: Re: [UX-COP] Join Our Friday Call
From: "Wilcox, Lisa- ERS" <LGWILCOX@ERS.USDA.GOV>
Reply To: Wilcox, Lisa- ERS
Date: Thu, 16 Nov 2017 15:29:36 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (5 kB), text/html (21 kB)

Well said Jeffrey. I to have thought the same thing.
Lisa G. Wilcox / Web Design Lead
lgwilcox@ers.usda.gov / 202-999-9619
USDA ERS
Office: 202-694-5574 / Fax: 202-245-4781
www.ers.usda.gov

From: [mailto:UX-COP@LISTSERV.GSA.GOV]
Sent: Tuesday, November 14, 2017 5:31 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [UX-COP] Join Our Friday Call

Hi Andrea.

Is there any effort at all to think again about how these guidelines are named? At one point, there seemed to be some willingness at GSA to consider the fact that the word “standards” has real meaning, and these don’t meet that … standard.

For one thing, standards are requirements that must be met, and that doesn’t apply to these.

They’re really guidelines. Good guidelines, no doubt, and very useful to agencies who don’t have good design resources.

I know you’re just the messenger on this, but I’m hoping you know something about the question of renaming them.

Thanks.

Chief of E-Communications | OComm
Office: (b) (6), (b) (7)(C) | Mobile: (b) (6), (b) (7)(C)
USCIS English - USCIS.gov | Facebook: /USCIS | Twitter: @USCIS | Instagram: @USCIS | YouTube: /USCIS
USCIS Español - USCIS.gov/ES | Facebook: /USCIS.ES | Twitter: @USCIS_ES | Instagram: @USCIS_ES

From: User Experience (UX) Community of Practice [mailto:UX-COP@LISTSERV.GSA.GOV] On Behalf Of Andrea Sigritz (XCI)
Sent: Tuesday, November 14, 2017 5:26 PM
To: UX-COP@LISTSERV.GSA.GOV
Subject: [UX-COP] Join Our Friday Call

Hi everyone,
(sorry for the cross-posting)

Want to know how you can use the U.S. Web Design Standards when redesigning or relaunching your website? Join our monthly call Friday, Nov. 17, at 1 p.m. ET, and learn how HHS used the Standards to refresh their Stop Bullying site, built in Drupal 8 by DOJ’s Brock Fanning.

Already started using the Standards? Tell us about it!

Thanks!
Andrea
Getting too many messages? Don't unsubscribe -- try the daily digest! Email listserv@listserv.gsa.gov, the message should have no subject, and the body should say “set ux-cop digest.”

To get to the archives of all UX listserv emails, register with the listserv at https://listserv.gsa.gov/cgi-bin/wa.exe?GETPW1.

To unsubscribe, send a blank email to: UX-COP-signoff-request@LISTSERV.GSA.GOV

Anyone with a government email address can join by sending a request to UX-COP-request@LISTSERV.GSA.GOV.

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

---

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in
Subject: Re: [UX-COP] Join Our Friday Call
From: "Brantley, William" <William.Brantley@USPTO.GOV>
Reply To: Brantley, William
Date: Thu, 16 Nov 2017 17:44:46 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (7 kB), text/html (25 kB)

+1 😊

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  
Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

From: Wilcox, Lisa- ERS [mailto:LGWILCOX@ERS.USDA.GOV]  
Sent: Thursday, November 16, 2017 10:30 AM  
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV  
Subject: Re: [CONTENT-MANAGERS-L] [UX-COP] Join Our Friday Call

Well said Jeffrey. I too have thought the same thing.  
Lisa G. Wilcox / Web Design Lead  
lgwilcox@ers.usda.gov / 202-999-9619  
USDA ERS  
Office: 202-694-5574 / Fax: 202-245-4781  
www.ers.usda.gov

From: [mailto: @USCIS.DHS.GOV]  
Sent: Tuesday, November 14, 2017 5:31 PM  
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV  
Subject: Re: [CONTENT-MANAGERS-L] [UX-COP] Join Our Friday Call

Hi Andrea.

Is there any effort at all to think again about how these guidelines are named? At one point, there seemed to be some willingness at GSA to consider the fact that the word “standards” has real meaning, and these don’t meet that … standard.

For one thing, standards are requirements that must be met, and that doesn’t apply to these.

They’re really guidelines.  Good guidelines, no doubt, and very useful to agencies who don’t have good design resources.

I know you’re just the messenger on this, but I’m hoping you know something about the question of renaming them.

Thanks.

Chief of E-Communications | OComm  
Office: | Mobile:
Hi everyone,
(sorry for the cross-posting)

Want to know how you can use the U.S. Web Design Standards when redesigning or relaunching your website? Join our monthly call Friday, Nov. 17, at 1 p.m. ET, and learn how HHS used the Standards to refresh their Stop Bullying site, built in Drupal 8 by DOJ's Brock Fanning.

Already started using the Standards? Tell us about it!

Thanks!
Andrea

--
Andrea Sigritz
DigitalGov.gov & U.S. Web Design Standards
Technology Transformation Service (TTS)
Federal Acquisition Service (FAS)
U.S. General Services Administration
andrea.sigritz@gsa.gov

Follow us @Digital_Gov
Get email updates
Find a training class
Join a DigitalGov Community of Practice
Check out our DigitalGov Services

Getting too many messages? Don't unsubscribe -- try the daily digest! Email listserv@listserv.gsa.gov, the message should have no subject, and the body should say “set ux-cop digest.”

To get to the archives of all UX listserv emails, register with the listserv at https://listserv.gsa.gov/cgi-bin/wa.exe?GETPW1.

To unsubscribe, send a blank email to: UX-COP-signoff-request@LISTSERV.GSA.GOV

Anyone with a government email address can join by sending a request to UX-COP-request@LISTSERV.GSA.GOV.
This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov. The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
On December 1st and again on Saturday December 2nd Drupal4Gov with help and materials from Debug Academy will be offering the new software gateway drug of sorts...GIT. Yep, that's right, git.

Join us (limited to 10 seats on Friday) for Git and Command Line basics at the Department of Interior Instructors are full stack devs Nneka Hector (DSFederal) and S. Gorman (Debug Academy)


On Saturday in Mclean VA Ashraf Abed (Debug Academy) and S. Gorman (Debug Academy) will do it all over again for folks unable to make it to Friday morning's half day.

So, come on out, enjoy some tech talk, coffee, donuts and the cool vibe at the Department of Interior (Thank you for hosting DOI!!) for either beginning Drupal8 (sorry sold out) or Git and Command Line basics on Friday (very limited seating) at DOI or Saturday in Virginia.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
The Judicial Council of California, located in San Francisco is currently recruiting for a **User Experience Analyst** to join our team, tasked with modernizing and improving the delivery of online information and services throughout the state. Details about the position can be found on our Careers section of the California Courts website: [http://www.courts.ca.gov/careers.htm](http://www.courts.ca.gov/careers.htm). Position closes 5:00p, Monday, December 4, 2017. Learn more about the California Court system: [http://www.courts.ca.gov/2113.htm](http://www.courts.ca.gov/2113.htm)

Thanks!

**Supervisor, Web Services**  
Information Technology | Administrative Division  
Judicial Council of California  
455 Golden Gate Avenue  
San Francisco, CA 94102  
[@jud.ca.gov](mailto:jud.ca.gov) | [www.courts.ca.gov](http://www.courts.ca.gov)

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
Hi friends —

We’re going to try something new on DigitalGov.

We’re going to tell the story of how we’re rebuilding DigitalGov from the ground up — writing about the specific challenges we face, the methods and tools we’re using to overcome them, and how we’re measuring the results of our work.

Most importantly, we are aiming to do this work in the open.

Read more about it here: https://www.digitalgov.gov/2017/11/14/a-better-digitalgov/

---

We are starting by documenting the problems and pain points that directly affect our readers, our community, and our own ability to fulfill our mission.

In the coming weeks, we'll be talking about why we recently moved our site to Federalist + GitHub (all 2000+ posts/pages), how we are building our editorial workflow in the open.

A few examples:
- https://github.com/GSA/digitalgov.gov/issues/164

---

And lastly, the U.S. Web Design Standards team has come over from 18F to join the DigitalGov team.

In the first four months — we hope to evaluate the present state of the Standards, set the vision and roadmap for how they can make a continued long-term impact across government, and establish a solid foundation for the Standards as an active open-source project.

Read more about the move here: https://www.digitalgov.gov/2017/11/14/uswds-digitalgov/
About the new team: https://www.digitalgov.gov/about/

More to come...
-jeremy

--
Jeremy Zilar | jeremy.zilar@gsa.gov
Director DigitalGov / GSA — digitalgov.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv.listserv.gsa.gov
Hi there — I’m Dan Williams and I’m the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA’s Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I’ve tried to frame up the naming concerns with the following GitHub issue: Using "Standards" in our name establishes misleading expectations (https://github.com/18F/web-design-standards/issues/2240).

This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.

We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It’s where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to create an account (https://github.com/join) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at https://github.com/18F/web-design-standards/issues/2240

--
// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

This message was sent to the Web Content Managers Forum, a community of government employees who
Hello SocialGov Community and Web Content Managers,

As we've recently discussed in our communities and council meetings, there have been concerns raised about the validity of account information provided by agencies to the U.S. Digital Registry. This has culminated in recent reports from a George Washington University researcher who is looking into which accounts are verified as official by federal agencies, findings which are publicly shared. An except:

While I have to admit a tad bit of ethical queasiness about this exercise, I felt it was justified to demonstrate that a Twitter account that is allegedly representative of the U.S. government can be faked and then recorded in the best historical record of web history that we have. I would suggest that the implications for our trust in official information from the U.S. government, Twitter as a communications platform, and the Internet Archive as the historical record are significant.

As you can imagine these concerns are something we are eager to address. While many agencies have robust internal repositories, now more than ever there is a public need to identify official and active accounts, especially because many platforms don't offer verification, and those that do may not automatically verify government accounts. As we know, this is not an issue that is going away, but a reality of our digital world, and while use of the Registry is mandated by OMB policy M-17-06, this isn't just a compliance issue for compliance sake: people are counting on this information.

There's a lot of complexities and high hurdles within all agencies in managing and keeping track of the more than 14,000 official federal government digital accounts, and this is not something that any of us take for granted. There are processes that have worked, though, and make updates a very easy de-centralized lift, and we can work to improve those together.

One obstacle, as some of you may remember and even more will ask for a follow up on, is how companies like Twitter and Facebook can use the Registry to verify accounts. It's what Facebook did previously, verifying more than 1000 accounts in one action. We were unable to continue this effort due to the flaws in hundreds of the accounts we received through bulk uploads that were exported from internal repositories that identified accounts as official that were no longer active, which brings us back to the vulnerabilities identified by GW.

This is why we're acting quickly to help any way we can to get things moving forward, and demonstrate to the public that we are addressing concerns.

To help share these processes and answer any questions for all of our new digital managers in agencies, we're hosting an in-person and online open office hours next week to walk anyone through the processes, and to answer any questions. Feedback on enhancements to the Registry are always encouraged -- please though remember that this is a shared service for all agencies, and we may not be able to prioritize individual preferences that conflict with the needs of our other agencies. Also, as you can imagine, Jacob, the team and I ideally don't want to have to do this before the holiday, but we want to make sure on our end here we are doing all we can to help as fast as we can, and to keep our doors open even if your particular office doesn't need it.

Here's logistics:

**What:** Digital Registry Open Office  
**When:** 11/21, 9:30-11:30am  
**Where:** GSA Headquarters (1800 F St. NW), Conf, Rm, 4143  
**Live Meeting link:** https://meet.gsa.gov/digitalregistry/

After this sprint we will share internally analytics reports on use of the Registry to highlight the accounts verified, identify outdated entries, and otherwise help your agencies stay informed.

I hope to see you there, either in-person or online -- though we do have great coffee downstairs if you'd like to...
Join us!

-- Justin

Justin "Doc" Herman
Emerging Citizen Technology
U.S. General Services Administration
Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them “Best Practices?” In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop “best practices” for chatbots. That would be getting in front of the curve.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  
Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

Hi there — I'm Dan Williams and I'm the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: Using "Standards" in our name establishes misleading expectations (https://github.com/18F/web-design-standards/issues/2240).

This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.
We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It’s where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to create an account (https://github.com/join) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at [https://github.com/18F/web-design-standards/issues/2240](https://github.com/18F/web-design-standards/issues/2240)

--

// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: [http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/](http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/)

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l d i t
Hi Bill,

Well, here's an odd day. I don't usually disagree with you. ;-)

"Best practice" implies agreement that the practice is something like "best" -- and we don't even have agreement on that, at this point. What we have is a reasonably well-intentioned project, assembled by well-intentioned people, wrapped in internal and external propaganda. Calling these "best practices" will enshrine them in unearned authority, similar to what occurs now.

While I appreciate the "openness" of finally bringing this up for discussion, conversation should begin with, "We know these are not standards. They can, however, be helpful. Let's label them properly," or some such. Otherwise, we're still playing with words of false authority. Sorry, but I've been in public affairs, journalism, and public relations for far too long to appreciate government use of this sort of use of language. Puffery is fine if we're selling pizzas or burgers -- not so much when we're speaking with the voice of a government agency.

On the other hand, I appreciate your point about GitHub. Check us out, having a civilized chat, right here in old-fashioned email. I hear it's tech that none of our CIOs, lawyers, or 508 coordinators have a problem with.

Larry

---

Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) / (c)
Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Fri, Nov 17, 2017 at 9:34 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them "Best Practices?" In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop "best practices" for chatbots. That would be getting in front of the curve
All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division
Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

From: Daniel Williams - QXE [mailto:daniel.williams@GSA.GOV]
Sent: Thursday, November 16, 2017 4:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Let's talk Standards

Hi there — I'm Dan Williams and I'm the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: Using "Standards" in our name establishes misleading expectations (https://github.com/18F/web-design-standards/issues/2240).
This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.

We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It’s where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to create an account (https://github.com/join) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at https://github.com/18F/web-design-standards/issues/2240

--

// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that
before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who
manage the content of government websites.
When have you agreed with me? ;-)  

I understand where you are coming from but, I think that the standards went through a process that would qualify them as best practices. It couldn’t hurt to make the process more open by not funneling comments just to GitHub. Personally, I liked how the UK Digital Services created their standards with open, in-person forums among government employees and the public. We know that DigitalGov has great collaboration technology so, hosting public forums may be planned in the future.

When I think of best practices, I am thinking of the Project Management Institute’s Project Management Body of Knowledge. The PMBOK collection of best practices is an open process in which project managers can volunteer to write and/or comment on the standards. I’ve been involved in a couple of these forums and they are very open and responsive to the PM community. Even so, PMI clearly states in the beginning of each standard that the PMBOK best practices are only suggestions and that PMs should feel free to use as much or as little of the PMBOK as they see fit. For example, I used the PMBOK to create the “Core Project Management Process for Small Projects” by selectively borrowing and altering the best practices in the PMBOK ([https://www.govloop.com/government-project-management/](https://www.govloop.com/government-project-management/)).

So, maybe the solution is to clarify that the standards (best practices) are not authoritative but serve as a way to start a web design project?

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  
Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

From: Gillick, Larry [mailto:larry_gillick@ios.doi.gov]  
Sent: Friday, November 17, 2017 9:56 AM  
To: Brantley, William <William.Brantley@USPTO.GOV>  
Cc: CONTENT-MANAGERS-L@listserv.gsa.gov  
Subject: Re: [CONTENT-MANAGERS-L] Let's talk Standards  

Hi Bill,

Well, here's an odd day. I don't usually disagree with you. ;-)

"Best practice" implies agreement that the practice is something like "best" -- and we don't even have agreement on that, at this point. What we have is a reasonably well-intentioned project, assembled by well-intentioned people, wrapped in internal and external propaganda. Calling these "best practices" will enshrine them in unearned authority, similar to what occurs now.

While I appreciate the "openness" of finally bringing this up for discussion, conversation should begin with, "We know these are not standards. They can, however, be helpful. Let's label them properly," or some such. Otherwise, we're still naveling with words of false authority. Sorry but I've been in public affairs. Journalism.
On Fri, Nov 17, 2017 at 9:34 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them “Best Practices?” In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop “best practices” for chatbots. That would be getting in front of the curve.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

From: Daniel Williams - QXE [mailto:daniel.williams@GSA.GOV]
Sent: Thursday, November 16, 2017 4:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Let’s talk Standards

Hi there — I’m Dan Williams and I’m the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.
You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: **Using "Standards" in our name establishes misleading expectations** ([https://github.com/18F/web-design-standards/issues/2240](https://github.com/18F/web-design-standards/issues/2240)).

This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.

We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It's where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to **create an account** ([https://github.com/join](https://github.com/join)) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at [https://github.com/18F/web-design-standards/issues/2240](https://github.com/18F/web-design-standards/issues/2240)

--

// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit: [http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/](http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/)

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l
Regarding GitHub and this conversation: I certainly don't want to force the conversation to be anywhere, but I think GitHub is particularly useful in this instance because it's where the team is, it's publicly accessible, it's where we already capture and track the conversations necessary to make decisions, and it's where others interested in the issue are as well. It's where you can best get the attention of the team and a broad section of interested participants. It's a very sharable conversation.

In-person forums are another reasonable opportunity. They too have limits. We'll likely be doing a little bit of everything, as each discussion channel has its unique set of limits! Personally, I'm interested in making sure the overall discussion is thoughtful, accessible, public, generous, civil, and practical. I definitely appreciate the ways that this forum can exemplify those goals.

On Fri, Nov 17, 2017 at 7:23 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

> When have you agreed with me? ;-)

I understand where you are coming from but, I think that the standards went through a process that would qualify them as best practices. It couldn't hurt to make the process more open by not funneling comments just to GitHub. Personally, I liked how the UK Digital Services created their standards with open, in-person forums among government employees and the public. We know that DigitalGov has great collaboration technology so, hosting public forums may be planned in the future.

When I think of best practices, I am thinking of the Project Management Institute's Project Management Body of Knowledge. The PMBOK collection of best practices is an open process in which project managers can volunteer to write and/or comment on the standards. I've been involved in a couple of these forums and they are very open and responsive to the PM community. Even so, PMI clearly states in the beginning of each standard that the PMBOK best practices are only suggestions and that PMs should feel free to use as much or as little of the PMBOK as they see fit. For example, I used the PMBOK to create the “Core Project Management Process for Small Projects” by selectively borrowing and altering the best practices in the PMBOK (https://www.govloop.com/government-project-management/).

So, maybe the solution is to clarify that the standards (best practices) are not authoritative but serve as a way to start a web design project?

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
Hi Bill,

Well, here's an odd day. I don't usually disagree with you. ;-) 

"Best practice" implies agreement that the practice is something like "best" -- and we don't even have agreement on that, at this point. What we have is a reasonably well-intentioned project, assembled by well-intentioned people, wrapped in internal and external propaganda. Calling these "best practices" will enshrine them in unearned authority, similar to what occurs now.

While I appreciate the "openness" of finally bringing this up for discussion, conversation should begin with, "We know these are not standards. They can, however, be helpful. Let's label them properly," or some such. Otherwise, we're still playing with words of false authority. Sorry, but I've been in public affairs, journalism, and public relations for far too long to appreciate government use of this sort of use of language. Puffery is fine if we're selling pizzas or burgers -- not so much when we're speaking with the voice of a government agency.

On the other hand, I appreciate your point about GitHub. Check us out, having a civilized chat, right here in old-fashioned email. I hear it's tech that none of our CIOs, lawyers, or 508 coordinators have a problem with.

Larry
On Fri, Nov 17, 2017 at 9:34 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them “Best Practices?” In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop “best practices” for chatbots. That would be getting in front of the curve.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
Hi there — I'm Dan Williams and I'm the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: Using "Standards" in our name establishes misleading expectations (https://github.com/18F/web-design-standards/issues/2240).

This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.

We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It's where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to create an account (https://github.com/join) to contribute.
This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at https://github.com/18F/web-design-standards/issues/2240

--

// Dan O. Williams

// GSA / Office of Products and Programs

// DigitalGov / USWDS
If they are standards, is there enforcement? In-house or other?

I've looked at GitHub more than a couple times over the years, but found it uninviting and confusing. Tried the help or whatever, I was not appeased. Maybe it's only for serious people or seriously, motivated people. For me, I've always turned away and looked elsewhere, or changed my interest.

Happy Friday.
aka tax.webmaster@hawaii.gov

---

Regarding GitHub and this conversation: I certainly don't want to force the conversation to be anywhere, but I think GitHub is particularly useful in this instance because it's where the team is, it's publicly accessible, it's where we already capture and track the conversations necessary to make decisions, and it's where others interested in the issue are as well. It's where you can best get the attention of the team and a broad section of interested participants. It's a very sharable conversation.

In-person forums are another reasonable opportunity. They too have limits. We'll likely be doing a little bit of everything, as each discussion channel has its unique set of limits! Personally, I'm interested in making sure the overall discussion is thoughtful, accessible, public, generous, civil, and practical. I definitely appreciate the ways that this forum can exemplify those goals.

On Fri, Nov 17, 2017 at 7:23 AM, Brantley, William <William.Brantley@uspto.gov> wrote:
When have you agreed with me? ;-)
as much or as little of the PMBOK as they see fit. For example, I used the PMBOK to create the “Core Project Management Process for Small Projects” by selectively borrowing and altering the best practices in the PMBOK (https://www.govloop.com/government-project-management/).

So, maybe the solution is to clarify that the standards (best practices) are not authoritative but serve as a way to start a web design project?

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division
Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

From: Gillick, Larry [mailto:larry_gillick@ios.doi.gov]
Sent: Friday, November 17, 2017 9:56 AM
To: Brantley, William <William.Brantley@USPTO.GOV>
Cc: CONTENT-MANAGERS-L@listserv.gsa.gov
Subject: Re: [CONTENT-MANAGERS-L] Let’s talk Standards

Hi Bill,

Well, here's an odd day. I don't usually disagree with you. ;-) 

"Best practice" implies agreement that the practice is something like "best" -- and we don't even have agreement on that, at this point. What we have is a reasonably well-intentioned project, assembled by well-intentioned people, wrapped in internal and external propaganda. Calling these "best practices" will enshrine them in unearned authority, similar to what occurs now.

While I appreciate the "openness" of finally bringing this up for discussion, conversation should begin with, "We know these are not standards. They are, however, helpful. Let’s label them properly" or some such...
We know these are not standards. They can, however, be helpful. Let's label them properly, of some such. Otherwise, we're still playing with words of false authority. Sorry, but I've been in public affairs, journalism, and public relations for far too long to appreciate government use of this sort of use of language. Puffery is fine if we're selling pizzas or burgers -- not so much when we're speaking with the voice of a government agency.

On the other hand, I appreciate your point about GitHub. Check us out, having a civilized chat, right here in old-fashioned email. I hear it's tech that none of our CIOs, lawyers, or 508 coordinators have a problem with.

Larry

---

Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) /  (c)
Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Fri, Nov 17, 2017 at 9:34 AM, Brantley, William <William.Brantley@uspto.gov> wrote:
Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them “Best Practices?” In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop “best practices” for chatbots. That would be getting in front of the curve.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
Hi there — I'm Dan Williams and I'm the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: Using "Standards" in our name establishes misleading expectations (https://github.com/18F/web-design-standards/issues/2240).

This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.

We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.
The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It’s where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to create an account (https://github.com/join) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at https://github.com/18F/web-design-standards/issues/2240

--

// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
Daniel,

Please hear my message below as trying to be helpful. Email sucks when it comes to tone and emotion, and I’d much rather have this conversation on the phone (would you consider adding your phone number to your email signature block)?

I really do appreciate your doing your best to involve this community. However, when engaging with our customers, I’ve always focused on how to go to them instead of asking them to come to us. GitHub might have fantastic features, but the fact that your team is there isn’t convincing, especially when many agencies have blocked large numbers of your customers from similar platforms. And even for those of us who can get to it (I’m happy to report DHS isn’t blocking me), it’s still a new platform to learn.

So: what are the benefits to us, your customers, for using GitHub? In what way will it allow us to be more convincing with what are fundamentally the same arguments that 18F has ignored in the past (some of which you’ve already heard here)? That’s the way to convince us that investing the time to learn GitHub is worth it.

BTW, I did get into GitHub and into the conversation, and I see a whole lot of rehashing of what’s already been said here. In fact, you shared NIST’s response, which I think captures the entire point:

“Your group’s decision to use the term ‘standards’ is entirely your decision to make. However, it may not be the best word to use. Referring to your document set as the ‘U.S. Web Design Standards’ could denote to some that this is a U.S. national standard and thereby assume that this is applicable beyond the federal government and has the full authority of the U.S. federal government. We suggest your group consider a title that more clearly denotes that 1) this is a US federal government effort and 2) that this is not a mandatory standard. Some ideas to suggest: “Guidelines for federal . . . .” or “Best Practices for federal . . . .”

When the official body responsible for the word “standards” says it’s not the right word, I don’t know what else I can contribute.

Daniel Williams - QXE [mailto:daniel.williams@GSA.GOV]

Regarding GitHub and this conversation: I certainly don't want to force the conversation to be anywhere, but I think GitHub is particularly useful in this instance because it's where the team is, it's publicly accessible, it's where we already capture and track the conversations necessary to make decisions, and it's where others interested in the issue are as well. It's where you can best get the attention of the team and a broad section of interested participants. It's a very sharable conversation.

In-person forums are another reasonable opportunity. They too have limits. We'll likely be doing a little bit of everything, as each discussion channel has its unique set of limits! Personally, I'm interested in making sure the overall discussion is thoughtful, accessible, public, generous, civil, and practical. I definitely appreciate...
the ways that this forum can exemplify those goals.

On Fri, Nov 17, 2017 at 7:23 AM, Brantley, William <William.Brantley@uspto.gov> wrote:
When have you agreed with me? ;-) 

I understand where you are coming from but, I think that the standards went through a process that would qualify them as best practices. It couldn't hurt to make the process more open by not funnelling comments just to GitHub. Personally, I liked how the UK Digital Services created their standards with open, in-person forums among government employees and the public. We know that DigitalGov has great collaboration technology so, hosting public forums may be planned in the future.

When I think of best practices, I am thinking of the Project Management Institute’s Project Management Body of Knowledge. The PMBOK collection of best practices is an open process in which project managers can volunteer to write and/or comment on the standards. I’ve been involved in a couple of these forums and they are very open and responsive to the PM community. Even so, PMI clearly states in the beginning of each standard that the PMBOK best practices are only suggestions and that PMs should feel free to use as much or as little of the PMBOK as they see fit. For example, I used the PMBOK to create the “Core Project Management Process for Small Projects” by selectively borrowing and altering the best practices in the PMBOK (https://www.govloop.com/government-project-management/).

So, maybe the solution is to clarify that the standards (best practices) are not authoritative but serve as a way to start a web design project?

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

From: Gillick, Larry [mailto:larry_gillick@ios.doi.gov]  
Sent: Friday, November 17, 2017 9:56 AM  
To: Brantley, William <William.Brantley@USPTO.GOV>  
Cc: CONTENT-MANAGERS-L@listserv.gsa.gov  
Subject: Re: [CONTENT-MANAGERS-L] Let's talk Standards

Hi Bill,

Well, here's an odd day. I don't usually disagree with you. ;-) 

"Best practice" implies agreement that the practice is something like "best" -- and we don't even have agreement on that, at this point. What we have is a reasonably well-intentioned project, assembled by well-intentioned people, wrapped in internal and external propaganda. Calling these "best practices" will enshrine them in unearned authority, similar to what occurs now.

While I appreciate the "openness" of finally bringing this up for discussion, conversation should begin with, "We know these are not standards. They can, however, be helpful. Let's label them properly," or some such. Otherwise, we're still playing with words of false authority. Sorry, but I've been in public affairs, journalism, and public relations for far too long to appreciate government use of this sort of use of language. Puffery is fine if we're selling pizzas or burgers -- not so much when we're speaking with the voice of a government agency.
On the other hand, I appreciate your point about GitHub. Check us out, having a civilized chat, right here in old-fashioned email. I hear it’s tech that none of our CIOs, lawyers, or 508 coordinators have a problem with.

Larry
---
Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) / (c)
Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Fri, Nov 17, 2017 at 9:34 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them “Best Practices?” In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop “best practices” for chatbots. That would be getting in front of the curve.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

From: Daniel Williams - QXE [mailto:daniel.williams@GSA.GOV]
Sent: Thursday, November 16, 2017 4:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Let's talk Standards

Hi there — I'm Dan Williams and I'm the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the
project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: Using "Standards" in our name establishes misleading expectations (https://github.com/18F/web-design-standards/issues/2240).

This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.

We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It’s where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to create an account (https://github.com/join) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at https://github.com/18F/web-design-standards/issues/2240

--
// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Perhaps this is my public affairs background talking again, but shouldn't the team go to where its customers are?

I'm not saying that I won't spend time with GitHub. I'm saying that there's a bit of "more of the same" going on here.

Larry

---
Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) /  (c)
Drupal Questions? 
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Fri, Nov 17, 2017 at 12:01 PM, Daniel Williams - QXE <daniel.williams@gsa.gov> wrote:
Regarding GitHub and this conversation: I certainly don't want to force the conversation to be anywhere, but I think GitHub is particularly useful in this instance because it's where the team is, it's publicly accessible, it's where we already capture and track the conversations necessary to make decisions, and it's where others interested in the issue are as well. It's where you can best get the attention of the team and a broad section of interested participants. It's a very sharable conversation.

In-person forums are another reasonable opportunity. They too have limits. We'll likely be doing a little bit of everything, as each discussion channel has its unique set of limits! Personally, I'm interested in making sure the overall discussion is thoughtful, accessible, public, generous, civil, and practical. I definitely appreciate the ways that this forum can exemplify those goals.

On Fri, Nov 17, 2017 at 7:23 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

When have you agreed with me? ;-) 

I understand where you are coming from but, I think that the standards went through a process that would qualify them as best practices. It couldn't hurt to make the process more open by not funneling comments just to GitHub. Personally, I liked how the UK Digital Services created their standards with open, in-person forums among government employees and the public. We know that DigitalGov has great collaboration technology so, hosting public forums may be planned in the future.

When I think of best practices, I am thinking of the Project Management Institute's Project Management Body of Knowledge. The PMBOK collection of best practices is an open process in which project managers can volunteer to write and/or comment on the standards. I've been involved in a couple of these forums and they are very open and responsive to the PM community. Even so, PMI clearly states in the beginning of each standard that the PMBOK best practices are only suggestions and that PMs should feel free to use as much or as little of the PMBOK as they see fit. For example, I used the
Should feel free to use as much or as little of the PMBOK as they see fit. For example, I used the PMBOK to create the “Core Project Management Process for Small Projects” by selectively borrowing and altering the best practices in the PMBOK (https://www.govloop.com/government-project-management/).

So, maybe the solution is to clarify that the standards (best practices) are not authoritative but serve as a way to start a web design project?

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division
Office of Human Resources
U.S. Patent and Trademark Office

571.270.5447
William.Brantley@USPTO.gov

Hi Bill,

Well, here's an odd day. I don't usually disagree with you. ;-)  

"Best practice" implies agreement that the practice is something like "best" -- and we don't even have agreement on that, at this point. What we have is a reasonably well-intentioned project, assembled by well-intentioned people, wrapped in internal and external propaganda. Calling these "best practices" will enshrine them in unearned authority, similar to what occurs now.
While I appreciate the "openness" of finally bringing this up for discussion, conversation should begin with, "We know these are not standards. They can, however, be helpful. Let's label them properly," or some such. Otherwise, we're still playing with words of false authority. Sorry, but I've been in public affairs, journalism, and public relations for far too long to appreciate government use of this sort of use of language. Puffery is fine if we're selling pizzas or burgers -- not so much when we're speaking with the voice of a government agency.

On the other hand, I appreciate your point about GitHub. Check us out, having a civilized chat, right here in old-fashioned email. I hear it's tech that none of our CIOs, lawyers, or 508 coordinators have a problem with.

Larry
---
Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) / (c)
Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Fri, Nov 17, 2017 at 9:34 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them “Best Practices?” In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop “best practices” for chatbots. That would be getting in front of the curve.
Hi there — I'm Dan Williams and I'm the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: Using "Standards" in our name establishes misleading expectations (https://github.com/18F/web-design-standards/issues/2240).

This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.
We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It’s where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to create an account (https://github.com/join) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at https://github.com/18F/web-design-standards/issues/2240

--

// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider...
This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:


Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
Since the majority of the USWDS users are developers and designers, I suspect they are using GitHub and tend to be very comfortable in that environment.

Steve

IT Strategic Communication (ITSC)
Office of Information and Technology (OIT)
Department of Veterans Affairs
https://www.oit.va.gov

From: Gillick, Larry [mailto:larry_gillick@IOS.DOI.GOV]
Sent: Friday, 17 November, 2017 12:47 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Let's talk Standards

Perhaps this is my public affairs background talking again, but shouldn't the team go to where its customers are?

I'm not saying that I won't spend time with GitHub. I'm saying that there's a bit of "more of the same" going on here.

Larry

---

Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) /  (c)
Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Fri, Nov 17, 2017 at 12:01 PM, Daniel Williams - QXE <daniel.williams@gsa.gov> wrote:
Regarding GitHub and this conversation: I certainly don't want to force the conversation to be anywhere, but I think GitHub is particularly useful in this instance because it's where the team is, it's publicly accessible, it's where we already capture and track the conversations necessary to make decisions, and it's where others interested in the issue are as well. It's where you can best get the attention of the team and a broad section of interested participants. It's a very sharable conversation.

In-person forums are another reasonable opportunity. They too have limits. We'll likely be doing a little bit of everything, as each discussion channel has its unique set of limits! Personally, I'm interested in making sure the overall discussion is thoughtful, accessible, public, generous, civil, and practical. I definitely appreciate the ways that this forum can exemplify those goals.

On Fri, Nov 17, 2017 at 7:23 AM, Brantley, William <William.Brantley@uspto.gov> wrote:
When have you agreed with me? ;-)
I understand where you are coming from but, I think that the standards went through a process that would qualify them as best practices. It couldn’t hurt to make the process more open by not funneling comments just to GitHub. Personally, I liked how the UK Digital Services created their standards with open, in-person forums among government employees and the public. We know that DigitalGov has great collaboration technology so, hosting public forums may be planned in the future.

When I think of best practices, I am thinking of the Project Management Institute’s Project Management Body of Knowledge. The PMBOK collection of best practices is an open process in which project managers can volunteer to write and/or comment on the standards. I’ve been involved in a couple of these forums and they are very open and responsive to the PM community. Even so, PMI clearly states in the beginning of each standard that the PMBOK best practices are only suggestions and that PMs should feel free to use as much or as little of the PMBOK as they see fit. For example, I used the PMBOK to create the “Core Project Management Process for Small Projects” by selectively borrowing and altering the best practices in the PMBOK (https://www.govloop.com/government-project-management/).

So, maybe the solution is to clarify that the standards (best practices) are not authoritative but serve as a way to start a web design project?

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov  

From: Gillick, Larry [mailto:larry_gillick@ios.doi.gov]  
Sent: Friday, November 17, 2017 9:56 AM  
To: Brantley, William <William.Brantley@USPTO.GOV>  
Cc: CONTENT-MANAGERS-L@listserv.gsa.gov  
Subject: Re: [CONTENT-MANAGERS-L] Let’s talk Standards  

Hi Bill,

Well, here's an odd day. I don't usually disagree with you. ;-)

"Best practice" implies agreement that the practice is something like "best" -- and we don't even have agreement on that, at this point. What we have is a reasonably well-intentioned project, assembled by well-intentioned people, wrapped in internal and external propaganda. Calling these "best practices" will enshrine them in unearned authority, similar to what occurs now.

While I appreciate the "openness" of finally bringing this up for discussion, conversation should begin with, "We know these are not standards. They can, however, be helpful. Let's label them properly," or some such. Otherwise, we're still playing with words of false authority. Sorry, but I've been in public affairs, journalism, and public relations for far too long to appreciate government use of this sort of use of language. Puffery is fine if we're selling pizzas or burgers -- not so much when we're speaking with the voice of a government agency.

On the other hand, I appreciate your point about GitHub. Check us out, having a civilized chat, right here in old-fashioned email. I hear it's tech that none of our CIOs, lawyers, or 508 coordinators have a problem with.

Larry

---

Larry Gillick
On Fri, Nov 17, 2017 at 9:34 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them “Best Practices?” In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop “best practices” for chatbots. That would be getting in front of the curve.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

From: Daniel Williams - QXE [mailto:daniel.williams@GSA.GOV]
Sent: Thursday, November 16, 2017 4:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Let’s talk Standards

Hi there — I'm Dan Williams and I'm the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: Using "Standards" in our name establishes misleading expectations (https://github.com/18F/web-design-standards/issues/2240).
This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.

We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It’s where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to create an account (https://github.com/join) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at https://github.com/18F/web-design-standards/issues/2240

--
// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:


Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:


Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that
When the official body responsible for the word “standards” says it’s not the right word, I don’t know what else I can contribute.

When a CIO reads the words “U.S. Web Design Standards” as “this is what must be used,” the damage may already be done. Especially if some of the “standards” themselves are misunderstood.

Maybe one of these tells the story better?

U.S. Web Design Suggestions
U.S. Web Design Toolkit
U.S. Web Design Tools To Make Things Easier, Cheaper, and Better
U.S. Web Design Really Good Ideas You’d Be Silly Not Use But You Totally Don’t Have To Use Them

Jeremy I. Caplan
Acting Director of Digital Communications
International Trade Administration
jeremy.caplan@trade.gov
(202) 482-5490

From: [mailto: @USCIS.DHS.GOV]
Sent: Friday, November 17, 2017 12:43 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Let’s talk Standards

Daniel,

Please hear my message below as trying to be helpful. Email sucks when it comes to tone and emotion, and I’d much rather have this conversation on the phone (would you consider adding your phone number to your email signature block)?

I really do appreciate your doing your best to involve this community. However, when engaging with our customers, I’ve always focused on how to go to them instead of asking them to come to us. GitHub might have fantastic features, but the fact that your team is there isn’t convincing, especially when many agencies have blocked large numbers of your customers from similar platforms. And even for those of us who can get to it (I’m happy to report DHS isn’t blocking me), it’s still a new platform to learn.

So: what are the benefits to us, your customers, for using GitHub? In what way will it allow us to be more convincing with what are fundamentally the same arguments that 18F has ignored in the past (some of which you’ve already heard here)? That’s the way to convince us that investing the time to learn GitHub is worth it.

BTW, I did get into GitHub and into the conversation, and I see a whole lot of rehashing of what’s already been said here. In fact, you shared NIST’s response, which I think captures the entire point:

“Your group’s decision to use the term ‘standards’ is entirely your decision to make. However, it may not be the best word to use. Referring to your document set as the ‘U.S. Web Design Standards’ could denote to some that this is a U.S. national standard and thereby assume that is applicable beyond the federal government and has the full authority of the U.S. federal government. We suggest your group consider a title that more clearly denotes that 1) this is a US federal government effort and 2) that this is not a mandatory...
that more clearly denotes that 1) this is a US federal government effort and 2) that this is not a mandatory standard. Some ideas to suggest: “Guidelines for federal . . .” or “Best Practices for federal . . .”

When the official body responsible for the word “standards” says it’s not the right word, I don’t know what else I can contribute.

On Fri, Nov 17, 2017 at 7:23 AM, Brantley, William <William.Brantley@uspto.gov> wrote:
When have you agreed with me? ;-)  

I understand where you are coming from but, I think that the standards went through a process that would qualify them as best practices. It couldn’t hurt to make the process more open by not funneling comments just to GitHub. Personally, I liked how the UK Digital Services created their standards with open, in-person forums among government employees and the public. We know that DigitalGov has great collaboration technology so, hosting public forums may be planned in the future.

When I think of best practices, I am thinking of the Project Management Institute’s Project Management Body of Knowledge. The PMBOK collection of best practices is an open process in which project managers can volunteer to write and/or comment on the standards. I’ve been involved in a couple of these forums and they are very open and responsive to the PM community. Even so, PMI clearly states in the beginning of each standard that the PMBOK best practices are only suggestions and that PMs should feel free to use as much or as little of the PMBOK as they see fit. For example, I used the PMBOK to create the “Core Project Management Process for Small Projects” by selectively borrowing and altering the best practices in the PMBOK (https://www.govloop.com/government-project-management/).

So, maybe the solution is to clarify that the standards (best practices) are not authoritative but serve as a way to start a web design project?

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  

Office of Human Resources  
U.S. Patent and Trademark Office  
571 270 5447
Hi Bill,

Well, here's an odd day. I don't usually disagree with you. ;-) 

"Best practice" implies agreement that the practice is something like "best" -- and we don't even have agreement on that, at this point. What we have is a reasonably well-intentioned project, assembled by well-intentioned people, wrapped in internal and external propaganda. Calling these "best practices" will enshrine them in unearned authority, similar to what occurs now.

While I appreciate the "openness" of finally bringing this up for discussion, conversation should begin with, "We know these are not standards. They can, however, be helpful. Let's label them properly," or some such. Otherwise, we're still playing with words of false authority. Sorry, but I've been in public affairs, journalism, and public relations for far too long to appreciate government use of this sort of use of language. Puffery is fine if we're selling pizzas or burgers -- not so much when we're speaking with the voice of a government agency.

On the other hand, I appreciate your point about GitHub. Check us out, having a civilized chat, right here in old-fashioned email. I hear it's tech that none of our CIOs, lawyers, or 508 coordinators have a problem with.

Larry

---

Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o)  (c)
Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Fri, Nov 17, 2017 at 9:34 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them “Best Practices?” In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop “best practices” for chatbots. That would be getting in front of the curve.

All opinions are my own and do not reflect the opinions of my agency.
Hi there — I'm Dan Williams and I'm the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word *Standards* seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: *Using "Standards" in our name establishes misleading expectations* ([https://github.com/18F/web-design-standards/issues/2240](https://github.com/18F/web-design-standards/issues/2240)).

This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.

We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It’s where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to [create an account](https://github.com/join) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and *standards* at [https://github.com/18F/web-design-standards/issues/2240](https://github.com/18F/web-design-standards/issues/2240).

--

// Dan O. Williams
Subject: Re: Let's talk Standards  
From: Daniel Williams - QXE <daniel.williams@GSA.GOV>  
Reply To: Daniel Williams - QXE <daniel.williams@GSA.GOV>  
Date: Fri, 17 Nov 2017 10:42:11 -0800  
Content-Type: multipart/alternative  
Parts/Attachments: text/plain (14 kB), text/html (31 kB)

I just want to say I'm new to this forum and this community (and to listservs in general, even though I'm certainly old enough to know I missed the boat). I'm here to listen, to try hear as much as possible, to make sure the teams hears you, and help others outside the community hear you. This whole conversation has been kinda thrilling!

On Fri, Nov 17, 2017 at 9:46 AM, Gillick, Larry <larry_gillick@ios.doi.gov> wrote:
Perhaps this is my public affairs background talking again, but shouldn't the team go to where its customers are?

I'm not saying that I won't spend time with GitHub. I'm saying that there's a bit of "more of the same" going on here.

Larry  
---  
Larry Gillick  
Deputy Director of Digital Strategy  
Drupal PaaS Evangelist  
U.S. Department of the Interior  
202-208-5141 (o) / c)  
Drupal Questions?  
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Fri, Nov 17, 2017 at 12:01 PM, Daniel Williams - QXE <daniel.williams@gsa.gov> wrote:
Regarding GitHub and this conversation: I certainly don't want to force the conversation to be anywhere, but I think GitHub is particularly useful in this instance because it's where the team is, it's publicly accessible, it's where we already capture and track the conversations necessary to make decisions, and it's where others interested in the issue are as well. It's where you can best get the attention of the team and a broad section of interested participants. It's a very sharable conversation.

In-person forums are are another reasonable opportunity. They too have limits. We'll likely be doing a little bit of everything, as each discussion channel has its unique set of limits! Personally, I'm interested in making sure the overall discussion is thoughtful, accessible, public, generous, civil, and practical. I definitely appreciate the ways that this forum can exemplify those goals.

On Fri, Nov 17, 2017 at 7:23 AM, Brantley, William <William.Brantley@uspto.gov> wrote:
When have you agreed with me? ;-)

I understand where you are coming from but, I think that the standards went through a process that would qualify them as best practices. It couldn't hurt to make the process more open by not funneling comments just to GitHub. Personally, I liked how the UK Digital Services created their standards with open, in-person forums among government employees and the public. We know that DigitalGov has great collaboration technology so, hosting public forums may be planned in the future.
When I think of best practices, I am thinking of the Project Management Institute's Project Management Body of Knowledge. The PMBOK collection of best practices is an open process in which project managers can volunteer to write and/or comment on the standards. I've been involved in a couple of these forums and they are very open and responsive to the PM community. Even so, PMI clearly states in the beginning of each standard that the PMBOK best practices are only suggestions and that PMs should feel free to use as much or as little of the PMBOK as they see fit. For example, I used the PMBOK to create the “Core Project Management Process for Small Projects” by selectively borrowing and altering the best practices in the PMBOK (https://www.govloop.com/government-project-management/).

So, maybe the solution is to clarify that the standards (best practices) are not authoritative but serve as a way to start a web design project?

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division
Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

From: Gillick, Larry [mailto:larry_gillick@ios.doi.gov]
Sent: Friday, November 17, 2017 9:56 AM
To: Brantley, William <William.Brantley@USPTO.GOV>
Cc: CONTENT-MANAGERS-L@listserv.gsa.gov
Subject: Re: [CONTENT-MANAGERS-L] Let's talk Standards

Hi Bill,

Well, here's an odd day. I don't usually disagree with you. ;-)

"Best practice" implies agreement that the practice is something like "best" -- and we don't even have
agreement on that, at this point. What we have is a reasonably well-intentioned project, assembled by well-intentioned people, wrapped in internal and external propaganda. Calling these "best practices" will enshrine them in unearned authority, similar to what occurs now.

While I appreciate the "openness" of finally bringing this up for discussion, conversation should begin with, "We know these are not standards. They can, however, be helpful. Let's label them properly," or some such. Otherwise, we're still playing with words of false authority. Sorry, but I've been in public affairs, journalism, and public relations for far too long to appreciate government use of this sort of use of language. Puffery is fine if we're selling pizzas or burgers -- not so much when we're speaking with the voice of a government agency.

On the other hand, I appreciate your point about GitHub. Check us out, having a civilized chat, right here in old-fashioned email. I hear it's tech that none of our CIOs, lawyers, or 508 coordinators have a problem with.

Larry

---

Larry Gillick

Deputy Director of Digital Strategy

Drupal PaaS Evangelist

U.S. Department of the Interior

202-208-5141 (o) / 202-208-5141 (c)

Drupal Questions?

https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Fri, Nov 17, 2017 at 9:34 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them “Best Practices?” In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally. I like the standards ever since the UK Digital Service created the original set of
Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop “best practices” for chatbots. That would be getting in front of the curve.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division
Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

From: Daniel Williams - QXE [mailto:daniel.williams@GSA.GOV]
Sent: Thursday, November 16, 2017 4:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Let's talk Standards

Hi there — I'm Dan Williams and I'm the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: Using "Standards" in our name establishes misleading expectations (https://github.com/18F/web-design-standards/issues/2240)
This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.

We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It’s where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to create an account (https://github.com/join) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at https://github.com/18F/web-design-standards/issues/2240

--

// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
Subject: Re: Let's talk Standards
From: "Brantley, William" <William.Brantley@USPTO.GOV>
Reply To: Brantley, William
Date: Fri, 17 Nov 2017 18:59:17 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (19 kB) , text/html (59 kB)

+1 on U.S. Web Design Toolkit


All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

From: Jeremy Caplan [mailto:Jeremy.Caplan@TRADE.GOV]
Sent: Friday, November 17, 2017 1:35 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Let's talk Standards

➢ When the official body responsible for the word “standards” says it’s not the right word, I don’t know what else I can contribute.

When a CIO reads the words “U.S. Web Design Standards” as “this is what must be used,” the damage may already be done. Especially if some of the “standards” themselves are misunderstood.

Maybe one of these tells the story better?

U.S. Web Design Suggestions
U.S. Web Design Toolkit
U.S. Web Design Tools To Make Things Easier, Cheaper, and Better
U.S. Web Design Really Good Ideas You’d Be Silly Not Use But You Totally Don’t Have To Use Them

Jeremy I. Caplan
Acting Director of Digital Communications
International Trade Administration
jeremy.caplan@trade.gov
(202) 482-5490

From: [b] (b) (6), (b) (7)(C) [mailto]@USCIS.DHS.GOV
Sent: Friday, November 17, 2017 12:43 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Let's talk Standards

Daniel
Daniel,

Please hear my message below as trying to be helpful. Email sucks when it comes to tone and emotion, and I’d much rather have this conversation on the phone (would you consider adding your phone number to your email signature block)?

I really do appreciate your doing your best to involve this community. However, when engaging with our customers, I’ve always focused on how to go to them instead of asking them to come to us. GitHub might have fantastic features, but the fact that your team is there isn’t convincing, especially when many agencies have blocked large numbers of your customers from similar platforms. And even for those of us who can get to it (I’m happy to report DHS isn’t blocking me), it’s still a new platform to learn.

So: what are the benefits to us, your customers, for using GitHub? In what way will it allow us to be more convincing with what are fundamentally the same arguments that 18F has ignored in the past (some of which you’ve already heard here)? That’s the way to convince us that investing the time to learn GitHub is worth it.

BTW, I did get into GitHub and into the conversation, and I see a whole lot of rehashing of what’s already been said here. In fact, you shared NIST’s response, which I think captures the entire point:

“Your group’s decision to use the term ‘standards’ is entirely your decision to make. However, it may not be the best word to use. Referring to your document set as the ‘U.S. Web Design Standards’ could denote to some that this is a U.S. national standard and thereby assume that is applicable beyond the federal government and has the full authority of the U.S. federal government. We suggest your group consider a title that more clearly denotes that 1) this is a US federal government effort and 2) that this is not a mandatory standard. Some ideas to suggest: “Guidelines for federal . . .” or “Best Practices for federal . . .”

When the official body responsible for the word “standards” says it’s not the right word, I don’t know what else I can contribute.

Regarding GitHub and this conversation: I certainly don't want to force the conversation to be anywhere, but I think GitHub is particularly useful in this instance because it's where the team is, it's publicly accessible, it's where we already capture and track the conversations necessary to make decisions, and it's where others interested in the issue are as well. It's where you can best get the attention of the team and a broad section of interested participants. It's a very sharable conversation.

In-person forums are another reasonable opportunity. They too have limits. We'll likely be doing a little bit of everything, as each discussion channel has its unique set of limits! Personally, I'm interested in making sure the overall discussion is thoughtful, accessible, public, generous, civil, and practical. I definitely appreciate the ways that this forum can exemplify those goals.

On Fri, Nov 17, 2017 at 7:23 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

When have you agreed with me? ;-)

I understand where you are coming from but, I think that the standards went through a process that would qualify them as best practices. It couldn't hurt to make the process more open by not funneling comments just to GitHub. Personally, I liked how the UK Digital Services created their standards with open, in-person forums among government employees and the public. We know that DigitalGov has great collaboration technology so, hosting public forums may be planned in the future.
When I think of best practices, I am thinking of the Project Management Institute's Project Management Body of Knowledge. The PMBOK collection of best practices is an open process in which project managers can volunteer to write and/or comment on the standards. I've been involved in a couple of these forums and they are very open and responsive to the PM community. Even so, PMI clearly states in the beginning of each standard that the PMBOK best practices are only suggestions and that PMs should feel free to use as much or as little of the PMBOK as they see fit. For example, I used the PMBOK to create the “Core Project Management Process for Small Projects” by selectively borrowing and altering the best practices in the PMBOK (https://www.govloop.com/government-project-management/).

So, maybe the solution is to clarify that the standards (best practices) are not authoritative but serve as a way to start a web design project?

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  
Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

From: Gillick, Larry [mailto: larry_gillick@ios.doi.gov]  
Sent: Friday, November 17, 2017 9:56 AM  
To: Brantley, William <William.Brantley@USPTO.GOV>  
Cc: CONTENT-MANAGERS-L@listserv.gsa.gov  
Subject: Re: [CONTENT-MANAGERS-L] Let's talk Standards

Hi Bill,

Well, here's an odd day. I don't usually disagree with you. ;-)

"Best practice" implies agreement that the practice is something like "best" -- and we don't even have agreement on that, at this point. What we have is a reasonably well-intentioned project, assembled by well-intentioned people, wrapped in internal and external propaganda. Calling these "best practices" will enshrine them in unearned authority, similar to what occurs now.

While I appreciate the "openness" of finally bringing this up for discussion, conversation should begin with, "We know these are not standards. They can, however, be helpful. Let's label them properly," or some such. Otherwise, we're still playing with words of false authority. Sorry, but I've been in public affairs, journalism, and public relations for far too long to appreciate government use of this sort of use of language. Puffery is fine if we're selling pizzas or burgers -- not so much when we're speaking with the voice of a government agency.

On the other hand, I appreciate your point about GitHub. Check us out, having a civilized chat, right here in old-fashioned email. I hear it's tech that none of our CIOs, lawyers, or 508 coordinators have a problem with.

Larry

---

Larry Gillick  
Deputy Director of Digital Strategy  
Drupal PaaS Evangelist  
U.S. Department of the Interior  
202-208-5141 (o) / 202-208-5143 (c)  
Drupal Questions?
On Fri, Nov 17, 2017 at 9:34 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them “Best Practices?” In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop “best practices” for chatbots. That would be getting in front of the curve.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

From: Daniel Williams - QXE [mailto:daniel.williams@GSA.GOV]
Sent: Thursday, November 16, 2017 4:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Let's talk Standards

Hi there — I'm Dan Williams and I'm the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: Using "Standards" in our name establishes misleading expectations (https://github.com/18F/web-design-standards/issues/2240).

This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.

We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in
better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It’s where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to create an account (https://github.com/join) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at https://github.com/18F/web-design-standards/issues/2240

--
// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
The HHS Digital Community is hosting a webinar this coming Monday. Please join us on the webinar.

Chatbots - an Overview

Join us for a webinar on Nov 20th, 2017 at 2:00 PM EST.

Register now!

https://attendee.gotowebinar.com/register/3469402675245757185

Learn about Chatbots, what they are and how they are being implemented in industry and government. Don’t miss this great opportunity to learn about this quickly developing digital technology.

Agenda

HHS Ignite: Smokefree Chatbot
Chatbots 101: New channels for citizen engagement and how to get started
Demo of USCIS’ IVA “Emma”

Learning objectives:

• Understanding of chatbots
• Innovative industry use case applications
• Opportunities in government

After registering, you will receive a confirmation email containing information about joining the webinar.

View System Requirements

Thank you!!

Christen Geiler
U.S. Department of Health and Human Services ASPA-Digital
Phone: 202-260-4355
Mobile: (6)
Passing along the message: “If you are a project manager and would like to help area nonprofits and social change organizations with your expertise, please consider volunteering for the Project Management Day of Service.”

Details here - https://www.pm4change.org/dc-18-pmdos/

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Sorry for being late to the discussion, hope this does add something to it.

I’m an avid user of git. Github is the proprietary version of git. I’ve also used gitlab. Putting this out there upfront as I think it’s important to note github is a proprietary product of git.

I agree partially with Stephen. You see, I agree that folks who use the “USWDS” are likely already on github, however not all agencies use github, some use gitlab. Use of github requires a User ID and then authentication. A hosted gitlab solution makes it easier to offer git in a packaged solution but that can be hosted internally, so some agencies opt for gitlab. That means, lots of govieras do not have a github ID.

Now, here’s my main point. The user group most in need of commenting on USWDS are probably not actually developers or designers and are likely never going to obtain a github ID.

Who are these people? People making the decisions.

That’s bosses, management, working groups, senior leadership, as a dev, I’m often given requirements that I build a site from; I rarely get to select what to use. In fact, right now, I have code I need to do a PR and merge to master. But how many folks on this list aren’t sure what I just wrote? It’s ok, you don’t need to know, but I totally get the git jargon is hard. I’ve been there, The learning curve for git was steep for me. It was kind of painful when Drupal moved from CVS to git (in case you want to read some inside baseball on this 2011 move [https://www.garfieldtech.com/blog/cvs-obituary](https://www.garfieldtech.com/blog/cvs-obituary) and this is coming from someone who isn’t a module maintainer) but I got used to git and have been on github since August 3, 2011. Here’s the funny thing, my github user id has nothing to do with my agency profile. It has everything to do with my drupal.org profile and all the dev stuff I do with that user ID, but it’s not associated with my government email or agency except to give me access to closed agency repositories which don’t even show up on my contributions graph. And my commits, they don’t show up unless merged, so all my dev branches, it’s like I’ve done nothing all year. Argh. I digress.

It is true that having discussions on this email list are closed to folks who are not gov’t employees. Posting comments to github is just as limited since it is limited to github users: “Have a question about this project? Sign up for a free GitHub account to open an issue and contact its maintainers and the community.” The problem here is that the folks making the decision to use or contribute to the “standards” aren’t the “general public” they’re agencies from management to developer and the folks you need to use these “standards” are often alienated or disregarded. That’s where this email list is valuable, it allows govieras who often are on the working groups deciding on use of USWDS (or in management) to ask pertinent questions, make comments or even seek advice in a more informal way, but still associated with a name and government email.

Maybe some numbers can better explain my point:

There are 91 contributors to the “standards”
Of those, about 15 aren’t employed with 18F (USDS or formerly with them)
Of that group we have:
1 NASA
2 from CFPB
1 National lab in Livermore
1 from the city of Austin
1 at NIH

It’s not a robust group of collaborators, but it’s a start.
What might be better is to find ways to build a collaborative community around the “standards” which could spur adoption, better naming, or better “standards”. Collaborating with govies might boost these numbers but more importantly, it could improve the overall project. And maybe, along the way, you can get decision makers and those not currently interested in git or github using and understanding how to comment and actively comment in the issue ques. Just a thought.

(b) (6)

From: Walker, Stephen [mailto:Stephen.Walker4@VA.GOV]
Sent: Friday, November 17, 2017 1:14 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] [EXTERNAL] Re: [CONTENT-MANAGERS-L] Let's talk Standards

Since the majority of the USWDS users are developers and designers, I suspect they are using GitHub and tend to be very comfortable in that environment.

Steve

IT Strategic Communication (ITSC)
Office of Information and Technology (OIT)
Department of Veterans Affairs
https://www.oit.va.gov

From: Gillick, Larry [mailto:larry_gillick@IOS.DOI.GOV]
Sent: Friday, 17 November, 2017 12:47 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [EXTERNAL] Re: [CONTENT-MANAGERS-L] Let's talk Standards

Perhaps this is my public affairs background talking again, but shouldn't the team go to where its customers are?

I'm not saying that I won't spend time with GitHub. I'm saying that there's a bit of "more of the same" going on here.

Larry
---
Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) (b) (6) (c)
Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Fri, Nov 17, 2017 at 12:01 PM, Daniel Williams - QXE <daniel.williams@gsa.gov> wrote:
Regarding GitHub and this conversation: I certainly don't want to force the conversation to be anywhere, but I think GitHub is particularly useful in this instance because it's where the team is, it's publicly accessible, it's where we already capture and track the conversations necessary to make decisions, and it's where others interested in the issue are as well. It's where you can best get the attention of the team and a broad section of interested participants. It's a very sharable conversation.

In-person forums are another reasonable opportunity. They too have limits. We'll likely be doing a little bit of everything, as each discussion channel has its unique set of limits! Personally, I'm interested in making sure the overall discussion is thoughtful, accessible, public, generous, civil, and practical. I definitely appreciate the ways that this forum can exemplify those goals.
On Fri, Nov 17, 2017 at 7:23 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

When have you agreed with me? ;-)  

I understand where you are coming from but, I think that the standards went through a process that would qualify them as best practices. It couldn’t hurt to make the process more open by not funneling comments just to GitHub. Personally, I liked how the UK Digital Services created their standards with open, in-person forums among government employees and the public. We know that DigitalGov has great collaboration technology so, hosting public forums may be planned in the future.

When I think of best practices, I am thinking of the Project Management Institute’s Project Management Body of Knowledge. The PMBOK collection of best practices is an open process in which project managers can volunteer to write and/or comment on the standards. I’ve been involved in a couple of these forums and they are very open and responsive to the PM community. Even so, PMI clearly states in the beginning of each standard that the PMBOK best practices are only suggestions and that PMs should feel free to use as much or as little of the PMBOK as they see fit. For example, I used the PMBOK to create the “Core Project Management Process for Small Projects” by selectively borrowing and altering the best practices in the PMBOK (https://www.govloop.com/government-project-management/).

So, maybe the solution is to clarify that the standards (best practices) are not authoritative but serve as a way to start a web design project?

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

---

From: Gillick, Larry [mailto:larry_gillick@ios.doi.gov]  
Sent: Friday, November 17, 2017 9:56 AM  
To: Brantley, William <William.Brantley@USPTO.GOV>  
Cc: CONTENT-MANAGERS-L@listserv.gsa.gov  
Subject: Re: [CONTENT-MANAGERS-L] Let’s talk Standards

Hi Bill,

Well, here's an odd day. I don't usually disagree with you. ;-)

"Best practice" implies agreement that the practice is something like "best" -- and we don't even have agreement on that, at this point. What we have is a reasonably well-intentioned project, assembled by well-intentioned people, wrapped in internal and external propaganda. Calling these "best practices" will enshrine them in unearned authority, similar to what occurs now.

While I appreciate the "openness" of finally bringing this up for discussion, conversation should begin with, "We know these are not standards. They can, however, be helpful. Let's label them properly," or some such. Otherwise, we're still playing with words of false authority. Sorry, but I've been in public affairs, journalism, and public relations for far too long to appreciate government use of this sort of use of language. Puffery is fine if we're selling pizzas or burgers -- not so much when we're speaking with the voice of a government agency.

On the other hand, I appreciate your point about GitHub. Check us out, having a civilized chat, right here in old-fashioned email. I hear it's tech that none of our CIOs, lawyers, or 508 coordinators have a problem with.
On Fri, Nov 17, 2017 at 9:34 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them “Best Practices?” In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop “best practices” for chatbots. That would be getting in front of the curve.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

From: Daniel Williams - QXE [mailto:daniel.williams@GSA.GOV]
Sent: Thursday, November 16, 2017 4:39 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Let’s talk Standards

Hi there — I'm Dan Williams and I'm the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the...
impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: **Using "Standards" in our name establishes misleading expectations** ([https://github.com/18F/web-design-standards/issues/2240](https://github.com/18F/web-design-standards/issues/2240)).

This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.

We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It’s where our team makes decisions and it’s out in the open, accessible to the vast majority of government. But you do have to [create an account](https://github.com/join) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at [https://github.com/18F/web-design-standards/issues/2240](https://github.com/18F/web-design-standards/issues/2240)

--

// Dan O. Williams  
// GSA / Office of Products and Programs  
// DigitalGov / USWDS  

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: [http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/](http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/)

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest  
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l  

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l
From the Github discussion (Dan William’s post):

1. We will not be making any kind of decision on our name in the immediate future.

Alas, it seems status quo ante is the decision for now.

Regards,
Mark D. Urban
CDC/ATSDR Section 508 Coordinator
Office of the Chief Information Officer (OCIO)
Office of the Chief Operating Officer (OCOO)
Murban@CDC.gov | 919-541-0562 office

Sorry for being late to the discussion, hope this does add something to it.

I’m an avid user of git. Github is the proprietary version of git. I’ve also used gitlab. Putting this out there upfront as I think it’s important to note github is a proprietary product of git.

I agree partially with Stephen. You see, I agree that folks who use the “USWDS” are likely already on github, however not all agencies use github, some use gitlab. Use of github requires a User ID and then authentication. A hosted gitlab solution makes it easier to offer git in a packaged solution but that can be hosted internally, so some agencies opt for gitlab. That means, lots of govies do not have a github ID.

Now, here’s my main point. The user group most in need of commenting on USWDS are probably not actually developers or designers and are likely never going to obtain a github ID.

Who are these people? People making the decisions.

That’s bosses, management, working groups, senior leadership, as a dev, I’m often given requirements that I build a site from; I rarely get to select what to use. In fact, right now, I have code I need to do a PR and merge to master. But how many folks on this list aren’t sure what I just wrote? It’s ok, you don’t need to know, but I totally get the git jargon is hard. The learning curve for git was steep for me. It was kind of painful when Drupal moved from CVS to git (in case you want to read some inside baseball on this 2011 move https://www.garfieldtech.com/blog/cvs-obituary and this is coming from someone who isn’t a module maintainer) but I got used to git and have been on github since August 3, 2011. Here’s the funny thing, my github user id has nothing to do with my agency profile. It has everything to do with my drupal.org profile and all the dev stuff I do with that user ID, but it’s not associated with my government email or agency except to give me access to closed agency repositories which don’t even show up on my contributions graph. And my commits, they don’t show up unless merged, so all my dev branches, it’s like I’ve done nothing all year. Argh. I digress.

It is true that having discussions on this email list are closed to folks who are not gov’t employees. Posting comments to github is just as limited since it is limited to github users: “Have a question about this project? Sign up for a free GitHub account to open an issue and contact its maintainers and the community.” The problem here is that the folks making the decision to use or contribute to the “standards” aren’t the “general public”
here is that the folks making the decision to use or contribute to the "standards" aren't the general public; they're agencies from management to developer and the folks you need to use these "standards" are often alienated or disregarded. That's where this email list is valuable, it allows govies who often are on the working groups deciding on use of USWDS (or in management) to ask pertinent questions, make comments or even seek advice in a more informal way, but still associated with a name and government email.

Maybe some numbers can better explain my point:

There are 91 contributors to the "standards"
Of those, about 15 aren't employed with 18F (USDS or formerly with them)
Of that group we have:
1 NASA
2 from CFPB
1 National lab in Livermore
1 from the city of Austin
1 at NIH

It's not a robust group of collaborators, but it's a start.

What might be better is to find ways to build a collaborative community around the "standards" which could spur adoption, better naming, or better "standards". Collaborating with govies might boost these numbers but more importantly, it could improve the overall project. And maybe, along the way, you can get decision makers and those not currently interested in git or github using and understanding how to comment and actively comment in the issue ques. Just a thought.
On Fri, Nov 17, 2017 at 12:01 PM, Daniel Williams - QXE <daniel.williams@gsa.gov> wrote:
Regarding GitHub and this conversation: I certainly don't want to force the conversation to be anywhere, but I
think GitHub is particularly useful in this instance because it's where the team is, it's publicly accessible, it's
where we already capture and track the conversations necessary to make decisions, and it's where others
interested in the issue are as well. It's where you can best get the attention of the team and a broad section of
interested participants. It's a very shareable conversation.

In-person forums are another reasonable opportunity. They too have limits. We'll likely be doing a little bit
of everything, as each discussion channel has its unique set of limits! Personally, I'm interested in making sure
the overall discussion is thoughtful, accessible, public, generous, civil, and practical. I definitely appreciate
the ways that this forum can exemplify those goals.

On Fri, Nov 17, 2017 at 7:23 AM, Brantley, William <William.Brantley@uspto.gov> wrote:
When have you agreed with me? ;-)

I understand where you are coming from but, I think that the standards went through a process that would
qualify them as best practices. It couldn't hurt to make the process more open by not funneling comments
just to GitHub. Personally, I liked how the UK Digital Services created their standards with open, in-person
forums among government employees and the public. We know that DigitalGov has great collaboration
technology so, hosting public forums may be planned in the future.

When I think of best practices, I am thinking of the Project Management Institute's Project Management Body
of Knowledge. The PMBOK collection of best practices is an open process in which project managers can
volunteer to write and/or comment on the standards. I've been involved in a couple of these forums and they
are very open and responsive to the PM community. Even so, PMI clearly states in the beginning of each
standard that the PMBOK best practices are only suggestions and that PMs should feel free to use as much
or as little of the PMBOK as they see fit. For example, I used the PMBOK to create the “Core Project
Management Process for Small Projects” by selectively borrowing and altering the best practices in the
PMBOK (https://www.govloop.com/government-project-management/).

So, maybe the solution is to clarify that the standards (best practices) are not authoritative but serve as a
way to start a web design project?

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

From: Gillick, Larry [mailto:larry_gillick@ios.doi.gov]
Sent: Friday, November 17, 2017 9:56 AM
To: Brantley, William <William.Brantley@USPTO.GOV>
Cc: CONTENT-MANAGERS-L@listserv.gsa.gov
Subject: Re: [CONTENT-MANAGERS-L] Let's talk Standards

Hi Bill,

Well here's an odd day, I don't usually disagree with you. ;-}
"Best practice" implies agreement that the practice is something like "best" -- and we don't even have agreement on that, at this point. What we have is a reasonably well-intentioned project, assembled by well-intentioned people, wrapped in internal and external propaganda. Calling these "best practices" will enshrine them in unearned authority, similar to what occurs now.

While I appreciate the "openness" of finally bringing this up for discussion, conversation should begin with, "We know these are not standards. They can, however, be helpful. Let's label them properly," or some such. Otherwise, we're still playing with words of false authority. Sorry, but I've been in public affairs, journalism, and public relations for far too long to appreciate government use of this sort of use of language. Puffery is fine if we're selling pizzas or burgers -- not so much when we're speaking with the voice of a government agency.

On the other hand, I appreciate your point about GitHub. Check us out, having a civilized chat, right here in old-fashioned email. I hear it's tech that none of our CIOs, lawyers, or 508 coordinators have a problem with.

Larry
---
Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) /_MIN(6)
Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Fri, Nov 17, 2017 at 9:34 AM, Brantley, William <William.Brantley@uspto.gov> wrote:

Two points humbly offered for consideration:

1. Why force people to discuss this issue on GitHub when there is a perfectly acceptable discussion forum through Content-Managers? I use GitHub and I viewed the comments which were insightful and would be appropriate for this listserv. Not seeing the rationale for taking this discussion to another forum (other than maybe people are tired of discussing this issue?).

2. Why not call them "Best Practices"? In viewing the standards.usa.gov site, that seems to be the intent behind the Standards. It may be a matter of semantics but, as 18F knows, good marketing depends on the proper choice of words.

Personally, I like the standards ever since the UK Digital Service created the original set of standards and the US Digital Service borrowed the UK standards. If I may make a suggestion: convene a group to develop "best practices" for chatbots. That would be getting in front of the curve.

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division
Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

From: Daniel Williams - QXE [mailto:daniel.williams@GSA.GOV]
Date: Thursday, November 16, 2017 6:00 PM
Hi there — I'm Dan Williams and I'm the product owner of the U.S. Web Design Standards.

Did that sentence raise your hackles a little bit? If the word Standards seems like a problem, I want to be clear: this is a problem we mean to address.

You may have just seen that the Standards recently moved to its long-term home in GSA's Office of Products and Programs, affiliated with DigitalGov. This is great news for the Standards because it gives the project long-term stability and the ability to plan for the future without the necessity of short-term scrambling for funding. And this long-term planning is also the appropriate opportunity to consider the impact of our name on the expectations it sets.

I've tried to frame up the naming concerns with the following GitHub issue: Using "Standards" in our name establishes misleading expectations (https://github.com/18F/web-design-standards/issues/2240).

This issue is the place to track this idea, comment on it, and make your voice heard in a real, findable, accessible, and actionable way.

We know that continued conversation and feedback makes the Standards better. And I totally value the conversations that this listserv encourages. The community and relationships here make the conversation better and more real. I want to expose those conversations to the forum where decisions are made, and in this instance (and likely in many more to come) that's GitHub.

The Standards team uses GitHub to track issues and conversations. GitHub may sound technical and awful, but it is only a little bit awful. It is mostly a message board for products and code, and GitHub issues are essentially Reddit posts.

And yeah, GitHub is where the action happens. It’s where our team makes decisions and it's out in the open, accessible to the vast majority of government. But you do have to create an account (https://github.com/join) to contribute.

This won't be the last time we point to GitHub issues, looking for your opinions and contribution. It's a really good way to make your voice heard. It's worth the effort.

Come say hi. (I’m @thisisdano on GitHub.) Be kind. Come and talk about the Standards and standards at https://github.com/18F/web-design-standards/issues/2240

--

// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

--
// Dan O. Williams
// GSA / Office of Products and Programs
// DigitalGov / USWDS

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: 
Our organization is planning on publishing a digital/online professional journal and we're looking for any technical points you can offer on content and publication.

We have Adobe products for producing it but are open to hearing about other suggestions. The plan is for a PDF file to be distributed but ultimately an online journal where scholarly articles can be published and comments received. Ideally those comments (with their citations of other scholarly works) could be downloaded and used as research for students.

Any help on or off list (paul.a.villano.civ@mail.mil) would be appreciated, especially from other military folks.

Thanks in advance.
Hi Paul,

I worked for universities for about a decade, and many of them run their own journals. The journal I worked the most with was run by an academic department. The students were the reviewers of the papers and they had a faculty advisor. Initially, they were doing everything over email and then generating a PDF and HTML version (for SEO) of the completed journal. The big journal publishers often have off-the-shelf tech products for producing journals, and that's what we moved to, since the other method required a lot of university IT staff time, and the off the shelf was something the students could do on their own. It's been several years now, but I recall their product accepted the submissions, there was a workflow for delegating reviewing to different people (sort of like Sharpeoint), there was a place to store comments as the work was being reviewed, and then finally tools for actually putting the journal online.

If I recall, the service for hosting the journal was available to us for free from one of the big academic publishers (it might have been Taylor and Francis), because our institution bought a lot of journal subscriptions. A quick search also turns up some other resources on open access journals (http://www.openoasis.org/index.php?option%3Dcom_content%26view%3Darticle%26id%3D565%26Itemid%3D394)

You may want to talk to an academic librarian, as they know a lot about publishing open access (free) academic journals. If your workplace doesn’t have an academic librarians on staff, I recommend reaching out to your alma matter library (if they are a big research institution), or else the land grant university near you, and ask to speak to someone in references or acquisitions.

My other take away from helping on the technical end of running the journal was that it was a TON of work, both technically and content-wise. One of the challenges we had was 1) getting quality articles, and 2) getting the students to complete the review process in a timely manner. Universities are really driven by the academic calendar, so if the students fell behind in reviewing, once the semester was over they tended to go off for fieldwork or other activities and the journal work in some cases never got finished. This was a big problem for us, but might not be for you.

Finally, if you are going to create a journal, make sure that it will show up in common searches and the big library databases. (Again a librarian can help with this). I worked at an Ivy league reference desk for about 5 years, and we had all the students searching the big research databases (ProQuest etc.) for this research. Many paid journals are automatically added by the publishers to these databases, which the publishers then sell back to the libraries. But if you are a smaller free journal, I don't know the process for getting your journal into these databases.

I hope this info is helpful,

~Laura

Laura Larrimore
Senior Digital Strategist
Office of the Chief Communications Officer
United States Patent and Trademark Office
Our organization is planning on publishing a digital/online professional journal and we're looking for any technical points you can offer on content and publication.

We have Adobe products for producing it but are open to hearing about other suggestions. The plan is for a PDF file to be distributed but ultimately an online journal where scholarly articles can be published and comments received. Ideally those comments (with their citations of other scholarly works) could be downloaded and used as research for students.

Any help on or off list (paul.a.villano.civ@mail.mil) would be appreciated, especially from other military folks.

Thanks in advance.
message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
**********************************************************
Originally designed for trainers but I can see much use for content managers and video folks. Love the interactive video editor tool.

https://h5p.org/

Examples - https://h5p.org/content-types-and-applications

All opinions are my own and do not reflect the opinions of my agency

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division

Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov
Passing this on. I think some of you said you were interested in Employee Experience (EX).

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley  
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)  
HR Specialist (Development)  
Enterprise Training Division  
Office of Human Resources  
U.S. Patent and Trademark Office  
571.270.5447  
William.Brantley@USPTO.gov

From: [mailto:@kennedyfitch.com]  
Sent: Monday, November 27, 2017 2:11 PM  
To: Brantley, William <William.Brantley@USPTO.GOV>  
Subject: Re: Request for full EX report

Hello Bill,

We just today published our in-depth report on Employee Experience - please go to LinkedIn to find the link.


Please like and hit 'share' so we can spread this research far and wide.

Best wishes,

(b) (6)  
Partner  
New York | Zurich

KennedyFitch • Executive Search & Management Consulting  
Switzerland | Netherlands | Germany | Belgium | USA  
www.kennedyfitch.com

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  
Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
Good morning,

Our agency is in the process of evaluating migrating our web environment (Drupal-based) into the Cloud. We’d be interested if any federal/state/local agencies have related RFPs that they’d be willing to share as we go through the process ourselves? Since this is our first foray into the Cloud, we’d be interested in seeing what requirements other agencies chose, etc.

If you don’t have an RFP that you’re able to share, we’d still be interested in your experiences/lessons learned.

Thanks,

Ally

Allison Hazen

Webmaster, www.usitc.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
Hi Allison,
We feel your pain and your excitement!
The FedRAMP PMO recently launched an effort to identify standard contract language that agencies can use in their acquisition process as they procure cloud-based products. Check out this recent blog post on FedRAMP.gov.
Everyone,
We need your feedback!

We also recently created some cloud acquisition FAQs that I hope you'll find helpful.
Hi,

One of the things I have been excited to address as we rebuild digitalgov.gov is **web performance**.

Why? Because web performance is something many government websites need to work on — including digitalgov.gov.

According to Google PageSpeed, our site scores a 47/100 for mobile and 63/100 for desktop. Here is a recent performance report from GTmetrix [https://gtmetrix.com/reports/www.digitalgov.gov/GhZIyYau](https://gtmetrix.com/reports/www.digitalgov.gov/GhZIyYau)

So, we are committing a **2-week sprint** in the month of December to making performance on digitalgov.gov **better**, and we are going to aim to do this in the open and would love your feedback along the way.

Our hope is that by doing this work in the open and with the larger govt community, we can have a discussion around performance, the challenges that stand in our way, and what guidance and tools are needed to actually solve this in government.

**Questions for you**

- What do you need to improve the performance on your site?
- What would help you or your team take meaningful steps towards making your site faster, better?
- How could we tackle performance together, as a community? What could that look like?

-----

*Optimizing Your Website For Maximum Performance — by Jacob Parcel*

*What is web performance:*

*Why track web performance:*
[https://standards.usa.gov/performance/why/](https://standards.usa.gov/performance/why/)

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
Subject: Anyone Have Experience With Huddle?
From: "OSD OMC (US)" @MAIL.MIL
Reply To: OSD OMC (US)
Date: Wed, 29 Nov 2017 15:45:13 +0000
Content-Type: multipart/signed
Parts/Attachments: text/plain (1301 bytes) , smime.p7s (5 kB)

Supposedly on a par with SharePoint and a couple US government agencies have used it that I can find so far. Am wondering if anyone here on this list has had experience using it, and if so would you be willing to let me pick your brain?

V/R,

Webmaster/SharePoint Administrator
Office of Military Commissions, Convening Authority

************************************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
************************************************************************************
Earlier this year, the USWDS team interviewed several teams across government in order to identify the needs and existing pain points around web performance. They also documented the efforts government agencies have made and continue to make towards improved web performance.

The report is worth reading and is probably our best starting point
https://standards.usa.gov/performance/research/

What they found:

1. Most federal agencies currently track their web performance in an informal, ad hoc way.
2. Communicating the value-add of web performance is difficult. Tying the impact of improved web performance to a tangible result is even more difficult.
3. Each government website has its own unique challenges and circumstances. They need a web performance tool and best practices that can be tailored to their specific site.
4. Federal agencies use a variety of tools to track and measure web performance. There is currently no standard for tools and metrics government teams should use.
5. Government teams need to know the ways and options they have for improving their site’s web performance.

Here is the full list of findings, pain points and user needs:
https://standards.usa.gov/performance/research/#findings

On Wed, Nov 29, 2017 at 7:36 AM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:

Hi,

One of the things I have been excited to address as we rebuild digitalgov.gov is web performance.

Why? Because web performance is something many government websites need to work on — including digitalgov.gov.

According to Google PageSpeed, our site scores a 47/100 for mobile and 63/100 for desktop. Here is a recent performance report from GTmetrix https://gtmetrix.com/reports/www.digitalgov.gov/GhZIyYau

So, we are committing a 2-week sprint in the month of December to making performance on digitalgov.gov better, and we are going to aim to do this in the open and would love your feedback along the way.

Our hope is that by doing this work in the open and with the larger govt community, we can have a discussion around performance, the challenges that stand in our way, and what guidance and tools are needed to actually solve this in government.

Questions for you
What do you need to improve the performance on your site?
What would help you or your team take meaningful steps towards making your site faster, better?
How could we tackle performance together, as a community? What could that look like?

-----

Optimizing Your Website For Maximum Performance — by Jacob Parcel

What is web performance:
https://standards.usa.gov/performance/what/

Why track web performance:
https://standards.usa.gov/performance/why/

----

Jeremy Zilar | jeremy.zilar@gsa.gov
Director DigitalGov / GSA — digitalgov.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv to manage your settings or to view list archives visit:
I love the idea of looking at this issue (web performance) as a community.

Related to findings one and five, I wonder what should we demand of our contractors? What reports should we ask them for? Of course, we don't want to ask for more reports than we can use. I imagine a good report would tell us what's going well, not well, and how to fix it. But what other qualities would a good performance report have?

Of course, there's always the Statement of Objective approach, where we have the vendor community make recommendations. Rather than us prescribing it.

On Wed, Nov 29, 2017 at 11:03 AM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:
Earlier this year, the USWDS team interviewed several teams across government in order to identify the needs and existing pain points around web performance. They also documented the efforts government agencies have made and continue to make towards improved web performance.

The report is worth reading and is probably our best starting point [https://standards.usa.gov/performance/research/](https://standards.usa.gov/performance/research/)

What they found:

1. Most federal agencies currently track their web performance in an informal, ad hoc way.
2. Communicating the value-add of web performance is difficult. Tying the impact of improved web performance to a tangible result is even more difficult.
3. Each government website has its own unique challenges and circumstances. They need a web performance tool and best practices that can be tailored to their specific site.
4. Federal agencies use a variety of tools to track and measure web performance. There is currently no standard for tools and metrics government teams should use.
5. Government teams need to know the ways and options they have for improving their site’s web performance.

Here is the full list of findings, pain points and user needs: [https://standards.usa.gov/performance/research/#findings](https://standards.usa.gov/performance/research/#findings)

On Wed, Nov 29, 2017 at 7:36 AM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:

Hi,

One of the things I have been excited to address as we rebuild digitalgov.gov is web performance.

Why? Because web performance is something many government websites need to work on — including digitalgov.gov.
According to Google PageSpeed, our site scores a 47/100 for mobile and 63/100 for desktop. Here is a recent performance report from GTmetrix [https://gtmetrix.com/reports/www.digitalgov.gov/GhZIyYau](https://gtmetrix.com/reports/www.digitalgov.gov/GhZIyYau).

So, we are committing a **2-week sprint** in the month of December to making performance on digitalgov.gov **better**, and we are going to aim to do this in the open and would love your feedback along the way.

Our hope is that by doing this work in the open and with the larger govt community, we can have a discussion around performance, the challenges that stand in our way, and what guidance and tools are needed to actually solve this in government.

**Questions for you**

- What do you need to improve the performance on your site?
- What would help you or your team take meaningful steps towards making your site faster, better?
- How could we tackle performance together, as a community? What could that look like?

---

*Optimizing Your Website For Maximum Performance — by Jacob Parcel*


*What is web performance:*


*Why track web performance:*

[https://standards.usa.gov/performance/why/](https://standards.usa.gov/performance/why/)

---

Jeremy Zilar | jeremy.zilar@gsa.gov
Director DigitalGov / GSA — digitalgov.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: [http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/](http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/)

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l*

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Just for context, the ITIF Report methodology relied on Google PageSpeed Insights to measure only the homepage of government domains. That aside, though, Google PageSpeed does not actually measure Page Load Time, so their measure was kind of a misnomer. The tool scans a page to look for “best practices that can affect page speed,” which is an important point because there are ways to follow best practices and weigh down a page just as there are ways to load quickly without them.

For more context, other sites getting similarly poor scores on Google PageSpeed Insights include espn.com, cnn.com, and probably your favorite site – give it a go!

I’m not saying the effort to benchmark and improve performance is not an excellent one. I’m just suggesting that the ITIF report - as far as performance – is not based on true measure of page speed, nor representative of more than respective homepages.

I think it would be nice for the community to agree on a target average page load time, or at least a target range.

Thanks.

Sam Bronson
Office: (202) 260-6502
Mobile: (b) (6)

From: Karen Trebon - QXD [mailto:karen.trebon@GSA.GOV]
Sent: Wednesday, November 29, 2017 11:35 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Let's talk about web performance

I love the idea of looking at this issue (web performance) as a community.

Related to findings one and five, I wonder what should we demand of our contractors? What reports should we ask them for? Of course, we don't want to ask for more reports than we can use. I imagine a good report would tell us what's going well, not well, and how to fix it. But what other qualities would a good performance report have?

Of course, there's always the Statement of Objective approach, where we have the vendor community make recommendations. Rather than us prescribing it.

On Wed, Nov 29, 2017 at 11:03 AM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:
Earlier this year, the USWDS team interviewed several teams across government in order to identify the needs and existing pain points around web performance. They also documented the efforts government agencies have made and continue to make towards improved web performance.

The report is worth reading and is probably our best starting point
https://standards.usa.gov/performance/research/

What they found:
1. Most federal agencies currently track their web performance in an informal, ad hoc way.
2. Communicating the value-add of web performance is difficult. Tying the impact of improved web performance to a tangible result is even more difficult.
3. Each government website has its own unique challenges and circumstances. They need a web performance tool and best practices that can be tailored to their specific site.
4. Federal agencies use a variety of tools to track and measure web performance. There is currently no standard for tools and metrics government teams should use.
5. Government teams need to know the ways and options they have for improving their site’s web performance.

Here is the full list of findings, pain points and user needs:
https://standards.usa.gov/performance/research/#findings

On Wed, Nov 29, 2017 at 7:36 AM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:

Hi,

One of the things I have been excited to address as we rebuild digitalgov.gov is web performance.

Why? Because web performance is something many government websites need to work on — including digitalgov.gov.

According to Google PageSpeed, our site scores a 47/100 for mobile and 63/100 for desktop. Here is a recent performance report from GTmetrix https://gtmetrix.com/reports/www.digitalgov.gov/GhZIyYau

So, we are committing a 2-week sprint in the month of December to making performance on digitalgov.gov better, and we are going to aim to do this in the open and would love your feedback along the way.

Our hope is that by doing this work in the open and with the larger govt community, we can have a discussion around performance, the challenges that stand in our way, and what guidance and tools are needed to actually solve this in government.

Questions for you

- What do you need to improve the performance on your site?
- What would help you or your team take meaningful steps towards making your site faster, better?
- How could we tackle performance together, as a community? What could that look like?

-----

Optimizing Your Website For Maximum Performance — by Jacob Parcel

What is web performance:
https://standards.usa.gov/performance/what/

Why track web performance:
https://standards.usa.gov/performance/why/
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

--
Karen Trebon - MPA, PMP
Acting Lead, Smarter IT Solutions Portfolio
Technology Transformation Service
U.S. General Services Administration
Paul,

I would add, based on painful experience earlier in my career, that at least in your PDF efforts, you want people who know how to use the composition tools to create accessible, 508 compliant documents. Re-engineering accessibility into existing PDFs is very time consuming and frustrating, sometimes impossible.

Thanks,

Joe

-----Original Message-----
From: Larrimore, Laura [mailto:Laura.Larrimore@USPTO.GOV]
Sent: Monday, November 27, 2017 8:46 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Online Journal

Hi Paul,
I worked for universities for about decade, and many of them run their own journals. The journal I worked the most with was run by an academic department. The students were the reviewers of the papers and they had a faculty advisor. Initially, they were doing everything over email and then generating a PDF and HTML version (for SEO) of the completed journal. The big journal publishers often have off-the-shelf tech products for producing journals, and that’s what we moved to, since the other method required a lot of university IT staff time, and the off the shelf was something the students could do on their own. It’s been several years now, but I recall their product accepted the submissions, there was a workflow for delegating reviewing to different people (sort of like SharePoint), there was a place to store comments as the work was being reviewed, and then finally tools for actually putting the journal online.

If I recall, the service for hosting the journal was available to us for free from one of the big academic publishers (it might have been Taylor and Francis), because our institution bought a lot of journal subscriptions. A quick search also turns up some other resources on open access journals (http://www.openoasis.org/index.php%3Foption%3Dcom_content%26view%3Darticle%26id%3D565%26Itemid%3D394)

You may want to talk to an academic librarian, as they know a lot about publishing open access (free) academic journals. If your workplace doesn’t have an academic librarians on staff, I recommend reaching out to your alma matter library (if they are a big research institution), or else the land grant university near you, and ask to speak to someone in references or acquisitions.

My other take away from helping on the technical end of running the journal was that it was a TON of work, both technically and content-wise. One of the challenges we had was 1) getting quality articles, and 2) getting the students to complete the review process in a timely manner. Universities are really driven by the academic calendar, so if the students fell behind in reviewing, once the semester was over they tended to go off for fieldwork or other activities and the journal work in some cases never got finished. This was a big problem for us, but might not be for you.
Finally, if you are going to create a journal, make sure that it will show up in common searches and the big library databases. (Again a librarian can help with this). I worked at an ivy league reference desk for about 5 years, and we had all the students searching the big research databases (ProQuest etc.) for this research. Many paid journals are automatically added by the publishers to these databases, which the publishers then sell back to the libraries. But if you are a smaller free journal, I don't know the process for getting your journal into these databases.

I hope this info is helpful,
~Laura

Laura Larrimore
Senior Digital Strategist
Office of the Chief Communications Officer United States Patent and Trademark Office

571-272-5896 [desk]
600 Dulany Street
Alexandria, VA
22314

-----Original Message-----
From: USARMY TRADOC (US) [mailto:@MAIL.MIL]
Sent: Monday, November 27, 2017 7:14 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Online Journal

Our organization is planning on publishing a digital/online professional journal and we're looking for any technical points you can offer on content and publication.

We have Adobe products for producing it but are open to hearing about other suggestions. The plan is for a PDF file to be distributed but ultimately an online journal where scholarly articles can be published and comments received. Ideally those comments (with their citations of other scholarly works) could be downloaded and used as research for students.

Any help on or off list (paul.a.villano.civ@mail.mil) would be appreciated, especially from other military folks.

Thanks in advance.

(b) (6)
content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

************************************************************************************************

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

************************************************************************************************
Subject: Re: Online Journal
From: "Dearie, Jessica" <Dearie.Jessica@EPA.GOV>
Reply To: Dearie, Jessica
Date: Wed, 29 Nov 2017 19:48:33 +0000
Content-Type: text/plain
Parts/Attachments: text/plain (125 lines)

Paul - if this is a new product - being created as a digital product, why not make it truly digital and create the content directly on the web. With a solid content management system, you could easily create varying views of the articles, allow for comments directly on the article pages, etc. You can then expose any of your content online to other sources.

Building a new digital product in PDF seems like a lot of extra work. I try to only use PDFs for products that need to have a print version.

-----Original Message-----
From: Gilvary, Joseph [mailto:Joseph.Gilvary@USPTO.GOV]
Sent: Wednesday, November 29, 2017 2:44 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Online Journal

Paul,

I would add, based on painful experience earlier in my career, that at least in your PDF efforts, you want people who know how to use the composition tools to create accessible, 508 compliant documents. Re-engineering accessibility into existing PDFs is very time consuming and frustrating, sometimes impossible.

Thanks,
Joe

-----Original Message-----
From: Larrimore, Laura [mailto:Laura.Larrimore@USPTO.GOV]
Sent: Monday, November 27, 2017 8:46 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Online Journal

Hi Paul,

I worked for universities for about decade, and many of them run their own journals. The journal I worked the most with was run by an academic department. The students were the reviewers of the papers and they had a faculty advisor. Initially, they were doing everything over email and then generating a PDF and HTML version (for SEO) of the completed journal. The big journal publishers often have off-the-shelf tech products for producing journals, and that's what we moved to, since the other method required a lot of university IT staff time, and the off the shelf was something the students could do on their own. It's been several years now, but I recall their product accepted the submissions, there was a workflow for delegating reviewing to different people (sort of like Sharpeoint), there was a place to store comments as the work was being reviewed, and then finally tools for actually putting the journal online.

If I recall, the service for hosting the journal was available to us for free from one of the big academic publishers (it might have been Taylor and Francis), because our institution bought a lot of journal subscriptions. A quick search also turns up some other resources on open access journals.
You may want to talk to an academic librarian, as they know a lot about publishing open access (free) academic journals. If your workplace doesn’t have an academic librarians on staff, I recommend reaching out to your alma matter library (if they are a big research institution), or else the land grant university near you, and ask to speak to someone in references or acquisitions.

My other take away from helping on the technical end of running the journal was that it was a TON of work, both technically and content-wise. One of the challenges we had was 1) getting quality articles, and 2) getting the students to complete the review process in a timely manner. Universities are really driven by the academic calendar, so if the students fell behind in reviewing, once the semester was over they tended to go off for fieldwork or other activities and the journal work in some cases never got finished. This was a big problem for us, but might not be for you.

Finally, if you are going to create a journal, make sure that it will show up in common searches and the big library databases. (Again a librarian can help with this). I worked at an Ivy league reference desk for about 5 years, and we had all the students searching the big research databases (ProQuest etc.) for this research. Many paid journals are automatically added by the publishers to these databases, which the publishers then sell back to the libraries. But if you are a smaller free journal, I don’t know the process for getting your journal into these databases.

I hope this info is helpful,
~Laura

Laura Larrimore
Senior Digital Strategist
Office of the Chief Communications Officer United States Patent and Trademark Office

571-272-5896 [desk]
600 Dulany Street
Alexandria, VA
22314

-----Original Message-----
From: [REDACTED]@MAIL.MIL]
Sent: Monday, November 27, 2017 7:14 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Online Journal

Our organization is planning on publishing a digital/online professional journal and we're looking for any technical points you can offer on content and publication.

We have Adobe products for producing it but are open to hearing about other suggestions. The plan is for a PDF file to be distributed but ultimately an online journal where scholarly articles can be published and comments received. Ideally those comments (with their citations of other scholarly works) could be downloaded and used as research for students.

Any help on or off list (paul.a.villano.civ@mail.mil) would be appreciated, especially from other military folks.

Thanks in advance.
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

**********************************************************

**********************************************************

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest *To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

**********************************************************

**********************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

**********************************************************
Hey y'all!

As the year comes to a close and we begin to look to the next year in drupal, I wanted to reach out and see who was working on migrations from d6 or d7 to d8. Jess and I were exploring some topics and wanted to get some feedback from the group about d8 migrations and experiences you all have had, good or bad.

And also take an informal poll of who is on d8 in the gov (local, state, fed).

Also have any of you been looking into or using either Angular.js or React.js at your agency or state or local levels? With either d7 or d8 -- interested to see how many have already begun to incorporate it.

Thanks in advance (because I know the second you all get this, you will JUMP at the chance to answer me :-P )

Happy Thursday!

Becca

--

Rebecca Goodman-Sudik
IT Specialist/Drupal Nerd
U.S. Fish and Wildlife Service
703-358-2475 (desk)
703-358-2476 (mobile)

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
USPTO is looking at moving from D7 to D8.

Any tips, examples, promising module suggestions are appreciated!

In D8, I hope to:

- Use ‘paragraphs’ or other modules to be able to have more on-the-fly customization of page layouts
  [one of Drupal’s drawbacks is how rigid the templates are]
- Implement a new photo gallery module (anyone have suggestions?)
- Create some page templates that are more “editorial” in design (i.e full width images, larger sections of display text, more like an online magazine/marketing website layout)
- Redesign our sub-landing pages

~Laura

From: Goodman, Rebecca [mailto:rebecca_goodman@FWS.GOV]
Sent: Thursday, November 30, 2017 9:12 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] It's that time of year again...

Hey y'all!

As the year comes to a close and we begin to look to the next year in drupal, I wanted to reach out and see who was working on migrations from d6 or d7 to d8. Jess and I were exploring some topics and wanted to get some feedback from the group about d8 migrations and experiences you all have had, good or bad.

And also take an informal poll of who is on d8 in the gov (local, state, fed).

Also have any of you been looking into or using either Angular.js or React.js at your agency or state or local levels? With either d7 or d8 -- interested to see how many have already begun to incorporate it.

Thanks in advance (because I know the second you all get this, you will JUMP at the chance to answer me :-P)

Happy Thursday!

Becca

--
Rebecca Goodman-Sudik
IT Specialist/Drupal Nerd
U.S. Fish and Wildlife Service
703-358-2475 (desk)
(b) (6)

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
At the National Archives we are planning to migrate our intranet from D7 to D8 by spring. After we learn from that experience, we plan to implement 8 as part of a full redesign of our flagship public site, Archives.gov (which is currently in D7).

We'd love to hear from others about their experiences, pitfalls, etc. as we embark on these tasks!

Best,

Dana

---

On Thu, Nov 30, 2017 at 10:10 AM, Larrimore, Laura <Laura.Larrimore@uspto.gov> wrote:

USPTO is looking at moving from D7 to D8.

Any tips, examples, promising module suggestions are appreciated!

In D8, I hope to:

· Use ‘paragraphs’ or other modules to be able to have more on-the-fly customization of page layouts [one of Drupal’s drawbacks is how rigid the templates are]
· Implement a new photo gallery module (anyone have suggestions?)
· Create some page templates that are more “editorial” in design (i.e full width images, larger sections of display text, more like an online magazine/marketing website layout)
· Redesign our sub-landing pages

~Laura

---

From: Goodman, Rebecca [mailto:rebecca_goodman@FWS.GOV]
Sent: Thursday, November 30, 2017 9:12 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Hey y'all!

As the year comes to a close and we begin to look to the next year in drupal, I wanted to reach out and see who was working on migrations from d6 or d7 to d8. Jess and I were exploring some topics and wanted to get some feedback from the group about d8 migrations and experiences you all have had, good or bad.

And also take an informal poll of who is on d8 in the gov (local, state, fed).

Also have any of you been looking into or using either Angular.js or React.js at your agency or state or local levels? With either d7 or d8 -- interested to see how many have already begun to incorporate it.

Thanks in advance (because I know the second you all get this, you will JUMP at the chance to answer me :-P )

Happy Thursday!

Becca

--

Rebecca Goodman-Sudik
IT Specialist/Drupal Nerd
U.S. Fish and Wildlife Service

703-358-2475 (desk)
(b) (6) (mobile)

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov. The message should have NO SUBJECT, and the only text in the message should read: set content-
managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-
managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff
content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that
Wait, are you telling me that folks aren’t already doing this?

I used blazemeter to do load testing then find the items loading slowly. I also watch performance on New Relic and Akamai and tweak when necessary.

Caching is the biggest issue for my site in that it has to be cleared often, but it’s a Drupal site and I’m going to push a change soon to use a module that will auto purge content without the performance drag cache clears can cause.

For the Drupalers here, you might want to look at [https://youtu.be/yIQIZH0FYq8](https://youtu.be/yIQIZH0FYq8)
He goes over how to measure performance as well as other performance topics.

And this one (older) but really a good one for the D7 sites in gov, highly recommend

[https://youtu.be/tpY6mKFg_1M](https://youtu.be/tpY6mKFg_1M)

---

Just for context, the ITIF Report methodology relied on [Google PageSpeed Insights](https://developers.google.com/speed/pagespeed) to measure only the homepage of government domains. That aside, though, Google PageSpeed does not actually measure Page Load Time, so their measure was kind of a misnomer. The tool scans a page to look for “best practices that can affect page speed,” which is an important point because there are ways to follow best practices and weigh down a page just as there are ways to load quickly without them.

For more context, other sites getting similarly poor scores on Google PageSpeed Insights include espn.com, cnn.com, and probably your favorite site – give it a go!

I’m not saying the effort to benchmark and improve performance is not an excellent one. I’m just suggesting that the ITIF report - as far as performance – is not based on true measure of page speed, nor representative of more than respective homepages.

I think it would be nice for the community to agree on a target average page load time, or at least a target range.

Thanks.

Sam Bronson
Office: (202) 260-6502
Mobile: (b) (6)

---

I love the idea of looking at this issue (web performance) as a community.
Related to findings one and five, I wonder what should we demand of our contractors? What reports should we ask them for? Of course, we don't want to ask for more reports than we can use. I imagine a good report would tell us what's going well, not well, and how to fix it. But what other qualities would a good performance report have?

Of course, there's always the Statement of Objective approach, where we have the vendor community make recommendations. Rather than us prescribing it.

On Wed, Nov 29, 2017 at 11:03 AM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:
Earlier this year, the USWDS team interviewed several teams across government in order to identify the needs and existing pain points around web performance. They also documented the efforts government agencies have made and continue to make towards improved web performance.

The report is worth reading and is probably our best starting point https://standards.usa.gov/performance/research/

What they found:

1. Most federal agencies currently track their web performance in an informal, ad hoc way.
2. Communicating the value-add of web performance is difficult. Tying the impact of improved web performance to a tangible result is even more difficult.
3. Each government website has its own unique challenges and circumstances. They need a web performance tool and best practices that can be tailored to their specific site.
4. Federal agencies use a variety of tools to track and measure web performance. There is currently no standard for tools and metrics government teams should use.
5. Government teams need to know the ways and options they have for improving their site’s web performance.

Here is the full list of findings, pain points and user needs: https://standards.usa.gov/performance/research/#findings

On Wed, Nov 29, 2017 at 7:36 AM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:

Hi,

One of the things I have been excited to address as we rebuild digitalgov.gov is web performance.

Why? Because web performance is something many government websites need to work on — including digitalgov.gov.

According to Google PageSpeed, our site scores a 47/100 for mobile and 63/100 for desktop. Here is a recent performance report from GTmetrix https://gtmetrix.com/reports/www.digitalgov.gov/GhZIyYau

So, we are committing a 2-week sprint in the month of December to making performance on digitalgov.gov better, and we are going to aim to do this in the open and would love your feedback along the way.

Our hope is that by doing this work in the open and with the larger govt community, we can have a discussion around performance, the challenges that stand in our way, and what guidance and tools are needed to actually solve this in government.
Questions for you

- What do you need to improve the performance on your site?
- What would help you or your team take meaningful steps towards making your site faster, better?
- How could we tackle performance together, as a community? What could that look like?

-----

Optimizing Your Website For Maximum Performance — by Jacob Parcel

What is web performance:
https://standards.usa.gov/performance/what/

Why track web performance:
https://standards.usa.gov/performance/why/

--

Jeremy Zilar | jeremy.zilar@gsa.gov  
Director DigitalGov / GSA — digitalgov.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest  
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

--

Karen Trebon - MPA, PMP  
Acting Lead, Smarter IT Solutions Portfolio  
Technology Transformation Service  
U.S. General Services Administration

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  
Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l
There, I said it.

Has there been any guidance on how to prepare? In 2013, the administration wanted to make the effects as visible as possible, so we were told to redirect public websites to a static GSA page explaining the shutdown.

Has anyone heard anything even semi-official.

Brian

Brian Dunbar
Internet Services Manager
NASA Office of Communications
300 E St. SW
Washington DC 20546

Office — 202 358 0873
Mobile — (b) (6)

Brian.dunbar@nasa.gov
http://www.nasa.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Hello,

We're trying to identify Web Content Inventory & Audit tools for use as part of an upcoming redesign and are looking for suggestions. Ideally something that can also integrate with Google Analytics, and with a federal-friendly TOS.

Tools we've identified already include:

- Blaze (https://www.blazecomment.com/)
- Content Analysis Tool (CAT) (http://www.content-insight.com/)
- Flock (https://flockforcontent.com/)
- SEO Tool from ScreamingFrog (https://www.screamingfrog.co.uk/seo-spider/)

Does anyone have experience with any of the above they'd like to share, or know of other tools they'd recommend?

Many thanks!

-Darren Cole
Web and Social Media Branch
National Archives and Records Administration
https://www.archives.gov/
Hello all,

I hope everyone had an enjoyable Thanksgiving. On my downtime, I found an interesting article about federal websites. Check it out:

Excerpt:
In this report, ITIF reviews almost 500 of the most popular federal websites and finds that approximately 91 percent failed to perform well on at least one of the metrics analyzed. For comparison, in the initial report 92 percent of the websites reviewed failed to perform well on at least one.

This second edition of the "Benchmarking U.S. Government Websites" report provides a detailed analysis of how U.S. federal websites are performing six months after the release of the initial report. In the initial report, ITIF reviewed 297 federal websites. In this edition, we analyzed 468 of the most popular federal websites. Of these sites, we analyzed 260 of them in the initial report. Those that we did not include in this report, we either omitted because they no longer ranked among the top one million sites globally or an agency had removed, archived, or merged the website with another one. This report shows that most of the websites reviewed in both years continue to fall short of requirements set by the federal government, as well as industry standards for web design and development. This report uses publicly available tools to assess website performance in terms of page-load speed, mobile friendliness, security, and accessibility. We analyzed two metrics for page-load speed: desktop page-load speed and mobile page-load speed. For desktop page-load speed, 63 percent of federal websites passed the test compared to 73 percent in the initial report. For mobile page-load speed, 27 percent of federal websites passed the test compared to 36 percent in the initial report.

Enjoy!

-----------------------------------------------------
NRO, Public Affairs Officer
Check out the lastest NRO happenings at:
Facebook: https://www.facebook.com/NationalReconnaissanceOffice
Twitter: https://twitter.com/NatReconOfc
NRO Website: www.nro.gov
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
Benchmarking U.S. Government Websites

Daniel Castro, Gaila Nurko, and Alan McQuinn

November 2017

The public relies on federal websites to access information and services from the U.S. government, yet 91 percent of its most popular sites fail to meet basic standards for security, speed, mobile friendliness, or accessibility.
Benchmarking U.S. Government Websites

Daniel Castro, Galia Nurko, and Alan McQuinn

November 2017
TABLE OF CONTENTS

Introduction ................................................................................................................................. 3
Requirements and Best Practices for Federal Websites .............................................................. 4
   Legislative Requirements for Federal Websites ................................................................. 4
   Non-Legislative Requirements for Federal Websites ....................................................... 5
   Private-Sector Best Practices for Websites ................................................................. 6
Methodology ............................................................................................................................ 7
Findings ...................................................................................................................................... 9
Page-Load Speed ..................................................................................................................... 18
Mobile Friendliness ............................................................................................................... 34
Security ..................................................................................................................................... 43
Accessibility ............................................................................................................................. 60
Recommendations .................................................................................................................. 68
Conclusion ............................................................................................................................... 70
Appendix ................................................................................................................................... 71
References .............................................................................................................................. 83
About the Authors .................................................................................................................. 89
Acknowledgements ............................................................................................................... 89
Errata ....................................................................................................................................... 89
About ITIF ............................................................................................................................... 89
INTRODUCTION
One of the most important ways that the U.S. federal government provides access to government services and information is through its more than 4,500 websites on more than 400 domains.\(^1\) Last year, the Information Technology and Innovation Foundation (ITIF) reviewed almost 300 of the most popular government websites and published a report in March 2017 documenting our findings.\(^2\) At the time, we concluded that many federal government websites were not fast, mobile friendly, secure, or accessible. This report assesses progress federal agencies have made since the initial report. While a few agencies have addressed specific issues identified in the previous report, overall federal agencies have made little progress at modernizing government websites.

In this report, ITIF reviews almost 500 of the most popular federal websites and finds that approximately 91 percent failed to perform well on at least one of the metrics analyzed. For comparison, in the initial report 92 percent of the websites reviewed failed to perform well on at least one. It is incumbent on the Trump administration to address these failures and ensure the federal government can provide all Americans with secure and convenient access to online government services and information.

This second edition of the “Benchmarking U.S. Government Websites” report provides a detailed analysis of how U.S. federal websites are performing six months after the release of the initial report. In the initial report, ITIF reviewed 297 federal websites. In this edition, we analyzed 468 of the most popular federal websites. Of these sites, we analyzed 260 of them in the initial report. Those that we did not include in this report, we either omitted because they no longer ranked among the top one million sites globally or an agency had removed, archived, or merged the website with another one. This report shows that most of the websites reviewed in both years continue to fall short of requirements set by the federal government, as well as industry standards for web design and development.

This report uses publicly available tools to assess website performance in terms of page-load speed, mobile friendliness, security, and accessibility.

We analyzed two metrics for page-load speed: desktop page-load speed and mobile page-load speed. For desktop page-load speed, 63 percent of federal websites passed the test compared to 73 percent in the initial report. For mobile page-load speed, 27 percent of federal websites passed the test compared to 36 percent in the initial report.

Many federal websites also did not fare well with mobile friendliness. Just 61 percent of websites were mobile friendly, compared to 59 percent in the initial report. Common problems included not using proper metatags to configure the website for mobile devices and links or buttons that were too small for easy use on mobile devices.

As in the initial report, federal websites generally scored well on security. In this edition, we reviewed the same two security features: Hypertext Transfer Protocol Secure (HTTPS)—a common standard for encrypted Internet communications—and Domain Name System Security (DNSSEC), a set of protocols that add security to domain name system (DNS) lookup and exchange processes. To test for HTTPS, we used a tool that analyzes websites’ Secure Sockets Layer (SSL) certificates (which underpin most HTTPS connections). Seventy-one percent of the reviewed websites passed the SSL test, up from 67 percent in the initial report. To test for DNSSEC, we used a tool to determine whether reviewed websites enabled this security feature. We found that 88 percent of federal websites enabled
DNSSEC, down from 90 percent in the initial report. Sixty-four percent of websites passed both the SSL and DNSSEC tests, up from 61 percent.

Finally, 60 percent of the reviewed websites were accessible for users with disabilities, compared to 58 percent in the initial report. Issues with accessibility range from poor contrast on websites to a lack of labels, which may prevent the website from being easily navigated by someone using a screen reader, assistive technology commonly used by individuals who are blind.

Federal government websites still require significant improvement. Federal agencies should prioritize building and maintaining fast, convenient, secure, and accessible websites. Doing so will help ensure that the many Americans who routinely use the Internet to access government services and information can continue to do so.3 There are multiple steps policymakers can take to improve federal websites:

1. Launch a website modernization sprint to fix known problems.
2. Require federal websites to meet basic desktop and mobile page-load speeds.
3. Launch a website consolidation initiative.
4. Require all federal agencies to report website analytics.
5. Appoint a federal CIO to lead federal IT modernization efforts.
6. Encourage nonexecutive agencies and branches of government to adopt federal website standards and practices.

REQUIREMENTS AND BEST PRACTICES FOR FEDERAL WEBSITES

The report uses four criteria to evaluate federal government websites: page-load speed, mobile friendliness, security, and accessibility. For two of these criteria—security and accessibility—federal agencies must adhere to certain federal requirements. For page-load speed and mobile friendliness, there are industry best practices, though federal agencies are not required to meet them. Moreover, most federal requirements only apply to the executive branch. This report includes websites of independent agencies and congressional offices that are often not subject to these requirements. We include these websites, not only to compare them with other federal websites, but also to see how they fare with overall federal requirements and best practices.

LEGISLATIVE REQUIREMENTS FOR FEDERAL WEBSITES

Federal websites are subject to numerous legislative requirements.4 This report focuses on three of these laws and federal agency guidance that resulted from them.

First, the E-Government Act of 2002 establishes requirements for federal websites.5 It requires federal agencies to create websites that provide a description of the agency’s mission; strategic plan and statutory authority of the agency; information about its organization structure; and basic search functionality.6 The law also requires the Office of Management and Budget (OMB) to create and implement rules for public federal websites.7

Second, the Rehabilitation Act of 1973 requires the General Services Administration (GSA) to ensure individuals with disabilities have access to and use information technology.8 In 1998, another law amended section 508 of the Rehabilitation Act and directed the U.S. Access Board to publish standards for developing, procuring, maintaining, or using electronic or information technology.9 This change went into effect in 2001 and these rules underpin the federal website accessibility requirements.10
Third, the Federal Information Security Management Act (FISMA) provides a framework for securing federal information technology to prevent inappropriate disclosure of sensitive information.\textsuperscript{11} The federal government has used FISMA to periodically update its security practices related to all federal IT, including websites. For example, in 2007, the National Institute of Standards and Technology (NIST) issued guidance about how to secure public servers.\textsuperscript{12}

In addition, Congress is considering legislation that, if passed, would affect federal government websites. The Connected Government Act (HR 2331), introduced by Rep. Robin Kelly (D-IL) is one example. The bill requires all federal agencies to make their websites mobile friendly. Furthermore, it would require the Office of Management and Budget (OMB), in consultation with the GSA, to report to Congress on the implementation of the new requirement within 18 months.\textsuperscript{13}

**NON-LEGISLATIVE REQUIREMENTS FOR FEDERAL WEBSITES**

The White House has also played a role in creating standards and best practices for federal websites. In May 2017, President Trump signed an executive order establishing the American Technology Council to deliver better government digital services to the American people.\textsuperscript{14} Although no technology industry representatives sit on the council, the administration can tap industry experts to advise them on certain policy issues.\textsuperscript{15} In August 2017, the council in conjunction with the Office of American Innovation, released a report on federal IT modernization, and suggested that the report be open to public feedback. Although the report does not include any recommendations directly related to federal websites, it does address a variety of issues that will help federal agencies improve their services. For example, it outlines a set of recommendations the government can follow to ease the adoption of cloud technology and recommends the government consolidate and improve the acquisition of network services to improve security.\textsuperscript{16} As of October 2017, a decision on whether to implement this plan was pending. If approved, it will likely set new standards for federal government IT infrastructure.\textsuperscript{17}

Many of the modernizations recommended in the report to President Trump build on policies established during prior administrations. In 2009, the Obama administration outlined plans to create a roadmap that would help agencies improve digital services. The result was the Digital Government Strategy in 2012, which operationalized four strategic principles for federal websites.\textsuperscript{18} First, federal websites must be “information centric”, meaning that information should be structured in an open way that enables meaningful use beyond its original purpose, be that internal to the government or external to the public.\textsuperscript{19} This strategy includes making open data and application program interfaces (APIs)—whereby developers create customized software solutions—the new default policy for the federal government.\textsuperscript{20} Second, the federal government pushed for a “shared platform” approach to share capabilities throughout the government. The benefits of this approach are mostly internal-facing (e.g., reducing costs by reducing the number of websites with duplicative services across different agencies). Third, federal websites should focus on the needs of their users and be “customer centric.”\textsuperscript{21} For example, agencies should use modern tools and best practices for web development to deliver content and services; offer mobile alternatives for consumer-facing services; and measure performance with consumer-satisfaction surveys.\textsuperscript{22} Fourth, federal websites should be secure, such as by using only approved domains, providing only online services via an encrypted connection, and securing the federal domain name system infrastructure.\textsuperscript{23} Using the Digital Government Strategy as
a roadmap, in 2016 OMB released new guidance for federal agency public websites and digital services, updating this policy for the first time since 2004.24

In addition, the executive branch requires agencies to adhere to certain website security features. In 2008, OMB required all federal websites to deploy Domain Name System Security (DNSSEC)—a set of protocols that add security to domain name system (DNS) lookup and exchange processes—to ensure basic security for federal domains.25 Similarly, the Obama administration issued a memorandum in 2015 requiring all federal websites to use HTTPS to provide a secure connection.26 Using HTTPS ensures that interactions between federal websites and their users are secure and private.

Furthermore, the executive branch has offered guidance for how federal websites can be accessible for people with disabilities. Both the Bush and Obama administrations created rules to enable accessibility. In 2001, the Bush administration offered the New Freedom Initiative to push for accessibility in federal government information technology.27 Similarly, in 2013 the Obama administration created a strategic plan for federal websites, including planning accessibility in the early stage of the design or redesign of websites, and using automated website accessibility scanning tools to test whether federal websites are accessible.28

Executive orders have also focused on consolidating and modernizing federal domains. In 2011, an executive order—designed to eliminate duplicative websites—issued a temporary freeze on all new government websites.29 The executive order also delegated to GSA the authority to assign federal domains, requiring it to help agencies consolidate federal domains and review all new domains to ensure adherence to existing regulations and OMB guidance (e.g., accessibility and security requirements). In response to this guidance, many agencies consolidated their various websites into a single domain. For example, in 2011, the Department of Energy rolled Energy Empowers (energyempowers.gov) into its flagship website (energy.gov).30 Furthermore, the Obama administration issued guidance in 2014 to modernize federal websites with the U.S. Digital Services Playbook, which contained 13 successful practices from both the public and private sector that agencies should implement in their websites, such as understanding what people need and making websites simple and intuitive.31

PRIVATE-SECTOR BEST PRACTICES FOR WEBSITES

The private sector offers numerous best practices for websites, including page-load speed, mobile friendliness, security, and accessibility. As suggested in ITIF’s initial report, the public sector should incorporate these common practices.

First, page-load speed is important, because people are more likely to visit websites that load quickly in a browser, and these websites will be ranked better by search engine algorithms.32 While there are no set industry standards for page-load speed, there are best practices to optimize website speed.33 Best practices include enabling file compression, reducing the number of embedded components on a webpage, reducing redirects, leveraging browser caching, optimizing images, and others. For example, developers can use tools to reduce the total size of the website’s code (e.g., CSS, JavaScript, and HTML) by removing spaces, commas, unnecessary characters, code comments, and unused code to improve the speed of a website.
Second, mobile friendliness has grown more important to private-sector web development, because consumers increasingly use mobile devices for online commerce and finding important information. Google also ranks websites higher in its search algorithm if they are mobile friendly, and the company has released guidelines and a free test to allow developers to optimize for mobile devices. These best practices include configuring websites so that people can easily read them from a mobile device and making buttons big enough to be easily tapped with a finger.

Third, while there are no set industry standards for website security, various organizations and companies have created basic security guidelines. For example, the Open Web Application Security Project—which is a nonprofit organization dedicated to enabling organizations to develop applications that are secure—has put out a number of resources and guidelines for businesses to develop secure websites. Similarly, companies such as Microsoft have provided minimum-security guidelines for web applications. These guidelines include using Secure Sockets Layer (SSL) certificates, which underpin most HTTPS connections, to transmit sensitive information between the browser and server, and using strong passwords.

Finally, there are best practices for web accessibility published by the Web Accessibility Initiative and the World Wide Web Consortium (W3C), an international standards organization for the Internet. The Web Content Accessibility Guidelines (WCAG) specify how web developers should make content accessible, primarily for people with disabilities, across all devices and platforms. In 2008, W3C published the most updated version, called WCAG 2.0. The WCAG 2.0 guidelines have four principles—that online content should be perceivable, operable, understandable, and robust—and outlines specific techniques that web developers can use to optimize their content for users with disabilities. WCAG 2.0 has three levels of conformance (A, AA, and AAA). Higher levels of conformance make sites more accessible but impose more restrictions on website design. In January 2017, the U.S. Architectural and Transportation Barriers Compliance Board adopted final rules to make WCAG 2.0 AA the accessibility standards that the federal government uses to provide accessible web services.

**METHODOLOGY**

The first step in the research process was to identify the most popular federal websites. The “Majestic Million” is a free online service that ranks the most popular websites in the world based on how many unique IP addresses refer to a particular domain. Majestic Million daily publishes its “Fresh Index,” which ranks sites over a rolling 90-day period. For this report, we used the dataset from the “Fresh Index” downloaded on September 1, 2017. To identify the most popular federal government websites, we first filtered all of the entries in the Majestic Million list with a .gov top-level domain. This list included over 1,500 government websites at the city, state, and federal levels. We reviewed these sites to determine which were for state or local government and excluded them from our analysis. Additionally, we excluded all subdomains of federal websites (except for the second-most popular federal website ncbi.nlm.nih.gov and share.america.gov that replaced the website America.gov, which was reviewed in the initial report). We also excluded all federal government websites that had been retired, failed to load, redirected to subdomains, or redirected to new pages whose domains were either unranked or already being tested. Then, we reviewed all of the federal government websites included in the prior report that did not use a .gov top-level domain. If they were still ranked in the top million on Majestic Million, we
added them to the list (e.g., the U.S. Postal Service, usps.com, and the United States Forest Service, fs.fed.us).44

Next, to ensure that we did not miss any popular federal government websites (including those that do not have a .gov top-level domain, such as federal government websites that end in .org, .com, .us or .edu), we reviewed analytics.usa.gov. Analytics.usa.gov is a GSA website that reports government website usage data for sites participating in the Digital Analytics Program (DAP). On September 6, 2017, we downloaded data for websites with at least 1,000 visits in the last 30 days—a total of 2,487 websites.45

To identify potential sites to include, we compared the list from analytics.usa.gov to that from the Majestic Million. To begin, we identified where the five lowest-ranking websites on the Majestic Million list appeared on the analytics.usa.gov list. Based on this threshold, we estimated that a reasonable cutoff for comparison would be websites on the analytics.usa.gov list that had at least 1,705 visits in the last 30 days. In considering whether to add a website from the analytics.usa.gov list, we first excluded all subdomains. Then we tested the remaining websites to see if they were ranked on the Majestic Million list. In particular, we looked for non-.gov websites. If these websites were ranked in the top million, we included them in our list of websites to review. Some examples of websites that we added to our list include DocsTeach.org (docsteach.org), the Bureau of Engraving and Printing (moneyfactory.com), and the National Assessment Governing Board (nagb.org).46

Through this process, we identified 468 U.S. government websites (i.e., those with a .gov domain, plus federal government websites ending in .us, .com, .org, or .edu). Using publicly available testing tools, we assessed these 468 federal websites on each of the four benchmarks.47 First, the report uses Google’s “PageSpeed Insights” to gauge the speed of each website, based on both the desktop and mobile load-speed scores provided by the tool.48 Second, the report uses the SEO Centro “Mobile Friendly Check” tool to score whether a website is mobile friendly.49 Third, the report uses two tools to measure security: Qualys SSL Labs’ “SSL Server Test” tool, which inspects public SSL certificates for security, and Verisign Labs’ “DNSSEC Debugger” tool, which measures the security of DNS servers.50 Finally, the report uses AChecker’s “Web Accessibility Checker” to score websites on their level of accessibility based on WCAG 2.0.51 We elaborate on each of these tools, why these factors are important, and how this report calculates scores in each corresponding section. Additionally, in each section, we compare the overall analysis of the 468 websites to those websites in the top 100,000 of the Majestic Million ranking to further understand how this subset of most popular federal websites rank on each of these metrics. To ensure the scoring for each of these four tests was reasonable, we also ran these tools on the top 20 nongovernment websites ranked on Majestic Million. Details on how we established a passing score for each criterion is explained in corresponding sections.

To calculate an overall ranking, we converted each of the metrics (desktop page-load speed, mobile page-load speed, mobile friendliness, accessibility, SSL, and DNSSEC) into z-scores, which indicate how many standard deviations a value is from the mean. Using z-scores allows for comparison across metrics with different distributions. We created a single score for page-load speed by averaging the z-scores of the desktop and mobile page-load speed metrics, and a single score for security based on the average of the SSL and DNSSEC z-scores. We then created an overall score by averaging each of the main categories (page-load speed, mobile friendliness, accessibility, and security). For the four sites missing accessibility scores, we used the average of the three remaining categories. To make
the overall scores more intuitive, we converted them to a 100-point scale based on the minimum and maximum percentage of points earned by the websites we reviewed.

FINDINGS
The following sections describe our findings for the four categories: page-load speed, mobile friendliness, security, and accessibility. In each section, we describe the findings for this sample of websites, as well as any relevant comparisons to the initial report. We also present an overall ranking determined from each of these variables.

There are limitations to our findings. The data presented below is not a complete analysis of all federal websites, and all the website testing tools have some limitations. The data was gathered in September 2017, and because of the shifting nature of online traffic, some of these federal websites may have since dropped from the top million popular websites while others that are not considered in this report may have moved up into the top million. There are more than 4,500 federal websites, and while this report looks at the most popular ones, it covers just over 10 percent. Furthermore, with the change to a new administration, the popularity and existence of several federal websites are in flux. Tests were conducted over a two-week period in September, and if we encountered any errors in the tests, we repeated them in late September and early October of 2017. Since that time, some agencies updated their websites. For example, the General Services Administration (gsa.gov) in late October scored better for both desktop and mobile page-load speed, but in this report we analyze the score obtained in September to maintain consistency.

Of the 468 websites reviewed in this report, we also reviewed 260 last year. Figure 1 shows the change in overall score for these. For example, if a site scored 0 last year and 100 this year, then the graph would show a change of 100. Ideally, all sites would show some positive movement. Unfortunately, as the figure shows, more sites saw their scores drop than rise.

FIGURE 1
Change in overall score for popular federal websites (2016-2017)
Among the websites we reviewed in both reports, the five websites that had the greatest positive change in score were: osti.gov (Office of Scientific and Technical Information, U.S. Department of Energy), irs.gov (Internal Revenue Service), dni.gov (Office of the Director of National Intelligence), ttb.gov (Alcohol and Tobacco Tax and Trade Bureau), and rrb.gov (U.S. Railroad Retirement Board). Some of these agencies, such as irs.gov, dni.gov, and rrb.gov, have substantially updated their sites, as reflected in the higher scores.

As shown in table 1, among the websites we reviewed, the top 10 best-performing websites are: vote.gov (Vote.gov), ibwc.gov (International Boundary and Water Commission), nist.gov (National Institute of Standards and Technology), bop.gov (Federal Bureau of Prisons), science.gov (Science.gov), osti.gov (Office of Science and Technology Information), fbi.gov (Federal Bureau of Investigation), ameslab.gov (Ames Laboratory), fhfaoig.gov (Office of Inspector General Federal Housing Finance Agency), and justice.gov (Department of Justice). Likewise, the 10 worst performing websites are: pmi.gov (President’s Malaria Initiative), mspb.gov (U.S. Merit Systems Protection Board), nro.gov (National Reconnaissance Office), achp.gov (Advisory Council on Historic Preservation), ars-grin.gov (Germplasm Resource Information Network), lanl.gov (Los Alamos National Laboratory), presidio.gov (Presidio), gsaauctions.gov (GSA Auctions), blm.gov (Bureau of Land Management), and federalreserve.gov (Board of Governors of the Federal Reserve System).
### TABLE 1
Popular federal websites ranked by overall score (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>vote.gov</td>
<td>95.5</td>
<td>658,543</td>
<td>ttb.gov</td>
<td>81.1</td>
<td>45,942</td>
</tr>
<tr>
<td>ibwc.gov</td>
<td>87.3</td>
<td>935,804</td>
<td>niem.gov</td>
<td>81.0</td>
<td>796,571</td>
</tr>
<tr>
<td>nist.gov</td>
<td>87.2</td>
<td>539</td>
<td>serve.gov</td>
<td>80.9</td>
<td>36,004</td>
</tr>
<tr>
<td>bop.gov</td>
<td>86.3</td>
<td>13,840</td>
<td>consumerfinance.gov</td>
<td>80.8</td>
<td>4,144</td>
</tr>
<tr>
<td>science.gov</td>
<td>86.3</td>
<td>28,568</td>
<td>nasa.gov</td>
<td>80.7</td>
<td>108</td>
</tr>
<tr>
<td>osti.gov</td>
<td>85.7</td>
<td>10,914</td>
<td>trumanlibrary.org</td>
<td>80.6</td>
<td>17,038</td>
</tr>
<tr>
<td>fbi.gov</td>
<td>85.2</td>
<td>610</td>
<td>donotcall.gov</td>
<td>80.3</td>
<td>8,116</td>
</tr>
<tr>
<td>ameslab.gov</td>
<td>85.1</td>
<td>42,697</td>
<td>uscp.gov</td>
<td>80.3</td>
<td>501,673</td>
</tr>
<tr>
<td>fhfaoig.gov</td>
<td>85.1</td>
<td>903,178</td>
<td>womenshistorymonth.gov</td>
<td>79.9</td>
<td>109,565</td>
</tr>
<tr>
<td>justice.gov</td>
<td>84.4</td>
<td>824</td>
<td>medicare.gov</td>
<td>80.1</td>
<td>2,168</td>
</tr>
<tr>
<td>investor.gov</td>
<td>84.1</td>
<td>46,094</td>
<td>stopalcoholabuse.gov</td>
<td>80.0</td>
<td>283,909</td>
</tr>
<tr>
<td>usajobs.gov</td>
<td>84.0</td>
<td>4,713</td>
<td>justthinktwice.gov</td>
<td>79.9</td>
<td>234,959</td>
</tr>
<tr>
<td>whitehouse.gov</td>
<td>83.8</td>
<td>192</td>
<td>womenshistorymonth.gov</td>
<td>79.9</td>
<td>109,565</td>
</tr>
<tr>
<td>fda.gov</td>
<td>83.7</td>
<td>258</td>
<td>onguardonline.gov</td>
<td>79.8</td>
<td>10,253</td>
</tr>
<tr>
<td>nih.gov</td>
<td>83.7</td>
<td>52</td>
<td>cancer.gov</td>
<td>79.6</td>
<td>901</td>
</tr>
<tr>
<td>visitthecapitol.gov</td>
<td>83.6</td>
<td>71,706</td>
<td>uscurrency.gov</td>
<td>79.6</td>
<td>575,870</td>
</tr>
<tr>
<td>usda.gov</td>
<td>83.3</td>
<td>248</td>
<td>code.gov</td>
<td>79.5</td>
<td>923,771</td>
</tr>
<tr>
<td>alaskacenters.gov</td>
<td>83.2</td>
<td>445,178</td>
<td>tsp.gov</td>
<td>79.3</td>
<td>103,131</td>
</tr>
<tr>
<td>share.america.gov</td>
<td>83.1</td>
<td>10,269</td>
<td>vets.gov</td>
<td>79.3</td>
<td>184,939</td>
</tr>
<tr>
<td>uspto.gov</td>
<td>82.9</td>
<td>522</td>
<td>africanamericanhistorymonth.gov</td>
<td>79.3</td>
<td>213,941</td>
</tr>
<tr>
<td>guidelines.gov</td>
<td>82.9</td>
<td>187,042</td>
<td>pay.gov</td>
<td>79.2</td>
<td>177,551</td>
</tr>
<tr>
<td>health.gov</td>
<td>82.9</td>
<td>4,522</td>
<td>cbo.gov</td>
<td>79.1</td>
<td>3,714</td>
</tr>
<tr>
<td>usa.gov</td>
<td>82.8</td>
<td>594</td>
<td>myra.gov</td>
<td>79.0</td>
<td>272,955</td>
</tr>
<tr>
<td>guideline.gov</td>
<td>82.8</td>
<td>19,083</td>
<td>aoc.gov</td>
<td>79.0</td>
<td>28,719</td>
</tr>
<tr>
<td>exim.gov</td>
<td>82.6</td>
<td>36,130</td>
<td>hru.gov</td>
<td>79.0</td>
<td>167,116</td>
</tr>
<tr>
<td>healthfinder.gov</td>
<td>82.6</td>
<td>5,234</td>
<td>fbijobs.gov</td>
<td>79.0</td>
<td>105,427</td>
</tr>
<tr>
<td>sustainablecommunities.gov</td>
<td>82.5</td>
<td>585,178</td>
<td>ftccomplaintassistant.gov</td>
<td>78.9</td>
<td>13,822</td>
</tr>
<tr>
<td>disasterassistance.gov</td>
<td>82.0</td>
<td>39,199</td>
<td>mycreditunion.gov</td>
<td>78.8</td>
<td>118,328</td>
</tr>
<tr>
<td>consumer.gov</td>
<td>81.9</td>
<td>17,482</td>
<td>hhs.gov</td>
<td>78.7</td>
<td>603</td>
</tr>
<tr>
<td>applicationmanager.gov</td>
<td>81.8</td>
<td>941,133</td>
<td>dhhs.gov</td>
<td>78.7</td>
<td>12,176</td>
</tr>
<tr>
<td>fcc.gov</td>
<td>81.7</td>
<td>760</td>
<td>cms.gov</td>
<td>78.6</td>
<td>1,975</td>
</tr>
<tr>
<td>medlineplus.gov</td>
<td>81.7</td>
<td>1,080</td>
<td>hiv.gov</td>
<td>78.6</td>
<td>17,467</td>
</tr>
<tr>
<td>nano.gov</td>
<td>81.6</td>
<td>58,766</td>
<td>ornl.gov</td>
<td>78.6</td>
<td>2,118</td>
</tr>
<tr>
<td>clinicaltrials.gov</td>
<td>81.6</td>
<td>1,313</td>
<td>indianaaffairs.gov</td>
<td>78.6</td>
<td>323,948</td>
</tr>
<tr>
<td>fema.gov</td>
<td>81.5</td>
<td>821</td>
<td>uscc.gov</td>
<td>78.4</td>
<td>55,771</td>
</tr>
<tr>
<td>phe.gov</td>
<td>81.3</td>
<td>59,054</td>
<td>nara.gov</td>
<td>78.4</td>
<td>10,591</td>
</tr>
<tr>
<td>hudoig.gov</td>
<td>81.1</td>
<td>241,717</td>
<td>fordlibrarymuseum.gov</td>
<td>78.4</td>
<td>79,659</td>
</tr>
<tr>
<td>its.blrdodc.gov</td>
<td>81.1</td>
<td>79,017</td>
<td>lsc.gov</td>
<td>78.4</td>
<td>88,816</td>
</tr>
<tr>
<td>hispanicheritagemonth.gov</td>
<td>81.1</td>
<td>211,081</td>
<td>nwcg.gov</td>
<td>78.3</td>
<td>34,088</td>
</tr>
<tr>
<td>smartgrid.gov</td>
<td>81.1</td>
<td>248,173</td>
<td>usability.gov</td>
<td>78.3</td>
<td>24,970</td>
</tr>
</tbody>
</table>
## TABLE 1 CONTINUED

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>iarpa.gov</td>
<td>78.2</td>
<td>193,902</td>
<td>state.gov</td>
<td>76.3</td>
<td>259</td>
</tr>
<tr>
<td>alzheimers.gov</td>
<td>78.1</td>
<td>542,938</td>
<td>nnlm.gov</td>
<td>76.3</td>
<td>65,218</td>
</tr>
<tr>
<td>ncd.gov</td>
<td>78.1</td>
<td>59,887</td>
<td>fletc.gov</td>
<td>76.2</td>
<td>164,848</td>
</tr>
<tr>
<td>childwelfare.gov</td>
<td>77.9</td>
<td>11,221</td>
<td>medicaid.gov</td>
<td>76.2</td>
<td>10,648</td>
</tr>
<tr>
<td>listo.gov</td>
<td>77.9</td>
<td>583,774</td>
<td>nhtsa.gov</td>
<td>76.1</td>
<td>2,120</td>
</tr>
<tr>
<td>archives.gov</td>
<td>77.9</td>
<td>433</td>
<td>insurekdsnow.gov</td>
<td>76.1</td>
<td>90,260</td>
</tr>
<tr>
<td>usaid.gov</td>
<td>77.9</td>
<td>1,997</td>
<td>9-11commission.gov</td>
<td>76.0</td>
<td>37,398</td>
</tr>
<tr>
<td>frtr.gov</td>
<td>77.8</td>
<td>920,323</td>
<td>doleta.gov</td>
<td>75.9</td>
<td>4,330</td>
</tr>
<tr>
<td>ncjrs.gov</td>
<td>77.8</td>
<td>5,696</td>
<td>digitalgov.gov</td>
<td>75.9</td>
<td>105,697</td>
</tr>
<tr>
<td>defense.gov</td>
<td>77.8</td>
<td>1,407</td>
<td>helpwithmybank.gov</td>
<td>75.9</td>
<td>270,668</td>
</tr>
<tr>
<td>consumer.gov</td>
<td>77.8</td>
<td>92,587</td>
<td>clintonlibrary.gov</td>
<td>75.8</td>
<td>137,120</td>
</tr>
<tr>
<td>cbp.gov</td>
<td>77.6</td>
<td>2,000</td>
<td>nationalgangcenter.gov</td>
<td>75.8</td>
<td>283,470</td>
</tr>
<tr>
<td>dnfsb.gov</td>
<td>77.5</td>
<td>743,978</td>
<td>nts.gov</td>
<td>75.8</td>
<td>28,046</td>
</tr>
<tr>
<td>section508.gov</td>
<td>77.4</td>
<td>9,391</td>
<td>sba.gov</td>
<td>75.7</td>
<td>1,143</td>
</tr>
<tr>
<td>ffiec.gov</td>
<td>77.4</td>
<td>23,694</td>
<td>msha.gov</td>
<td>75.7</td>
<td>28,468</td>
</tr>
<tr>
<td>ncbi.nlm.nih.gov</td>
<td>77.3</td>
<td>84</td>
<td>imls.gov</td>
<td>75.7</td>
<td>21,990</td>
</tr>
<tr>
<td>hrsa.gov</td>
<td>77.3</td>
<td>3,635</td>
<td>wdol.gov</td>
<td>75.7</td>
<td>322,205</td>
</tr>
<tr>
<td>idmanagement.gov</td>
<td>77.2</td>
<td>728,074</td>
<td>ahrq.gov</td>
<td>75.6</td>
<td>2,548</td>
</tr>
<tr>
<td>sigtarp.gov</td>
<td>77.2</td>
<td>249,304</td>
<td>nrel.gov</td>
<td>75.6</td>
<td>3,623</td>
</tr>
<tr>
<td>genome.gov</td>
<td>77.1</td>
<td>6,187</td>
<td>truman.gov</td>
<td>75.6</td>
<td>162,532</td>
</tr>
<tr>
<td>trafficsafetymarketing.gov</td>
<td>77.1</td>
<td>187,220</td>
<td>drugabuse.gov</td>
<td>75.5</td>
<td>2,719</td>
</tr>
<tr>
<td>agingstats.gov</td>
<td>77.0</td>
<td>241,759</td>
<td>drought.gov</td>
<td>75.4</td>
<td>115,975</td>
</tr>
<tr>
<td>privacyshield.gov</td>
<td>77.0</td>
<td>18,269</td>
<td>nps.gov</td>
<td>75.4</td>
<td>358</td>
</tr>
<tr>
<td>girlshealth.gov</td>
<td>77.0</td>
<td>73,085</td>
<td>ssa.gov</td>
<td>75.3</td>
<td>1,128</td>
</tr>
<tr>
<td>pepfar.gov</td>
<td>76.9</td>
<td>63,016</td>
<td>socialsecurity.gov</td>
<td>75.3</td>
<td>5,145</td>
</tr>
<tr>
<td>mbda.gov</td>
<td>76.9</td>
<td>45,367</td>
<td>wrp.gov</td>
<td>75.3</td>
<td>877,710</td>
</tr>
<tr>
<td>onrr.gov</td>
<td>76.8</td>
<td>932,962</td>
<td>llnl.gov</td>
<td>75.3</td>
<td>3,231</td>
</tr>
<tr>
<td>financialresearch.gov</td>
<td>76.8</td>
<td>489,436</td>
<td>ahcpr.gov</td>
<td>75.3</td>
<td>94,904</td>
</tr>
<tr>
<td>fueleconomy.gov</td>
<td>76.7</td>
<td>6,124</td>
<td>stopfraud.gov</td>
<td>75.2</td>
<td>134,862</td>
</tr>
<tr>
<td>congress.gov</td>
<td>76.7</td>
<td>950</td>
<td>usbr.gov</td>
<td>75.2</td>
<td>9,711</td>
</tr>
<tr>
<td>ppl.gov</td>
<td>76.6</td>
<td>44,053</td>
<td>bia.gov</td>
<td>75.2</td>
<td>57,918</td>
</tr>
<tr>
<td>eftps.gov</td>
<td>76.6</td>
<td>96,310</td>
<td>sciinks.gov</td>
<td>75.1</td>
<td>487,141</td>
</tr>
<tr>
<td>firstgov.gov</td>
<td>76.6</td>
<td>9,112</td>
<td>911.gov</td>
<td>75.0</td>
<td>675,028</td>
</tr>
<tr>
<td>telework.gov</td>
<td>76.6</td>
<td>569,475</td>
<td>atf.gov</td>
<td>75.0</td>
<td>10,449</td>
</tr>
<tr>
<td>kids.gov</td>
<td>76.6</td>
<td>59,531</td>
<td>studentaid.gov</td>
<td>74.9</td>
<td>195,346</td>
</tr>
<tr>
<td>reginfo.gov</td>
<td>76.5</td>
<td>47,449</td>
<td>peacecorps.gov</td>
<td>74.9</td>
<td>8,561</td>
</tr>
<tr>
<td>ftc.gov</td>
<td>76.5</td>
<td>409</td>
<td>ic3.gov</td>
<td>74.9</td>
<td>4,966</td>
</tr>
<tr>
<td>bja.gov</td>
<td>76.4</td>
<td>68,850</td>
<td>senate.gov</td>
<td>74.9</td>
<td>456</td>
</tr>
<tr>
<td>sec.gov</td>
<td>76.4</td>
<td>572</td>
<td>secretservice.gov</td>
<td>74.9</td>
<td>18,923</td>
</tr>
<tr>
<td>studentloans.gov</td>
<td>76.3</td>
<td>15,454</td>
<td>supremecourt.gov</td>
<td>74.9</td>
<td>1,966</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------</td>
<td>-------</td>
<td>----------------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>copyright.gov</td>
<td>74.8</td>
<td>1,457</td>
<td>sbir.gov</td>
<td>73.1</td>
<td>45,814</td>
</tr>
<tr>
<td>cio.gov</td>
<td>74.7</td>
<td>34,026</td>
<td>fdc.gov</td>
<td>73.1</td>
<td>3,284</td>
</tr>
<tr>
<td>bls.gov</td>
<td>74.6</td>
<td>591</td>
<td>papahanaumokuakea.gov</td>
<td>73.1</td>
<td>205,712</td>
</tr>
<tr>
<td>nrc.gov</td>
<td>74.6</td>
<td>7,809</td>
<td>nsopw.gov</td>
<td>73.0</td>
<td>42,143</td>
</tr>
<tr>
<td>prc.gov</td>
<td>74.5</td>
<td>169,908</td>
<td>nwbc.gov</td>
<td>73.0</td>
<td>180,507</td>
</tr>
<tr>
<td>abnc.gov</td>
<td>74.4</td>
<td>46,679</td>
<td>nsa.gov</td>
<td>73.0</td>
<td>3,442</td>
</tr>
<tr>
<td>cdc.gov</td>
<td>74.4</td>
<td>138</td>
<td>brac.gov</td>
<td>73.0</td>
<td>872,406</td>
</tr>
<tr>
<td>va.gov</td>
<td>74.4</td>
<td>750</td>
<td>sss.gov</td>
<td>73.0</td>
<td>23,278</td>
</tr>
<tr>
<td>feb.gov</td>
<td>74.3</td>
<td>31,594</td>
<td>commerce.gov</td>
<td>72.9</td>
<td>5,752</td>
</tr>
<tr>
<td>nifc.gov</td>
<td>74.2</td>
<td>23,822</td>
<td>usitc.gov</td>
<td>72.8</td>
<td>10,012</td>
</tr>
<tr>
<td>ice.gov</td>
<td>74.2</td>
<td>4,441</td>
<td>usaspending.gov</td>
<td>72.7</td>
<td>37,216</td>
</tr>
<tr>
<td>benefits.gov</td>
<td>74.1</td>
<td>27,616</td>
<td>sandia.gov</td>
<td>72.7</td>
<td>4,999</td>
</tr>
<tr>
<td>dni.gov</td>
<td>74.1</td>
<td>7,616</td>
<td>science360.gov</td>
<td>72.7</td>
<td>101,007</td>
</tr>
<tr>
<td>odn.gov</td>
<td>74.1</td>
<td>347,052</td>
<td>geomaac.gov</td>
<td>72.6</td>
<td>731,966</td>
</tr>
<tr>
<td>acl.gov</td>
<td>74.1</td>
<td>14,015</td>
<td>fedbizopps.gov</td>
<td>72.6</td>
<td>180,106</td>
</tr>
<tr>
<td>whistleblowers.gov</td>
<td>74.1</td>
<td>213,108</td>
<td>bbg.gov</td>
<td>72.6</td>
<td>100,162</td>
</tr>
<tr>
<td>ofr.gov</td>
<td>74.1</td>
<td>53,292</td>
<td>cuidadodesalud.gov</td>
<td>72.6</td>
<td>152,346</td>
</tr>
<tr>
<td>dhs.gov</td>
<td>74.0</td>
<td>737</td>
<td>everykidinapark.gov</td>
<td>72.5</td>
<td>137,346</td>
</tr>
<tr>
<td>regulations.gov</td>
<td>73.9</td>
<td>3,390</td>
<td>nlrb.gov</td>
<td>72.5</td>
<td>16,157</td>
</tr>
<tr>
<td>juvenilcouncil.gov</td>
<td>73.9</td>
<td>212,144</td>
<td>pubmed.gov</td>
<td>72.5</td>
<td>35,065</td>
</tr>
<tr>
<td>fedramp.gov</td>
<td>73.9</td>
<td>326,659</td>
<td>cfda.gov</td>
<td>72.5</td>
<td>68,921</td>
</tr>
<tr>
<td>organdonor.gov</td>
<td>73.9</td>
<td>35,648</td>
<td>usmint.gov</td>
<td>72.4</td>
<td>8,792</td>
</tr>
<tr>
<td>doj.gov</td>
<td>73.8</td>
<td>5,089</td>
<td>fir.gov</td>
<td>72.4</td>
<td>417,486</td>
</tr>
<tr>
<td>nitr.gov</td>
<td>73.8</td>
<td>103,053</td>
<td>nga.gov</td>
<td>72.3</td>
<td>3,462</td>
</tr>
<tr>
<td>usembassy.gov</td>
<td>73.7</td>
<td>814</td>
<td>cpesc.gov</td>
<td>72.3</td>
<td>1,506</td>
</tr>
<tr>
<td>womenshealth.gov</td>
<td>73.7</td>
<td>5,229</td>
<td>fishwatch.gov</td>
<td>72.3</td>
<td>199,402</td>
</tr>
<tr>
<td>huduser.gov</td>
<td>73.6</td>
<td>10,323</td>
<td>house.gov</td>
<td>72.3</td>
<td>399</td>
</tr>
<tr>
<td>distraction.gov</td>
<td>73.6</td>
<td>22,280</td>
<td>fbo.gov</td>
<td>72.3</td>
<td>5,986</td>
</tr>
<tr>
<td>irs.gov</td>
<td>73.4</td>
<td>416</td>
<td>fincen.gov</td>
<td>72.3</td>
<td>15,259</td>
</tr>
<tr>
<td>makinghomeaffordable.gov</td>
<td>73.4</td>
<td>27,567</td>
<td>uspsoi.gov</td>
<td>72.2</td>
<td>102,867</td>
</tr>
<tr>
<td>manufacturing.gov</td>
<td>73.4</td>
<td>206,901</td>
<td>transportation.gov</td>
<td>72.2</td>
<td>3,340</td>
</tr>
<tr>
<td>export.gov</td>
<td>73.4</td>
<td>1,847</td>
<td>sciencebase.gov</td>
<td>72.2</td>
<td>731,860</td>
</tr>
<tr>
<td>faa.gov</td>
<td>73.3</td>
<td>1,090</td>
<td>identitytheft.gov</td>
<td>72.1</td>
<td>49,675</td>
</tr>
<tr>
<td>acquisition.gov</td>
<td>73.3</td>
<td>65,915</td>
<td>govlaws.gov</td>
<td>72.0</td>
<td>341,481</td>
</tr>
<tr>
<td>recalls.gov</td>
<td>73.3</td>
<td>49,487</td>
<td>globe.gov</td>
<td>72.0</td>
<td>40,337</td>
</tr>
<tr>
<td>jimmycarterlibrary.gov</td>
<td>73.2</td>
<td>174,674</td>
<td>feedthefuture.gov</td>
<td>71.9</td>
<td>123,033</td>
</tr>
<tr>
<td>selectusa.gov</td>
<td>73.2</td>
<td>270,191</td>
<td>usciss.gov</td>
<td>71.7</td>
<td>1,629</td>
</tr>
<tr>
<td>nsf.gov</td>
<td>73.2</td>
<td>1,286</td>
<td>ovc.gov</td>
<td>71.7</td>
<td>151,503</td>
</tr>
<tr>
<td>ecf.gov</td>
<td>73.1</td>
<td>6,610</td>
<td>stb.gov</td>
<td>71.7</td>
<td>459,398</td>
</tr>
<tr>
<td>healthcare.gov</td>
<td>73.1</td>
<td>2,146</td>
<td>upsp.com</td>
<td>71.6</td>
<td>837</td>
</tr>
</tbody>
</table>
TABLE 1 CONTINUED

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>dot.gov</td>
<td>71.6</td>
<td>601</td>
<td>loc.gov</td>
<td>69.5</td>
<td>156</td>
</tr>
<tr>
<td>fafsa.gov</td>
<td>71.5</td>
<td>27,467</td>
<td>buyusa.gov</td>
<td>69.4</td>
<td>48,328</td>
</tr>
<tr>
<td>mcc.gov</td>
<td>71.5</td>
<td>87,982</td>
<td>pnnl.gov</td>
<td>69.4</td>
<td>21,128</td>
</tr>
<tr>
<td>bsee.gov</td>
<td>71.4</td>
<td>174,280</td>
<td>fvap.gov</td>
<td>69.4</td>
<td>66,369</td>
</tr>
<tr>
<td>cftc.gov</td>
<td>71.3</td>
<td>8,975</td>
<td>inl.gov</td>
<td>69.3</td>
<td>51,817</td>
</tr>
<tr>
<td>namus.gov</td>
<td>71.3</td>
<td>438,306</td>
<td>unicor.gov</td>
<td>69.1</td>
<td>289,791</td>
</tr>
<tr>
<td>ourdocuments.gov</td>
<td>71.3</td>
<td>20,258</td>
<td>fpds.gov</td>
<td>69.0</td>
<td>171,080</td>
</tr>
<tr>
<td>americaslibrary.gov</td>
<td>71.2</td>
<td>18,771</td>
<td>ovcttac.gov</td>
<td>68.9</td>
<td>911,165</td>
</tr>
<tr>
<td>ihs.gov</td>
<td>71.2</td>
<td>25,094</td>
<td>presidentialserviceawards.gov</td>
<td>68.8</td>
<td>217,018</td>
</tr>
<tr>
<td>usbg.gov</td>
<td>71.2</td>
<td>82,006</td>
<td>childstats.gov</td>
<td>68.6</td>
<td>61,353</td>
</tr>
<tr>
<td>access-board.gov</td>
<td>71.1</td>
<td>16,306</td>
<td>ustda.gov</td>
<td>68.6</td>
<td>214,534</td>
</tr>
<tr>
<td>ncfcrf.gov</td>
<td>70.9</td>
<td>54,570</td>
<td>foodsafety.gov</td>
<td>68.6</td>
<td>9,649</td>
</tr>
<tr>
<td>energycodes.gov</td>
<td>70.9</td>
<td>121,547</td>
<td>bea.gov</td>
<td>68.5</td>
<td>4,425</td>
</tr>
<tr>
<td>fjc.gov</td>
<td>70.9</td>
<td>31,455</td>
<td>occ.gov</td>
<td>68.5</td>
<td>28,708</td>
</tr>
<tr>
<td>pmf.gov</td>
<td>70.9</td>
<td>532,971</td>
<td>ofcm.gov</td>
<td>68.5</td>
<td>194,232</td>
</tr>
<tr>
<td>time.gov</td>
<td>70.9</td>
<td>15,403</td>
<td>amberalert.gov</td>
<td>68.5</td>
<td>125,102</td>
</tr>
<tr>
<td>edpubs.gov</td>
<td>70.8</td>
<td>644,524</td>
<td>cia.gov</td>
<td>68.3</td>
<td>650</td>
</tr>
<tr>
<td>ncu.gov</td>
<td>70.8</td>
<td>23,060</td>
<td>fedshirlevets.gov</td>
<td>68.3</td>
<td>149,304</td>
</tr>
<tr>
<td>fws.gov</td>
<td>70.6</td>
<td>1,490</td>
<td>ucrdatatool.gov</td>
<td>68.2</td>
<td>330,854</td>
</tr>
<tr>
<td>collegesdrinkingprevention.gov</td>
<td>70.5</td>
<td>60,712</td>
<td>foia.gov</td>
<td>68.1</td>
<td>82,912</td>
</tr>
<tr>
<td>nctc.gov</td>
<td>70.5</td>
<td>87,514</td>
<td>nagb.org</td>
<td>68.1</td>
<td>463,144</td>
</tr>
<tr>
<td>data.gov</td>
<td>70.5</td>
<td>9,103</td>
<td>us-cert.gov</td>
<td>68.1</td>
<td>3,298</td>
</tr>
<tr>
<td>osha.gov</td>
<td>70.3</td>
<td>1,179</td>
<td>its.gov</td>
<td>68.1</td>
<td>71,919</td>
</tr>
<tr>
<td>healthit.gov</td>
<td>70.3</td>
<td>14,317</td>
<td>globalchange.gov</td>
<td>68.1</td>
<td>14,066</td>
</tr>
<tr>
<td>gpo.gov</td>
<td>70.2</td>
<td>720</td>
<td>recreation.gov</td>
<td>68.0</td>
<td>9,012</td>
</tr>
<tr>
<td>osc.gov</td>
<td>70.1</td>
<td>86,666</td>
<td>safercar.gov</td>
<td>68.0</td>
<td>7,903</td>
</tr>
<tr>
<td>research.gov</td>
<td>70.1</td>
<td>80,001</td>
<td>nationalresourcedirectory.gov</td>
<td>67.9</td>
<td>261,969</td>
</tr>
<tr>
<td>nutrition.gov</td>
<td>70.0</td>
<td>22,332</td>
<td>nrd.gov</td>
<td>67.9</td>
<td>374,568</td>
</tr>
<tr>
<td>idtheft.gov</td>
<td>70.0</td>
<td>633,739</td>
<td>treasury.gov</td>
<td>67.9</td>
<td>1,116</td>
</tr>
<tr>
<td>recoverymonth.gov</td>
<td>70.0</td>
<td>150,950</td>
<td>samhsa.gov</td>
<td>67.9</td>
<td>1,885</td>
</tr>
<tr>
<td>fec.gov</td>
<td>69.9</td>
<td>6,557</td>
<td>ed.gov</td>
<td>67.8</td>
<td>390</td>
</tr>
<tr>
<td>vehiclehistory.gov</td>
<td>69.9</td>
<td>296,020</td>
<td>healthypeople.gov</td>
<td>67.8</td>
<td>19,717</td>
</tr>
<tr>
<td>epa.gov</td>
<td>69.8</td>
<td>260</td>
<td>usds.gov</td>
<td>67.7</td>
<td>725,460</td>
</tr>
<tr>
<td>fedcenter.gov</td>
<td>69.7</td>
<td>137,649</td>
<td>ncirc.gov</td>
<td>67.6</td>
<td>820,214</td>
</tr>
<tr>
<td>orau.gov</td>
<td>69.7</td>
<td>62,917</td>
<td>saferproducts.gov</td>
<td>67.6</td>
<td>61,596</td>
</tr>
<tr>
<td>lep.gov</td>
<td>69.6</td>
<td>504,798</td>
<td>fhfa.gov</td>
<td>67.5</td>
<td>31,043</td>
</tr>
<tr>
<td>usgs.gov</td>
<td>69.6</td>
<td>393</td>
<td>energy.gov</td>
<td>67.4</td>
<td>711</td>
</tr>
<tr>
<td>youthrules.gov</td>
<td>69.6</td>
<td>289,347</td>
<td>eac.gov</td>
<td>67.2</td>
<td>38,072</td>
</tr>
<tr>
<td>usich.gov</td>
<td>69.6</td>
<td>112,718</td>
<td>gsa.gov</td>
<td>67.1</td>
<td>2,529</td>
</tr>
<tr>
<td>moneyfactory.gov</td>
<td>69.5</td>
<td>48,322</td>
<td>eeoc.gov</td>
<td>67.1</td>
<td>2,904</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------</td>
<td>--------</td>
<td>-----------------</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td>tonation-nsn.gov</td>
<td>67.1</td>
<td>555,364</td>
<td>pbgc.gov</td>
<td>64.2</td>
<td>50,696</td>
</tr>
<tr>
<td>opm.gov</td>
<td>67.0</td>
<td>4,388</td>
<td>solardecahlon.gov</td>
<td>64.2</td>
<td>58,957</td>
</tr>
<tr>
<td>fnal.gov</td>
<td>67.0</td>
<td>5,500</td>
<td>bnl.gov</td>
<td>64.1</td>
<td>7,036</td>
</tr>
<tr>
<td>fs.fed.us</td>
<td>66.8</td>
<td>1,578</td>
<td>energystar.gov</td>
<td>64.1</td>
<td>1,769</td>
</tr>
<tr>
<td>boem.gov</td>
<td>66.8</td>
<td>56,407</td>
<td>rrb.gov</td>
<td>64.1</td>
<td>157,248</td>
</tr>
<tr>
<td>digitalpreservation.gov</td>
<td>66.8</td>
<td>62,916</td>
<td>nationalmap.gov</td>
<td>64.0</td>
<td>46,765</td>
</tr>
<tr>
<td>vef.gov</td>
<td>66.8</td>
<td>705,883</td>
<td>sam.gov</td>
<td>64.0</td>
<td>50,196</td>
</tr>
<tr>
<td>americorps.gov</td>
<td>66.6</td>
<td>32,213</td>
<td>letgirlslearn.gov</td>
<td>63.9</td>
<td>283,438</td>
</tr>
<tr>
<td>surgeongeneral.gov</td>
<td>66.6</td>
<td>8,611</td>
<td>nersc.gov</td>
<td>63.9</td>
<td>71,381</td>
</tr>
<tr>
<td>climate.gov</td>
<td>66.6</td>
<td>14,607</td>
<td>usccr.gov</td>
<td>63.9</td>
<td>60,144</td>
</tr>
<tr>
<td>ferc.gov</td>
<td>66.5</td>
<td>16,122</td>
<td>fdlp.gov</td>
<td>63.7</td>
<td>181,423</td>
</tr>
<tr>
<td>treasurydirect.gov</td>
<td>66.4</td>
<td>10,008</td>
<td>mymoney.gov</td>
<td>63.6</td>
<td>45,132</td>
</tr>
<tr>
<td>savingsbonds.gov</td>
<td>66.4</td>
<td>160,647</td>
<td>hanford.gov</td>
<td>63.5</td>
<td>85,111</td>
</tr>
<tr>
<td>bpa.gov</td>
<td>66.4</td>
<td>89,556</td>
<td>weather.gov</td>
<td>63.3</td>
<td>904</td>
</tr>
<tr>
<td>pnl.gov</td>
<td>66.4</td>
<td>14,093</td>
<td>jfklibrary.org</td>
<td>63.0</td>
<td>7,728</td>
</tr>
<tr>
<td>hud.gov</td>
<td>66.4</td>
<td>1,344</td>
<td>gao.gov</td>
<td>62.9</td>
<td>1,902</td>
</tr>
<tr>
<td>read.gov</td>
<td>66.4</td>
<td>75,569</td>
<td>ojp.gov</td>
<td>62.8</td>
<td>16,576</td>
</tr>
<tr>
<td>majorityleader.gov</td>
<td>66.4</td>
<td>61,757</td>
<td>nationalservice.gov</td>
<td>62.8</td>
<td>9,127</td>
</tr>
<tr>
<td>iad.gov</td>
<td>66.3</td>
<td>740,298</td>
<td>anl.gov</td>
<td>62.8</td>
<td>2,598</td>
</tr>
<tr>
<td>vaccines.gov</td>
<td>66.2</td>
<td>69,084</td>
<td>dol.gov</td>
<td>62.7</td>
<td>883</td>
</tr>
<tr>
<td>dea.gov</td>
<td>66.1</td>
<td>7,344</td>
<td>tigta.gov</td>
<td>62.7</td>
<td>558,726</td>
</tr>
<tr>
<td>cdfifund.gov</td>
<td>66.1</td>
<td>124,256</td>
<td>opic.gov</td>
<td>62.6</td>
<td>62,611</td>
</tr>
<tr>
<td>arm.gov</td>
<td>66.0</td>
<td>166,427</td>
<td>adnet.gov</td>
<td>62.5</td>
<td>169,931</td>
</tr>
<tr>
<td>stopbullying.gov</td>
<td>66.0</td>
<td>9,285</td>
<td>choosemyplate.gov</td>
<td>62.5</td>
<td>4,158</td>
</tr>
<tr>
<td>ginniemae.gov</td>
<td>65.8</td>
<td>128,448</td>
<td>myplate.gov</td>
<td>62.5</td>
<td>593,063</td>
</tr>
<tr>
<td>gps.gov</td>
<td>65.8</td>
<td>61,903</td>
<td>acwi.gov</td>
<td>62.5</td>
<td>691,305</td>
</tr>
<tr>
<td>pcah.gov</td>
<td>65.4</td>
<td>176,199</td>
<td>bts.gov</td>
<td>62.4</td>
<td>4,981</td>
</tr>
<tr>
<td>airnow.gov</td>
<td>65.4</td>
<td>23,840</td>
<td>usap.gov</td>
<td>62.3</td>
<td>62,910</td>
</tr>
<tr>
<td>grants.gov</td>
<td>65.1</td>
<td>7,406</td>
<td>fara.gov</td>
<td>62.2</td>
<td>103,056</td>
</tr>
<tr>
<td>challenge.gov</td>
<td>65.1</td>
<td>43,970</td>
<td>crimesolutions.gov</td>
<td>62.0</td>
<td>245,674</td>
</tr>
<tr>
<td>arts.gov</td>
<td>65.1</td>
<td>7,327</td>
<td>nicic.gov</td>
<td>61.8</td>
<td>42,943</td>
</tr>
<tr>
<td>ada.gov</td>
<td>64.9</td>
<td>4,728</td>
<td>apps.gov</td>
<td>61.6</td>
<td>257,832</td>
</tr>
<tr>
<td>gsaadvantage.gov</td>
<td>64.8</td>
<td>29,556</td>
<td>jct.gov</td>
<td>61.5</td>
<td>96,319</td>
</tr>
<tr>
<td>bioethics.gov</td>
<td>64.7</td>
<td>85,493</td>
<td>smart.gov</td>
<td>61.4</td>
<td>902,846</td>
</tr>
<tr>
<td>mentalhealth.gov</td>
<td>64.5</td>
<td>46,899</td>
<td>eia.gov</td>
<td>61.3</td>
<td>1,501</td>
</tr>
<tr>
<td>neh.gov</td>
<td>64.5</td>
<td>6,671</td>
<td>wapa.gov</td>
<td>61.2</td>
<td>246,391</td>
</tr>
<tr>
<td>thecoolspot.gov</td>
<td>64.4</td>
<td>215,850</td>
<td>ncpc.gov</td>
<td>61.2</td>
<td>438,419</td>
</tr>
<tr>
<td>ems.gov</td>
<td>64.4</td>
<td>488,371</td>
<td>cfo.gov</td>
<td>61.0</td>
<td>752,773</td>
</tr>
<tr>
<td>nehrp.gov</td>
<td>64.3</td>
<td>824,997</td>
<td>pacer.gov</td>
<td>61.0</td>
<td>51,014</td>
</tr>
<tr>
<td>fgdc.gov</td>
<td>64.3</td>
<td>89,039</td>
<td>nationsreportcard.gov</td>
<td>61.0</td>
<td>71,713</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------</td>
<td>-------</td>
<td>-------------------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>nij.gov</td>
<td>60.8</td>
<td>19,043</td>
<td>federalregister.gov</td>
<td>55.9</td>
<td>2,260</td>
</tr>
<tr>
<td>faasafety.gov</td>
<td>60.8</td>
<td>77,250</td>
<td>smokefree.gov</td>
<td>55.8</td>
<td>15,318</td>
</tr>
<tr>
<td>mymedicare.gov</td>
<td>60.7</td>
<td>244,142</td>
<td>adnet.org</td>
<td>55.6</td>
<td>297,503</td>
</tr>
<tr>
<td>invasivespeciesinfo.gov</td>
<td>60.7</td>
<td>78,215</td>
<td>medpac.gov</td>
<td>55.4</td>
<td>98,197</td>
</tr>
<tr>
<td>vcf.gov</td>
<td>60.5</td>
<td>962,022</td>
<td>ustr.gov</td>
<td>55.2</td>
<td>5,307</td>
</tr>
<tr>
<td>nixonlibrary.gov</td>
<td>60.3</td>
<td>68,278</td>
<td>ndu.edu</td>
<td>55.1</td>
<td>21,474</td>
</tr>
<tr>
<td>foreignassistance.gov</td>
<td>60.2</td>
<td>201,411</td>
<td>moneyfactory.com</td>
<td>54.9</td>
<td>133,020</td>
</tr>
<tr>
<td>democraticleader.gov</td>
<td>59.8</td>
<td>75,692</td>
<td>ojjdp.gov</td>
<td>54.7</td>
<td>27,867</td>
</tr>
<tr>
<td>ussc.gov</td>
<td>59.4</td>
<td>41,031</td>
<td>tswg.gov</td>
<td>54.6</td>
<td>985,963</td>
</tr>
<tr>
<td>volunteer.gov</td>
<td>59.1</td>
<td>239,243</td>
<td>broadbandmap.gov</td>
<td>54.6</td>
<td>34,499</td>
</tr>
<tr>
<td>noaa.gov</td>
<td>59.0</td>
<td>214</td>
<td>aviationweather.gov</td>
<td>54.2</td>
<td>24,862</td>
</tr>
<tr>
<td>rivers.gov</td>
<td>58.9</td>
<td>336,780</td>
<td>ntsb.gov</td>
<td>53.3</td>
<td>6,539</td>
</tr>
<tr>
<td>oge.gov</td>
<td>58.9</td>
<td>106,361</td>
<td>uscourts.gov</td>
<td>52.8</td>
<td>1,182</td>
</tr>
<tr>
<td>bioprefered.gov</td>
<td>58.5</td>
<td>297,616</td>
<td>arc.gov</td>
<td>52.8</td>
<td>101,902</td>
</tr>
<tr>
<td>gop.gov</td>
<td>58.5</td>
<td>43,731</td>
<td>lbl.gov</td>
<td>52.1</td>
<td>1,595</td>
</tr>
<tr>
<td>osac.gov</td>
<td>58.3</td>
<td>57,033</td>
<td>docsteach.org</td>
<td>51.6</td>
<td>10,868</td>
</tr>
<tr>
<td>usmarshals.gov</td>
<td>58.1</td>
<td>39,725</td>
<td>srs.gov</td>
<td>51.5</td>
<td>211,333</td>
</tr>
<tr>
<td>pclob.gov</td>
<td>57.9</td>
<td>368,950</td>
<td>udall.gov</td>
<td>51.0</td>
<td>161,422</td>
</tr>
<tr>
<td>eda.gov</td>
<td>57.8</td>
<td>71,201</td>
<td>fmc.gov</td>
<td>50.1</td>
<td>101,175</td>
</tr>
<tr>
<td>plainlanguage.gov</td>
<td>57.7</td>
<td>103,841</td>
<td>federallabs.org</td>
<td>48.9</td>
<td>34,889</td>
</tr>
<tr>
<td>itdashboard.gov</td>
<td>57.7</td>
<td>669,979</td>
<td>usphs.gov</td>
<td>48.6</td>
<td>69,476</td>
</tr>
<tr>
<td>uscirf.gov</td>
<td>57.3</td>
<td>61,994</td>
<td>cec.c.gov</td>
<td>47.7</td>
<td>175,152</td>
</tr>
<tr>
<td>goes-r.gov</td>
<td>57.2</td>
<td>198,323</td>
<td>trade.gov</td>
<td>47.6</td>
<td>10,603</td>
</tr>
<tr>
<td>arctic.gov</td>
<td>56.8</td>
<td>808,339</td>
<td>tsunami.gov</td>
<td>47.2</td>
<td>316,948</td>
</tr>
<tr>
<td>eldercare.gov</td>
<td>56.6</td>
<td>21,073</td>
<td>pmi.gov</td>
<td>44.9</td>
<td>602,770</td>
</tr>
<tr>
<td>jobcorps.gov</td>
<td>56.6</td>
<td>37,019</td>
<td>mspb.gov</td>
<td>44.8</td>
<td>215,030</td>
</tr>
<tr>
<td>osmre.gov</td>
<td>56.6</td>
<td>117,679</td>
<td>nro.gov</td>
<td>44.0</td>
<td>144,044</td>
</tr>
<tr>
<td>csb.gov</td>
<td>56.3</td>
<td>69,368</td>
<td>achp.gov</td>
<td>43.9</td>
<td>113,794</td>
</tr>
<tr>
<td>speaker.gov</td>
<td>56.3</td>
<td>11,196</td>
<td>ars-grin.gov</td>
<td>41.8</td>
<td>32,550</td>
</tr>
<tr>
<td>bjs.gov</td>
<td>56.1</td>
<td>6,208</td>
<td>lanl.gov</td>
<td>41.6</td>
<td>2,665</td>
</tr>
<tr>
<td>ready.gov</td>
<td>56.1</td>
<td>2,683</td>
<td>presidio.gov</td>
<td>39.3</td>
<td>87,505</td>
</tr>
<tr>
<td>cnss.gov</td>
<td>56.1</td>
<td>836,904</td>
<td>gsauctions.gov</td>
<td>39.1</td>
<td>129,665</td>
</tr>
<tr>
<td>poolsafety.gov</td>
<td>56.0</td>
<td>75,220</td>
<td>blm.gov</td>
<td>38.7</td>
<td>3,307</td>
</tr>
<tr>
<td>census.gov</td>
<td>56.0</td>
<td>472</td>
<td>federalreserve.gov</td>
<td>36.5</td>
<td>1,439</td>
</tr>
</tbody>
</table>
LEGISLATIVE BRANCH WEBSITES

In May 2017, ITIF released a short report called *Benchmarking Legislative Branch Websites*, which tested legislative-branch websites on the same criteria: page-load speed, mobile friendliness, security, and accessibility. The report found that 99 percent of legislative-branch websites failed at least one test. In this report, several legislative-branch websites were tested again. Some of those that overlapped with the report in May improved according to the benchmarks set. For example, the Capitol Visitors Center (visitthecapitol.gov) and the U.S. Capitol Police (uscp.gov) improved significantly in desktop and mobile page-load speed. Others failed to enable DNSSEC following ITIF’s report in May, like the Speaker of the U.S. House of Representatives (speaker.gov), the House of Representative (house.gov), and the Congressional Budget Office (cbo.gov). The House of Representatives’ Majority Leader (majorityleader.gov), House of Representatives’ Democratic Leader (democraticleader.gov), and Government Accountability Office (gao.gov), which were not reviewed in the initial report, also failed to enable DNSSEC. Additionally, several websites did not have HTTPS enabled. These included the Government Accountability Office (gao.gov) and the Speaker of the U.S. House of Representatives (speaker.gov). Overall, of those legislative-branch websites reviewed, the most common failures were slow page-load speeds and low accessibility scores.

**TABLE 2**
Popular legislative-branch websites ranked by overall score (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>visitthecapitol.gov</td>
<td>91.0</td>
<td>71,706</td>
<td>copyright.gov</td>
<td>80.2</td>
<td>1,457</td>
</tr>
<tr>
<td>cbo.gov</td>
<td>85.6</td>
<td>3,714</td>
<td>americaslibrary.gov</td>
<td>75.8</td>
<td>18,771</td>
</tr>
<tr>
<td>house.gov</td>
<td>77.3</td>
<td>399</td>
<td>cecc.gov</td>
<td>47.2</td>
<td>175,152</td>
</tr>
<tr>
<td>uscp.gov</td>
<td>86.9</td>
<td>501,673</td>
<td>majorityleader.gov</td>
<td>70.0</td>
<td>61,757</td>
</tr>
<tr>
<td>senate.gov</td>
<td>80.4</td>
<td>456</td>
<td>jct.gov</td>
<td>64.0</td>
<td>96,319</td>
</tr>
<tr>
<td>usbg.gov</td>
<td>75.8</td>
<td>82,006</td>
<td>speaker.gov</td>
<td>55.7</td>
<td>11,196</td>
</tr>
<tr>
<td>gao.gov</td>
<td>65.8</td>
<td>1,902</td>
<td>loc.gov</td>
<td>73.7</td>
<td>156</td>
</tr>
<tr>
<td>uscirf.gov</td>
<td>59.9</td>
<td>61,994</td>
<td>democraticleader.gov</td>
<td>62.0</td>
<td>75,692</td>
</tr>
<tr>
<td>congress.gov</td>
<td>82.5</td>
<td>950</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PAGE-LOAD SPEED

The time it takes for webpages to load is important to Internet users. Slow page-load speeds negatively impact the user experience. Several studies indicate that the longer a page takes to load, the more likely it is that users will abandon the site. For example, a study from 2011 found that 47 percent of consumers expect a website to load in two seconds or less and 40 percent of individuals will abandon a website if it takes more than three seconds to load.

This report uses the same publicly available tool as in the initial report. The tool is Google’s “PageSpeed Insights,” which conducts two tests. One test measures and scores the desktop page-load speed and the second measures and scores page-load speed for mobile devices. The tool uses 15 different rules to evaluate sites and assigns a score to each website from 0 to 100 points. The same website may perform differently on desktops and mobile devices, and the tool offers suggestions on how make websites load faster. For all tests, we measured page-load speed of the homepage of the domain. The tool measures the websites’ performance based on the time it takes a website to load content above the fold (i.e., the portion of the website visible without scrolling) and the time it takes to load the full webpage. Delays can also be caused by insufficient bandwidth.

As in the initial report, we consider a website to have failed the desktop page-load speed test if it scores a 54 or below, and a 56 or below for the mobile page-load speed. We chose these thresholds based on our review of the page-load speed of the 20 most popular nongovernment domains from Majestic Million. We found that one standard deviation below the mean for each test was slightly below the standard deviations we calculated in the initial report. Nevertheless, we chose to use the same cut off to examine the data. This allows us to make better comparisons with the initial report. In comparison to the top 20 nongovernment websites, the federal websites perform poorly in terms of page-load speed.

This report finds that two-thirds of federal websites performed well on desktop page-load speed, and only one-quarter of federal websites performed well on mobile page-load speed. Out of 468 reviewed websites, 63 percent passed the desktop page-load speed test, compared with 78 percent in the initial report. Similarly, 66 percent of the federal websites in the global top 100,000 passed the test, compared with 74 percent in the initial report. Of the 260 websites reviewed in both reports, about 53 percent passed the desktop speed test this time, compared with 73 percent last year. Some websites are performing worse than before, like the Department of Homeland Security (dhs.gov), where desktop page-load speed declined from a score of 54 to a score of 47, and Medicare.gov (medicare.gov), which went from an initial score of 52 to a score of 49. Figure 2 shows the overall distribution of desktop page-load speed scores for reviewed federal websites. The blue squares in figure 2 indicate which websites failed to get the minimum passing score of 54.
Figure 3 illustrates the change in desktop page-load speed scores of websites tested in both the initial report and this report. This figure shows that the majority (67 percent) of the federal websites tested in both reports declined in their performance of desktop page-load speed. A small proportion (less than 7 percent) of federal websites’ desktop page-load speeds remained the same. Only 25 percent of the 260 websites tested in both reports improved their desktop page-load speeds.
For mobile page-load speed, we found that out of the 468 reviewed websites only 27 percent scored higher than 56. In addition, only 27 percent of the federal websites in the global top 100,000 passed the test. Interestingly, of the 260 websites reviewed in both reports, only about 23 percent passed the mobile speed test, compared with 31 percent last year. This indicates a decline for mobile page-load speed performance for these websites. For example, the National Endowment for the Arts (arts.gov) decreased its mobile page-load speed from 74 in the initial report to 37 at the time of testing for this report. This highlights the importance of frequent website testing to ensure that websites continue to perform well. Figure 4 shows the overall distribution of mobile page-load speed scores for reviewed federal websites. The blue squares in Figure 4 indicate which websites failed to get the minimum passing score of 56.

**FIGURE 4**
Mobile page-load speed of federal websites by popularity (2017).

Figure 5 illustrates the change in mobile page-load speed score of websites tested both in the initial report and this report. This figure shows that the majority (70 percent) of federal websites tested in both reports declined in their performance on mobile page-load speed. Of the 260 websites tested in both reports, 8 percent of websites maintained the same scores and only 22 percent improved their scores.
Despite setting a goal of improving convenience for users of digital services, federal agencies are failing to deliver fast websites. Notably, several websites that continue to be in the global top 100,000 and failed the desktop and mobile page-load speed tests in the initial report, have not improved their services. These include the General Services Administration (gsa.gov) and IdentityTheft.gov (identitytheft.gov). Others, like the website for the National Cancer Institute (cancer.gov), remain in the global top 100,000 and now pass the desktop page-load speed test. Other popular and well-known websites in the global top 100,000, such as the CDC (cdc.gov), the CIA (cia.gov), USPS (usps.org and usps.com), and Medicare (medicare.gov), failed both the desktop and mobile page-load speed tests.

As in the initial report, federal websites fail these tests due to four big issues: using render-blocking CSS and JavaScript, not optimizing images, not prioritizing visible content, and using landing page redirects. These are all issues that can be addressed (for details, see the initial report).59
<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>usa.gov</td>
<td>100</td>
<td>594</td>
<td>lep.gov</td>
<td>81</td>
<td>504,798</td>
</tr>
<tr>
<td>juvenilecouncil.gov</td>
<td>100</td>
<td>212,144</td>
<td>section508.gov</td>
<td>80</td>
<td>9,391</td>
</tr>
<tr>
<td>ibwc.gov</td>
<td>99</td>
<td>935,804</td>
<td>buyusa.gov</td>
<td>80</td>
<td>68,921</td>
</tr>
<tr>
<td>plainlanguage.gov</td>
<td>92</td>
<td>103,841</td>
<td>cfda.gov</td>
<td>80</td>
<td>96,310</td>
</tr>
<tr>
<td>stopalcoholabuse.gov</td>
<td>92</td>
<td>658,543</td>
<td>fedbizopps.gov</td>
<td>80</td>
<td>180,106</td>
</tr>
<tr>
<td>vote.gov</td>
<td>92</td>
<td>283,909</td>
<td>eftps.gov</td>
<td>80</td>
<td>187,042</td>
</tr>
<tr>
<td>9-11commission.gov</td>
<td>90</td>
<td>37,398</td>
<td>guidelines.gov</td>
<td>80</td>
<td>241,717</td>
</tr>
<tr>
<td>frtr.gov</td>
<td>90</td>
<td>920,323</td>
<td>hudoi.gov</td>
<td>79</td>
<td>3,144</td>
</tr>
<tr>
<td>indianaffairs.gov</td>
<td>89</td>
<td>323,948</td>
<td>consumerfinance.gov</td>
<td>80</td>
<td>88,816</td>
</tr>
<tr>
<td>nist.gov</td>
<td>88</td>
<td>539</td>
<td>ecrf.gov</td>
<td>79</td>
<td>6,610</td>
</tr>
<tr>
<td>americaslibrary.gov</td>
<td>88</td>
<td>18,771</td>
<td>guidelinel.gov</td>
<td>79</td>
<td>19,083</td>
</tr>
<tr>
<td>ppl.gov</td>
<td>87</td>
<td>44,053</td>
<td>nutrition.gov</td>
<td>79</td>
<td>22,332</td>
</tr>
<tr>
<td>nih.gov</td>
<td>86</td>
<td>52</td>
<td>aoc.gov</td>
<td>79</td>
<td>28,719</td>
</tr>
<tr>
<td>osti.gov</td>
<td>86</td>
<td>10,914</td>
<td>usccr.gov</td>
<td>79</td>
<td>60,144</td>
</tr>
<tr>
<td>truman.gov</td>
<td>86</td>
<td>162,532</td>
<td>lsc.gov</td>
<td>78</td>
<td>824</td>
</tr>
<tr>
<td>wdol.gov</td>
<td>86</td>
<td>322,205</td>
<td>wrp.gov</td>
<td>78</td>
<td>824</td>
</tr>
<tr>
<td>namus.gov</td>
<td>86</td>
<td>438,306</td>
<td>medlineplus.gov</td>
<td>78</td>
<td>1,078</td>
</tr>
<tr>
<td>brac.gov</td>
<td>86</td>
<td>872,406</td>
<td>phe.gov</td>
<td>78</td>
<td>923,771</td>
</tr>
<tr>
<td>ornli.gov</td>
<td>85</td>
<td>2,118</td>
<td>its.bldrdoc.gov</td>
<td>78</td>
<td>923,771</td>
</tr>
<tr>
<td>ffiec.gov</td>
<td>85</td>
<td>23,694</td>
<td>nehrp.gov</td>
<td>78</td>
<td>923,771</td>
</tr>
<tr>
<td>ars-grin.gov</td>
<td>85</td>
<td>32,550</td>
<td>code.gov</td>
<td>78</td>
<td>923,771</td>
</tr>
<tr>
<td>ameslab.gov</td>
<td>85</td>
<td>42,697</td>
<td>justice.gov</td>
<td>77</td>
<td>824</td>
</tr>
<tr>
<td>ncbi.nlm.nih.gov</td>
<td>84</td>
<td>84</td>
<td>usajobs.gov</td>
<td>77</td>
<td>4,713</td>
</tr>
<tr>
<td>usembassy.gov</td>
<td>84</td>
<td>814</td>
<td>fbo.gov</td>
<td>77</td>
<td>5,986</td>
</tr>
<tr>
<td>ic3.gov</td>
<td>83</td>
<td>4,966</td>
<td>consumer.gov</td>
<td>77</td>
<td>17,482</td>
</tr>
<tr>
<td>research.gov</td>
<td>83</td>
<td>80,001</td>
<td>ofr.gov</td>
<td>77</td>
<td>53,292</td>
</tr>
<tr>
<td>flra.gov</td>
<td>83</td>
<td>417,486</td>
<td>ncd.gov</td>
<td>77</td>
<td>59,887</td>
</tr>
<tr>
<td>cbo.gov</td>
<td>82</td>
<td>3,714</td>
<td>visitthecapitol.gov</td>
<td>77</td>
<td>71,706</td>
</tr>
<tr>
<td>science.gov</td>
<td>82</td>
<td>28,568</td>
<td>usich.gov</td>
<td>77</td>
<td>112,718</td>
</tr>
<tr>
<td>pubmed.gov</td>
<td>82</td>
<td>35,065</td>
<td>mycreditunion.gov</td>
<td>77</td>
<td>118,328</td>
</tr>
<tr>
<td>nwbc.gov</td>
<td>82</td>
<td>180,507</td>
<td>myra.gov</td>
<td>77</td>
<td>272,955</td>
</tr>
<tr>
<td>ucrdatatool.gov</td>
<td>82</td>
<td>330,854</td>
<td>bea.gov</td>
<td>76</td>
<td>4,425</td>
</tr>
<tr>
<td>geomac.gov</td>
<td>82</td>
<td>731,966</td>
<td>health.gov</td>
<td>76</td>
<td>4,522</td>
</tr>
<tr>
<td>clinicaltrials.gov</td>
<td>81</td>
<td>1,313</td>
<td>donotcall.gov</td>
<td>76</td>
<td>8,116</td>
</tr>
<tr>
<td>healthfinder.gov</td>
<td>81</td>
<td>5,234</td>
<td>bop.gov</td>
<td>76</td>
<td>13,840</td>
</tr>
<tr>
<td>serve.gov</td>
<td>81</td>
<td>36,004</td>
<td>uscc.gov</td>
<td>76</td>
<td>55,771</td>
</tr>
<tr>
<td>disasterassistance.gov</td>
<td>81</td>
<td>39,199</td>
<td>collegedrinkingprevention.gov</td>
<td>76</td>
<td>60,712</td>
</tr>
<tr>
<td>digitalpreservation.gov</td>
<td>81</td>
<td>62,916</td>
<td>gps.gov</td>
<td>76</td>
<td>61,903</td>
</tr>
<tr>
<td>jct.gov</td>
<td>81</td>
<td>459,398</td>
<td>smartgrid.gov</td>
<td>76</td>
<td>248,173</td>
</tr>
<tr>
<td>stb.gov</td>
<td>81</td>
<td>96,319</td>
<td>pcah.gov</td>
<td>76</td>
<td>176,199</td>
</tr>
</tbody>
</table>

**TABLE 3**

Popular federal websites ranked by desktop page load speed (2017).
<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>helpwithmybank.gov</td>
<td>76</td>
<td>270,668</td>
<td>pmf.gov</td>
<td>72</td>
<td>532,971</td>
</tr>
<tr>
<td>vehiclehistory.gov</td>
<td>76</td>
<td>296,022</td>
<td>onrr.gov</td>
<td>72</td>
<td>932,962</td>
</tr>
<tr>
<td>usitc.gov</td>
<td>75</td>
<td>10,012</td>
<td>nsa.gov</td>
<td>71</td>
<td>3,442</td>
</tr>
<tr>
<td>investor.gov</td>
<td>75</td>
<td>46,094</td>
<td>nara.gov</td>
<td>71</td>
<td>10,591</td>
</tr>
<tr>
<td>childstats.gov</td>
<td>75</td>
<td>61,353</td>
<td>nific.gov</td>
<td>71</td>
<td>23,822</td>
</tr>
<tr>
<td>itsis.gov</td>
<td>75</td>
<td>71,919</td>
<td>ussc.gov</td>
<td>71</td>
<td>41,031</td>
</tr>
<tr>
<td>democraticleader.gov</td>
<td>75</td>
<td>75,692</td>
<td>ncifcrf.gov</td>
<td>71</td>
<td>54,570</td>
</tr>
<tr>
<td>energycodes.gov</td>
<td>75</td>
<td>121,547</td>
<td>fara.gov</td>
<td>71</td>
<td>103,056</td>
</tr>
<tr>
<td>trafficsafetymarketing.gov</td>
<td>75</td>
<td>187,220</td>
<td>amberalert.gov</td>
<td>71</td>
<td>125,102</td>
</tr>
<tr>
<td>agingstats.gov</td>
<td>75</td>
<td>241,759</td>
<td>vets.gov</td>
<td>71</td>
<td>184,999</td>
</tr>
<tr>
<td>sustainablecommunities.gov</td>
<td>75</td>
<td>585,178</td>
<td>nationalgangcenter.gov</td>
<td>71</td>
<td>283,470</td>
</tr>
<tr>
<td>acwi.gov</td>
<td>75</td>
<td>691,305</td>
<td>govloans.gov</td>
<td>71</td>
<td>341,481</td>
</tr>
<tr>
<td>ncirc.gov</td>
<td>75</td>
<td>820,214</td>
<td>ndu.edu</td>
<td>70</td>
<td>21,474</td>
</tr>
<tr>
<td>fhfaoig.gov</td>
<td>75</td>
<td>903,178</td>
<td>hispanicheritagemonth.gov</td>
<td>70</td>
<td>211,081</td>
</tr>
<tr>
<td>applicationmanager.gov</td>
<td>75</td>
<td>941,133</td>
<td>alaskacenters.gov</td>
<td>70</td>
<td>445,799</td>
</tr>
<tr>
<td>irs.gov</td>
<td>74</td>
<td>416</td>
<td>tigta.gov</td>
<td>70</td>
<td>558,726</td>
</tr>
<tr>
<td>faa.gov</td>
<td>74</td>
<td>1,090</td>
<td>usda.gov</td>
<td>69</td>
<td>248</td>
</tr>
<tr>
<td>uscourts.gov</td>
<td>74</td>
<td>1,182</td>
<td>fema.gov</td>
<td>69</td>
<td>821</td>
</tr>
<tr>
<td>llnl.gov</td>
<td>74</td>
<td>3,231</td>
<td>supremecourt.gov</td>
<td>69</td>
<td>1,966</td>
</tr>
<tr>
<td>regulations.gov</td>
<td>74</td>
<td>3,390</td>
<td>usaid.gov</td>
<td>69</td>
<td>1,997</td>
</tr>
<tr>
<td>uspto.gov</td>
<td>73</td>
<td>522</td>
<td>flic.gov</td>
<td>69</td>
<td>3,284</td>
</tr>
<tr>
<td>congress.gov</td>
<td>73</td>
<td>950</td>
<td>cftc.gov</td>
<td>69</td>
<td>8,975</td>
</tr>
<tr>
<td>drugabuse.gov</td>
<td>73</td>
<td>2,719</td>
<td>broadbandmap.gov</td>
<td>69</td>
<td>34,499</td>
</tr>
<tr>
<td>ada.gov</td>
<td>73</td>
<td>4,728</td>
<td>usbg.gov</td>
<td>69</td>
<td>82,006</td>
</tr>
<tr>
<td>secretservice.gov</td>
<td>73</td>
<td>18,923</td>
<td>911.gov</td>
<td>69</td>
<td>675,028</td>
</tr>
<tr>
<td>ourdocuments.gov</td>
<td>73</td>
<td>20,258</td>
<td>dnfsb.gov</td>
<td>69</td>
<td>743,978</td>
</tr>
<tr>
<td>pbgc.gov</td>
<td>73</td>
<td>50,696</td>
<td>niem.gov</td>
<td>69</td>
<td>796,571</td>
</tr>
<tr>
<td>nationsreportcard.gov</td>
<td>73</td>
<td>71,713</td>
<td>fda.gov</td>
<td>68</td>
<td>258</td>
</tr>
<tr>
<td>oge.gov</td>
<td>73</td>
<td>106,361</td>
<td>state.gov</td>
<td>68</td>
<td>259</td>
</tr>
<tr>
<td>thecoolspot.gov</td>
<td>73</td>
<td>215,850</td>
<td>usgs.gov</td>
<td>68</td>
<td>393</td>
</tr>
<tr>
<td>sigtarp.gov</td>
<td>73</td>
<td>249,304</td>
<td>ssa.gov</td>
<td>68</td>
<td>1,128</td>
</tr>
<tr>
<td>whitehouse.gov</td>
<td>72</td>
<td>192</td>
<td>eeoc.gov</td>
<td>68</td>
<td>2,904</td>
</tr>
<tr>
<td>fbi.gov</td>
<td>72</td>
<td>610</td>
<td>us-cert.gov</td>
<td>68</td>
<td>3,298</td>
</tr>
<tr>
<td>nhtsa.gov</td>
<td>72</td>
<td>2,120</td>
<td>choosemyplate.gov</td>
<td>68</td>
<td>4,158</td>
</tr>
<tr>
<td>childwelfare.gov</td>
<td>72</td>
<td>11,221</td>
<td>socialsecurity.gov</td>
<td>68</td>
<td>5,145</td>
</tr>
<tr>
<td>hiv.gov</td>
<td>72</td>
<td>17,467</td>
<td>nrc.gov</td>
<td>68</td>
<td>7,809</td>
</tr>
<tr>
<td>recalls.gov</td>
<td>72</td>
<td>49,487</td>
<td>data.gov</td>
<td>68</td>
<td>9,103</td>
</tr>
<tr>
<td>girlshealth.gov</td>
<td>72</td>
<td>73,085</td>
<td>medicaid.gov</td>
<td>68</td>
<td>10,648</td>
</tr>
<tr>
<td>bpa.gov</td>
<td>72</td>
<td>89,556</td>
<td>trumanlibrary.org</td>
<td>68</td>
<td>17,038</td>
</tr>
<tr>
<td>whistleblowers.gov</td>
<td>72</td>
<td>213,108</td>
<td>organdonor.gov</td>
<td>68</td>
<td>35,648</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------</td>
<td>--------</td>
<td>-------------------------</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td>pacer.gov</td>
<td>68</td>
<td>51,014</td>
<td>edpubs.gov</td>
<td>64</td>
<td>644,524</td>
</tr>
<tr>
<td>osc.gov</td>
<td>68</td>
<td>86,666</td>
<td>sec.gov</td>
<td>63</td>
<td>572</td>
</tr>
<tr>
<td>myplate.gov</td>
<td>68</td>
<td>593,063</td>
<td>uscis.gov</td>
<td>63</td>
<td>1,629</td>
</tr>
<tr>
<td>archives.gov</td>
<td>67</td>
<td>433</td>
<td>tsa.gov</td>
<td>63</td>
<td>2,455</td>
</tr>
<tr>
<td>safercar.gov</td>
<td>67</td>
<td>7,903</td>
<td>hhsa.gov</td>
<td>63</td>
<td>3,635</td>
</tr>
<tr>
<td>exim.gov</td>
<td>67</td>
<td>36,130</td>
<td>sandia.gov</td>
<td>63</td>
<td>4,999</td>
</tr>
<tr>
<td>womenshistorymonth.gov</td>
<td>67</td>
<td>109,565</td>
<td>fec.gov</td>
<td>63</td>
<td>6,557</td>
</tr>
<tr>
<td>usc.gov</td>
<td>67</td>
<td>593,063</td>
<td>foodsafety.gov</td>
<td>63</td>
<td>9,649</td>
</tr>
<tr>
<td>archives.gov</td>
<td>66</td>
<td>760</td>
<td>nano.gov</td>
<td>63</td>
<td>58,766</td>
</tr>
<tr>
<td>copyright.gov</td>
<td>66</td>
<td>1,457</td>
<td>bia.gov</td>
<td>63</td>
<td>68,850</td>
</tr>
<tr>
<td>treasurydirect.gov</td>
<td>66</td>
<td>10,008</td>
<td>ustda.gov</td>
<td>63</td>
<td>214,534</td>
</tr>
<tr>
<td>share.america.gov</td>
<td>66</td>
<td>10,269</td>
<td>justthinktwice.gov</td>
<td>63</td>
<td>234,959</td>
</tr>
<tr>
<td>healthit.gov</td>
<td>66</td>
<td>14,317</td>
<td>vef.gov</td>
<td>63</td>
<td>705,883</td>
</tr>
<tr>
<td>reginfo.gov</td>
<td>66</td>
<td>47,449</td>
<td>arctic.gov</td>
<td>63</td>
<td>808,339</td>
</tr>
<tr>
<td>inl.gov</td>
<td>66</td>
<td>51,817</td>
<td>nasa.gov</td>
<td>62</td>
<td>108</td>
</tr>
<tr>
<td>tsp.gov</td>
<td>66</td>
<td>103,131</td>
<td>ftc.gov</td>
<td>62</td>
<td>409</td>
</tr>
<tr>
<td>savingsbonds.gov</td>
<td>66</td>
<td>160,647</td>
<td>eldercare.gov</td>
<td>62</td>
<td>21,073</td>
</tr>
<tr>
<td>flec.gov</td>
<td>66</td>
<td>164,848</td>
<td>makinghomeaffordable.gov</td>
<td>62</td>
<td>27,567</td>
</tr>
<tr>
<td>fpds.gov</td>
<td>66</td>
<td>171,080</td>
<td>benefits.gov</td>
<td>62</td>
<td>27,616</td>
</tr>
<tr>
<td>ncpc.gov</td>
<td>66</td>
<td>438,419</td>
<td>ahrq.gov</td>
<td>62</td>
<td>94,904</td>
</tr>
<tr>
<td>gpo.gov</td>
<td>65</td>
<td>51,817</td>
<td>fedcenter.gov</td>
<td>62</td>
<td>137,649</td>
</tr>
<tr>
<td>cms.gov</td>
<td>65</td>
<td>1,975</td>
<td>jimmycarterlibrary.gov</td>
<td>62</td>
<td>174,674</td>
</tr>
<tr>
<td>onguardonline.gov</td>
<td>65</td>
<td>10,253</td>
<td>irapa.gov</td>
<td>62</td>
<td>193,902</td>
</tr>
<tr>
<td>access-board.gov</td>
<td>65</td>
<td>16,306</td>
<td>opm.gov</td>
<td>61</td>
<td>4,388</td>
</tr>
<tr>
<td>fafsa.gov</td>
<td>65</td>
<td>27,467</td>
<td>time.gov</td>
<td>61</td>
<td>15,403</td>
</tr>
<tr>
<td>cio.gov</td>
<td>65</td>
<td>34,026</td>
<td>studentloans.gov</td>
<td>61</td>
<td>15,454</td>
</tr>
<tr>
<td>globe.gov</td>
<td>65</td>
<td>40,337</td>
<td>privacyshield.gov</td>
<td>61</td>
<td>18,269</td>
</tr>
<tr>
<td>mentalhealth.gov</td>
<td>65</td>
<td>46,899</td>
<td>usaspending.gov</td>
<td>61</td>
<td>37,216</td>
</tr>
<tr>
<td>vaccines.gov</td>
<td>65</td>
<td>69,084</td>
<td>abmc.gov</td>
<td>61</td>
<td>46,679</td>
</tr>
<tr>
<td>invasivespeciesinfo.gov</td>
<td>65</td>
<td>78,215</td>
<td>majorityleader.gov</td>
<td>61</td>
<td>61,757</td>
</tr>
<tr>
<td>fedshirevets.gov</td>
<td>65</td>
<td>149,304</td>
<td>foia.gov</td>
<td>61</td>
<td>82,912</td>
</tr>
<tr>
<td>hru.gov</td>
<td>65</td>
<td>167,116</td>
<td>bioethics.gov</td>
<td>61</td>
<td>85,493</td>
</tr>
<tr>
<td>presidenciaulsewards.gov</td>
<td>65</td>
<td>217,018</td>
<td>science360.gov</td>
<td>61</td>
<td>101,007</td>
</tr>
<tr>
<td>fs.fed.us</td>
<td>64</td>
<td>1,578</td>
<td>feedthefuture.gov</td>
<td>61</td>
<td>123,033</td>
</tr>
<tr>
<td>ahrq.gov</td>
<td>64</td>
<td>2,548</td>
<td>youthrules.gov</td>
<td>61</td>
<td>289,347</td>
</tr>
<tr>
<td>distraction.gov</td>
<td>64</td>
<td>22,280</td>
<td>house.gov</td>
<td>60</td>
<td>399</td>
</tr>
<tr>
<td>usability.gov</td>
<td>64</td>
<td>24,970</td>
<td>hhs.gov</td>
<td>60</td>
<td>603</td>
</tr>
<tr>
<td>fjc.gov</td>
<td>64</td>
<td>31,455</td>
<td>gao.gov</td>
<td>60</td>
<td>1,902</td>
</tr>
<tr>
<td>poolsafely.gov</td>
<td>64</td>
<td>75,220</td>
<td>doleta.gov</td>
<td>60</td>
<td>4,330</td>
</tr>
<tr>
<td>africanamericanhistorymonth.gov</td>
<td>64</td>
<td>213,941</td>
<td>dhhs.gov</td>
<td>60</td>
<td>12,176</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------</td>
<td>--------</td>
<td>-------------------------------</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td>ftccomplaintassistant.gov</td>
<td>60</td>
<td>13,822</td>
<td>presidio.gov</td>
<td>56</td>
<td>87,505</td>
</tr>
<tr>
<td>nwcg.gov</td>
<td>60</td>
<td>34,088</td>
<td>insurekidsnow.gov</td>
<td>56</td>
<td>90,260</td>
</tr>
<tr>
<td>nicic.gov</td>
<td>60</td>
<td>42,943</td>
<td>digitalgov.gov</td>
<td>56</td>
<td>105,697</td>
</tr>
<tr>
<td>sam.gov</td>
<td>60</td>
<td>50,196</td>
<td>fedramp.gov</td>
<td>56</td>
<td>326,659</td>
</tr>
<tr>
<td>usges.gov</td>
<td>60</td>
<td>102,867</td>
<td>epa.gov</td>
<td>55</td>
<td>260</td>
</tr>
<tr>
<td>crimesolutions.gov</td>
<td>60</td>
<td>245,674</td>
<td>cancer.gov</td>
<td>55</td>
<td>901</td>
</tr>
<tr>
<td>atf.gov</td>
<td>59</td>
<td>10,449</td>
<td>stopbullying.gov</td>
<td>55</td>
<td>9,285</td>
</tr>
<tr>
<td>healthypeople.gov</td>
<td>59</td>
<td>19,717</td>
<td>globalchange.gov</td>
<td>55</td>
<td>14,066</td>
</tr>
<tr>
<td>ojjdp.gov</td>
<td>59</td>
<td>27,867</td>
<td>fhfa.gov</td>
<td>55</td>
<td>31,043</td>
</tr>
<tr>
<td>msha.gov</td>
<td>59</td>
<td>28,468</td>
<td>sbir.gov</td>
<td>55</td>
<td>45,814</td>
</tr>
<tr>
<td>feb.gov</td>
<td>59</td>
<td>31,594</td>
<td>ttb.gov</td>
<td>55</td>
<td>45,942</td>
</tr>
<tr>
<td>gop.gov</td>
<td>59</td>
<td>43,731</td>
<td>mymedicare.gov</td>
<td>55</td>
<td>244,142</td>
</tr>
<tr>
<td>mbda.gov</td>
<td>59</td>
<td>45,367</td>
<td>idmanagement.gov</td>
<td>55</td>
<td>728,074</td>
</tr>
<tr>
<td>bia.gov</td>
<td>59</td>
<td>57,918</td>
<td>smart.gov</td>
<td>55</td>
<td>902,846</td>
</tr>
<tr>
<td>saferproducts.gov</td>
<td>59</td>
<td>61,596</td>
<td>osha.gov</td>
<td>54</td>
<td>1,179</td>
</tr>
<tr>
<td>papahanaumokuakea.gov</td>
<td>59</td>
<td>205,712</td>
<td>eia.gov</td>
<td>54</td>
<td>1,501</td>
</tr>
<tr>
<td>uscurrency.gov</td>
<td>59</td>
<td>575,870</td>
<td>lanl.gov</td>
<td>54</td>
<td>2,665</td>
</tr>
<tr>
<td>nga.gov</td>
<td>58</td>
<td>3,462</td>
<td>nrel.gov</td>
<td>54</td>
<td>3,623</td>
</tr>
<tr>
<td>womenshealth.gov</td>
<td>58</td>
<td>5,229</td>
<td>climate.gov</td>
<td>54</td>
<td>14,607</td>
</tr>
<tr>
<td>mymoney.gov</td>
<td>58</td>
<td>45,132</td>
<td>nlrb.gov</td>
<td>54</td>
<td>16,157</td>
</tr>
<tr>
<td>medpac.gov</td>
<td>58</td>
<td>98,197</td>
<td>drought.gov</td>
<td>54</td>
<td>115,975</td>
</tr>
<tr>
<td>bbg.gov</td>
<td>58</td>
<td>100,162</td>
<td>pay.gov</td>
<td>54</td>
<td>177,551</td>
</tr>
<tr>
<td>volunteer.gov</td>
<td>58</td>
<td>239,243</td>
<td>financialresearch.gov</td>
<td>54</td>
<td>489,436</td>
</tr>
<tr>
<td>ovcctac.gov</td>
<td>58</td>
<td>911,165</td>
<td>defense.gov</td>
<td>53</td>
<td>1,407</td>
</tr>
<tr>
<td>treasury.gov</td>
<td>57</td>
<td>1,116</td>
<td>healthcare.gov</td>
<td>53</td>
<td>2,146</td>
</tr>
<tr>
<td>neh.gov</td>
<td>57</td>
<td>6,671</td>
<td>transportation.gov</td>
<td>53</td>
<td>3,340</td>
</tr>
<tr>
<td>ferc.gov</td>
<td>57</td>
<td>16,122</td>
<td>recoverymonth.gov</td>
<td>53</td>
<td>150,950</td>
</tr>
<tr>
<td>nj.gov</td>
<td>57</td>
<td>19,043</td>
<td>cuidadodesalud.gov</td>
<td>53</td>
<td>152,346</td>
</tr>
<tr>
<td>imls.gov</td>
<td>57</td>
<td>21,990</td>
<td>foreignassistance.gov</td>
<td>53</td>
<td>201,411</td>
</tr>
<tr>
<td>cdnjsfund.gov</td>
<td>57</td>
<td>124,256</td>
<td>manufacturing.gov</td>
<td>53</td>
<td>206,901</td>
</tr>
<tr>
<td>stopfraud.gov</td>
<td>57</td>
<td>134,862</td>
<td>telework.gov</td>
<td>53</td>
<td>569,475</td>
</tr>
<tr>
<td>prc.gov</td>
<td>57</td>
<td>169,908</td>
<td>loc.gov</td>
<td>52</td>
<td>156</td>
</tr>
<tr>
<td>ed.gov</td>
<td>56</td>
<td>390</td>
<td>ncua.gov</td>
<td>52</td>
<td>23,060</td>
</tr>
<tr>
<td>weather.gov</td>
<td>56</td>
<td>904</td>
<td>fordlibrarymuseum.gov</td>
<td>52</td>
<td>79,659</td>
</tr>
<tr>
<td>hud.gov</td>
<td>56</td>
<td>1,344</td>
<td>arc.gov</td>
<td>52</td>
<td>101,902</td>
</tr>
<tr>
<td>genome.gov</td>
<td>56</td>
<td>6,187</td>
<td>fishwatch.gov</td>
<td>52</td>
<td>199,402</td>
</tr>
<tr>
<td>fincen.gov</td>
<td>56</td>
<td>15,259</td>
<td>alzheimers.gov</td>
<td>52</td>
<td>542,938</td>
</tr>
<tr>
<td>nsopw.gov</td>
<td>56</td>
<td>42,143</td>
<td>usds.gov</td>
<td>52</td>
<td>725,460</td>
</tr>
<tr>
<td>nationalmap.gov</td>
<td>56</td>
<td>46,765</td>
<td>dot.gov</td>
<td>51</td>
<td>601</td>
</tr>
<tr>
<td>read.gov</td>
<td>56</td>
<td>75,569</td>
<td>usps.com</td>
<td>51</td>
<td>837</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------</td>
<td>-------</td>
<td>---------------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>dea.gov</td>
<td>51</td>
<td>7,344</td>
<td>peacecorps.gov</td>
<td>45</td>
<td>8,561</td>
</tr>
<tr>
<td>surgeongeneral.gov</td>
<td>51</td>
<td>8,611</td>
<td>firstgov.gov</td>
<td>45</td>
<td>9,112</td>
</tr>
<tr>
<td>rrb.gov</td>
<td>51</td>
<td>157,248</td>
<td>pnln.gov</td>
<td>45</td>
<td>21,128</td>
</tr>
<tr>
<td>studentaid.gov</td>
<td>51</td>
<td>195,346</td>
<td>airnow.gov</td>
<td>45</td>
<td>23,840</td>
</tr>
<tr>
<td>sciencebase.gov</td>
<td>51</td>
<td>731,860</td>
<td>pepfars.gov</td>
<td>45</td>
<td>63,016</td>
</tr>
<tr>
<td>ready.gov</td>
<td>50</td>
<td>2,683</td>
<td>srs.gov</td>
<td>45</td>
<td>211,333</td>
</tr>
<tr>
<td>bjs.gov</td>
<td>50</td>
<td>6,208</td>
<td>wapa.gov</td>
<td>45</td>
<td>246,391</td>
</tr>
<tr>
<td>recreation.gov</td>
<td>50</td>
<td>9,012</td>
<td>dol.gov</td>
<td>44</td>
<td>883</td>
</tr>
<tr>
<td>nixonlibrary.gov</td>
<td>50</td>
<td>68,278</td>
<td>export.gov</td>
<td>44</td>
<td>7,327</td>
</tr>
<tr>
<td>nersc.gov</td>
<td>50</td>
<td>71,381</td>
<td>arts.gov</td>
<td>44</td>
<td>11,196</td>
</tr>
<tr>
<td>ems.gov</td>
<td>50</td>
<td>488,371</td>
<td>speaker.gov</td>
<td>44</td>
<td>14,093</td>
</tr>
<tr>
<td>bls.gov</td>
<td>49</td>
<td>591</td>
<td>pnln.gov</td>
<td>44</td>
<td>14,093</td>
</tr>
<tr>
<td>cbp.gov</td>
<td>49</td>
<td>2,000</td>
<td>fvap.gov</td>
<td>44</td>
<td>66,369</td>
</tr>
<tr>
<td>medicare.gov</td>
<td>49</td>
<td>2,168</td>
<td>unicor.gov</td>
<td>44</td>
<td>289,791</td>
</tr>
<tr>
<td>fueleconomy.gov</td>
<td>49</td>
<td>6,124</td>
<td>scijinks.gov</td>
<td>44</td>
<td>487,141</td>
</tr>
<tr>
<td>huduser.gov</td>
<td>49</td>
<td>10,323</td>
<td>senate.gov</td>
<td>43</td>
<td>456</td>
</tr>
<tr>
<td>trade.gov</td>
<td>49</td>
<td>10,603</td>
<td>dni.gov</td>
<td>43</td>
<td>7,616</td>
</tr>
<tr>
<td>fbijobs.gov</td>
<td>49</td>
<td>105,427</td>
<td>moneyfactory.gov</td>
<td>43</td>
<td>48,322</td>
</tr>
<tr>
<td>ncjrs.gov</td>
<td>48</td>
<td>5,696</td>
<td>ginniemae.gov</td>
<td>43</td>
<td>128,448</td>
</tr>
<tr>
<td>nnlm.gov</td>
<td>48</td>
<td>65,218</td>
<td>moneyfactory.com</td>
<td>43</td>
<td>133,020</td>
</tr>
<tr>
<td>iad.gov</td>
<td>48</td>
<td>740,298</td>
<td>odni.gov</td>
<td>43</td>
<td>347,052</td>
</tr>
<tr>
<td>cdc.gov</td>
<td>47</td>
<td>138</td>
<td>usmarshals.gov</td>
<td>42</td>
<td>39,725</td>
</tr>
<tr>
<td>dhs.gov</td>
<td>47</td>
<td>737</td>
<td>hanford.gov</td>
<td>42</td>
<td>85,111</td>
</tr>
<tr>
<td>va.gov</td>
<td>47</td>
<td>750</td>
<td>fmc.gov</td>
<td>42</td>
<td>101,175</td>
</tr>
<tr>
<td>acl.gov</td>
<td>47</td>
<td>14,015</td>
<td>selectusa.gov</td>
<td>42</td>
<td>270,191</td>
</tr>
<tr>
<td>boem.gov</td>
<td>47</td>
<td>56,407</td>
<td>listo.gov</td>
<td>41</td>
<td>583,774</td>
</tr>
<tr>
<td>everykidinapark.gov</td>
<td>47</td>
<td>137,346</td>
<td>opic.gov</td>
<td>40</td>
<td>62,611</td>
</tr>
<tr>
<td>sba.gov</td>
<td>46</td>
<td>1,143</td>
<td>clintonlibrary.gov</td>
<td>40</td>
<td>137,120</td>
</tr>
<tr>
<td>commerce.gov</td>
<td>46</td>
<td>5,752</td>
<td>ovc.gov</td>
<td>40</td>
<td>151,503</td>
</tr>
<tr>
<td>ntsb.gov</td>
<td>46</td>
<td>6,539</td>
<td>ntis.gov</td>
<td>39</td>
<td>28,046</td>
</tr>
<tr>
<td>bnl.gov</td>
<td>46</td>
<td>7,036</td>
<td>occ.gov</td>
<td>39</td>
<td>28,708</td>
</tr>
<tr>
<td>mcc.gov</td>
<td>46</td>
<td>87,982</td>
<td>gsaadvantage.gov</td>
<td>39</td>
<td>29,556</td>
</tr>
<tr>
<td>econsumer.gov</td>
<td>46</td>
<td>92,587</td>
<td>kids.gov</td>
<td>39</td>
<td>59,531</td>
</tr>
<tr>
<td>arm.gov</td>
<td>46</td>
<td>168,427</td>
<td>csb.gov</td>
<td>39</td>
<td>69,368</td>
</tr>
<tr>
<td>mspb.gov</td>
<td>46</td>
<td>215,030</td>
<td>tonation-nsn.gov</td>
<td>39</td>
<td>555,364</td>
</tr>
<tr>
<td>apps.gov</td>
<td>46</td>
<td>257,832</td>
<td>nsf.gov</td>
<td>38</td>
<td>1,286</td>
</tr>
<tr>
<td>vcf.gov</td>
<td>46</td>
<td>962,022</td>
<td>blm.gov</td>
<td>38</td>
<td>3,307</td>
</tr>
<tr>
<td>cia.gov</td>
<td>45</td>
<td>650</td>
<td>ustr.gov</td>
<td>38</td>
<td>5,307</td>
</tr>
<tr>
<td>cpsc.gov</td>
<td>45</td>
<td>1,506</td>
<td>usphs.gov</td>
<td>38</td>
<td>69,476</td>
</tr>
<tr>
<td>energystar.gov</td>
<td>45</td>
<td>1,769</td>
<td>faasafety.gov</td>
<td>38</td>
<td>77,250</td>
</tr>
</tbody>
</table>
### TABLE 3 CONTINUED

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>nro.gov</td>
<td>38</td>
<td>144,044</td>
<td>sss.gov</td>
<td>28</td>
<td>23,278</td>
</tr>
<tr>
<td>adlnet.gov</td>
<td>38</td>
<td>169,931</td>
<td>nagb.org</td>
<td>28</td>
<td>463,144</td>
</tr>
<tr>
<td>cecg.gov</td>
<td>38</td>
<td>175,152</td>
<td>fws.gov</td>
<td>27</td>
<td>1,490</td>
</tr>
<tr>
<td>adlnet.org</td>
<td>38</td>
<td>297,503</td>
<td>eda.gov</td>
<td>26</td>
<td>71,201</td>
</tr>
<tr>
<td>samhsa.gov</td>
<td>37</td>
<td>1,885</td>
<td>energy.gov</td>
<td>25</td>
<td>711</td>
</tr>
<tr>
<td>grants.gov</td>
<td>37</td>
<td>7,406</td>
<td>nctc.gov</td>
<td>25</td>
<td>87,514</td>
</tr>
<tr>
<td>aviationweather.gov</td>
<td>37</td>
<td>24,862</td>
<td>federalregister.gov</td>
<td>24</td>
<td>2,260</td>
</tr>
<tr>
<td>americorps.gov</td>
<td>37</td>
<td>32,213</td>
<td>osmre.gov</td>
<td>24</td>
<td>117,679</td>
</tr>
<tr>
<td>usap.gov</td>
<td>37</td>
<td>62,910</td>
<td>gsa.gov</td>
<td>23</td>
<td>2,529</td>
</tr>
<tr>
<td>fdlp.gov</td>
<td>37</td>
<td>181,423</td>
<td>goes-r.gov</td>
<td>22</td>
<td>198,323</td>
</tr>
<tr>
<td>biopreferred.gov</td>
<td>37</td>
<td>297,616</td>
<td>solardecathlon.gov</td>
<td>20</td>
<td>58,957</td>
</tr>
<tr>
<td>nationalresourcedirectory.gov</td>
<td>36</td>
<td>261,969</td>
<td>bsee.gov</td>
<td>20</td>
<td>174,280</td>
</tr>
<tr>
<td>nrd.gov</td>
<td>36</td>
<td>374,568</td>
<td>nationalservice.gov</td>
<td>19</td>
<td>9,127</td>
</tr>
<tr>
<td>ihs.gov</td>
<td>35</td>
<td>25,094</td>
<td>docsteach.org</td>
<td>19</td>
<td>10,868</td>
</tr>
<tr>
<td>fdgc.gov</td>
<td>35</td>
<td>89,039</td>
<td>challenge.gov</td>
<td>17</td>
<td>43,970</td>
</tr>
<tr>
<td>ofcm.gov</td>
<td>35</td>
<td>194,232</td>
<td>pmi.gov</td>
<td>17</td>
<td>602,770</td>
</tr>
<tr>
<td>noaa.gov</td>
<td>34</td>
<td>214</td>
<td>census.gov</td>
<td>16</td>
<td>472</td>
</tr>
<tr>
<td>nps.gov</td>
<td>34</td>
<td>358</td>
<td>acht.gov</td>
<td>16</td>
<td>113,794</td>
</tr>
<tr>
<td>udall.gov</td>
<td>34</td>
<td>161,422</td>
<td>idtheft.gov</td>
<td>16</td>
<td>633,739</td>
</tr>
<tr>
<td>lbl.gov</td>
<td>33</td>
<td>1,595</td>
<td>tswg.gov</td>
<td>16</td>
<td>985,963</td>
</tr>
<tr>
<td>fnal.gov</td>
<td>33</td>
<td>5,500</td>
<td>letenkinslearn.gov</td>
<td>14</td>
<td>283,438</td>
</tr>
<tr>
<td>jfklibrary.org</td>
<td>33</td>
<td>7,728</td>
<td>uscirf.gov</td>
<td>11</td>
<td>61,994</td>
</tr>
<tr>
<td>identitytheft.gov</td>
<td>33</td>
<td>49,675</td>
<td>orau.gov</td>
<td>11</td>
<td>62,917</td>
</tr>
<tr>
<td>osac.gov</td>
<td>33</td>
<td>57,033</td>
<td>rivers.gov</td>
<td>10</td>
<td>336,780</td>
</tr>
<tr>
<td>tsunami.gov</td>
<td>33</td>
<td>316,948</td>
<td>smokefree.gov</td>
<td>9</td>
<td>15,318</td>
</tr>
<tr>
<td>anl.gov</td>
<td>32</td>
<td>2,598</td>
<td>nitr.d.gov</td>
<td>7</td>
<td>103,053</td>
</tr>
<tr>
<td>doi.gov</td>
<td>31</td>
<td>5,089</td>
<td>pclib.gov</td>
<td>5</td>
<td>368,950</td>
</tr>
<tr>
<td>usmint.gov</td>
<td>31</td>
<td>8,792</td>
<td>ojp.gov</td>
<td>3</td>
<td>16,576</td>
</tr>
<tr>
<td>federallabs.org</td>
<td>31</td>
<td>34,889</td>
<td>bts.gov</td>
<td>0</td>
<td>4,981</td>
</tr>
<tr>
<td>acquisition.gov</td>
<td>31</td>
<td>65,915</td>
<td>jobcorps.gov</td>
<td>0</td>
<td>37,019</td>
</tr>
<tr>
<td>ice.gov</td>
<td>30</td>
<td>4,441</td>
<td>gsaauctions.gov</td>
<td>0</td>
<td>129,665</td>
</tr>
<tr>
<td>eac.gov</td>
<td>29</td>
<td>38,072</td>
<td>itdashboard.gov</td>
<td>0</td>
<td>669,979</td>
</tr>
<tr>
<td>federalreserve.gov</td>
<td>28</td>
<td>1,439</td>
<td>cfo.gov</td>
<td>0</td>
<td>752,773</td>
</tr>
<tr>
<td>usb.gov</td>
<td>28</td>
<td>9,711</td>
<td>cnss.gov</td>
<td>0</td>
<td>836,904</td>
</tr>
</tbody>
</table>
### TABLE 4
Popular federal websites ranked by mobile page-load speed (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>juvenilecouncil.gov</td>
<td>100</td>
<td>212,144</td>
<td>usembassy.gov</td>
<td>66</td>
<td>814</td>
</tr>
<tr>
<td>ibwc.gov</td>
<td>99</td>
<td>935,804</td>
<td>congress.gov</td>
<td>66</td>
<td>950</td>
</tr>
<tr>
<td>plainlanguage.gov</td>
<td>85</td>
<td>103,841</td>
<td>medlineplus.gov</td>
<td>66</td>
<td>1,078</td>
</tr>
<tr>
<td>vote.gov</td>
<td>85</td>
<td>658,543</td>
<td>gao.gov</td>
<td>66</td>
<td>1,902</td>
</tr>
<tr>
<td>frtr.gov</td>
<td>85</td>
<td>920,323</td>
<td>health.gov</td>
<td>66</td>
<td>4,522</td>
</tr>
<tr>
<td>americaslibrary.gov</td>
<td>84</td>
<td>18,771</td>
<td>healthfinder.gov</td>
<td>66</td>
<td>5,234</td>
</tr>
<tr>
<td>nist.gov</td>
<td>82</td>
<td>539</td>
<td>fbo.gov</td>
<td>66</td>
<td>5,986</td>
</tr>
<tr>
<td>ffiec.gov</td>
<td>81</td>
<td>23,694</td>
<td>section508.gov</td>
<td>66</td>
<td>9,391</td>
</tr>
<tr>
<td>stopalcoholabuse.gov</td>
<td>81</td>
<td>283,909</td>
<td>buyusa.gov</td>
<td>66</td>
<td>48,328</td>
</tr>
<tr>
<td>ornl.gov</td>
<td>80</td>
<td>2,118</td>
<td>cfda.gov</td>
<td>66</td>
<td>68,921</td>
</tr>
<tr>
<td>9-11commission.gov</td>
<td>77</td>
<td>37,398</td>
<td>eftpso.gov</td>
<td>66</td>
<td>96,310</td>
</tr>
<tr>
<td>ppp.gov</td>
<td>76</td>
<td>44,053</td>
<td>nitrd.gov</td>
<td>66</td>
<td>103,053</td>
</tr>
<tr>
<td>bls.gov</td>
<td>74</td>
<td>591</td>
<td>fedbizopps.gov</td>
<td>66</td>
<td>180,106</td>
</tr>
<tr>
<td>mymoney.gov</td>
<td>74</td>
<td>45,132</td>
<td>cbo.gov</td>
<td>65</td>
<td>3,714</td>
</tr>
<tr>
<td>ars-grin.gov</td>
<td>73</td>
<td>32,550</td>
<td>usitc.gov</td>
<td>65</td>
<td>10,012</td>
</tr>
<tr>
<td>truman.gov</td>
<td>73</td>
<td>162,532</td>
<td>myra.gov</td>
<td>65</td>
<td>272,955</td>
</tr>
<tr>
<td>w dol.gov</td>
<td>73</td>
<td>322,205</td>
<td>nehrp.gov</td>
<td>65</td>
<td>824,997</td>
</tr>
<tr>
<td>brac.gov</td>
<td>73</td>
<td>872,406</td>
<td>justice.gov</td>
<td>64</td>
<td>824</td>
</tr>
<tr>
<td>osti.gov</td>
<td>72</td>
<td>10,914</td>
<td>nrel.gov</td>
<td>64</td>
<td>3,623</td>
</tr>
<tr>
<td>ameslab.gov</td>
<td>72</td>
<td>42,697</td>
<td>donotcall.gov</td>
<td>64</td>
<td>8,116</td>
</tr>
<tr>
<td>smartgrid.gov</td>
<td>72</td>
<td>248,173</td>
<td>guideline.gov</td>
<td>64</td>
<td>19,083</td>
</tr>
<tr>
<td>bop.gov</td>
<td>71</td>
<td>13,840</td>
<td>usccr.gov</td>
<td>64</td>
<td>60,144</td>
</tr>
<tr>
<td>namus.gov</td>
<td>71</td>
<td>438,306</td>
<td>gps.gov</td>
<td>64</td>
<td>61,903</td>
</tr>
<tr>
<td>fbi.gov</td>
<td>70</td>
<td>610</td>
<td>its.bldrdoc.gov</td>
<td>64</td>
<td>79,017</td>
</tr>
<tr>
<td>sandia.gov</td>
<td>69</td>
<td>4,999</td>
<td>guidelines.gov</td>
<td>64</td>
<td>187,042</td>
</tr>
<tr>
<td>serve.gov</td>
<td>69</td>
<td>36,004</td>
<td>ofr.gov</td>
<td>63</td>
<td>53,292</td>
</tr>
<tr>
<td>disasterassistance.gov</td>
<td>69</td>
<td>39,199</td>
<td>visitthecapitol.gov</td>
<td>63</td>
<td>71,706</td>
</tr>
<tr>
<td>nwbc.gov</td>
<td>69</td>
<td>180,507</td>
<td>research.gov</td>
<td>63</td>
<td>80,001</td>
</tr>
<tr>
<td>uscourts.gov</td>
<td>68</td>
<td>1,155</td>
<td>pcah.gov</td>
<td>63</td>
<td>176,199</td>
</tr>
<tr>
<td>ucrdatatool.gov</td>
<td>68</td>
<td>330,854</td>
<td>sustainablecommunities.gov</td>
<td>63</td>
<td>585,178</td>
</tr>
<tr>
<td>stb.gov</td>
<td>68</td>
<td>459,398</td>
<td>wrp.gov</td>
<td>63</td>
<td>877,710</td>
</tr>
<tr>
<td>geomac.gov</td>
<td>68</td>
<td>731,966</td>
<td>organdonor.gov</td>
<td>62</td>
<td>35,648</td>
</tr>
<tr>
<td>code.gov</td>
<td>68</td>
<td>923,771</td>
<td>uscc.gov</td>
<td>62</td>
<td>55,771</td>
</tr>
<tr>
<td>ncbi.nlm.nih.gov</td>
<td>67</td>
<td>84</td>
<td>energycodes.gov</td>
<td>62</td>
<td>121,547</td>
</tr>
<tr>
<td>clinicaltrials.gov</td>
<td>67</td>
<td>1,313</td>
<td>agingstats.gov</td>
<td>62</td>
<td>241,759</td>
</tr>
<tr>
<td>science.gov</td>
<td>67</td>
<td>28,568</td>
<td>fira.gov</td>
<td>62</td>
<td>417,486</td>
</tr>
<tr>
<td>ncd.gov</td>
<td>67</td>
<td>59,887</td>
<td>lep.gov</td>
<td>62</td>
<td>504,798</td>
</tr>
<tr>
<td>digitalpreservation.gov</td>
<td>67</td>
<td>62,916</td>
<td>acwi.gov</td>
<td>62</td>
<td>691,305</td>
</tr>
<tr>
<td>lsc.gov</td>
<td>67</td>
<td>88,816</td>
<td>fthfaigos.gov</td>
<td>62</td>
<td>903,178</td>
</tr>
<tr>
<td>mycreditunion.gov</td>
<td>67</td>
<td>118,328</td>
<td>linl.gov</td>
<td>61</td>
<td>3,231</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------</td>
<td>------</td>
<td>---------------------</td>
<td>-------</td>
<td>------</td>
</tr>
<tr>
<td>bea.gov</td>
<td>61</td>
<td>4,425</td>
<td>thecoolspot.gov</td>
<td>57</td>
<td>215,850</td>
</tr>
<tr>
<td>ic3.gov</td>
<td>61</td>
<td>4,966</td>
<td>helpwithmybank.gov</td>
<td>57</td>
<td>270,668</td>
</tr>
<tr>
<td>ndu.edu</td>
<td>61</td>
<td>21,474</td>
<td>vehiclehistory.gov</td>
<td>57</td>
<td>296,022</td>
</tr>
<tr>
<td>recalls.gov</td>
<td>61</td>
<td>49,487</td>
<td>pmf.gov</td>
<td>57</td>
<td>532,971</td>
</tr>
<tr>
<td>its.gov</td>
<td>61</td>
<td>71,919</td>
<td>usds.gov</td>
<td>57</td>
<td>725,460</td>
</tr>
<tr>
<td>jct.gov</td>
<td>61</td>
<td>96,319</td>
<td>supremecourt.gov</td>
<td>56</td>
<td>1,966</td>
</tr>
<tr>
<td>oge.gov</td>
<td>61</td>
<td>106,361</td>
<td>ada.gov</td>
<td>56</td>
<td>4,728</td>
</tr>
<tr>
<td>drought.gov</td>
<td>61</td>
<td>115,975</td>
<td>nara.gov</td>
<td>56</td>
<td>10,591</td>
</tr>
<tr>
<td>ncirc.gov</td>
<td>61</td>
<td>820,214</td>
<td>cftc.gov</td>
<td>56</td>
<td>501,673</td>
</tr>
<tr>
<td>faa.gov</td>
<td>60</td>
<td>1,090</td>
<td>usich.gov</td>
<td>56</td>
<td>75,692</td>
</tr>
<tr>
<td>ecf.gov</td>
<td>60</td>
<td>6,610</td>
<td>time.gov</td>
<td>56</td>
<td>15,403</td>
</tr>
<tr>
<td>share.america.gov</td>
<td>60</td>
<td>10,269</td>
<td>democraticleader.gov</td>
<td>56</td>
<td>112,718</td>
</tr>
<tr>
<td>hiv.gov</td>
<td>60</td>
<td>17,467</td>
<td>hispanicheritagemonth.gov</td>
<td>56</td>
<td>211,081</td>
</tr>
<tr>
<td>phe.gov</td>
<td>60</td>
<td>59,054</td>
<td>nrc.gov</td>
<td>56</td>
<td>7,809</td>
</tr>
<tr>
<td>girlshealth.gov</td>
<td>60</td>
<td>73,085</td>
<td>investor.gov</td>
<td>55</td>
<td>46,094</td>
</tr>
<tr>
<td>amberalert.gov</td>
<td>60</td>
<td>125,102</td>
<td>copyright.gov</td>
<td>55</td>
<td>1,457</td>
</tr>
<tr>
<td>dfnsfb.gov</td>
<td>60</td>
<td>743,978</td>
<td>nij.gov</td>
<td>55</td>
<td>19,043</td>
</tr>
<tr>
<td>fdic.gov</td>
<td>59</td>
<td>3,284</td>
<td>sfgov.gov</td>
<td>55</td>
<td>46,094</td>
</tr>
<tr>
<td>childwelfare.gov</td>
<td>59</td>
<td>11,221</td>
<td>pacer.gov</td>
<td>55</td>
<td>51,014</td>
</tr>
<tr>
<td>nationsreportcard.gov</td>
<td>59</td>
<td>71,713</td>
<td>womenshistorymonth.gov</td>
<td>55</td>
<td>109,565</td>
</tr>
<tr>
<td>fda.gov</td>
<td>58</td>
<td>258</td>
<td>fletc.gov</td>
<td>55</td>
<td>164,848</td>
</tr>
<tr>
<td>state.gov</td>
<td>58</td>
<td>259</td>
<td>hru.gov</td>
<td>55</td>
<td>167,116</td>
</tr>
<tr>
<td>nhtsa.gov</td>
<td>58</td>
<td>2,120</td>
<td>hudoi.gov</td>
<td>55</td>
<td>241,717</td>
</tr>
<tr>
<td>trumanlibrary.org</td>
<td>58</td>
<td>17,038</td>
<td>sigtarp.gov</td>
<td>55</td>
<td>249,304</td>
</tr>
<tr>
<td>secretbservice.gov</td>
<td>58</td>
<td>18,923</td>
<td>copyright.gov</td>
<td>55</td>
<td>705,883</td>
</tr>
<tr>
<td>pubmed.gov</td>
<td>58</td>
<td>35,065</td>
<td>arctic.gov</td>
<td>55</td>
<td>808,339</td>
</tr>
<tr>
<td>tsp.gov</td>
<td>58</td>
<td>103,131</td>
<td>usc.gov</td>
<td>54</td>
<td>138</td>
</tr>
<tr>
<td>niem.gov</td>
<td>58</td>
<td>796,571</td>
<td>usda.gov</td>
<td>54</td>
<td>248</td>
</tr>
<tr>
<td>onrr.gov</td>
<td>58</td>
<td>932,962</td>
<td>irs.gov</td>
<td>54</td>
<td>416</td>
</tr>
<tr>
<td>nih.gov</td>
<td>57</td>
<td>52</td>
<td>defense.gov</td>
<td>54</td>
<td>1,407</td>
</tr>
<tr>
<td>whitehouse.gov</td>
<td>57</td>
<td>192</td>
<td>drugabuse.gov</td>
<td>54</td>
<td>2,719</td>
</tr>
<tr>
<td>usgs.gov</td>
<td>57</td>
<td>393</td>
<td>doleta.gov</td>
<td>54</td>
<td>4,330</td>
</tr>
<tr>
<td>ftc.gov</td>
<td>57</td>
<td>409</td>
<td>oourdcoments.gov</td>
<td>54</td>
<td>20,258</td>
</tr>
<tr>
<td>usaid.gov</td>
<td>57</td>
<td>1,997</td>
<td>nifc.gov</td>
<td>54</td>
<td>23,822</td>
</tr>
<tr>
<td>eeoc.gov</td>
<td>57</td>
<td>2,904</td>
<td>fafsa.gov</td>
<td>54</td>
<td>27,467</td>
</tr>
<tr>
<td>consumerfinance.gov</td>
<td>57</td>
<td>4,144</td>
<td>aoc.gov</td>
<td>54</td>
<td>28,719</td>
</tr>
<tr>
<td>ftccomplaintassistant.gov</td>
<td>57</td>
<td>13,822</td>
<td>csb.gov</td>
<td>54</td>
<td>69,368</td>
</tr>
<tr>
<td>consumer.gov</td>
<td>57</td>
<td>17,482</td>
<td>science360.gov</td>
<td>54</td>
<td>101,007</td>
</tr>
<tr>
<td>nutrition.gov</td>
<td>57</td>
<td>22,332</td>
<td>feedthefuture.gov</td>
<td>54</td>
<td>123,033</td>
</tr>
<tr>
<td>usda.gov</td>
<td>57</td>
<td>214,534</td>
<td>fishwatch.gov</td>
<td>54</td>
<td>199,402</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>-------</td>
<td>-------</td>
<td>---------------------------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>tigta.gov</td>
<td>54</td>
<td>558,726</td>
<td>whistleblowers.gov</td>
<td>51</td>
<td>213,108</td>
</tr>
<tr>
<td>fs.fed.us</td>
<td>53</td>
<td>1,578</td>
<td>uspto.gov</td>
<td>50</td>
<td>522</td>
</tr>
<tr>
<td>medicare.gov</td>
<td>53</td>
<td>2,168</td>
<td>ssa.gov</td>
<td>50</td>
<td>1,128</td>
</tr>
<tr>
<td>regulations.gov</td>
<td>53</td>
<td>3,390</td>
<td>uscis.gov</td>
<td>50</td>
<td>1,629</td>
</tr>
<tr>
<td>nsa.gov</td>
<td>53</td>
<td>3,442</td>
<td>socialsecurity.gov</td>
<td>50</td>
<td>5,145</td>
</tr>
<tr>
<td>usajobs.gov</td>
<td>53</td>
<td>4,713</td>
<td>atf.gov</td>
<td>50</td>
<td>10,449</td>
</tr>
<tr>
<td>nationalmap.gov</td>
<td>53</td>
<td>46,765</td>
<td>invasivespeciesinfo.gov</td>
<td>50</td>
<td>78,215</td>
</tr>
<tr>
<td>childstats.gov</td>
<td>53</td>
<td>61,353</td>
<td>fdlibrarymuseum.gov</td>
<td>50</td>
<td>79,659</td>
</tr>
<tr>
<td>read.gov</td>
<td>53</td>
<td>75,569</td>
<td>fedshirevets.gov</td>
<td>50</td>
<td>149,304</td>
</tr>
<tr>
<td>fara.gov</td>
<td>53</td>
<td>103,056</td>
<td>youthrules.gov</td>
<td>50</td>
<td>289,347</td>
</tr>
<tr>
<td>africanamericanhistorymonth.gov</td>
<td>53</td>
<td>213,941</td>
<td>financialresearch.gov</td>
<td>50</td>
<td>489,436</td>
</tr>
<tr>
<td>nationalgigcenter.gov</td>
<td>53</td>
<td>283,470</td>
<td>uscurrency.gov</td>
<td>50</td>
<td>575,870</td>
</tr>
<tr>
<td>911.gov</td>
<td>53</td>
<td>675,028</td>
<td>gpo.gov</td>
<td>49</td>
<td>720</td>
</tr>
<tr>
<td>data.gov</td>
<td>52</td>
<td>9,103</td>
<td>fema.gov</td>
<td>49</td>
<td>821</td>
</tr>
<tr>
<td>fjc.gov</td>
<td>52</td>
<td>31,455</td>
<td>neh.gov</td>
<td>49</td>
<td>6,671</td>
</tr>
<tr>
<td>exim.gov</td>
<td>52</td>
<td>36,130</td>
<td>treasurydirect.gov</td>
<td>49</td>
<td>10,008</td>
</tr>
<tr>
<td>ussc.gov</td>
<td>52</td>
<td>41,031</td>
<td>globalchange.gov</td>
<td>49</td>
<td>14,066</td>
</tr>
<tr>
<td>medpac.gov</td>
<td>52</td>
<td>98,197</td>
<td>benefits.gov</td>
<td>49</td>
<td>27,616</td>
</tr>
<tr>
<td>stopfraud.gov</td>
<td>52</td>
<td>134,862</td>
<td>nano.gov</td>
<td>49</td>
<td>58,766</td>
</tr>
<tr>
<td>vets.gov</td>
<td>52</td>
<td>184,939</td>
<td>uspsog.gov</td>
<td>49</td>
<td>102,867</td>
</tr>
<tr>
<td>alaskacents.gov</td>
<td>52</td>
<td>445,799</td>
<td>savingsbonds.gov</td>
<td>49</td>
<td>160,647</td>
</tr>
<tr>
<td>scijinks.gov</td>
<td>52</td>
<td>487,141</td>
<td>foreignassistance.gov</td>
<td>49</td>
<td>201,411</td>
</tr>
<tr>
<td>edpubs.gov</td>
<td>52</td>
<td>644,524</td>
<td>presidentialserviceawards.gov</td>
<td>49</td>
<td>217,018</td>
</tr>
<tr>
<td>applicationmanager.gov</td>
<td>52</td>
<td>941,133</td>
<td>justthinktwice.gov</td>
<td>49</td>
<td>234,959</td>
</tr>
<tr>
<td>usps.com</td>
<td>51</td>
<td>837</td>
<td>ncpc.gov</td>
<td>49</td>
<td>438,419</td>
</tr>
<tr>
<td>us-cert.gov</td>
<td>51</td>
<td>3,298</td>
<td>epa.gov</td>
<td>48</td>
<td>260</td>
</tr>
<tr>
<td>womenshealth.gov</td>
<td>51</td>
<td>5,229</td>
<td>archives.gov</td>
<td>48</td>
<td>433</td>
</tr>
<tr>
<td>safercar.gov</td>
<td>51</td>
<td>7,903</td>
<td>cms.gov</td>
<td>48</td>
<td>1,975</td>
</tr>
<tr>
<td>studentloans.gov</td>
<td>51</td>
<td>15,454</td>
<td>tsa.gov</td>
<td>48</td>
<td>2,455</td>
</tr>
<tr>
<td>distraction.gov</td>
<td>51</td>
<td>22,280</td>
<td>genome.gov</td>
<td>48</td>
<td>6,187</td>
</tr>
<tr>
<td>nwcg.gov</td>
<td>51</td>
<td>34,088</td>
<td>jklibrary.org</td>
<td>48</td>
<td>7,728</td>
</tr>
<tr>
<td>mbd.gov</td>
<td>51</td>
<td>45,367</td>
<td>fincen.gov</td>
<td>48</td>
<td>15,259</td>
</tr>
<tr>
<td>abmc.gov</td>
<td>51</td>
<td>46,679</td>
<td>imls.gov</td>
<td>48</td>
<td>21,990</td>
</tr>
<tr>
<td>pbgc.gov</td>
<td>51</td>
<td>50,696</td>
<td>fhfa.gov</td>
<td>48</td>
<td>31,043</td>
</tr>
<tr>
<td>ncfcrf.gov</td>
<td>51</td>
<td>54,570</td>
<td>cio.gov</td>
<td>48</td>
<td>34,026</td>
</tr>
<tr>
<td>bja.gov</td>
<td>51</td>
<td>68,850</td>
<td>globe.gov</td>
<td>48</td>
<td>40,337</td>
</tr>
<tr>
<td>poolsafety.gov</td>
<td>51</td>
<td>75,220</td>
<td>fedcenter.gov</td>
<td>48</td>
<td>137,649</td>
</tr>
<tr>
<td>bioethics.gov</td>
<td>51</td>
<td>85,493</td>
<td>jimmycarterlibrary.gov</td>
<td>48</td>
<td>174,674</td>
</tr>
<tr>
<td>bpa.gov</td>
<td>51</td>
<td>89,556</td>
<td>govtloans.gov</td>
<td>48</td>
<td>341,481</td>
</tr>
<tr>
<td>trafficsafetymarketing.gov</td>
<td>51</td>
<td>187,220</td>
<td>ed.gov</td>
<td>47</td>
<td>390</td>
</tr>
</tbody>
</table>
### TABLE 4 CONTINUED

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>treasury.gov</td>
<td>47</td>
<td>1,116</td>
<td>saferproducts.gov</td>
<td>45</td>
<td>61,596</td>
</tr>
<tr>
<td>ahrq.gov</td>
<td>47</td>
<td>2,548</td>
<td>prc.gov</td>
<td>45</td>
<td>169,908</td>
</tr>
<tr>
<td>nga.gov</td>
<td>47</td>
<td>3,462</td>
<td>apps.gov</td>
<td>45</td>
<td>257,832</td>
</tr>
<tr>
<td>opm.gov</td>
<td>47</td>
<td>4,388</td>
<td>telework.gov</td>
<td>45</td>
<td>569,475</td>
</tr>
<tr>
<td>fec.gov</td>
<td>47</td>
<td>6,557</td>
<td>idmanagement.gov</td>
<td>45</td>
<td>728,074</td>
</tr>
<tr>
<td>healthit.gov</td>
<td>47</td>
<td>14,317</td>
<td>loc.gov</td>
<td>44</td>
<td>156</td>
</tr>
<tr>
<td>healthypeople.gov</td>
<td>47</td>
<td>19,717</td>
<td>eia.gov</td>
<td>44</td>
<td>1,501</td>
</tr>
<tr>
<td>usability.gov</td>
<td>47</td>
<td>24,970</td>
<td>lanl.gov</td>
<td>44</td>
<td>2,665</td>
</tr>
<tr>
<td>ojjdp.gov</td>
<td>47</td>
<td>28,468</td>
<td>hrsa.gov</td>
<td>44</td>
<td>3,635</td>
</tr>
<tr>
<td>sbir.gov</td>
<td>47</td>
<td>45,814</td>
<td>fueleconomy.gov</td>
<td>44</td>
<td>6,124</td>
</tr>
<tr>
<td>ttb.gov</td>
<td>47</td>
<td>45,942</td>
<td>frc.gov</td>
<td>44</td>
<td>16,122</td>
</tr>
<tr>
<td>unicor.gov</td>
<td>47</td>
<td>289,791</td>
<td>feb.gov</td>
<td>44</td>
<td>31,594</td>
</tr>
<tr>
<td>alzheimers.gov</td>
<td>47</td>
<td>542,938</td>
<td>reginfo.gov</td>
<td>44</td>
<td>47,449</td>
</tr>
<tr>
<td>nasa.gov</td>
<td>46</td>
<td>108</td>
<td>bia.gov</td>
<td>44</td>
<td>57,918</td>
</tr>
<tr>
<td>fcc.gov</td>
<td>46</td>
<td>760</td>
<td>recoverymonth.gov</td>
<td>44</td>
<td>150,950</td>
</tr>
<tr>
<td>weather.gov</td>
<td>46</td>
<td>904</td>
<td>rrb.gov</td>
<td>44</td>
<td>157,248</td>
</tr>
<tr>
<td>choosemyplate.gov</td>
<td>46</td>
<td>4,158</td>
<td>larpa.gov</td>
<td>44</td>
<td>193,902</td>
</tr>
<tr>
<td>medicaid.gov</td>
<td>46</td>
<td>10,648</td>
<td>crimesolutions.gov</td>
<td>44</td>
<td>245,674</td>
</tr>
<tr>
<td>climate.gov</td>
<td>46</td>
<td>14,607</td>
<td>indianaffairs.gov</td>
<td>44</td>
<td>323,948</td>
</tr>
<tr>
<td>nlrb.gov</td>
<td>46</td>
<td>16,157</td>
<td>sec.gov</td>
<td>43</td>
<td>572</td>
</tr>
<tr>
<td>access-board.gov</td>
<td>46</td>
<td>16,306</td>
<td>hud.gov</td>
<td>43</td>
<td>1,344</td>
</tr>
<tr>
<td>nsopw.gov</td>
<td>46</td>
<td>42,143</td>
<td>ntsb.gov</td>
<td>43</td>
<td>6,539</td>
</tr>
<tr>
<td>gop.gov</td>
<td>46</td>
<td>43,731</td>
<td>broadbandmap.gov</td>
<td>43</td>
<td>34,499</td>
</tr>
<tr>
<td>sam.gov</td>
<td>46</td>
<td>50,196</td>
<td>usaspending.gov</td>
<td>43</td>
<td>37,216</td>
</tr>
<tr>
<td>majorityleader.gov</td>
<td>46</td>
<td>61,757</td>
<td>osc.gov</td>
<td>43</td>
<td>86,666</td>
</tr>
<tr>
<td>vaccines.gov</td>
<td>46</td>
<td>69,084</td>
<td>insurekidsnow.gov</td>
<td>43</td>
<td>90,260</td>
</tr>
<tr>
<td>foia.gov</td>
<td>46</td>
<td>82,912</td>
<td>everykidinapark.gov</td>
<td>43</td>
<td>137,346</td>
</tr>
<tr>
<td>ahcpr.gov</td>
<td>46</td>
<td>94,904</td>
<td>house.gov</td>
<td>42</td>
<td>399</td>
</tr>
<tr>
<td>fpds.gov</td>
<td>46</td>
<td>171,080</td>
<td>trade.gov</td>
<td>42</td>
<td>10,603</td>
</tr>
<tr>
<td>volunteer.gov</td>
<td>46</td>
<td>239,243</td>
<td>pepfar.gov</td>
<td>42</td>
<td>63,016</td>
</tr>
<tr>
<td>myplate.gov</td>
<td>46</td>
<td>593,063</td>
<td>fbijobs.gov</td>
<td>42</td>
<td>105,427</td>
</tr>
<tr>
<td>smart.gov</td>
<td>46</td>
<td>902,846</td>
<td>oddfund.gov</td>
<td>42</td>
<td>124,256</td>
</tr>
<tr>
<td>dol.gov</td>
<td>45</td>
<td>883</td>
<td>hhs.gov</td>
<td>41</td>
<td>603</td>
</tr>
<tr>
<td>ustr.gov</td>
<td>45</td>
<td>5,307</td>
<td>sba.gov</td>
<td>41</td>
<td>1,143</td>
</tr>
<tr>
<td>foodsafety.gov</td>
<td>45</td>
<td>9,649</td>
<td>ncjrs.gov</td>
<td>41</td>
<td>5,696</td>
</tr>
<tr>
<td>onguardonline.gov</td>
<td>45</td>
<td>10,253</td>
<td>stopbullying.gov</td>
<td>41</td>
<td>9,285</td>
</tr>
<tr>
<td>privacyshield.gov</td>
<td>45</td>
<td>18,269</td>
<td>speaker.gov</td>
<td>41</td>
<td>11,196</td>
</tr>
<tr>
<td>nicic.gov</td>
<td>45</td>
<td>42,943</td>
<td>dhhs.gov</td>
<td>41</td>
<td>12,176</td>
</tr>
<tr>
<td>mentalhealth.gov</td>
<td>45</td>
<td>46,899</td>
<td>nixonlibrary.gov</td>
<td>41</td>
<td>68,278</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------</td>
<td>---------</td>
<td>-------------------------</td>
<td>-------</td>
<td>---------</td>
</tr>
<tr>
<td>pay.gov</td>
<td>41</td>
<td>177,551</td>
<td>manufacturing.gov</td>
<td>37</td>
<td>206,901</td>
</tr>
<tr>
<td>papahanaumokuakea.gov</td>
<td>41</td>
<td>205,712</td>
<td>wapa.gov</td>
<td>37</td>
<td>246,391</td>
</tr>
<tr>
<td>mymedicare.gov</td>
<td>41</td>
<td>244,142</td>
<td>dot.gov</td>
<td>36</td>
<td>601</td>
</tr>
<tr>
<td>transportation.gov</td>
<td>40</td>
<td>3,340</td>
<td>healthcare.gov</td>
<td>36</td>
<td>2,146</td>
</tr>
<tr>
<td>acl.gov</td>
<td>40</td>
<td>14,015</td>
<td>dni.gov</td>
<td>36</td>
<td>7,616</td>
</tr>
<tr>
<td>ncu.gov</td>
<td>40</td>
<td>23,060</td>
<td>recreation.gov</td>
<td>36</td>
<td>9,012</td>
</tr>
<tr>
<td>nnlm.gov</td>
<td>40</td>
<td>65,218</td>
<td>firstgov.gov</td>
<td>36</td>
<td>9,112</td>
</tr>
<tr>
<td>digitalgov.gov</td>
<td>40</td>
<td>105,697</td>
<td>usmarshals.gov</td>
<td>36</td>
<td>39,725</td>
</tr>
<tr>
<td>srs.gov</td>
<td>40</td>
<td>211,333</td>
<td>inl.gov</td>
<td>36</td>
<td>51,817</td>
</tr>
<tr>
<td>ems.gov</td>
<td>40</td>
<td>488,371</td>
<td>ginniemae.gov</td>
<td>36</td>
<td>128,448</td>
</tr>
<tr>
<td>senate.gov</td>
<td>39</td>
<td>456</td>
<td>udali.gov</td>
<td>36</td>
<td>161,422</td>
</tr>
<tr>
<td>bjs.gov</td>
<td>39</td>
<td>6,208</td>
<td>odni.gov</td>
<td>36</td>
<td>347,052</td>
</tr>
<tr>
<td>dea.gov</td>
<td>39</td>
<td>7,344</td>
<td>listo.gov</td>
<td>36</td>
<td>583,774</td>
</tr>
<tr>
<td>peacecorps.gov</td>
<td>39</td>
<td>8,561</td>
<td>ovcttac.gov</td>
<td>36</td>
<td>911,165</td>
</tr>
<tr>
<td>pnl.gov</td>
<td>39</td>
<td>14,093</td>
<td>energystar.gov</td>
<td>35</td>
<td>1,769</td>
</tr>
<tr>
<td>pnnl.gov</td>
<td>39</td>
<td>21,128</td>
<td>fvap.gov</td>
<td>35</td>
<td>66,369</td>
</tr>
<tr>
<td>makinghomeaffordable.gov</td>
<td>39</td>
<td>27,567</td>
<td>nersc.gov</td>
<td>35</td>
<td>71,381</td>
</tr>
<tr>
<td>usap.gov</td>
<td>39</td>
<td>62,910</td>
<td>nro.gov</td>
<td>35</td>
<td>144,044</td>
</tr>
<tr>
<td>arc.gov</td>
<td>39</td>
<td>101,902</td>
<td>cuidadodesalud.gov</td>
<td>35</td>
<td>152,346</td>
</tr>
<tr>
<td>arm.gov</td>
<td>39</td>
<td>166,427</td>
<td>adlnet.gov</td>
<td>35</td>
<td>169,931</td>
</tr>
<tr>
<td>studentaid.gov</td>
<td>39</td>
<td>195,346</td>
<td>adlnet.org</td>
<td>35</td>
<td>297,503</td>
</tr>
<tr>
<td>va.gov</td>
<td>38</td>
<td>750</td>
<td>vcf.gov</td>
<td>35</td>
<td>962,022</td>
</tr>
<tr>
<td>cancer.gov</td>
<td>38</td>
<td>901</td>
<td>dhs.gov</td>
<td>34</td>
<td>737</td>
</tr>
<tr>
<td>cbp.gov</td>
<td>38</td>
<td>2,000</td>
<td>cpsc.gov</td>
<td>34</td>
<td>1,506</td>
</tr>
<tr>
<td>moneyfactory.gov</td>
<td>38</td>
<td>48,322</td>
<td>export.gov</td>
<td>34</td>
<td>1,847</td>
</tr>
<tr>
<td>presidio.gov</td>
<td>38</td>
<td>87,505</td>
<td>commerce.gov</td>
<td>34</td>
<td>5,752</td>
</tr>
<tr>
<td>mcc.gov</td>
<td>38</td>
<td>87,982</td>
<td>ntis.gov</td>
<td>34</td>
<td>28,046</td>
</tr>
<tr>
<td>bbg.gov</td>
<td>38</td>
<td>100,162</td>
<td>occ.gov</td>
<td>34</td>
<td>28,708</td>
</tr>
<tr>
<td>moneyfactory.com</td>
<td>38</td>
<td>133,020</td>
<td>boem.gov</td>
<td>34</td>
<td>56,407</td>
</tr>
<tr>
<td>fedramp.gov</td>
<td>38</td>
<td>326,659</td>
<td>clintonlibrary.gov</td>
<td>34</td>
<td>137,120</td>
</tr>
<tr>
<td>sciencebase.gov</td>
<td>38</td>
<td>731,860</td>
<td>ofcm.gov</td>
<td>34</td>
<td>194,232</td>
</tr>
<tr>
<td>usa.gov</td>
<td>37</td>
<td>594</td>
<td>mspb.gov</td>
<td>34</td>
<td>215,030</td>
</tr>
<tr>
<td>cia.gov</td>
<td>37</td>
<td>650</td>
<td>iad.gov</td>
<td>34</td>
<td>740,298</td>
</tr>
<tr>
<td>osha.gov</td>
<td>37</td>
<td>1,179</td>
<td>nsf.gov</td>
<td>33</td>
<td>1,286</td>
</tr>
<tr>
<td>arts.gov</td>
<td>37</td>
<td>7,327</td>
<td>doi.gov</td>
<td>33</td>
<td>5,089</td>
</tr>
<tr>
<td>surgeongeneral.gov</td>
<td>37</td>
<td>8,611</td>
<td>eldercare.gov</td>
<td>33</td>
<td>21,073</td>
</tr>
<tr>
<td>airnow.gov</td>
<td>37</td>
<td>23,840</td>
<td>federallabs.org</td>
<td>33</td>
<td>34,889</td>
</tr>
<tr>
<td>collegedrinkingprevention.gov</td>
<td>37</td>
<td>60,712</td>
<td>opic.gov</td>
<td>33</td>
<td>62,611</td>
</tr>
<tr>
<td>hanford.gov</td>
<td>37</td>
<td>85,111</td>
<td>cecf.gov</td>
<td>33</td>
<td>175,152</td>
</tr>
<tr>
<td>econsumer.gov</td>
<td>37</td>
<td>92,587</td>
<td>selectusa.gov</td>
<td>33</td>
<td>270,191</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-------</td>
<td>------</td>
<td>---------------------------</td>
<td>-------</td>
<td>------</td>
</tr>
<tr>
<td>tonation-nsn.gov</td>
<td>33</td>
<td>555,364</td>
<td>sss.gov</td>
<td>23</td>
<td>23,278</td>
</tr>
<tr>
<td>usmint.gov</td>
<td>32</td>
<td>8,792</td>
<td>fws.gov</td>
<td>22</td>
<td>1,490</td>
</tr>
<tr>
<td>nationalresourcedirectory.gov</td>
<td>32</td>
<td>261,969</td>
<td>federalregister.gov</td>
<td>21</td>
<td>2,260</td>
</tr>
<tr>
<td>nrd.gov</td>
<td>32</td>
<td>374,568</td>
<td>eac.gov</td>
<td>21</td>
<td>38,072</td>
</tr>
<tr>
<td>samhsa.gov</td>
<td>31</td>
<td>1,885</td>
<td>solardecathlon.gov</td>
<td>21</td>
<td>58,957</td>
</tr>
<tr>
<td>blm.gov</td>
<td>31</td>
<td>3,307</td>
<td>nctc.gov</td>
<td>21</td>
<td>87,514</td>
</tr>
<tr>
<td>fnal.gov</td>
<td>31</td>
<td>5,500</td>
<td>osmre.gov</td>
<td>21</td>
<td>117,679</td>
</tr>
<tr>
<td>bnl.gov</td>
<td>31</td>
<td>7,036</td>
<td>gsa.gov</td>
<td>20</td>
<td>2,529</td>
</tr>
<tr>
<td>aviationweather.gov</td>
<td>31</td>
<td>24,862</td>
<td>eda.gov</td>
<td>20</td>
<td>71,201</td>
</tr>
<tr>
<td>americorps.gov</td>
<td>31</td>
<td>32,213</td>
<td>energy.gov</td>
<td>19</td>
<td>711</td>
</tr>
<tr>
<td>usb.gov</td>
<td>30</td>
<td>9,711</td>
<td>bsee.gov</td>
<td>19</td>
<td>174,280</td>
</tr>
<tr>
<td>huduser.gov</td>
<td>30</td>
<td>10,323</td>
<td>goes-r.gov</td>
<td>19</td>
<td>198,323</td>
</tr>
<tr>
<td>osac.gov</td>
<td>30</td>
<td>57,033</td>
<td>challenge.gov</td>
<td>16</td>
<td>43,970</td>
</tr>
<tr>
<td>faasafety.gov</td>
<td>30</td>
<td>77,250</td>
<td>achp.gov</td>
<td>16</td>
<td>113,794</td>
</tr>
<tr>
<td>lbl.gov</td>
<td>29</td>
<td>1,595</td>
<td>orau.gov</td>
<td>15</td>
<td>62,917</td>
</tr>
<tr>
<td>anl.gov</td>
<td>29</td>
<td>2,598</td>
<td>docsteach.org</td>
<td>13</td>
<td>10,868</td>
</tr>
<tr>
<td>gsaadvantage.gov</td>
<td>29</td>
<td>29,556</td>
<td>identitytheft.gov</td>
<td>12</td>
<td>49,675</td>
</tr>
<tr>
<td>fgdc.gov</td>
<td>29</td>
<td>89,039</td>
<td>usbg.gov</td>
<td>12</td>
<td>82,006</td>
</tr>
<tr>
<td>ovc.gov</td>
<td>29</td>
<td>151,503</td>
<td>uscirt.gov</td>
<td>11</td>
<td>61,994</td>
</tr>
<tr>
<td>kids.gov</td>
<td>28</td>
<td>25,094</td>
<td>pmi.gov</td>
<td>11</td>
<td>602,770</td>
</tr>
<tr>
<td>acquisition.gov</td>
<td>27</td>
<td>65,915</td>
<td>idtheft.gov</td>
<td>10</td>
<td>633,739</td>
</tr>
<tr>
<td>usphs.gov</td>
<td>27</td>
<td>69,476</td>
<td>census.gov</td>
<td>9</td>
<td>472</td>
</tr>
<tr>
<td>biopreferred.gov</td>
<td>27</td>
<td>297,616</td>
<td>smokefree.gov</td>
<td>7</td>
<td>15,318</td>
</tr>
<tr>
<td>nagb.org</td>
<td>27</td>
<td>463,144</td>
<td>rivers.gov</td>
<td>7</td>
<td>336,780</td>
</tr>
<tr>
<td>grants.gov</td>
<td>26</td>
<td>7,406</td>
<td>pclob.gov</td>
<td>5</td>
<td>368,950</td>
</tr>
<tr>
<td>tsunami.gov</td>
<td>26</td>
<td>316,948</td>
<td>ojp.gov</td>
<td>3</td>
<td>16,576</td>
</tr>
<tr>
<td>tswg.gov</td>
<td>26</td>
<td>985,963</td>
<td>bts.gov</td>
<td>0</td>
<td>4,981</td>
</tr>
<tr>
<td>noaa.gov</td>
<td>25</td>
<td>214</td>
<td>jobcorps.gov</td>
<td>0</td>
<td>37,019</td>
</tr>
<tr>
<td>nps.gov</td>
<td>25</td>
<td>358</td>
<td>fmc.gov</td>
<td>0</td>
<td>101,175</td>
</tr>
<tr>
<td>fdp.gov</td>
<td>25</td>
<td>181,423</td>
<td>gsauctions.gov</td>
<td>0</td>
<td>129,665</td>
</tr>
<tr>
<td>federalreserve.gov</td>
<td>24</td>
<td>1,439</td>
<td>itdashboard.gov</td>
<td>0</td>
<td>669,979</td>
</tr>
<tr>
<td>ice.gov</td>
<td>24</td>
<td>4,441</td>
<td>cfo.gov</td>
<td>0</td>
<td>752,773</td>
</tr>
<tr>
<td>nationalservice.gov</td>
<td>23</td>
<td>9,127</td>
<td>cnss.gov</td>
<td>0</td>
<td>836,904</td>
</tr>
</tbody>
</table>
MOBILE FRIENDLINESS

The federal government requires that its websites be mobile friendly. The OMB’s policy for federal websites states that agencies “must, to the extent practicable, ensure that their public websites and digital services perform equally well on non-desktop devices such as mobile devices and tablets.”

This requirement is critical because roughly 56 percent of overall search volume in the United States in 2015 came from mobile devices. To be mobile friendly, a website should offer easy-to-use buttons, the ability to navigate from a small screen, and legibility, featuring its most important information at the forefront of the page for its users.

In the initial report, to measure mobile friendliness, we used Google’s “Mobile Friendly Test.” But since the release of the initial report, the test has changed and no longer offers a score of 0 to 100. Therefore, ITIF decided to use SEO Centro’s “Mobile Friendly Check,” a publicly available tool that is comparable to the older version of Google’s “Mobile Friendly Test.” This tool allows non-paying users to test five domains for mobile friendliness daily. Like Google’s older tool, it bases its score on five criteria. First, the tool tests whether a website’s touch elements are too close together, which causes difficulty for mobile users who cannot easily tap a desired button with their finger without also tapping another button. Second, the tool tests whether a website’s viewport, the portion of the website visible to the user, is configured with meta tags—web elements that provide information about a webpage such as its height, width, and initial scale for a mobile device—so that websites can easily work on a variety of devices with varying screen sizes. Third, the tool tests whether a website sizes content to the viewport. If content is not sized properly to fit a mobile-device screen, a user may have to scroll through websites horizontally, leading to a poor user experience. Fourth, the tool tests whether the website uses plugins, which are not supported on most mobile devices. If left unaddressed, plugins can disrupt users’ experiences through hangs (i.e., when a phone freezes and stops responding to commands), crashes, and security vulnerabilities. Fifth, the tool measures whether a website is properly configured so that text on the page is large enough for a user to read.

We determined a reasonable benchmark for passing the mobile-friendliness test was a score of 90 or above, the same threshold we used in the initial report. We verified this cut-off by testing the top 20 nongovernment websites on Majestic Million for mobile friendliness. These websites had an average score of 98 for mobile friendliness. Although websites scoring in this range (90-100) can still be further optimized for mobile devices, they generally provide users a positive mobile experience.

We find mixed results for mobile friendliness among federal websites. Overall, 60 percent of federal websites reviewed scored a 90 or above on the test. Among the federal websites in the global top 100,000 reviews, 63 percent passed the mobile-friendliness test. Many of the failing websites performed very poorly. Of the websites that failed the test, 32 percent scored below 75. Yet, of the 260 websites tested both last year and this year, about two-thirds (65 percent) passed the mobile-friendliness test.

In doing a comparison of the federal websites reviewed in the initial report, there are some interesting takeaways. Some poorly performing websites did not improve their mobile friendliness since the initial report, such as the Department of the Treasury (treasury.gov), Government Publishing Office (gpo.gov), and the U.S. Energy Information Association (eia.gov). Other federal websites declined in mobile friendliness, such as the U.S. Courts (uscourts.gov), which scored 70 compared to 99 in the initial report; and the website of U.S. Embassies, Consulates, and Diplomatic Missions.
(usembassy.gov), which scored a 67 compared to 100 in the initial report. Some significantly increased their mobile-friendliness score, such as the U.S. Senate website (senate.gov), which scored 99 compared to 61 in the initial report. Another example is the Internal Revenue Service (irs.gov), which scored a 99 compared to a 60 in the initial report.

Figure 6 shows the overall distribution of mobile-friendliness data. The blue squares in figure 6 indicate which websites failed to get a minimum passing score of 90.

**FIGURE 6**
Mobile Friendliness of federal websites by popularity (2017).

Figure 7 illustrates the change in mobile-friendliness scores of websites tested in both the initial report and this report. The figure shows that the majority (74 percent) of federal websites tested in both reports either maintained the same mobile-friendliness score or improved in score. It is important to note that maintaining the same score does not necessarily mean the website passed the mobile-friendliness test. Of those websites where the score did not change, 37 percent failed the mobile-friendliness test. Of the 260 websites tested in both reports 26 percent declined in mobile friendliness and only 29 percent improved in mobile friendliness.
The three most common reasons a website failed the mobile-friendliness test were: The website was not configured properly and thus did not scale appropriately to mobile devices; it used illegible font sizes; or it used buttons or links that were too small to be easily tapped with a finger. Figure 6 highlights three popular websites that failed the mobile-friendliness test: National Weather Service (weather.gov), Ready.gov (ready.gov), and Bureau of Justice Statistics (bjs.gov). Because this seemed surprising, those three websites were tested again in early October. We found that two of the three continued to earn low scores on the mobile-friendliness test for the reasons listed above. Yet, Ready.gov scored significantly higher and now passes the test. Of the federal websites in the top 100,000, only 37 percent failed the mobile-friendliness test. These included the National Weather Service (weather.gov), National Defense University (ndu.edu), and the Department of Housing and Urban Development (hud.gov). Each of these common mobile-friendliness problems has an easily solution, as discussed in the initial report.67
### TABLE 5
Popular federal websites ranked by mobile friendliness (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>noaa.gov</td>
<td>100</td>
<td>214</td>
<td>energy.gov</td>
<td>99</td>
<td>711</td>
</tr>
<tr>
<td>bls.gov</td>
<td>100</td>
<td>591</td>
<td>fcc.gov</td>
<td>99</td>
<td>760</td>
</tr>
<tr>
<td>usa.gov</td>
<td>100</td>
<td>594</td>
<td>usps.com</td>
<td>99</td>
<td>837</td>
</tr>
<tr>
<td>defense.gov</td>
<td>100</td>
<td>1,407</td>
<td>cancer.gov</td>
<td>99</td>
<td>901</td>
</tr>
<tr>
<td>gsa.gov</td>
<td>100</td>
<td>2,529</td>
<td>uscis.gov</td>
<td>99</td>
<td>1,629</td>
</tr>
<tr>
<td>nga.gov</td>
<td>100</td>
<td>3,462</td>
<td>cms.gov</td>
<td>99</td>
<td>1,975</td>
</tr>
<tr>
<td>donotcall.gov</td>
<td>100</td>
<td>8,116</td>
<td>nhtsa.gov</td>
<td>99</td>
<td>2,120</td>
</tr>
<tr>
<td>firstgov.gov</td>
<td>100</td>
<td>10,868</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>docsteach.org</td>
<td>100</td>
<td>17,038</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>makinghomeaffordable.gov</td>
<td>100</td>
<td>24,970</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>occ.gov</td>
<td>100</td>
<td>26,757</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ttb.gov</td>
<td>100</td>
<td>28,708</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>digitalgov.gov</td>
<td>100</td>
<td>30,697</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>womenshistorymonth.gov</td>
<td>100</td>
<td>109,565</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>cdfifund.gov</td>
<td>100</td>
<td>124,256</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>clintonlibrary.gov</td>
<td>100</td>
<td>137,120</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>hispanicheritagemonth.gov</td>
<td>100</td>
<td>213,941</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>makinghomeaffordable.gov</td>
<td>100</td>
<td>217,717</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>myra.gov</td>
<td>100</td>
<td>272,955</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>stopalcoholabuse.gov</td>
<td>100</td>
<td>283,909</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>alzheimers.gov</td>
<td>100</td>
<td>542,938</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>tonation-nsn.gov</td>
<td>100</td>
<td>555,364</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>listo.gov</td>
<td>100</td>
<td>583,774</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>vote.gov</td>
<td>100</td>
<td>658,543</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>idmanagement.gov</td>
<td>100</td>
<td>728,074</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iad.gov</td>
<td>100</td>
<td>740,298</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>fhfaoig.gov</td>
<td>100</td>
<td>903,178</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>code.gov</td>
<td>100</td>
<td>923,771</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>nih.gov</td>
<td>99</td>
<td>52</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>cdc.gov</td>
<td>99</td>
<td>138</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>usda.gov</td>
<td>99</td>
<td>248</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>fda.gov</td>
<td>99</td>
<td>258</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ftc.gov</td>
<td>99</td>
<td>409</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>irs.gov</td>
<td>99</td>
<td>416</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>senate.gov</td>
<td>99</td>
<td>456</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>uspto.gov</td>
<td>99</td>
<td>522</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>hhs.gov</td>
<td>99</td>
<td>603</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## TABLE 5 CONTINUED

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>bia.gov</td>
<td>99</td>
<td>57,918</td>
<td>womenshealth.gov</td>
<td>98</td>
<td>5,229</td>
</tr>
<tr>
<td>nano.gov</td>
<td>99</td>
<td>58,766</td>
<td>recreation.gov</td>
<td>98</td>
<td>9,012</td>
</tr>
<tr>
<td>kids.gov</td>
<td>99</td>
<td>59,531</td>
<td>usbr.gov</td>
<td>98</td>
<td>9,711</td>
</tr>
<tr>
<td>majorityleader.gov</td>
<td>99</td>
<td>61,757</td>
<td>ATF.gov</td>
<td>98</td>
<td>10,449</td>
</tr>
<tr>
<td>orau.gov</td>
<td>99</td>
<td>62,917</td>
<td>smokefree.gov</td>
<td>98</td>
<td>15,318</td>
</tr>
<tr>
<td>acquisition.gov</td>
<td>99</td>
<td>65,915</td>
<td>guideline.gov</td>
<td>98</td>
<td>19,083</td>
</tr>
<tr>
<td>csb.gov</td>
<td>99</td>
<td>69,368</td>
<td>ncua.gov</td>
<td>98</td>
<td>23,060</td>
</tr>
<tr>
<td>hanford.gov</td>
<td>99</td>
<td>85,111</td>
<td>disasterassistance.gov</td>
<td>98</td>
<td>39,199</td>
</tr>
<tr>
<td>ntc.gov</td>
<td>99</td>
<td>87,514</td>
<td>globe.gov</td>
<td>98</td>
<td>40,337</td>
</tr>
<tr>
<td>bbg.gov</td>
<td>99</td>
<td>100,162</td>
<td>ussc.gov</td>
<td>98</td>
<td>41,031</td>
</tr>
<tr>
<td>tsp.gov</td>
<td>99</td>
<td>103,131</td>
<td>nsopw.gov</td>
<td>98</td>
<td>42,143</td>
</tr>
<tr>
<td>usich.gov</td>
<td>99</td>
<td>112,718</td>
<td>pepfr.gov</td>
<td>98</td>
<td>63,016</td>
</tr>
<tr>
<td>everykidinapark.gov</td>
<td>99</td>
<td>137,346</td>
<td>fgdc.gov</td>
<td>98</td>
<td>89,039</td>
</tr>
<tr>
<td>cuidadodesalud.gov</td>
<td>99</td>
<td>152,346</td>
<td>uspsog.gov</td>
<td>98</td>
<td>102,867</td>
</tr>
<tr>
<td>hrn.gov</td>
<td>99</td>
<td>167,116</td>
<td>uscb.gov</td>
<td>98</td>
<td>105,427</td>
</tr>
<tr>
<td>bsee.gov</td>
<td>99</td>
<td>174,280</td>
<td>stopfraud.gov</td>
<td>98</td>
<td>134,862</td>
</tr>
<tr>
<td>pay.gov</td>
<td>99</td>
<td>177,551</td>
<td>guidelines.gov</td>
<td>98</td>
<td>187,042</td>
</tr>
<tr>
<td>vets.gov</td>
<td>99</td>
<td>184,939</td>
<td>goes-r.gov</td>
<td>98</td>
<td>198,323</td>
</tr>
<tr>
<td>trafficsafetymarketing.gov</td>
<td>99</td>
<td>187,220</td>
<td>wapa.gov</td>
<td>98</td>
<td>246,391</td>
</tr>
<tr>
<td>fishwatch.gov</td>
<td>99</td>
<td>199,402</td>
<td>scijinks.gov</td>
<td>98</td>
<td>487,141</td>
</tr>
<tr>
<td>justthinktwice.gov</td>
<td>99</td>
<td>234,959</td>
<td>uscb.gov</td>
<td>98</td>
<td>501,673</td>
</tr>
<tr>
<td>smartgrid.gov</td>
<td>99</td>
<td>248,173</td>
<td>cnss.gov</td>
<td>98</td>
<td>836,904</td>
</tr>
<tr>
<td>nationalresourcedirectory.gov</td>
<td>99</td>
<td>261,969</td>
<td>state.gov</td>
<td>97</td>
<td>259</td>
</tr>
<tr>
<td>indianaaffairs.gov</td>
<td>99</td>
<td>323,948</td>
<td>uscb.gov</td>
<td>98</td>
<td>610</td>
</tr>
<tr>
<td>fedramp.gov</td>
<td>99</td>
<td>326,659</td>
<td>ssa.gov</td>
<td>97</td>
<td>1,128</td>
</tr>
<tr>
<td>odn.gov</td>
<td>99</td>
<td>347,052</td>
<td>sba.gov</td>
<td>97</td>
<td>1,143</td>
</tr>
<tr>
<td>nrd.gov</td>
<td>99</td>
<td>374,568</td>
<td>nsf.gov</td>
<td>97</td>
<td>1,286</td>
</tr>
<tr>
<td>alaskacenters.gov</td>
<td>99</td>
<td>445,799</td>
<td>fdic.gov</td>
<td>97</td>
<td>3,284</td>
</tr>
<tr>
<td>uscurrency.gov</td>
<td>99</td>
<td>575,870</td>
<td>hrn.gov</td>
<td>97</td>
<td>3,635</td>
</tr>
<tr>
<td>ovcttac.gov</td>
<td>99</td>
<td>911,165</td>
<td>socialsecurity.gov</td>
<td>97</td>
<td>5,145</td>
</tr>
<tr>
<td>applicationmanager.gov</td>
<td>99</td>
<td>941,133</td>
<td>arts.gov</td>
<td>97</td>
<td>7,327</td>
</tr>
<tr>
<td>loc.gov</td>
<td>98</td>
<td>156</td>
<td>share.america.gov</td>
<td>97</td>
<td>10,269</td>
</tr>
<tr>
<td>whitehouse.gov</td>
<td>98</td>
<td>192</td>
<td>studentloans.gov</td>
<td>97</td>
<td>15,454</td>
</tr>
<tr>
<td>nps.gov</td>
<td>98</td>
<td>358</td>
<td>privacyshield.gov</td>
<td>97</td>
<td>18,269</td>
</tr>
<tr>
<td>sec.gov</td>
<td>98</td>
<td>572</td>
<td>serve.gov</td>
<td>97</td>
<td>36,004</td>
</tr>
<tr>
<td>dhs.gov</td>
<td>98</td>
<td>737</td>
<td>usaspending.gov</td>
<td>97</td>
<td>37,216</td>
</tr>
<tr>
<td>federalreserve.gov</td>
<td>98</td>
<td>1,439</td>
<td>gop.gov</td>
<td>97</td>
<td>43,731</td>
</tr>
<tr>
<td>onl.gov</td>
<td>98</td>
<td>2,118</td>
<td>inl.gov</td>
<td>97</td>
<td>51,817</td>
</tr>
<tr>
<td>drugabuse.gov</td>
<td>98</td>
<td>2,719</td>
<td>its.blrdoc.gov</td>
<td>97</td>
<td>79,017</td>
</tr>
<tr>
<td>bml.gov</td>
<td>98</td>
<td>3,307</td>
<td>mcc.gov</td>
<td>97</td>
<td>87,982</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-------</td>
<td>--------------</td>
<td>-----------------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>mycreditunion.gov</td>
<td>97</td>
<td>118,328</td>
<td>fws.gov</td>
<td>95</td>
<td>1,490</td>
</tr>
<tr>
<td>truman.gov</td>
<td>97</td>
<td>162,532</td>
<td>cpsc.gov</td>
<td>95</td>
<td>1,506</td>
</tr>
<tr>
<td>sigtarp.gov</td>
<td>97</td>
<td>249,304</td>
<td>fs.fed.us</td>
<td>95</td>
<td>1,578</td>
</tr>
<tr>
<td>apps.gov</td>
<td>97</td>
<td>257,832</td>
<td>export.gov</td>
<td>95</td>
<td>1,847</td>
</tr>
<tr>
<td>selectusa.gov</td>
<td>97</td>
<td>270,191</td>
<td>usaid.gov</td>
<td>95</td>
<td>1,997</td>
</tr>
<tr>
<td>ems.gov</td>
<td>97</td>
<td>488,371</td>
<td>nrel.gov</td>
<td>95</td>
<td>3,623</td>
</tr>
<tr>
<td>911.gov</td>
<td>97</td>
<td>675,028</td>
<td>fueleconomy.gov</td>
<td>95</td>
<td>6,124</td>
</tr>
<tr>
<td>nasa.gov</td>
<td>96</td>
<td>108</td>
<td>medicaid.gov</td>
<td>95</td>
<td>10,648</td>
</tr>
<tr>
<td>justice.gov</td>
<td>96</td>
<td>824</td>
<td>imls.gov</td>
<td>95</td>
<td>21,990</td>
</tr>
<tr>
<td>medlineplus.gov</td>
<td>96</td>
<td>1,078</td>
<td>benefits.gov</td>
<td>95</td>
<td>27,616</td>
</tr>
<tr>
<td>lbl.gov</td>
<td>96</td>
<td>1,595</td>
<td>fhfa.gov</td>
<td>95</td>
<td>31,043</td>
</tr>
<tr>
<td>samhsa.gov</td>
<td>96</td>
<td>1,885</td>
<td>challenge.gov</td>
<td>95</td>
<td>43,970</td>
</tr>
<tr>
<td>gao.gov</td>
<td>96</td>
<td>1,902</td>
<td>uscc.gov</td>
<td>95</td>
<td>55,771</td>
</tr>
<tr>
<td>medicare.gov</td>
<td>96</td>
<td>2,168</td>
<td>nnlm.gov</td>
<td>95</td>
<td>65,218</td>
</tr>
<tr>
<td>ahrq.gov</td>
<td>96</td>
<td>2,548</td>
<td>lsc.gov</td>
<td>95</td>
<td>88,816</td>
</tr>
<tr>
<td>ice.gov</td>
<td>96</td>
<td>4,441</td>
<td>jimmycarterlibrary.gov</td>
<td>95</td>
<td>174,674</td>
</tr>
<tr>
<td>health.gov</td>
<td>96</td>
<td>4,522</td>
<td>irapa.gov</td>
<td>95</td>
<td>193,902</td>
</tr>
<tr>
<td>doi.gov</td>
<td>96</td>
<td>5,089</td>
<td>usduto.gov</td>
<td>95</td>
<td>214,534</td>
</tr>
<tr>
<td>commerce.gov</td>
<td>96</td>
<td>5,752</td>
<td>nationalgangcenter.gov</td>
<td>95</td>
<td>283,470</td>
</tr>
<tr>
<td>nationalservice.gov</td>
<td>96</td>
<td>9,127</td>
<td>govloans.gov</td>
<td>95</td>
<td>341,481</td>
</tr>
<tr>
<td>acl.gov</td>
<td>96</td>
<td>14,015</td>
<td>telework.gov</td>
<td>95</td>
<td>569,475</td>
</tr>
<tr>
<td>americorp.gov</td>
<td>96</td>
<td>32,213</td>
<td>house.gov</td>
<td>94</td>
<td>399</td>
</tr>
<tr>
<td>usbg.gov</td>
<td>96</td>
<td>82,006</td>
<td>cia.gov</td>
<td>94</td>
<td>650</td>
</tr>
<tr>
<td>econsumer.gov</td>
<td>96</td>
<td>92,587</td>
<td>va.gov</td>
<td>94</td>
<td>750</td>
</tr>
<tr>
<td>ahcpr.gov</td>
<td>96</td>
<td>94,904</td>
<td>energystar.gov</td>
<td>94</td>
<td>1,769</td>
</tr>
<tr>
<td>rrb.gov</td>
<td>96</td>
<td>157,248</td>
<td>cbp.gov</td>
<td>94</td>
<td>2,000</td>
</tr>
<tr>
<td>adlnet.gov</td>
<td>96</td>
<td>169,931</td>
<td>fnal.gov</td>
<td>94</td>
<td>5,500</td>
</tr>
<tr>
<td>ofcm.gov</td>
<td>96</td>
<td>194,232</td>
<td>ncjrs.gov</td>
<td>94</td>
<td>5,696</td>
</tr>
<tr>
<td>mymedicare.gov</td>
<td>96</td>
<td>244,142</td>
<td>pppl.gov</td>
<td>94</td>
<td>44,053</td>
</tr>
<tr>
<td>adlnet.org</td>
<td>96</td>
<td>297,503</td>
<td>mentalhealth.gov</td>
<td>94</td>
<td>46,899</td>
</tr>
<tr>
<td>financialresearch.gov</td>
<td>96</td>
<td>489,436</td>
<td>solardecathlon.gov</td>
<td>94</td>
<td>58,957</td>
</tr>
<tr>
<td>itdashboard.gov</td>
<td>96</td>
<td>669,979</td>
<td>uscirst.gov</td>
<td>94</td>
<td>61,994</td>
</tr>
<tr>
<td>niem.gov</td>
<td>96</td>
<td>796,571</td>
<td>fordlibrarymuseum.gov</td>
<td>94</td>
<td>79,659</td>
</tr>
<tr>
<td>onrr.gov</td>
<td>96</td>
<td>932,962</td>
<td>science360.gov</td>
<td>94</td>
<td>101,007</td>
</tr>
<tr>
<td>epa.gov</td>
<td>95</td>
<td>260</td>
<td>recoverymonth.gov</td>
<td>94</td>
<td>150,950</td>
</tr>
<tr>
<td>census.gov</td>
<td>95</td>
<td>472</td>
<td>papahanaumokuakea.gov</td>
<td>94</td>
<td>205,712</td>
</tr>
<tr>
<td>fema.gov</td>
<td>95</td>
<td>821</td>
<td>manufacturing.gov</td>
<td>94</td>
<td>206,901</td>
</tr>
<tr>
<td>osha.gov</td>
<td>95</td>
<td>1,179</td>
<td>whistleblowers.gov</td>
<td>94</td>
<td>213,108</td>
</tr>
<tr>
<td>clinicaltrials.gov</td>
<td>95</td>
<td>1,313</td>
<td>cfo.gov</td>
<td>94</td>
<td>752,773</td>
</tr>
<tr>
<td>copyright.gov</td>
<td>95</td>
<td>1,457</td>
<td>faa.gov</td>
<td>93</td>
<td>1,090</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>------------------------</td>
<td>-------</td>
<td>-------</td>
<td>------------------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>tsa.gov</td>
<td>93</td>
<td>2,455</td>
<td>ameslab.gov</td>
<td>90</td>
<td>42,697</td>
</tr>
<tr>
<td>nsa.gov</td>
<td>93</td>
<td>3,442</td>
<td>bja.gov</td>
<td>90</td>
<td>68,850</td>
</tr>
<tr>
<td>choosemyplate.gov</td>
<td>93</td>
<td>4,158</td>
<td>bts.gov</td>
<td>89</td>
<td>4,981</td>
</tr>
<tr>
<td>doleta.gov</td>
<td>93</td>
<td>4,330</td>
<td>childwelfare.gov</td>
<td>89</td>
<td>11,221</td>
</tr>
<tr>
<td>nlrb.gov</td>
<td>93</td>
<td>16,157</td>
<td>democraticleader.gov</td>
<td>89</td>
<td>75,692</td>
</tr>
<tr>
<td>hiv.gov</td>
<td>93</td>
<td>17,467</td>
<td>insurekidsnow.gov</td>
<td>89</td>
<td>90,260</td>
</tr>
<tr>
<td>secretservice.gov</td>
<td>93</td>
<td>18,923</td>
<td>ibwc.gov</td>
<td>89</td>
<td>935,804</td>
</tr>
<tr>
<td>ins.gov</td>
<td>93</td>
<td>25,094</td>
<td>usgs.gov</td>
<td>88</td>
<td>393</td>
</tr>
<tr>
<td>collegedrinkingprevention.gov</td>
<td>93</td>
<td>60,712</td>
<td>sustainablecommunities.gov</td>
<td>88</td>
<td>585,178</td>
</tr>
<tr>
<td>visitthecapitol.gov</td>
<td>93</td>
<td>71,706</td>
<td>anl.gov</td>
<td>87</td>
<td>2,598</td>
</tr>
<tr>
<td>fdlp.gov</td>
<td>93</td>
<td>181,423</td>
<td>financ.gov</td>
<td>87</td>
<td>15,259</td>
</tr>
<tr>
<td>helpwithmybank.gov</td>
<td>93</td>
<td>270,668</td>
<td>jobcorps.gov</td>
<td>87</td>
<td>37,019</td>
</tr>
<tr>
<td>letgirlslearn.gov</td>
<td>93</td>
<td>283,438</td>
<td>fvap.gov</td>
<td>87</td>
<td>66,369</td>
</tr>
<tr>
<td>myplate.gov</td>
<td>93</td>
<td>593,063</td>
<td>ed.gov</td>
<td>86</td>
<td>390</td>
</tr>
<tr>
<td>usds.gov</td>
<td>93</td>
<td>725,460</td>
<td>girlshealth.gov</td>
<td>86</td>
<td>73,085</td>
</tr>
<tr>
<td>nist.gov</td>
<td>92</td>
<td>539</td>
<td>dot.gov</td>
<td>85</td>
<td>601</td>
</tr>
<tr>
<td>congress.gov</td>
<td>92</td>
<td>950</td>
<td>transportation.gov</td>
<td>85</td>
<td>3,340</td>
</tr>
<tr>
<td>supremecourt.gov</td>
<td>92</td>
<td>1,966</td>
<td>sciencebase.gov</td>
<td>84</td>
<td>731,860</td>
</tr>
<tr>
<td>peacecorps.gov</td>
<td>92</td>
<td>8,561</td>
<td>nitrd.gov</td>
<td>82</td>
<td>103,053</td>
</tr>
<tr>
<td>osti.gov</td>
<td>92</td>
<td>10,914</td>
<td>brac.gov</td>
<td>81</td>
<td>872,406</td>
</tr>
<tr>
<td>sss.gov</td>
<td>92</td>
<td>23,278</td>
<td>grants.gov</td>
<td>80</td>
<td>7,406</td>
</tr>
<tr>
<td>ntis.gov</td>
<td>92</td>
<td>28,046</td>
<td>feb.gov</td>
<td>80</td>
<td>31,594</td>
</tr>
<tr>
<td>nwcg.gov</td>
<td>92</td>
<td>34,088</td>
<td>dnfsb.gov</td>
<td>80</td>
<td>743,978</td>
</tr>
<tr>
<td>organdonor.gov</td>
<td>92</td>
<td>35,648</td>
<td>reginfo.gov</td>
<td>79</td>
<td>47,449</td>
</tr>
<tr>
<td>identitytheft.gov</td>
<td>92</td>
<td>49,675</td>
<td>trade.gov</td>
<td>77</td>
<td>10,603</td>
</tr>
<tr>
<td>pbgcc.gov</td>
<td>92</td>
<td>50,696</td>
<td>agingstats.gov</td>
<td>77</td>
<td>241,759</td>
</tr>
<tr>
<td>phe.gov</td>
<td>92</td>
<td>59,054</td>
<td>time.gov</td>
<td>73</td>
<td>15,403</td>
</tr>
<tr>
<td>drought.gov</td>
<td>92</td>
<td>115,975</td>
<td>gps.gov</td>
<td>73</td>
<td>61,903</td>
</tr>
<tr>
<td>ovc.gov</td>
<td>92</td>
<td>151,503</td>
<td>bioethics.gov</td>
<td>73</td>
<td>85,493</td>
</tr>
<tr>
<td>prc.gov</td>
<td>92</td>
<td>169,908</td>
<td>pnnl.gov</td>
<td>72</td>
<td>21,128</td>
</tr>
<tr>
<td>studentaid.gov</td>
<td>92</td>
<td>195,346</td>
<td>fasfa.gov</td>
<td>72</td>
<td>27,467</td>
</tr>
<tr>
<td>idtheft.gov</td>
<td>92</td>
<td>633,739</td>
<td>foreignassistance.gov</td>
<td>72</td>
<td>201,411</td>
</tr>
<tr>
<td>archives.gov</td>
<td>91</td>
<td>433</td>
<td>tswg.gov</td>
<td>72</td>
<td>985,963</td>
</tr>
<tr>
<td>cftc.gov</td>
<td>91</td>
<td>8,975</td>
<td>nersc.gov</td>
<td>71</td>
<td>71,381</td>
</tr>
<tr>
<td>nara.gov</td>
<td>91</td>
<td>10,591</td>
<td>fetc.gov</td>
<td>71</td>
<td>164,848</td>
</tr>
<tr>
<td>ftccomplaintassistant.gov</td>
<td>91</td>
<td>13,822</td>
<td>fira.gov</td>
<td>71</td>
<td>417,486</td>
</tr>
<tr>
<td>globalchange.gov</td>
<td>91</td>
<td>14,066</td>
<td>uscourts.gov</td>
<td>70</td>
<td>1,182</td>
</tr>
<tr>
<td>fjc.gov</td>
<td>91</td>
<td>31,455</td>
<td>nationsreportcard.gov</td>
<td>70</td>
<td>71,713</td>
</tr>
<tr>
<td>cio.gov</td>
<td>91</td>
<td>34,026</td>
<td>medpac.gov</td>
<td>70</td>
<td>98,197</td>
</tr>
<tr>
<td>ncd.gov</td>
<td>91</td>
<td>59,887</td>
<td>arm.gov</td>
<td>70</td>
<td>166,427</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------</td>
<td>-------</td>
<td>---------------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>nagb.org</td>
<td>70</td>
<td>463,144</td>
<td>wdol.gov</td>
<td>65</td>
<td>322,205</td>
</tr>
<tr>
<td>nixonlibrary.gov</td>
<td>69</td>
<td>68,278</td>
<td>namus.gov</td>
<td>65</td>
<td>438,306</td>
</tr>
<tr>
<td>climate.gov</td>
<td>68</td>
<td>14,607</td>
<td>acwi.gov</td>
<td>65</td>
<td>691,305</td>
</tr>
<tr>
<td>airnow.gov</td>
<td>68</td>
<td>23,840</td>
<td>arctic.gov</td>
<td>65</td>
<td>808,339</td>
</tr>
<tr>
<td>sam.gov</td>
<td>68</td>
<td>50,196</td>
<td>vcf.gov</td>
<td>65</td>
<td>962,022</td>
</tr>
<tr>
<td>osac.gov</td>
<td>68</td>
<td>57,033</td>
<td>ntsb.gov</td>
<td>64</td>
<td>6,539</td>
</tr>
<tr>
<td>opic.gov</td>
<td>68</td>
<td>62,611</td>
<td>stopbullying.gov</td>
<td>64</td>
<td>9,285</td>
</tr>
<tr>
<td>ginniemae.gov</td>
<td>67</td>
<td>128,448</td>
<td>section508.gov</td>
<td>64</td>
<td>9,391</td>
</tr>
<tr>
<td>usembassy.gov</td>
<td>67</td>
<td>814</td>
<td>vaccines.gov</td>
<td>64</td>
<td>69,084</td>
</tr>
<tr>
<td>us-cert.gov</td>
<td>67</td>
<td>3,298</td>
<td>achnp.gov</td>
<td>64</td>
<td>113,794</td>
</tr>
<tr>
<td>ustr.gov</td>
<td>67</td>
<td>5,307</td>
<td>energycodes.gov</td>
<td>64</td>
<td>121,547</td>
</tr>
<tr>
<td>americaslibrary.gov</td>
<td>67</td>
<td>18,771</td>
<td>fedshirevets.gov</td>
<td>64</td>
<td>149,304</td>
</tr>
<tr>
<td>digitalpreservation.gov</td>
<td>67</td>
<td>62,916</td>
<td>juvenileregion.gov</td>
<td>64</td>
<td>212,144</td>
</tr>
<tr>
<td>usphs.gov</td>
<td>67</td>
<td>69,476</td>
<td>youthrules.gov</td>
<td>64</td>
<td>289,347</td>
</tr>
<tr>
<td>eda.gov</td>
<td>67</td>
<td>71,201</td>
<td>stb.gov</td>
<td>64</td>
<td>459,398</td>
</tr>
<tr>
<td>poolsafely.gov</td>
<td>67</td>
<td>75,220</td>
<td>ecf.gov</td>
<td>63</td>
<td>6,610</td>
</tr>
<tr>
<td>read.gov</td>
<td>67</td>
<td>75,569</td>
<td>safercar.gov</td>
<td>63</td>
<td>7,903</td>
</tr>
<tr>
<td>osc.gov</td>
<td>67</td>
<td>86,666</td>
<td>ferc.gov</td>
<td>63</td>
<td>16,122</td>
</tr>
<tr>
<td>udall.gov</td>
<td>67</td>
<td>161,422</td>
<td>access-board.gov</td>
<td>63</td>
<td>16,360</td>
</tr>
<tr>
<td>cec.gov</td>
<td>67</td>
<td>175,152</td>
<td>eldercare.gov</td>
<td>63</td>
<td>21,073</td>
</tr>
<tr>
<td>federalregister.gov</td>
<td>66</td>
<td>2,260</td>
<td>ndu.edu</td>
<td>63</td>
<td>21,474</td>
</tr>
<tr>
<td>regulations.gov</td>
<td>66</td>
<td>3,390</td>
<td>gsaadvantage.gov</td>
<td>63</td>
<td>29,556</td>
</tr>
<tr>
<td>neh.gov</td>
<td>66</td>
<td>6,671</td>
<td>nationalmap.gov</td>
<td>63</td>
<td>46,765</td>
</tr>
<tr>
<td>healthit.gov</td>
<td>66</td>
<td>14,317</td>
<td>ofr.gov</td>
<td>63</td>
<td>53,292</td>
</tr>
<tr>
<td>healthypeople.gov</td>
<td>66</td>
<td>19,717</td>
<td>ncifcrf.gov</td>
<td>63</td>
<td>54,570</td>
</tr>
<tr>
<td>ars-grin.gov</td>
<td>66</td>
<td>32,550</td>
<td>boem.gov</td>
<td>63</td>
<td>56,407</td>
</tr>
<tr>
<td>nicic.gov</td>
<td>66</td>
<td>42,943</td>
<td>childstats.gov</td>
<td>63</td>
<td>61,353</td>
</tr>
<tr>
<td>recalls.gov</td>
<td>66</td>
<td>49,487</td>
<td>amberalert.gov</td>
<td>63</td>
<td>125,102</td>
</tr>
<tr>
<td>research.gov</td>
<td>66</td>
<td>80,001</td>
<td>pcah.gov</td>
<td>63</td>
<td>176,199</td>
</tr>
<tr>
<td>feedthefuture.gov</td>
<td>66</td>
<td>123,033</td>
<td>bioprefered.gov</td>
<td>63</td>
<td>297,616</td>
</tr>
<tr>
<td>nwbc.gov</td>
<td>66</td>
<td>180,507</td>
<td>tsunami.gov</td>
<td>63</td>
<td>316,948</td>
</tr>
<tr>
<td>pcllob.gov</td>
<td>66</td>
<td>368,950</td>
<td>rivers.gov</td>
<td>63</td>
<td>336,780</td>
</tr>
<tr>
<td>pmigov</td>
<td>66</td>
<td>602,770</td>
<td>pmf.gov</td>
<td>63</td>
<td>532,971</td>
</tr>
<tr>
<td>wrp.gov</td>
<td>66</td>
<td>877,710</td>
<td>eia.gov</td>
<td>62</td>
<td>1,501</td>
</tr>
<tr>
<td>dol.gov</td>
<td>65</td>
<td>883</td>
<td>ic3.gov</td>
<td>62</td>
<td>4,966</td>
</tr>
<tr>
<td>buyusa.gov</td>
<td>65</td>
<td>48,328</td>
<td>nrc.gov</td>
<td>62</td>
<td>7,809</td>
</tr>
<tr>
<td>saferproducts.gov</td>
<td>65</td>
<td>61,596</td>
<td>usitc.gov</td>
<td>62</td>
<td>10,012</td>
</tr>
<tr>
<td>foia.gov</td>
<td>65</td>
<td>82,912</td>
<td>oourdocuments.gov</td>
<td>62</td>
<td>20,258</td>
</tr>
<tr>
<td>bpa.gov</td>
<td>65</td>
<td>89,556</td>
<td>9-11commission.gov</td>
<td>62</td>
<td>37,398</td>
</tr>
<tr>
<td>fmc.gov</td>
<td>65</td>
<td>101,175</td>
<td>moneyfactory.gov</td>
<td>62</td>
<td>48,322</td>
</tr>
</tbody>
</table>
### TABLE 5 CONTINUED

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>pacer.gov</td>
<td>62</td>
<td>51,014</td>
<td>dea.gov</td>
<td>60</td>
<td>7,344</td>
</tr>
<tr>
<td>usccr.gov</td>
<td>62</td>
<td>60,144</td>
<td>pnl.gov</td>
<td>60</td>
<td>14,093</td>
</tr>
<tr>
<td>usap.gov</td>
<td>62</td>
<td>62,910</td>
<td>ffiec.gov</td>
<td>60</td>
<td>23,694</td>
</tr>
<tr>
<td>itis.gov</td>
<td>62</td>
<td>71,919</td>
<td>nifc.gov</td>
<td>60</td>
<td>23,822</td>
</tr>
<tr>
<td>moneyfactory.com</td>
<td>62</td>
<td>133,020</td>
<td>ojjdp.gov</td>
<td>60</td>
<td>27,867</td>
</tr>
<tr>
<td>fpds.gov</td>
<td>62</td>
<td>171,080</td>
<td>pubmed.gov</td>
<td>60</td>
<td>35,065</td>
</tr>
<tr>
<td>mspb.gov</td>
<td>62</td>
<td>215,030</td>
<td>efps.gov</td>
<td>60</td>
<td>96,310</td>
</tr>
<tr>
<td>ncpc.gov</td>
<td>62</td>
<td>438,419</td>
<td>plainlanguage.gov</td>
<td>60</td>
<td>103,841</td>
</tr>
<tr>
<td>tigt.a.gov</td>
<td>62</td>
<td>558,726</td>
<td>nro.gov</td>
<td>60</td>
<td>144,044</td>
</tr>
<tr>
<td>vef.gov</td>
<td>62</td>
<td>705,883</td>
<td>fedbizopps.gov</td>
<td>60</td>
<td>180,106</td>
</tr>
<tr>
<td>geomac.gov</td>
<td>62</td>
<td>731,966</td>
<td>srs.gov</td>
<td>60</td>
<td>211,333</td>
</tr>
<tr>
<td>nehrp.gov</td>
<td>62</td>
<td>824,997</td>
<td>vehiclehistory.gov</td>
<td>60</td>
<td>296,022</td>
</tr>
<tr>
<td>bea.gov</td>
<td>61</td>
<td>4,425</td>
<td>ncirc.gov</td>
<td>60</td>
<td>820,214</td>
</tr>
<tr>
<td>ada.gov</td>
<td>61</td>
<td>4,728</td>
<td>treasury.gov</td>
<td>59</td>
<td>1,116</td>
</tr>
<tr>
<td>surgeongeneral.gov</td>
<td>61</td>
<td>8,611</td>
<td>opm.gov</td>
<td>59</td>
<td>4,388</td>
</tr>
<tr>
<td>foodsafty.gov</td>
<td>61</td>
<td>9,649</td>
<td>aviationweather.gov</td>
<td>59</td>
<td>24,862</td>
</tr>
<tr>
<td>nj.gov</td>
<td>61</td>
<td>19,043</td>
<td>mymoney.gov</td>
<td>59</td>
<td>45,132</td>
</tr>
<tr>
<td>usmarshals.gov</td>
<td>61</td>
<td>39,725</td>
<td>arc.gov</td>
<td>59</td>
<td>101,902</td>
</tr>
<tr>
<td>cfda.gov</td>
<td>61</td>
<td>68,921</td>
<td>ucrdatatool.gov</td>
<td>59</td>
<td>330,854</td>
</tr>
<tr>
<td>faasafety.gov</td>
<td>61</td>
<td>77,250</td>
<td>weather.gov</td>
<td>58</td>
<td>904</td>
</tr>
<tr>
<td>invasivespeciesinfo.gov</td>
<td>61</td>
<td>78,215</td>
<td>treasurydirect.gov</td>
<td>58</td>
<td>10,008</td>
</tr>
<tr>
<td>jct.gov</td>
<td>61</td>
<td>96,319</td>
<td>nutrition.gov</td>
<td>58</td>
<td>22,332</td>
</tr>
<tr>
<td>oge.gov</td>
<td>61</td>
<td>106,361</td>
<td>fedcenter.gov</td>
<td>58</td>
<td>137,649</td>
</tr>
<tr>
<td>osmre.gov</td>
<td>61</td>
<td>117,679</td>
<td>savingsbonds.gov</td>
<td>58</td>
<td>160,647</td>
</tr>
<tr>
<td>thecoolspot.gov</td>
<td>61</td>
<td>215,850</td>
<td>crimesolutions.gov</td>
<td>58</td>
<td>245,674</td>
</tr>
<tr>
<td>presidentialserviceawards.gov</td>
<td>61</td>
<td>217,018</td>
<td>frtr.gov</td>
<td>58</td>
<td>920,323</td>
</tr>
<tr>
<td>volunteer.gov</td>
<td>61</td>
<td>239,243</td>
<td>fara.gov</td>
<td>57</td>
<td>103,056</td>
</tr>
<tr>
<td>lep.gov</td>
<td>61</td>
<td>504,798</td>
<td>unicor.gov</td>
<td>57</td>
<td>289,791</td>
</tr>
<tr>
<td>edpubs.gov</td>
<td>61</td>
<td>644,524</td>
<td>smart.gov</td>
<td>55</td>
<td>902,846</td>
</tr>
<tr>
<td>ncbi.nlm.nih.gov</td>
<td>60</td>
<td>84</td>
<td>bjs.gov</td>
<td>50</td>
<td>6,208</td>
</tr>
<tr>
<td>gpo.gov</td>
<td>60</td>
<td>720</td>
<td>ready.gov</td>
<td>0</td>
<td>2,683</td>
</tr>
<tr>
<td>hud.gov</td>
<td>60</td>
<td>1,344</td>
<td>broadbandmap.gov</td>
<td>0</td>
<td>34,499</td>
</tr>
<tr>
<td>eeoc.gov</td>
<td>60</td>
<td>2,904</td>
<td>presidio.gov</td>
<td>0</td>
<td>87,505</td>
</tr>
<tr>
<td>fbo.gov</td>
<td>60</td>
<td>5,986</td>
<td>gsaauctions.gov</td>
<td>0</td>
<td>129,665</td>
</tr>
</tbody>
</table>
**SECURITY**

Security is a critical component of user interaction with federal websites. As outlined in the initial report, the federal government put in place several security requirements for federal websites. Like in the initial report, this second edition focuses on two of these requirements: HTTPS and DNSSEC. We also tested each website for major known security vulnerabilities.

To measure federal websites’ compliance with these standards, the report uses two different publicly available tools. First, we used the Verisign Labs’ “DNSSEC Debugger,” a web-based tool that inspects websites for DNSSEC, testing that digital certificates are verified in a “chain of trust” for each federal website’s domain.68 The tool shows a step-by-step validation for a specific domain, highlighting any problems it discovers. The tool then grades each step in this process with a “good,” “warning,” or “error.” Given the binary outcome of whether a website uses DNSSEC, if a website showed an “error” for any step, it scored 0 on this test.69 If the tool found that each step in the process was either “good” or only elicited “warnings,” then the website scored 100. Figure 8 shows the distribution of DNSSEC scores, where blue squares indicate failing websites.

Second, to identify whether websites enable HTTPS, we used a tool that checks Secure Sockets Layer (SSL) certificates, which underpin most HTTPS connections. Qualys SSL Labs’ “SSL Server Test” inspects public SSL web servers based on four criteria: certificate, protocol support, key strength, and cipher strength.70 The tool also analyzes websites for several other factors that would be detrimental to its security, such as outdated protocols or security vulnerabilities. Using the numerical value of the tool’s four criteria and weighting these scores based on whether the tool detected major issues with a website’s security (e.g., a known security vulnerability), we produced a final SSL score for each website between 0 and 100 points. If “SSL Server Test” failed to detect an SSL certificate or resulted in an error for a specific website, we used the Chrome web browser to determine whether the website used HTTPS, adjusting the website’s SSL score to reflect whether it used HTTPS.71

To determine the benchmark to rate the performance of federal websites for SSL security, we tested the top 20 nongovernment domains from Majestic Million for the SSL test.72 Using the average of these scores and factoring in the importance of security standards for federal websites, we determined that a passing score for the SSL test was a score of 90 or above. This is the same benchmark used in the initial report. To pass the test, a website must use HTTPS, have few issues with its SSL protocols (e.g., not use outdated certificates), and have no major security vulnerabilities. Figure 10 shows the overall distribution of SSL scores. The blue squares indicate which websites failed to get the minimum passing score of 90.

There are mixed results for the two security tests. Roughly 90 percent of websites reviewed enabled DNSSEC. This is a similar result to the initial report. Of the websites in the top 100,000, 90 percent passed this test, the same percentage that passed the test in the initial report. Additionally, of the 260 websites reviewed both this year and last year, about 92 percent passed the DNSSEC test. However, only 71 percent of all the reviewed websites passed the SSL test this year, compared to 67 percent in the initial report. Of the websites in the top 100,000, 75 percent passed the SSL test compared to 78 percent in the initial report. Additionally, of the 260 websites tested both this year and last year, about 75 percent passed the SSL test.
Figure 9 illustrates the change in DNSSEC scores and SSL scores for websites tested in both the initial report and this report. The figure shows that the majority (96 percent) of federal websites tested in both reports made no change in this area—they either continued to enable DNSSEC or failed to implement it. Of the 260 websites reviewed in both reports, only two federal websites deactivated their DNSSEC certificates between the two testing periods and 15 federal websites activated DNSSEC in that same time period. Of the websites that maintained the same score, only 8 percent failed to implement DNSSEC in both testing periods.

FIGURE 9
Change in DNSSEC scores of federal websites (2016-2017).
FIGURE 10
SSL scored of federal websites by popularity (2017).

Figures 11 illustrates the change in SSL scores for websites tested in both the initial report and this report. The figure shows that the majority (55 percent) of federal websites tested in both reports did not improve or decline in SSL score. Of the 260 websites tested in both reports, 31 percent improved in SSL score and only 14 percent declined. Of the websites where the score did not change, 23 percent failed the SSL test.

FIGURE 11
Change in SSL scores of federal websites (2016-2017).
Some federal websites failed to implement at least one of the security protocols. Of the reviewed websites, 10 percent lacked DNSSEC compared to 10 percent in the initial review. Those include the three websites highlighted in the initial report, which were the House of Representatives (house.gov), the Speaker of the House of Representatives (speaker.gov), and the U.S. Forest Service (fs.fed.us). Of the websites reviewed, only 8 percent lacked HTTPS. This is an improvement from the initial report where 14 percent of the websites lacked HTTPS. Since the release of the initial report, the Department of Defense (defense.gov) and Grants.gov (grants.gov) have enabled HTTPS. On the other hand, the International Trade Administration (trade.gov) still has not enabled HTTPS. Two percent of federal websites reviewed failed to implement both HTTPS and DNSSEC compared to 3 percent in the initial report. Four of these websites are associated with executive-branch agencies, including the National Defense University (ndu.edu), Bureau of Engraving and Printing (moneyfactory.gov), the Savannah River Site (srs.gov), and the Advanced Distributed Learning Initiative (adlnet.org). The other six websites belong to nonexecutive-branch agencies and include the Congressional-Executive Commission on China (cecc.gov), the U.S. Chemical Safety Board (csb.gov), the U.S. Government Accountability Office (gao.gov), the Speaker of the House of Representatives (speaker.gov), the Administrative Office of the U.S. Courts (uscourts.gov) and the Medicare Payment Advisory Commission (medpac.gov). Although nonexecutive-branch agencies are not always bound by the same requirements, all government websites should be expected to follow government best practices on cybersecurity.

Some websites failed; in these cases, the SSL test found major security vulnerabilities. For example, the U.S. Trade Representative (ustr.gov) and the National Weather Service (weather.com) are vulnerable to the POODLE attack, a weakness in certain systems that support SSL 3.0 which allows attackers to gain access to sensitive data passed within the encrypted traffic. Others, like the International Trade Administration (trade.gov) are vulnerable to the DROWN attack, a problem that affects HTTPS, allowing attackers to break into certain HTTPS servers and steal sensitive communications. In the initial report, the U.S. Tsunami Warning Centers (tsunami.gov) was also vulnerable to the DROWN attack. Although it seems to have resolved this vulnerability, the website does not have HTTPS enabled.

In addition to major security flaws, many federal websites failed the SSL test due to other security issues, such as the lack of perfect forward secrecy and outdated cryptographic algorithms. Perfect forward secrecy is the security practice where each encrypted session uses different encryption keys. Changing the keys with each new session minimizes the impact that an adversary can have if a key used to encrypt information is compromised. Some federal websites also use cryptographic standards that have not been updated to eliminate vulnerabilities, such as Rivest Cipher 4 (RC4)—which has known vulnerabilities, and many private companies recommend should not be used, or weak Diffie-Hellman key exchange parameters—a popular cryptographic algorithm that allows a web browser and server to negotiate secure connections. These issues alone were not enough for a federal website to fail this security test, but are important to improving the security of federal websites.

That said, several federal websites have improved since the release of the initial report. These include the Department of Defense (defense.gov), which enabled HTTPS and the House Republican website (gop.gov), which also enabled HTTPS but not DNSSEC. Of the top 100,000 websites reviewed, only 70 percent passed both the DNSSEC and SSL test. Several of these top 100,000 websites did not have
DNSSEC or HTTPS implemented. One example is the Administrative Office of the U.S. Courts (uscourts.gov), which also earned a low score in the security category in the initial report.

All these problems highlighted with website security can be resolved by federal web servers enabling HTTPS and DNSSEC, as well as following modern information-security principles. These standards should be applied across the federal government and not limited to executive-branch websites. Additionally, federal agencies should monitor and update their websites to mitigate against known or emerging vulnerabilities.
TABLE 6
Popular federal websites that enable DNSSEC (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>nih.gov</td>
<td>100</td>
<td>52</td>
<td>congress.gov</td>
<td>100</td>
<td>950</td>
</tr>
<tr>
<td>ncbi.nlm.nih.gov</td>
<td>100</td>
<td>84</td>
<td>medlineplus.gov</td>
<td>100</td>
<td>1,078</td>
</tr>
<tr>
<td>nasa.gov</td>
<td>100</td>
<td>108</td>
<td>faa.gov</td>
<td>100</td>
<td>1,090</td>
</tr>
<tr>
<td>cdc.gov</td>
<td>100</td>
<td>138</td>
<td>treasury.gov</td>
<td>100</td>
<td>1,116</td>
</tr>
<tr>
<td>loc.gov</td>
<td>100</td>
<td>156</td>
<td>ssa.gov</td>
<td>100</td>
<td>1,128</td>
</tr>
<tr>
<td>whitehouse.gov</td>
<td>100</td>
<td>192</td>
<td>sba.gov</td>
<td>100</td>
<td>1,143</td>
</tr>
<tr>
<td>noaa.gov</td>
<td>100</td>
<td>214</td>
<td>osha.gov</td>
<td>100</td>
<td>1,179</td>
</tr>
<tr>
<td>usda.gov</td>
<td>100</td>
<td>248</td>
<td>nsf.gov</td>
<td>100</td>
<td>1,286</td>
</tr>
<tr>
<td>fda.gov</td>
<td>100</td>
<td>258</td>
<td>clinicaltrials.gov</td>
<td>100</td>
<td>1,313</td>
</tr>
<tr>
<td>state.gov</td>
<td>100</td>
<td>259</td>
<td>hud.gov</td>
<td>100</td>
<td>1,344</td>
</tr>
<tr>
<td>epa.gov</td>
<td>100</td>
<td>260</td>
<td>defense.gov</td>
<td>100</td>
<td>1,407</td>
</tr>
<tr>
<td>nps.gov</td>
<td>100</td>
<td>358</td>
<td>federalreserve.gov</td>
<td>100</td>
<td>1,439</td>
</tr>
<tr>
<td>ed.gov</td>
<td>100</td>
<td>390</td>
<td>copyright.gov</td>
<td>100</td>
<td>1,457</td>
</tr>
<tr>
<td>usgs.gov</td>
<td>100</td>
<td>393</td>
<td>fws.gov</td>
<td>100</td>
<td>1,490</td>
</tr>
<tr>
<td>ftc.gov</td>
<td>100</td>
<td>409</td>
<td>eia.gov</td>
<td>100</td>
<td>1,501</td>
</tr>
<tr>
<td>irs.gov</td>
<td>100</td>
<td>416</td>
<td>cpsc.gov</td>
<td>100</td>
<td>1,506</td>
</tr>
<tr>
<td>archives.gov</td>
<td>100</td>
<td>433</td>
<td>lbl.gov</td>
<td>100</td>
<td>1,595</td>
</tr>
<tr>
<td>senate.gov</td>
<td>100</td>
<td>456</td>
<td>uscis.gov</td>
<td>100</td>
<td>1,629</td>
</tr>
<tr>
<td>census.gov</td>
<td>100</td>
<td>472</td>
<td>energystar.gov</td>
<td>100</td>
<td>1,769</td>
</tr>
<tr>
<td>uspto.gov</td>
<td>100</td>
<td>522</td>
<td>export.gov</td>
<td>100</td>
<td>1,847</td>
</tr>
<tr>
<td>nist.gov</td>
<td>100</td>
<td>539</td>
<td>samhsa.gov</td>
<td>100</td>
<td>1,885</td>
</tr>
<tr>
<td>sec.gov</td>
<td>100</td>
<td>572</td>
<td>cms.gov</td>
<td>100</td>
<td>1,975</td>
</tr>
<tr>
<td>bls.gov</td>
<td>100</td>
<td>591</td>
<td>usaid.gov</td>
<td>100</td>
<td>1,997</td>
</tr>
<tr>
<td>usa.gov</td>
<td>100</td>
<td>594</td>
<td>cbp.gov</td>
<td>100</td>
<td>2,000</td>
</tr>
<tr>
<td>dot.gov</td>
<td>100</td>
<td>601</td>
<td>ornl.gov</td>
<td>100</td>
<td>2,118</td>
</tr>
<tr>
<td>hhs.gov</td>
<td>100</td>
<td>603</td>
<td>nhtsa.gov</td>
<td>100</td>
<td>2,120</td>
</tr>
<tr>
<td>fbi.gov</td>
<td>100</td>
<td>610</td>
<td>healthcare.gov</td>
<td>100</td>
<td>2,146</td>
</tr>
<tr>
<td>cia.gov</td>
<td>100</td>
<td>650</td>
<td>medicare.gov</td>
<td>100</td>
<td>2,168</td>
</tr>
<tr>
<td>energy.gov</td>
<td>100</td>
<td>711</td>
<td>federalregister.gov</td>
<td>100</td>
<td>2,260</td>
</tr>
<tr>
<td>gpo.gov</td>
<td>100</td>
<td>720</td>
<td>tsa.gov</td>
<td>100</td>
<td>2,455</td>
</tr>
<tr>
<td>dns.gov</td>
<td>100</td>
<td>737</td>
<td>gsa.gov</td>
<td>100</td>
<td>2,529</td>
</tr>
<tr>
<td>va.gov</td>
<td>100</td>
<td>750</td>
<td>ahrq.gov</td>
<td>100</td>
<td>2,548</td>
</tr>
<tr>
<td>fcc.gov</td>
<td>100</td>
<td>760</td>
<td>anl.gov</td>
<td>100</td>
<td>2,598</td>
</tr>
<tr>
<td>usembassy.gov</td>
<td>100</td>
<td>814</td>
<td>lanl.gov</td>
<td>100</td>
<td>2,665</td>
</tr>
<tr>
<td>fema.gov</td>
<td>100</td>
<td>821</td>
<td>ready.gov</td>
<td>100</td>
<td>2,683</td>
</tr>
<tr>
<td>justice.gov</td>
<td>100</td>
<td>824</td>
<td>drugabuse.gov</td>
<td>100</td>
<td>2,719</td>
</tr>
<tr>
<td>usps.com</td>
<td>100</td>
<td>837</td>
<td>eeoc.gov</td>
<td>100</td>
<td>2,904</td>
</tr>
<tr>
<td>dol.gov</td>
<td>100</td>
<td>883</td>
<td>lnl.gov</td>
<td>100</td>
<td>3,231</td>
</tr>
<tr>
<td>cancer.gov</td>
<td>100</td>
<td>901</td>
<td>fdic.gov</td>
<td>100</td>
<td>3,284</td>
</tr>
<tr>
<td>weather.gov</td>
<td>100</td>
<td>904</td>
<td>blm.gov</td>
<td>100</td>
<td>3,307</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------</td>
<td>-------</td>
<td>-----------------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>transportation.gov</td>
<td>100</td>
<td>3,340</td>
<td>recreation.gov</td>
<td>100</td>
<td>9,012</td>
</tr>
<tr>
<td>regulations.gov</td>
<td>100</td>
<td>3,390</td>
<td>data.gov</td>
<td>100</td>
<td>9,103</td>
</tr>
<tr>
<td>nga.gov</td>
<td>100</td>
<td>3,462</td>
<td>firstgov.gov</td>
<td>100</td>
<td>9,112</td>
</tr>
<tr>
<td>nrel.gov</td>
<td>100</td>
<td>3,623</td>
<td>nationalservice.gov</td>
<td>100</td>
<td>9,127</td>
</tr>
<tr>
<td>hrsa.gov</td>
<td>100</td>
<td>3,635</td>
<td>stopbullying.gov</td>
<td>100</td>
<td>9,285</td>
</tr>
<tr>
<td>consumerfinance.gov</td>
<td>100</td>
<td>4,144</td>
<td>section508.gov</td>
<td>100</td>
<td>9,391</td>
</tr>
<tr>
<td>choosemyplate.gov</td>
<td>100</td>
<td>4,158</td>
<td>foodsafety.gov</td>
<td>100</td>
<td>9,649</td>
</tr>
<tr>
<td>doleta.gov</td>
<td>100</td>
<td>4,330</td>
<td>usbr.gov</td>
<td>100</td>
<td>9,711</td>
</tr>
<tr>
<td>opm.gov</td>
<td>100</td>
<td>4,388</td>
<td>treasurydirect.gov</td>
<td>100</td>
<td>10,008</td>
</tr>
<tr>
<td>bea.gov</td>
<td>100</td>
<td>4,425</td>
<td>usitc.gov</td>
<td>100</td>
<td>10,012</td>
</tr>
<tr>
<td>ice.gov</td>
<td>100</td>
<td>4,441</td>
<td>onguardonline.gov</td>
<td>100</td>
<td>10,253</td>
</tr>
<tr>
<td>health.gov</td>
<td>100</td>
<td>4,522</td>
<td>share.america.gov</td>
<td>100</td>
<td>10,269</td>
</tr>
<tr>
<td>usajobs.gov</td>
<td>100</td>
<td>4,713</td>
<td>huduser.gov</td>
<td>100</td>
<td>10,323</td>
</tr>
<tr>
<td>ada.gov</td>
<td>100</td>
<td>4,728</td>
<td>atf.gov</td>
<td>100</td>
<td>10,449</td>
</tr>
<tr>
<td>ic3.gov</td>
<td>100</td>
<td>4,966</td>
<td>nara.gov</td>
<td>100</td>
<td>10,591</td>
</tr>
<tr>
<td>bts.gov</td>
<td>100</td>
<td>4,981</td>
<td>trade.gov</td>
<td>100</td>
<td>10,603</td>
</tr>
<tr>
<td>sandia.gov</td>
<td>100</td>
<td>4,999</td>
<td>medicaid.gov</td>
<td>100</td>
<td>10,648</td>
</tr>
<tr>
<td>doi.gov</td>
<td>100</td>
<td>5,089</td>
<td>osti.gov</td>
<td>100</td>
<td>10,914</td>
</tr>
<tr>
<td>socialsecurity.gov</td>
<td>100</td>
<td>5,145</td>
<td>childwelfare.gov</td>
<td>100</td>
<td>11,221</td>
</tr>
<tr>
<td>womenshealth.gov</td>
<td>100</td>
<td>5,229</td>
<td>dhhs.gov</td>
<td>100</td>
<td>12,176</td>
</tr>
<tr>
<td>healthfinder.gov</td>
<td>100</td>
<td>5,234</td>
<td>ftccomplaintassistant.gov</td>
<td>100</td>
<td>13,822</td>
</tr>
<tr>
<td>fnal.gov</td>
<td>100</td>
<td>5,500</td>
<td>bop.gov</td>
<td>100</td>
<td>13,840</td>
</tr>
<tr>
<td>ncjrs.gov</td>
<td>100</td>
<td>5,696</td>
<td>acl.gov</td>
<td>100</td>
<td>14,015</td>
</tr>
<tr>
<td>commerce.gov</td>
<td>100</td>
<td>5,752</td>
<td>globalchange.gov</td>
<td>100</td>
<td>14,066</td>
</tr>
<tr>
<td>fbo.gov</td>
<td>100</td>
<td>5,986</td>
<td>pnl.gov</td>
<td>100</td>
<td>14,093</td>
</tr>
<tr>
<td>fueleconomy.gov</td>
<td>100</td>
<td>6,124</td>
<td>healthit.gov</td>
<td>100</td>
<td>14,317</td>
</tr>
<tr>
<td>genome.gov</td>
<td>100</td>
<td>6,187</td>
<td>climate.gov</td>
<td>100</td>
<td>14,607</td>
</tr>
<tr>
<td>bjs.gov</td>
<td>100</td>
<td>6,208</td>
<td>fincen.gov</td>
<td>100</td>
<td>15,259</td>
</tr>
<tr>
<td>ecf.gov</td>
<td>100</td>
<td>6,610</td>
<td>smokefree.gov</td>
<td>100</td>
<td>15,318</td>
</tr>
<tr>
<td>bnl.gov</td>
<td>100</td>
<td>7,036</td>
<td>time.gov</td>
<td>100</td>
<td>15,403</td>
</tr>
<tr>
<td>dea.gov</td>
<td>100</td>
<td>7,344</td>
<td>studentloans.gov</td>
<td>100</td>
<td>15,454</td>
</tr>
<tr>
<td>grants.gov</td>
<td>100</td>
<td>7,406</td>
<td>ferc.gov</td>
<td>100</td>
<td>16,122</td>
</tr>
<tr>
<td>dni.gov</td>
<td>100</td>
<td>7,616</td>
<td>nlrb.gov</td>
<td>100</td>
<td>16,157</td>
</tr>
<tr>
<td>nrc.gov</td>
<td>100</td>
<td>7,809</td>
<td>access-board.gov</td>
<td>100</td>
<td>16,306</td>
</tr>
<tr>
<td>safercar.gov</td>
<td>100</td>
<td>7,903</td>
<td>ojp.gov</td>
<td>100</td>
<td>16,576</td>
</tr>
<tr>
<td>donotcall.gov</td>
<td>100</td>
<td>8,116</td>
<td>trumanlibrary.org</td>
<td>100</td>
<td>17,038</td>
</tr>
<tr>
<td>peac corps.gov</td>
<td>100</td>
<td>8,561</td>
<td>hiv.gov</td>
<td>100</td>
<td>17,467</td>
</tr>
<tr>
<td>surgeo general.gov</td>
<td>100</td>
<td>8,611</td>
<td>consumer.gov</td>
<td>100</td>
<td>17,482</td>
</tr>
<tr>
<td>usmint.gov</td>
<td>100</td>
<td>8,792</td>
<td>privacyshield.gov</td>
<td>100</td>
<td>18,269</td>
</tr>
<tr>
<td>cftc.gov</td>
<td>100</td>
<td>8,975</td>
<td>americaslibrary.gov</td>
<td>100</td>
<td>18,771</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>---------------------</td>
<td>-------</td>
<td>-----------</td>
<td>---------------------</td>
<td>-------</td>
<td>-----------</td>
</tr>
<tr>
<td>secretservice.gov</td>
<td>100</td>
<td>18,923</td>
<td>usaspending.gov</td>
<td>100</td>
<td>37,216</td>
</tr>
<tr>
<td>nij.gov</td>
<td>100</td>
<td>19,043</td>
<td>9-11commission.gov</td>
<td>100</td>
<td>37,398</td>
</tr>
<tr>
<td>guideline.gov</td>
<td>100</td>
<td>19,083</td>
<td>eac.gov</td>
<td>100</td>
<td>38,072</td>
</tr>
<tr>
<td>healthpeople.gov</td>
<td>100</td>
<td>19,717</td>
<td>disasterassistance.gov</td>
<td>100</td>
<td>39,199</td>
</tr>
<tr>
<td>ourdocuments.gov</td>
<td>100</td>
<td>20,258</td>
<td>usmarshals.gov</td>
<td>100</td>
<td>39,725</td>
</tr>
<tr>
<td>eldercare.gov</td>
<td>100</td>
<td>21,073</td>
<td>globe.gov</td>
<td>100</td>
<td>40,337</td>
</tr>
<tr>
<td>pnni.gov</td>
<td>100</td>
<td>21,128</td>
<td>nsopw.gov</td>
<td>100</td>
<td>42,143</td>
</tr>
<tr>
<td>imls.gov</td>
<td>100</td>
<td>21,990</td>
<td>ameslab.gov</td>
<td>100</td>
<td>42,697</td>
</tr>
<tr>
<td>distraction.gov</td>
<td>100</td>
<td>22,280</td>
<td>challenge.gov</td>
<td>100</td>
<td>43,970</td>
</tr>
<tr>
<td>nutrition.gov</td>
<td>100</td>
<td>22,332</td>
<td>pppl.gov</td>
<td>100</td>
<td>44,053</td>
</tr>
<tr>
<td>nss.gov</td>
<td>100</td>
<td>23,060</td>
<td>mymoney.gov</td>
<td>100</td>
<td>45,132</td>
</tr>
<tr>
<td>nci.gov</td>
<td>100</td>
<td>23,694</td>
<td>mbda.gov</td>
<td>100</td>
<td>45,367</td>
</tr>
<tr>
<td>ncdc.gov</td>
<td>100</td>
<td>23,822</td>
<td>sbir.gov</td>
<td>100</td>
<td>45,814</td>
</tr>
<tr>
<td>airnow.gov</td>
<td>100</td>
<td>23,840</td>
<td>ttb.gov</td>
<td>100</td>
<td>45,942</td>
</tr>
<tr>
<td>aviationweather.gov</td>
<td>100</td>
<td>24,862</td>
<td>investor.gov</td>
<td>100</td>
<td>46,094</td>
</tr>
<tr>
<td>usability.gov</td>
<td>100</td>
<td>24,970</td>
<td>abmc.gov</td>
<td>100</td>
<td>46,697</td>
</tr>
<tr>
<td>ins.gov</td>
<td>100</td>
<td>25,094</td>
<td>nationalmap.gov</td>
<td>100</td>
<td>46,765</td>
</tr>
<tr>
<td>fafsa.gov</td>
<td>100</td>
<td>27,467</td>
<td>mentalhealth.gov</td>
<td>100</td>
<td>46,899</td>
</tr>
<tr>
<td>makinghomeaffordable.gov</td>
<td>100</td>
<td>27,567</td>
<td>reginfo.gov</td>
<td>100</td>
<td>47,449</td>
</tr>
<tr>
<td>benefits.gov</td>
<td>100</td>
<td>27,616</td>
<td>moneyfactory.gov</td>
<td>100</td>
<td>48,322</td>
</tr>
<tr>
<td>ajgdp.gov</td>
<td>100</td>
<td>27,867</td>
<td>buyusa.gov</td>
<td>100</td>
<td>48,328</td>
</tr>
<tr>
<td>ntris.gov</td>
<td>100</td>
<td>28,046</td>
<td>recalls.gov</td>
<td>100</td>
<td>49,487</td>
</tr>
<tr>
<td>msha.gov</td>
<td>100</td>
<td>28,468</td>
<td>identitytheft.gov</td>
<td>100</td>
<td>49,675</td>
</tr>
<tr>
<td>science.gov</td>
<td>100</td>
<td>28,568</td>
<td>sam.gov</td>
<td>100</td>
<td>50,196</td>
</tr>
<tr>
<td>occ.gov</td>
<td>100</td>
<td>28,708</td>
<td>pbgc.gov</td>
<td>100</td>
<td>50,696</td>
</tr>
<tr>
<td>aoc.gov</td>
<td>100</td>
<td>28,719</td>
<td>inl.gov</td>
<td>100</td>
<td>51,817</td>
</tr>
<tr>
<td>gsaadvantage.gov</td>
<td>100</td>
<td>29,556</td>
<td>ofr.gov</td>
<td>100</td>
<td>53,292</td>
</tr>
<tr>
<td>fhfa.gov</td>
<td>100</td>
<td>31,043</td>
<td>ncfcrf.gov</td>
<td>100</td>
<td>54,570</td>
</tr>
<tr>
<td>feb.gov</td>
<td>100</td>
<td>31,594</td>
<td>uscc.gov</td>
<td>100</td>
<td>55,771</td>
</tr>
<tr>
<td>americorps.gov</td>
<td>100</td>
<td>32,213</td>
<td>boem.gov</td>
<td>100</td>
<td>56,407</td>
</tr>
<tr>
<td>ars-grin.gov</td>
<td>100</td>
<td>32,550</td>
<td>osac.gov</td>
<td>100</td>
<td>57,033</td>
</tr>
<tr>
<td>cio.gov</td>
<td>100</td>
<td>34,026</td>
<td>bia.gov</td>
<td>100</td>
<td>57,918</td>
</tr>
<tr>
<td>nwcg.gov</td>
<td>100</td>
<td>34,088</td>
<td>nano.gov</td>
<td>100</td>
<td>58,766</td>
</tr>
<tr>
<td>broadbandmap.gov</td>
<td>100</td>
<td>34,499</td>
<td>solardecathlon.gov</td>
<td>100</td>
<td>58,957</td>
</tr>
<tr>
<td>pubmed.gov</td>
<td>100</td>
<td>35,065</td>
<td>phe.gov</td>
<td>100</td>
<td>59,054</td>
</tr>
<tr>
<td>organdonor.gov</td>
<td>100</td>
<td>35,648</td>
<td>kids.gov</td>
<td>100</td>
<td>59,531</td>
</tr>
<tr>
<td>serve.gov</td>
<td>100</td>
<td>36,004</td>
<td>ncd.gov</td>
<td>100</td>
<td>59,887</td>
</tr>
<tr>
<td>exim.gov</td>
<td>100</td>
<td>36,130</td>
<td>usccr.gov</td>
<td>100</td>
<td>60,144</td>
</tr>
<tr>
<td>jobcorps.gov</td>
<td>100</td>
<td>37,019</td>
<td>collegedrinkingprevention.gov</td>
<td>100</td>
<td>60,712</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-------</td>
<td>--------</td>
<td>-----------------------</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td>childstats.gov</td>
<td>100</td>
<td>61,353</td>
<td>insurekidsnow.gov</td>
<td>100</td>
<td>90,260</td>
</tr>
<tr>
<td>saferproducts.gov</td>
<td>100</td>
<td>61,596</td>
<td>econsumer.gov</td>
<td>100</td>
<td>92,587</td>
</tr>
<tr>
<td>gps.gov</td>
<td>100</td>
<td>61,903</td>
<td>ahcpr.gov</td>
<td>100</td>
<td>94,904</td>
</tr>
<tr>
<td>opic.gov</td>
<td>100</td>
<td>62,611</td>
<td>eftpsov.gov</td>
<td>100</td>
<td>96,310</td>
</tr>
<tr>
<td>usap.gov</td>
<td>100</td>
<td>62,910</td>
<td>bbg.gov</td>
<td>100</td>
<td>100,162</td>
</tr>
<tr>
<td>digitalpreservation.gov</td>
<td>100</td>
<td>62,916</td>
<td>science360.gov</td>
<td>100</td>
<td>101,007</td>
</tr>
<tr>
<td>orau.gov</td>
<td>100</td>
<td>62,917</td>
<td>uspsioig.gov</td>
<td>100</td>
<td>102,867</td>
</tr>
<tr>
<td>pepfar.gov</td>
<td>100</td>
<td>63,016</td>
<td>nitrd.gov</td>
<td>100</td>
<td>103,053</td>
</tr>
<tr>
<td>nnlm.gov</td>
<td>100</td>
<td>65,218</td>
<td>fara.gov</td>
<td>100</td>
<td>103,056</td>
</tr>
<tr>
<td>acquisition.gov</td>
<td>100</td>
<td>65,915</td>
<td>tsp.gov</td>
<td>100</td>
<td>103,131</td>
</tr>
<tr>
<td>fvap.gov</td>
<td>100</td>
<td>66,369</td>
<td>plainlanguage.gov</td>
<td>100</td>
<td>103,841</td>
</tr>
<tr>
<td>nixonlibrary.gov</td>
<td>100</td>
<td>68,278</td>
<td>fbijobs.gov</td>
<td>100</td>
<td>105,427</td>
</tr>
<tr>
<td>bja.gov</td>
<td>100</td>
<td>68,850</td>
<td>digitalgov.gov</td>
<td>100</td>
<td>105,697</td>
</tr>
<tr>
<td>cfda.gov</td>
<td>100</td>
<td>69,084</td>
<td>womenshistorymonth.gov</td>
<td>100</td>
<td>109,565</td>
</tr>
<tr>
<td>vaccines.gov</td>
<td>100</td>
<td>69,084</td>
<td>achp.gov</td>
<td>100</td>
<td>113,794</td>
</tr>
<tr>
<td>usphs.gov</td>
<td>100</td>
<td>69,476</td>
<td>drought.gov</td>
<td>100</td>
<td>115,975</td>
</tr>
<tr>
<td>eda.gov</td>
<td>100</td>
<td>71,201</td>
<td>osmre.gov</td>
<td>100</td>
<td>117,679</td>
</tr>
<tr>
<td>nersc.gov</td>
<td>100</td>
<td>71,381</td>
<td>mycreditunion.gov</td>
<td>100</td>
<td>118,328</td>
</tr>
<tr>
<td>visitthecapitol.gov</td>
<td>100</td>
<td>71,706</td>
<td>energycodes.gov</td>
<td>100</td>
<td>121,547</td>
</tr>
<tr>
<td>nationsreportcard.gov</td>
<td>100</td>
<td>71,713</td>
<td>feedthefuture.gov</td>
<td>100</td>
<td>123,033</td>
</tr>
<tr>
<td>its.gov</td>
<td>100</td>
<td>71,919</td>
<td>cdfifund.gov</td>
<td>100</td>
<td>124,256</td>
</tr>
<tr>
<td>girlshealth.gov</td>
<td>100</td>
<td>73,085</td>
<td>amberalert.gov</td>
<td>100</td>
<td>125,102</td>
</tr>
<tr>
<td>poolsafety.gov</td>
<td>100</td>
<td>75,569</td>
<td>ginniema.gov</td>
<td>100</td>
<td>128,448</td>
</tr>
<tr>
<td>read.gov</td>
<td>100</td>
<td>75,693</td>
<td>gsauctions.gov</td>
<td>100</td>
<td>129,665</td>
</tr>
<tr>
<td>faasafety.gov</td>
<td>100</td>
<td>77,250</td>
<td>stopfraud.gov</td>
<td>100</td>
<td>134,862</td>
</tr>
<tr>
<td>invasivespeciesinfo.gov</td>
<td>100</td>
<td>78,215</td>
<td>clintonlibrary.gov</td>
<td>100</td>
<td>137,120</td>
</tr>
<tr>
<td>its.bldrdoc.gov</td>
<td>100</td>
<td>79,017</td>
<td>fedcenter.gov</td>
<td>100</td>
<td>137,649</td>
</tr>
<tr>
<td>fordlibrarymuseum.gov</td>
<td>100</td>
<td>79,659</td>
<td>nro.gov</td>
<td>100</td>
<td>144,044</td>
</tr>
<tr>
<td>research.gov</td>
<td>100</td>
<td>80,001</td>
<td>fedshirevets.gov</td>
<td>100</td>
<td>149,304</td>
</tr>
<tr>
<td>usbg.gov</td>
<td>100</td>
<td>82,006</td>
<td>recoverymonth.gov</td>
<td>100</td>
<td>150,950</td>
</tr>
<tr>
<td>foia.gov</td>
<td>100</td>
<td>82,912</td>
<td>ovc.gov</td>
<td>100</td>
<td>151,503</td>
</tr>
<tr>
<td>hanford.gov</td>
<td>100</td>
<td>85,111</td>
<td>cuidadodesalud.gov</td>
<td>100</td>
<td>152,346</td>
</tr>
<tr>
<td>bioethics.gov</td>
<td>100</td>
<td>85,493</td>
<td>savingsbonds.gov</td>
<td>100</td>
<td>160,647</td>
</tr>
<tr>
<td>osc.gov</td>
<td>100</td>
<td>86,666</td>
<td>fletc.gov</td>
<td>100</td>
<td>164,848</td>
</tr>
<tr>
<td>presidio.gov</td>
<td>100</td>
<td>87,505</td>
<td>arm.gov</td>
<td>100</td>
<td>166,427</td>
</tr>
<tr>
<td>nctc.gov</td>
<td>100</td>
<td>87,514</td>
<td>hru.gov</td>
<td>100</td>
<td>167,116</td>
</tr>
<tr>
<td>mcc.gov</td>
<td>100</td>
<td>87,982</td>
<td>prc.gov</td>
<td>100</td>
<td>169,908</td>
</tr>
<tr>
<td>lsc.gov</td>
<td>100</td>
<td>88,816</td>
<td>fpsd.gov</td>
<td>100</td>
<td>171,080</td>
</tr>
<tr>
<td>fgdc.gov</td>
<td>100</td>
<td>89,039</td>
<td>bsee.gov</td>
<td>100</td>
<td>174,280</td>
</tr>
<tr>
<td>bpa.gov</td>
<td>100</td>
<td>89,556</td>
<td>jimmycarterlibrary.gov</td>
<td>100</td>
<td>174,674</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------</td>
<td>------------</td>
<td>-----------------------------</td>
<td>-------</td>
<td>------------</td>
</tr>
<tr>
<td>pay.gov</td>
<td>100</td>
<td>177,551</td>
<td>biopreferred.gov</td>
<td>100</td>
<td>297,616</td>
</tr>
<tr>
<td>fedbizopps.gov</td>
<td>100</td>
<td>180,106</td>
<td>tsunami.gov</td>
<td>100</td>
<td>316,948</td>
</tr>
<tr>
<td>nwbc.gov</td>
<td>100</td>
<td>180,507</td>
<td>wdol.gov</td>
<td>100</td>
<td>322,205</td>
</tr>
<tr>
<td>fdlp.gov</td>
<td>100</td>
<td>181,423</td>
<td>indianaffairs.gov</td>
<td>100</td>
<td>323,948</td>
</tr>
<tr>
<td>vets.gov</td>
<td>100</td>
<td>184,939</td>
<td>fedramp.gov</td>
<td>100</td>
<td>326,659</td>
</tr>
<tr>
<td>guidelines.gov</td>
<td>100</td>
<td>187,042</td>
<td>ucrdatatool.gov</td>
<td>100</td>
<td>330,854</td>
</tr>
<tr>
<td>trafficsafetymarketing.gov</td>
<td>100</td>
<td>187,220</td>
<td>rivers.gov</td>
<td>100</td>
<td>336,780</td>
</tr>
<tr>
<td>iarpa.gov</td>
<td>100</td>
<td>193,902</td>
<td>golvloans.gov</td>
<td>100</td>
<td>341,481</td>
</tr>
<tr>
<td>ofcm.gov</td>
<td>100</td>
<td>194,232</td>
<td>odni.gov</td>
<td>100</td>
<td>347,052</td>
</tr>
<tr>
<td>studentaid.gov</td>
<td>100</td>
<td>195,346</td>
<td>pclob.gov</td>
<td>100</td>
<td>368,950</td>
</tr>
<tr>
<td>goes-r.gov</td>
<td>100</td>
<td>198,323</td>
<td>fira.gov</td>
<td>100</td>
<td>417,468</td>
</tr>
<tr>
<td>fishwatch.gov</td>
<td>100</td>
<td>199,402</td>
<td>namus.gov</td>
<td>100</td>
<td>438,306</td>
</tr>
<tr>
<td>foreignassistance.gov</td>
<td>100</td>
<td>201,411</td>
<td>ncpc.gov</td>
<td>100</td>
<td>438,419</td>
</tr>
<tr>
<td>papahanaumokuakea.gov</td>
<td>100</td>
<td>205,712</td>
<td>alaskacenters.gov</td>
<td>100</td>
<td>445,799</td>
</tr>
<tr>
<td>manufacturing.gov</td>
<td>100</td>
<td>206,901</td>
<td>stb.gov</td>
<td>100</td>
<td>459,398</td>
</tr>
<tr>
<td>hispanicheritagemonth.gov</td>
<td>100</td>
<td>211,081</td>
<td>nagb.org</td>
<td>100</td>
<td>463,144</td>
</tr>
<tr>
<td>juvenilecouncil.gov</td>
<td>100</td>
<td>212,144</td>
<td>scijinks.gov</td>
<td>100</td>
<td>487,141</td>
</tr>
<tr>
<td>whistleblowers.gov</td>
<td>100</td>
<td>213,941</td>
<td>ems.gov</td>
<td>100</td>
<td>488,371</td>
</tr>
<tr>
<td>africanamericanhistorymonth.gov</td>
<td>100</td>
<td>213,941</td>
<td>financialresearch.gov</td>
<td>100</td>
<td>489,436</td>
</tr>
<tr>
<td>thecoolspot.gov</td>
<td>100</td>
<td>215,850</td>
<td>uscp.gov</td>
<td>100</td>
<td>501,673</td>
</tr>
<tr>
<td>presidentialserviceawards.gov</td>
<td>100</td>
<td>217,018</td>
<td>lep.gov</td>
<td>100</td>
<td>504,798</td>
</tr>
<tr>
<td>justthinktwice.gov</td>
<td>100</td>
<td>234,959</td>
<td>pmf.gov</td>
<td>100</td>
<td>532,971</td>
</tr>
<tr>
<td>volunteer.gov</td>
<td>100</td>
<td>239,243</td>
<td>alzheimers.gov</td>
<td>100</td>
<td>542,938</td>
</tr>
<tr>
<td>hudoig.gov</td>
<td>100</td>
<td>241,717</td>
<td>tonation-nsn.gov</td>
<td>100</td>
<td>555,364</td>
</tr>
<tr>
<td>agingstats.gov</td>
<td>100</td>
<td>241,759</td>
<td>tigta.gov</td>
<td>100</td>
<td>558,726</td>
</tr>
<tr>
<td>mymedicare.gov</td>
<td>100</td>
<td>244,142</td>
<td>telework.gov</td>
<td>100</td>
<td>569,475</td>
</tr>
<tr>
<td>crimesolutions.gov</td>
<td>100</td>
<td>245,674</td>
<td>uscurrency.gov</td>
<td>100</td>
<td>575,870</td>
</tr>
<tr>
<td>wapa.gov</td>
<td>100</td>
<td>246,391</td>
<td>listo.gov</td>
<td>100</td>
<td>583,774</td>
</tr>
<tr>
<td>smartgrid.gov</td>
<td>100</td>
<td>248,173</td>
<td>sustainablecommunities.gov</td>
<td>100</td>
<td>585,178</td>
</tr>
<tr>
<td>sigtarp.gov</td>
<td>100</td>
<td>249,304</td>
<td>myplate.gov</td>
<td>100</td>
<td>593,063</td>
</tr>
<tr>
<td>nationalresourcedirectory.gov</td>
<td>100</td>
<td>261,969</td>
<td>pmi.gov</td>
<td>100</td>
<td>602,770</td>
</tr>
<tr>
<td>selectusa.gov</td>
<td>100</td>
<td>270,191</td>
<td>idtheft.gov</td>
<td>100</td>
<td>633,739</td>
</tr>
<tr>
<td>helpwithmybank.gov</td>
<td>100</td>
<td>270,668</td>
<td>edpubs.gov</td>
<td>100</td>
<td>644,524</td>
</tr>
<tr>
<td>myra.gov</td>
<td>100</td>
<td>272,955</td>
<td>itdashboard.gov</td>
<td>100</td>
<td>669,979</td>
</tr>
<tr>
<td>letgirlslearn.gov</td>
<td>100</td>
<td>283,438</td>
<td>911.gov</td>
<td>100</td>
<td>675,028</td>
</tr>
<tr>
<td>nationalgangcenter.gov</td>
<td>100</td>
<td>283,470</td>
<td>acwi.gov</td>
<td>100</td>
<td>691,305</td>
</tr>
<tr>
<td>stopalcoholabuse.gov</td>
<td>100</td>
<td>283,909</td>
<td>vf.gov</td>
<td>100</td>
<td>705,883</td>
</tr>
<tr>
<td>youthrules.gov</td>
<td>100</td>
<td>289,347</td>
<td>idmanagement.gov</td>
<td>100</td>
<td>728,074</td>
</tr>
<tr>
<td>unicor.gov</td>
<td>100</td>
<td>289,791</td>
<td>sciencebase.gov</td>
<td>100</td>
<td>731,860</td>
</tr>
<tr>
<td>vehiclehistory.gov</td>
<td>100</td>
<td>296,022</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-----------</td>
<td>-------</td>
<td>--------</td>
<td>------------------</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td>geomac.gov</td>
<td>100</td>
<td>731,966</td>
<td>speaker.gov</td>
<td>0</td>
<td>11,196</td>
</tr>
<tr>
<td>iad.gov</td>
<td>100</td>
<td>740,298</td>
<td>ndu.edu</td>
<td>0</td>
<td>21,474</td>
</tr>
<tr>
<td>dnfsb.gov</td>
<td>100</td>
<td>743,978</td>
<td>fjc.gov</td>
<td>0</td>
<td>31,455</td>
</tr>
<tr>
<td>cfo.gov</td>
<td>100</td>
<td>752,773</td>
<td>federallabs.org</td>
<td>0</td>
<td>34,889</td>
</tr>
<tr>
<td>niem.gov</td>
<td>100</td>
<td>796,571</td>
<td>ussc.gov</td>
<td>0</td>
<td>41,031</td>
</tr>
<tr>
<td>arctic.gov</td>
<td>100</td>
<td>808,339</td>
<td>gop.gov</td>
<td>0</td>
<td>43,731</td>
</tr>
<tr>
<td>ncirc.gov</td>
<td>100</td>
<td>820,214</td>
<td>pacer.gov</td>
<td>0</td>
<td>51,014</td>
</tr>
<tr>
<td>nehrp.gov</td>
<td>100</td>
<td>824,997</td>
<td>majorityleader.gov</td>
<td>0</td>
<td>51,757</td>
</tr>
<tr>
<td>cnss.gov</td>
<td>100</td>
<td>836,904</td>
<td>uscirf.gov</td>
<td>0</td>
<td>61,994</td>
</tr>
<tr>
<td>brac.gov</td>
<td>100</td>
<td>872,406</td>
<td>csb.gov</td>
<td>0</td>
<td>69,368</td>
</tr>
<tr>
<td>wrp.gov</td>
<td>100</td>
<td>877,710</td>
<td>democraticleader.gov</td>
<td>0</td>
<td>75,692</td>
</tr>
<tr>
<td>smart.gov</td>
<td>100</td>
<td>902,846</td>
<td>jct.gov</td>
<td>0</td>
<td>96,319</td>
</tr>
<tr>
<td>fhfaoig.gov</td>
<td>100</td>
<td>903,178</td>
<td>medpac.gov</td>
<td>0</td>
<td>98,197</td>
</tr>
<tr>
<td>ovcctac.gov</td>
<td>100</td>
<td>911,165</td>
<td>fmc.gov</td>
<td>0</td>
<td>101,175</td>
</tr>
<tr>
<td>frtr.gov</td>
<td>100</td>
<td>920,323</td>
<td>arc.gov</td>
<td>0</td>
<td>101,902</td>
</tr>
<tr>
<td>onrr.gov</td>
<td>100</td>
<td>932,962</td>
<td>oge.gov</td>
<td>0</td>
<td>106,361</td>
</tr>
<tr>
<td>ibwc.gov</td>
<td>100</td>
<td>935,804</td>
<td>usich.gov</td>
<td>0</td>
<td>112,718</td>
</tr>
<tr>
<td>applicationmanager.gov</td>
<td>100</td>
<td>941,133</td>
<td>moneyfactory.com</td>
<td>0</td>
<td>133,020</td>
</tr>
<tr>
<td>vcf.gov</td>
<td>100</td>
<td>962,022</td>
<td>everykidinapark.gov</td>
<td>0</td>
<td>137,346</td>
</tr>
<tr>
<td>house.gov</td>
<td>0</td>
<td>399</td>
<td>rrb.gov</td>
<td>0</td>
<td>157,248</td>
</tr>
<tr>
<td>uscourts.gov</td>
<td>0</td>
<td>1,182</td>
<td>udall.gov</td>
<td>0</td>
<td>161,422</td>
</tr>
<tr>
<td>fs.fed.us</td>
<td>0</td>
<td>1,578</td>
<td>truman.gov</td>
<td>0</td>
<td>162,532</td>
</tr>
<tr>
<td>gao.gov</td>
<td>0</td>
<td>1,902</td>
<td>adlnet.gov</td>
<td>0</td>
<td>169,931</td>
</tr>
<tr>
<td>supremecourt.gov</td>
<td>0</td>
<td>1,966</td>
<td>ccecc.gov</td>
<td>0</td>
<td>175,152</td>
</tr>
<tr>
<td>us-cert.gov</td>
<td>0</td>
<td>3,298</td>
<td>pcah.gov</td>
<td>0</td>
<td>176,199</td>
</tr>
<tr>
<td>nsa.gov</td>
<td>0</td>
<td>3,442</td>
<td>srs.gov</td>
<td>0</td>
<td>211,333</td>
</tr>
<tr>
<td>cbo.gov</td>
<td>0</td>
<td>3,714</td>
<td>usds.gov</td>
<td>0</td>
<td>214,534</td>
</tr>
<tr>
<td>ustr.gov</td>
<td>0</td>
<td>5,307</td>
<td>msbp.gov</td>
<td>0</td>
<td>215,030</td>
</tr>
<tr>
<td>ntsb.gov</td>
<td>0</td>
<td>6,539</td>
<td>apps.gov</td>
<td>0</td>
<td>257,832</td>
</tr>
<tr>
<td>fec.gov</td>
<td>0</td>
<td>6,557</td>
<td>adlnet.org</td>
<td>0</td>
<td>297,503</td>
</tr>
<tr>
<td>neh.gov</td>
<td>0</td>
<td>6,671</td>
<td>vote.gov</td>
<td>0</td>
<td>658,543</td>
</tr>
<tr>
<td>arts.gov</td>
<td>0</td>
<td>7,327</td>
<td>usds.gov</td>
<td>0</td>
<td>725,460</td>
</tr>
<tr>
<td>jfklibrary.org</td>
<td>0</td>
<td>7,728</td>
<td>code.gov</td>
<td>0</td>
<td>923,771</td>
</tr>
<tr>
<td>docsteach.org</td>
<td>0</td>
<td>10,868</td>
<td>tswg.gov</td>
<td>0</td>
<td>985,963</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------</td>
<td>------</td>
<td>----------------------</td>
<td>-------</td>
<td>------</td>
</tr>
<tr>
<td>archives.gov</td>
<td>97</td>
<td>433</td>
<td>gsa.gov</td>
<td>95</td>
<td>2,529</td>
</tr>
<tr>
<td>ferc.gov</td>
<td>97</td>
<td>16,122</td>
<td>drugabuse.gov</td>
<td>95</td>
<td>2,719</td>
</tr>
<tr>
<td>ourdocuments.gov</td>
<td>97</td>
<td>20,258</td>
<td>llnl.gov</td>
<td>95</td>
<td>3,231</td>
</tr>
<tr>
<td>nixonlibrary.gov</td>
<td>97</td>
<td>68,278</td>
<td>blm.gov</td>
<td>95</td>
<td>3,307</td>
</tr>
<tr>
<td>truman.gov</td>
<td>97</td>
<td>162,532</td>
<td>regulations.gov</td>
<td>95</td>
<td>3,390</td>
</tr>
<tr>
<td>doi.gov</td>
<td>96</td>
<td>5,089</td>
<td>choosemyplate.gov</td>
<td>95</td>
<td>4,158</td>
</tr>
<tr>
<td>time.gov</td>
<td>96</td>
<td>15,403</td>
<td>doleta.gov</td>
<td>95</td>
<td>4,330</td>
</tr>
<tr>
<td>studentloans.gov</td>
<td>96</td>
<td>15,454</td>
<td>opm.gov</td>
<td>95</td>
<td>4,388</td>
</tr>
<tr>
<td>trumanlibrary.org</td>
<td>96</td>
<td>17,038</td>
<td>surgeo general.gov</td>
<td>95</td>
<td>4,713</td>
</tr>
<tr>
<td>ntis.gov</td>
<td>96</td>
<td>28,046</td>
<td>bts.gov</td>
<td>95</td>
<td>4,981</td>
</tr>
<tr>
<td>gsadvantage.gov</td>
<td>96</td>
<td>29,556</td>
<td>socialsecurity.gov</td>
<td>95</td>
<td>5,145</td>
</tr>
<tr>
<td>ginniemaegov</td>
<td>96</td>
<td>128,448</td>
<td>fbo.gov</td>
<td>95</td>
<td>5,986</td>
</tr>
<tr>
<td>indianaffairs.gov</td>
<td>96</td>
<td>323,948</td>
<td>nrc.gov</td>
<td>95</td>
<td>7,809</td>
</tr>
<tr>
<td>alaskacenters.gov</td>
<td>96</td>
<td>445,799</td>
<td>donotcall.gov</td>
<td>95</td>
<td>8,116</td>
</tr>
<tr>
<td>edpubs.gov</td>
<td>96</td>
<td>644,524</td>
<td>surgeo general.gov</td>
<td>95</td>
<td>8,611</td>
</tr>
<tr>
<td>nih.gov</td>
<td>95</td>
<td>52</td>
<td>usmint.gov</td>
<td>95</td>
<td>8,792</td>
</tr>
<tr>
<td>ncbi.nlm.nih.gov</td>
<td>95</td>
<td>84</td>
<td>firstgov.gov</td>
<td>95</td>
<td>9,112</td>
</tr>
<tr>
<td>nasa.gov</td>
<td>95</td>
<td>108</td>
<td>stopbullying.gov</td>
<td>95</td>
<td>9,285</td>
</tr>
<tr>
<td>cdc.gov</td>
<td>95</td>
<td>138</td>
<td>foodsafety.gov</td>
<td>95</td>
<td>9,649</td>
</tr>
<tr>
<td>whitehouse.gov</td>
<td>95</td>
<td>192</td>
<td>treasurydirect.gov</td>
<td>95</td>
<td>10,008</td>
</tr>
<tr>
<td>usda.gov</td>
<td>95</td>
<td>248</td>
<td>onguardonline.gov</td>
<td>95</td>
<td>10,253</td>
</tr>
<tr>
<td>fda.gov</td>
<td>95</td>
<td>258</td>
<td>atf.gov</td>
<td>95</td>
<td>10,449</td>
</tr>
<tr>
<td>epa.gov</td>
<td>95</td>
<td>260</td>
<td>medicaid.gov</td>
<td>95</td>
<td>10,648</td>
</tr>
<tr>
<td>nps.gov</td>
<td>95</td>
<td>358</td>
<td>dhhs.gov</td>
<td>95</td>
<td>12,176</td>
</tr>
<tr>
<td>usgs.gov</td>
<td>95</td>
<td>393</td>
<td>ftc complaint assistant.gov</td>
<td>95</td>
<td>13,822</td>
</tr>
<tr>
<td>ftc.gov</td>
<td>95</td>
<td>409</td>
<td>bop.gov</td>
<td>95</td>
<td>13,840</td>
</tr>
<tr>
<td>sec.gov</td>
<td>95</td>
<td>572</td>
<td>smokefree.gov</td>
<td>95</td>
<td>15,318</td>
</tr>
<tr>
<td>usa.gov</td>
<td>95</td>
<td>594</td>
<td>consumer.gov</td>
<td>95</td>
<td>17,482</td>
</tr>
<tr>
<td>hhs.gov</td>
<td>95</td>
<td>603</td>
<td>secretservice.gov</td>
<td>95</td>
<td>18,923</td>
</tr>
<tr>
<td>fbi.gov</td>
<td>95</td>
<td>610</td>
<td>sss.gov</td>
<td>95</td>
<td>23,278</td>
</tr>
<tr>
<td>energy.gov</td>
<td>95</td>
<td>711</td>
<td>ffiec.gov</td>
<td>95</td>
<td>23,694</td>
</tr>
<tr>
<td>cancer.gov</td>
<td>95</td>
<td>901</td>
<td>nifc.gov</td>
<td>95</td>
<td>23,822</td>
</tr>
<tr>
<td>medlineplus.gov</td>
<td>95</td>
<td>1,078</td>
<td>usability.gov</td>
<td>95</td>
<td>24,970</td>
</tr>
<tr>
<td>faa.gov</td>
<td>95</td>
<td>1,090</td>
<td>fhtfa.gov</td>
<td>95</td>
<td>31,043</td>
</tr>
<tr>
<td>ssa.gov</td>
<td>95</td>
<td>1,128</td>
<td>ars grin.gov</td>
<td>95</td>
<td>32,550</td>
</tr>
<tr>
<td>clinicaltrials.gov</td>
<td>95</td>
<td>1,313</td>
<td>nwcg.gov</td>
<td>95</td>
<td>34,088</td>
</tr>
<tr>
<td>fs.fed.us</td>
<td>95</td>
<td>1,578</td>
<td>pubmed.gov</td>
<td>95</td>
<td>35,065</td>
</tr>
<tr>
<td>cms.gov</td>
<td>95</td>
<td>1,975</td>
<td>jobcorps.gov</td>
<td>95</td>
<td>37,019</td>
</tr>
<tr>
<td>healthcare.gov</td>
<td>95</td>
<td>2,146</td>
<td>9 11 commission.gov</td>
<td>95</td>
<td>37,398</td>
</tr>
<tr>
<td>federalregister.gov</td>
<td>95</td>
<td>2,260</td>
<td>globe.gov</td>
<td>95</td>
<td>40,337</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>------------------------</td>
<td>-------</td>
<td>----------</td>
<td>------------------------</td>
<td>-------</td>
<td>----------</td>
</tr>
<tr>
<td>challenge.gov</td>
<td>95</td>
<td>43,970</td>
<td>mymedicare.gov</td>
<td>95</td>
<td>244,142</td>
</tr>
<tr>
<td>ttb.gov</td>
<td>95</td>
<td>45,942</td>
<td>apps.gov</td>
<td>95</td>
<td>257,832</td>
</tr>
<tr>
<td>investor.gov</td>
<td>95</td>
<td>46,094</td>
<td>myra.gov</td>
<td>95</td>
<td>272,955</td>
</tr>
<tr>
<td>abmc.gov</td>
<td>95</td>
<td>46,679</td>
<td>letgirislearn.gov</td>
<td>95</td>
<td>283,438</td>
</tr>
<tr>
<td>nationalmap.gov</td>
<td>95</td>
<td>46,765</td>
<td>biopreferred.gov</td>
<td>95</td>
<td>297,616</td>
</tr>
<tr>
<td>mentalhealth.gov</td>
<td>95</td>
<td>46,899</td>
<td>fira.gov</td>
<td>95</td>
<td>417,486</td>
</tr>
<tr>
<td>moneyfactory.gov</td>
<td>95</td>
<td>48,322</td>
<td>stb.gov</td>
<td>95</td>
<td>459,398</td>
</tr>
<tr>
<td>recalls.gov</td>
<td>95</td>
<td>49,487</td>
<td>sci.jinks.gov</td>
<td>95</td>
<td>487,141</td>
</tr>
<tr>
<td>identitytheft.gov</td>
<td>95</td>
<td>49,675</td>
<td>vote.gov</td>
<td>95</td>
<td>658,543</td>
</tr>
<tr>
<td>sam.gov</td>
<td>95</td>
<td>50,196</td>
<td>sustainablecommunities.gov</td>
<td>95</td>
<td>585,178</td>
</tr>
<tr>
<td>pbgc.gov</td>
<td>95</td>
<td>50,696</td>
<td>myplate.gov</td>
<td>95</td>
<td>593,063</td>
</tr>
<tr>
<td>bia.gov</td>
<td>95</td>
<td>57,918</td>
<td>idtheft.gov</td>
<td>95</td>
<td>633,739</td>
</tr>
<tr>
<td>kids.gov</td>
<td>95</td>
<td>59,531</td>
<td>vote.gov</td>
<td>95</td>
<td>691,305</td>
</tr>
<tr>
<td>collegedrinkingprevention.gov</td>
<td>95</td>
<td>60,712</td>
<td>acwi.gov</td>
<td>95</td>
<td>691,305</td>
</tr>
<tr>
<td>saferproducts.gov</td>
<td>95</td>
<td>61,596</td>
<td>sciencebase.gov</td>
<td>95</td>
<td>731,860</td>
</tr>
<tr>
<td>pepfar.gov</td>
<td>95</td>
<td>63,016</td>
<td>arctic.gov</td>
<td>95</td>
<td>808,339</td>
</tr>
<tr>
<td>nnlm.gov</td>
<td>95</td>
<td>65,218</td>
<td>ncirc.gov</td>
<td>95</td>
<td>820,214</td>
</tr>
<tr>
<td>cfsa.gov</td>
<td>95</td>
<td>68,921</td>
<td>code.gov</td>
<td>95</td>
<td>923,771</td>
</tr>
<tr>
<td>vaccines.gov</td>
<td>95</td>
<td>69,084</td>
<td>applicationmanager.gov</td>
<td>95</td>
<td>941,133</td>
</tr>
<tr>
<td>usphs.gov</td>
<td>95</td>
<td>69,476</td>
<td>wdol.gov</td>
<td>94</td>
<td>322,205</td>
</tr>
<tr>
<td>itsis.gov</td>
<td>95</td>
<td>71,919</td>
<td>loc.gov</td>
<td>93</td>
<td>156</td>
</tr>
<tr>
<td>democraticleader.gov</td>
<td>95</td>
<td>75,692</td>
<td>irs.gov</td>
<td>93</td>
<td>416</td>
</tr>
<tr>
<td>fgdc.gov</td>
<td>95</td>
<td>89,039</td>
<td>senate.gov</td>
<td>93</td>
<td>456</td>
</tr>
<tr>
<td>insurekidsnow.gov</td>
<td>95</td>
<td>90,260</td>
<td>cia.gov</td>
<td>93</td>
<td>650</td>
</tr>
<tr>
<td>econsumer.gov</td>
<td>95</td>
<td>92,587</td>
<td>dhs.gov</td>
<td>93</td>
<td>737</td>
</tr>
<tr>
<td>tsp.gov</td>
<td>95</td>
<td>103,131</td>
<td>fcc.gov</td>
<td>93</td>
<td>760</td>
</tr>
<tr>
<td>oge.gov</td>
<td>95</td>
<td>106,361</td>
<td>fema.gov</td>
<td>93</td>
<td>821</td>
</tr>
<tr>
<td>osmre.gov</td>
<td>95</td>
<td>117,679</td>
<td>dol.gov</td>
<td>93</td>
<td>883</td>
</tr>
<tr>
<td>feedthefuture.gov</td>
<td>95</td>
<td>123,033</td>
<td>congress.gov</td>
<td>93</td>
<td>950</td>
</tr>
<tr>
<td>clintonlibrary.gov</td>
<td>95</td>
<td>137,120</td>
<td>treasury.gov</td>
<td>93</td>
<td>1,116</td>
</tr>
<tr>
<td>everykidinapark.gov</td>
<td>95</td>
<td>137,346</td>
<td>sba.gov</td>
<td>93</td>
<td>1,143</td>
</tr>
<tr>
<td>fedshirevets.gov</td>
<td>95</td>
<td>149,304</td>
<td>osha.gov</td>
<td>93</td>
<td>1,179</td>
</tr>
<tr>
<td>cuidadosdesalud.gov</td>
<td>95</td>
<td>152,346</td>
<td>defense.gov</td>
<td>93</td>
<td>1,407</td>
</tr>
<tr>
<td>rrb.gov</td>
<td>95</td>
<td>157,248</td>
<td>federalreserve.gov</td>
<td>93</td>
<td>1,439</td>
</tr>
<tr>
<td>savingsbonds.gov</td>
<td>95</td>
<td>160,647</td>
<td>copyright.gov</td>
<td>93</td>
<td>1,457</td>
</tr>
<tr>
<td>bsee.gov</td>
<td>95</td>
<td>174,280</td>
<td>cpsc.gov</td>
<td>93</td>
<td>1,506</td>
</tr>
<tr>
<td>jimmycarterlibrary.gov</td>
<td>95</td>
<td>174,674</td>
<td>uscis.gov</td>
<td>93</td>
<td>1,629</td>
</tr>
<tr>
<td>fedbizopps.gov</td>
<td>95</td>
<td>180,106</td>
<td>export.gov</td>
<td>93</td>
<td>1,847</td>
</tr>
<tr>
<td>whistleblowers.gov</td>
<td>95</td>
<td>213,108</td>
<td>samhsa.gov</td>
<td>93</td>
<td>1,885</td>
</tr>
<tr>
<td>thecoolspot.gov</td>
<td>95</td>
<td>215,850</td>
<td>supremecontro.gov</td>
<td>93</td>
<td>1,966</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------</td>
<td>-------</td>
<td>-------------------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>cbp.gov</td>
<td>93</td>
<td>2,000</td>
<td>cio.gov</td>
<td>93</td>
<td>34,026</td>
</tr>
<tr>
<td>ornl.gov</td>
<td>93</td>
<td>2,118</td>
<td>broadbandmap.gov</td>
<td>93</td>
<td>34,499</td>
</tr>
<tr>
<td>medicare.gov</td>
<td>93</td>
<td>2,168</td>
<td>exim.gov</td>
<td>93</td>
<td>36,130</td>
</tr>
<tr>
<td>tsa.gov</td>
<td>93</td>
<td>2,455</td>
<td>usaspending.gov</td>
<td>93</td>
<td>37,216</td>
</tr>
<tr>
<td>ready.gov</td>
<td>93</td>
<td>2,683</td>
<td>eac.gov</td>
<td>93</td>
<td>38,072</td>
</tr>
<tr>
<td>fdic.gov</td>
<td>93</td>
<td>3,284</td>
<td>disasterassistance.gov</td>
<td>93</td>
<td>39,199</td>
</tr>
<tr>
<td>us-cert.gov</td>
<td>93</td>
<td>3,298</td>
<td>ameslab.gov</td>
<td>93</td>
<td>42,697</td>
</tr>
<tr>
<td>nsa.gov</td>
<td>93</td>
<td>3,442</td>
<td>gop.gov</td>
<td>93</td>
<td>43,731</td>
</tr>
<tr>
<td>hrsa.gov</td>
<td>93</td>
<td>3,635</td>
<td>mymoney.gov</td>
<td>93</td>
<td>45,132</td>
</tr>
<tr>
<td>cbo.gov</td>
<td>93</td>
<td>3,714</td>
<td>sbir.gov</td>
<td>93</td>
<td>45,814</td>
</tr>
<tr>
<td>consumerfinance.gov</td>
<td>93</td>
<td>4,144</td>
<td>pacer.gov</td>
<td>93</td>
<td>51,014</td>
</tr>
<tr>
<td>bea.gov</td>
<td>93</td>
<td>4,425</td>
<td>ncfcrf.gov</td>
<td>93</td>
<td>54,570</td>
</tr>
<tr>
<td>ice.gov</td>
<td>93</td>
<td>4,441</td>
<td>boem.gov</td>
<td>93</td>
<td>56,407</td>
</tr>
<tr>
<td>health.gov</td>
<td>93</td>
<td>4,522</td>
<td>solardecathlon.gov</td>
<td>93</td>
<td>58,957</td>
</tr>
<tr>
<td>ic3.gov</td>
<td>93</td>
<td>4,966</td>
<td>phe.gov</td>
<td>93</td>
<td>59,054</td>
</tr>
<tr>
<td>womenshealth.gov</td>
<td>93</td>
<td>5,229</td>
<td>ncd.gov</td>
<td>93</td>
<td>59,887</td>
</tr>
<tr>
<td>healthfinder.gov</td>
<td>93</td>
<td>5,234</td>
<td>childstats.gov</td>
<td>93</td>
<td>61,353</td>
</tr>
<tr>
<td>fnal.gov</td>
<td>93</td>
<td>5,500</td>
<td>majorityleader.gov</td>
<td>93</td>
<td>61,757</td>
</tr>
<tr>
<td>fueleconomy.gov</td>
<td>93</td>
<td>6,124</td>
<td>uscirf.gov</td>
<td>93</td>
<td>61,994</td>
</tr>
<tr>
<td>genome.gov</td>
<td>93</td>
<td>6,187</td>
<td>opic.gov</td>
<td>93</td>
<td>62,611</td>
</tr>
<tr>
<td>neh.gov</td>
<td>93</td>
<td>6,671</td>
<td>usap.gov</td>
<td>93</td>
<td>62,910</td>
</tr>
<tr>
<td>arts.gov</td>
<td>93</td>
<td>7,327</td>
<td>orau.gov</td>
<td>93</td>
<td>62,917</td>
</tr>
<tr>
<td>dni.gov</td>
<td>93</td>
<td>7,616</td>
<td>nersc.gov</td>
<td>93</td>
<td>71,381</td>
</tr>
<tr>
<td>peacecorps.gov</td>
<td>93</td>
<td>8,563</td>
<td>nationsreportcard.gov</td>
<td>93</td>
<td>71,713</td>
</tr>
<tr>
<td>usbr.gov</td>
<td>93</td>
<td>9,711</td>
<td>girlshealth.gov</td>
<td>93</td>
<td>73,085</td>
</tr>
<tr>
<td>share.america.gov</td>
<td>93</td>
<td>10,269</td>
<td>usbg.gov</td>
<td>93</td>
<td>82,006</td>
</tr>
<tr>
<td>huduser.gov</td>
<td>93</td>
<td>10,323</td>
<td>osc.gov</td>
<td>93</td>
<td>86,666</td>
</tr>
<tr>
<td>docsteach.org</td>
<td>93</td>
<td>10,888</td>
<td>nctc.gov</td>
<td>93</td>
<td>87,514</td>
</tr>
<tr>
<td>osti.gov</td>
<td>93</td>
<td>10,914</td>
<td>eftps.gov</td>
<td>93</td>
<td>96,310</td>
</tr>
<tr>
<td>childwelfare.gov</td>
<td>93</td>
<td>11,221</td>
<td>jct.gov</td>
<td>93</td>
<td>96,319</td>
</tr>
<tr>
<td>pnl.gov</td>
<td>93</td>
<td>14,093</td>
<td>bgp.gov</td>
<td>93</td>
<td>100,162</td>
</tr>
<tr>
<td>climate.gov</td>
<td>93</td>
<td>14,607</td>
<td>science360.gov</td>
<td>93</td>
<td>101,007</td>
</tr>
<tr>
<td>nlrb.gov</td>
<td>93</td>
<td>16,157</td>
<td>fmc.gov</td>
<td>93</td>
<td>101,175</td>
</tr>
<tr>
<td>access-board.gov</td>
<td>93</td>
<td>16,306</td>
<td>nitrd.gov</td>
<td>93</td>
<td>103,053</td>
</tr>
<tr>
<td>hiv.gov</td>
<td>93</td>
<td>17,467</td>
<td>digifal.gov</td>
<td>93</td>
<td>105,697</td>
</tr>
<tr>
<td>pnnl.gov</td>
<td>93</td>
<td>21,128</td>
<td>womenshistorymonth.gov</td>
<td>93</td>
<td>109,565</td>
</tr>
<tr>
<td>makinghomeaffordable.gov</td>
<td>93</td>
<td>27,567</td>
<td>drought.gov</td>
<td>93</td>
<td>115,975</td>
</tr>
<tr>
<td>science.gov</td>
<td>93</td>
<td>28,568</td>
<td>cdfifund.gov</td>
<td>93</td>
<td>124,256</td>
</tr>
<tr>
<td>fjc.gov</td>
<td>93</td>
<td>31,455</td>
<td>udall.gov</td>
<td>93</td>
<td>161,422</td>
</tr>
<tr>
<td>feb.gov</td>
<td>93</td>
<td>31,594</td>
<td>fletc.gov</td>
<td>93</td>
<td>164,848</td>
</tr>
</tbody>
</table>
TABLE 7 CONTINUED

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>arm.gov</td>
<td>93</td>
<td>166,427</td>
<td>ncrs.gov</td>
<td>92</td>
<td>5,696</td>
</tr>
<tr>
<td>hru.gov</td>
<td>93</td>
<td>167,116</td>
<td>fincen.gov</td>
<td>92</td>
<td>15,259</td>
</tr>
<tr>
<td>fdlp.gov</td>
<td>93</td>
<td>181,423</td>
<td>ojdp.gov</td>
<td>92</td>
<td>27,867</td>
</tr>
<tr>
<td>iarpa.gov</td>
<td>93</td>
<td>193,902</td>
<td>bja.gov</td>
<td>92</td>
<td>68,850</td>
</tr>
<tr>
<td>foreignassistance.gov</td>
<td>93</td>
<td>201,411</td>
<td>mcc.gov</td>
<td>92</td>
<td>87,982</td>
</tr>
<tr>
<td>papahanaumokuakea.gov</td>
<td>93</td>
<td>205,712</td>
<td>fbijobs.gov</td>
<td>92</td>
<td>105,427</td>
</tr>
<tr>
<td>manufacturing.gov</td>
<td>93</td>
<td>206,901</td>
<td>juvenicouncil.gov</td>
<td>92</td>
<td>212,144</td>
</tr>
<tr>
<td>hispanicheritagemonth.gov</td>
<td>93</td>
<td>211,081</td>
<td>wapa.gov</td>
<td>92</td>
<td>246,391</td>
</tr>
<tr>
<td>africanamericanhistorymonth.gov</td>
<td>93</td>
<td>213,941</td>
<td>house.gov</td>
<td>91</td>
<td>399</td>
</tr>
<tr>
<td>ustda.gov</td>
<td>93</td>
<td>214,534</td>
<td>uspto.gov</td>
<td>91</td>
<td>522</td>
</tr>
<tr>
<td>mspb.gov</td>
<td>93</td>
<td>215,030</td>
<td>justice.gov</td>
<td>91</td>
<td>824</td>
</tr>
<tr>
<td>presidentialserviceawards.gov</td>
<td>93</td>
<td>217,018</td>
<td>eia.gov</td>
<td>91</td>
<td>1,501</td>
</tr>
<tr>
<td>justthinktwice.gov</td>
<td>93</td>
<td>234,959</td>
<td>energystar.gov</td>
<td>91</td>
<td>1,769</td>
</tr>
<tr>
<td>sigtarp.gov</td>
<td>93</td>
<td>249,304</td>
<td>usaid.gov</td>
<td>91</td>
<td>1,997</td>
</tr>
<tr>
<td>youthrules.gov</td>
<td>93</td>
<td>289,346</td>
<td>eec.gov</td>
<td>91</td>
<td>2,904</td>
</tr>
<tr>
<td>fedramp.gov</td>
<td>93</td>
<td>326,659</td>
<td>transportation.gov</td>
<td>91</td>
<td>3,340</td>
</tr>
<tr>
<td>odni.gov</td>
<td>93</td>
<td>347,052</td>
<td>nga.gov</td>
<td>91</td>
<td>3,462</td>
</tr>
<tr>
<td>pclob.gov</td>
<td>93</td>
<td>368,950</td>
<td>nrel.gov</td>
<td>91</td>
<td>3,623</td>
</tr>
<tr>
<td>nagb.org</td>
<td>93</td>
<td>463,144</td>
<td>commerce.gov</td>
<td>91</td>
<td>5,752</td>
</tr>
<tr>
<td>financialresearch.gov</td>
<td>93</td>
<td>489,436</td>
<td>bnl.gov</td>
<td>91</td>
<td>7,036</td>
</tr>
<tr>
<td>uscp.gov</td>
<td>93</td>
<td>501,673</td>
<td>grants.gov</td>
<td>91</td>
<td>7,406</td>
</tr>
<tr>
<td>tigta.gov</td>
<td>93</td>
<td>558,726</td>
<td>jfklibrary.org</td>
<td>91</td>
<td>7,728</td>
</tr>
<tr>
<td>telework.gov</td>
<td>93</td>
<td>569,475</td>
<td>recreation.gov</td>
<td>91</td>
<td>9,012</td>
</tr>
<tr>
<td>uscurrency.gov</td>
<td>93</td>
<td>575,870</td>
<td>data.gov</td>
<td>91</td>
<td>9,103</td>
</tr>
<tr>
<td>listo.gov</td>
<td>93</td>
<td>583,774</td>
<td>nationalservice.gov</td>
<td>91</td>
<td>9,127</td>
</tr>
<tr>
<td>pmi.gov</td>
<td>93</td>
<td>602,770</td>
<td>section508.gov</td>
<td>91</td>
<td>9,391</td>
</tr>
<tr>
<td>usds.gov</td>
<td>93</td>
<td>725,460</td>
<td>usitc.gov</td>
<td>91</td>
<td>10,012</td>
</tr>
<tr>
<td>idmanagement.gov</td>
<td>93</td>
<td>728,074</td>
<td>privacyshield.gov</td>
<td>91</td>
<td>18,269</td>
</tr>
<tr>
<td>geonmac.gov</td>
<td>93</td>
<td>731,966</td>
<td>healthypeople.gov</td>
<td>91</td>
<td>19,717</td>
</tr>
<tr>
<td>dnfsb.gov</td>
<td>93</td>
<td>743,978</td>
<td>imls.gov</td>
<td>91</td>
<td>21,990</td>
</tr>
<tr>
<td>niem.gov</td>
<td>93</td>
<td>796,571</td>
<td>airmow.gov</td>
<td>91</td>
<td>23,840</td>
</tr>
<tr>
<td>fhfaqig.gov</td>
<td>93</td>
<td>903,178</td>
<td>fafsa.gov</td>
<td>91</td>
<td>27,467</td>
</tr>
<tr>
<td>ovcttac.gov</td>
<td>93</td>
<td>911,165</td>
<td>benefits.gov</td>
<td>91</td>
<td>27,616</td>
</tr>
<tr>
<td>frtr.gov</td>
<td>93</td>
<td>920,323</td>
<td>occ.gov</td>
<td>91</td>
<td>28,708</td>
</tr>
<tr>
<td>onrr.gov</td>
<td>93</td>
<td>932,962</td>
<td>americorps.gov</td>
<td>91</td>
<td>32,213</td>
</tr>
<tr>
<td>ibwc.gov</td>
<td>93</td>
<td>935,804</td>
<td>organdonor.gov</td>
<td>91</td>
<td>35,648</td>
</tr>
<tr>
<td>nist.gov</td>
<td>92</td>
<td>539</td>
<td>serve.gov</td>
<td>91</td>
<td>36,004</td>
</tr>
<tr>
<td>dot.gov</td>
<td>92</td>
<td>601</td>
<td>nsow.gov</td>
<td>91</td>
<td>42,143</td>
</tr>
<tr>
<td>usps.com</td>
<td>92</td>
<td>837</td>
<td>mbda.gov</td>
<td>91</td>
<td>45,367</td>
</tr>
<tr>
<td>fws.gov</td>
<td>92</td>
<td>1,490</td>
<td>reginfo.gov</td>
<td>91</td>
<td>47,449</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-----------------------</td>
<td>-------</td>
<td>--------</td>
<td>-----------------------</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td>nano.gov</td>
<td>91</td>
<td>58,766</td>
<td>nij.gov</td>
<td>85</td>
<td>19,043</td>
</tr>
<tr>
<td>acquisition.gov</td>
<td>91</td>
<td>65,915</td>
<td>guideline.gov</td>
<td>85</td>
<td>19,083</td>
</tr>
<tr>
<td>eda.gov</td>
<td>91</td>
<td>71,201</td>
<td>distraction.gov</td>
<td>85</td>
<td>22,280</td>
</tr>
<tr>
<td>visitthecapitol.gov</td>
<td>91</td>
<td>71,706</td>
<td>nutrition.gov</td>
<td>85</td>
<td>22,332</td>
</tr>
<tr>
<td>bpa.gov</td>
<td>91</td>
<td>89,556</td>
<td>ihs.gov</td>
<td>85</td>
<td>25,094</td>
</tr>
<tr>
<td>fedcenter.gov</td>
<td>91</td>
<td>137,649</td>
<td>oac.gov</td>
<td>85</td>
<td>28,719</td>
</tr>
<tr>
<td>recoverymonth.gov</td>
<td>91</td>
<td>150,950</td>
<td>federallabs.org</td>
<td>85</td>
<td>34,889</td>
</tr>
<tr>
<td>fpds.gov</td>
<td>91</td>
<td>171,080</td>
<td>nicic.gov</td>
<td>85</td>
<td>42,943</td>
</tr>
<tr>
<td>hudoig.gov</td>
<td>91</td>
<td>241,717</td>
<td>ofr.gov</td>
<td>85</td>
<td>53,292</td>
</tr>
<tr>
<td>helpwithmybank.gov</td>
<td>91</td>
<td>270,668</td>
<td>uscc.gov</td>
<td>85</td>
<td>55,771</td>
</tr>
<tr>
<td>vehiclehistory.gov</td>
<td>91</td>
<td>296,022</td>
<td>faasafety.gov</td>
<td>85</td>
<td>77,250</td>
</tr>
<tr>
<td>govloans.gov</td>
<td>91</td>
<td>341,481</td>
<td>invasivespeciesinfo.gov</td>
<td>85</td>
<td>78,215</td>
</tr>
<tr>
<td>rivers.gov</td>
<td>90</td>
<td>336,780</td>
<td>research.gov</td>
<td>85</td>
<td>80,001</td>
</tr>
<tr>
<td>state.gov</td>
<td>89</td>
<td>259</td>
<td>uspsoiq.gov</td>
<td>85</td>
<td>102,867</td>
</tr>
<tr>
<td>healthit.gov</td>
<td>89</td>
<td>14,317</td>
<td>usich.gov</td>
<td>85</td>
<td>112,718</td>
</tr>
<tr>
<td>aviationweather.gov</td>
<td>89</td>
<td>24,862</td>
<td>energycodes.gov</td>
<td>85</td>
<td>121,547</td>
</tr>
<tr>
<td>nwbc.gov</td>
<td>89</td>
<td>180,507</td>
<td>amberalert.gov</td>
<td>85</td>
<td>125,102</td>
</tr>
<tr>
<td>selectusa.gov</td>
<td>89</td>
<td>270,191</td>
<td>ovc.gov</td>
<td>85</td>
<td>151,503</td>
</tr>
<tr>
<td>unicor.gov</td>
<td>89</td>
<td>289,791</td>
<td>prc.gov</td>
<td>85</td>
<td>169,908</td>
</tr>
<tr>
<td>wrp.gov</td>
<td>89</td>
<td>877,710</td>
<td>adlnet.gov</td>
<td>85</td>
<td>169,931</td>
</tr>
<tr>
<td>tswg.gov</td>
<td>89</td>
<td>985,963</td>
<td>guidelines.gov</td>
<td>85</td>
<td>187,042</td>
</tr>
<tr>
<td>hud.gov</td>
<td>89</td>
<td>1,344</td>
<td>trafficsafetymarketing.gov</td>
<td>85</td>
<td>187,220</td>
</tr>
<tr>
<td>itdashboard.gov</td>
<td>87</td>
<td>669,979</td>
<td>studentaid.gov</td>
<td>85</td>
<td>195,346</td>
</tr>
<tr>
<td>cfo.gov</td>
<td>87</td>
<td>752,773</td>
<td>agingstats.gov</td>
<td>85</td>
<td>241,759</td>
</tr>
<tr>
<td>fec.gov</td>
<td>86</td>
<td>6,557</td>
<td>crimesolutions.gov</td>
<td>85</td>
<td>245,674</td>
</tr>
<tr>
<td>lsc.gov</td>
<td>86</td>
<td>88,816</td>
<td>smartgrid.gov</td>
<td>85</td>
<td>248,173</td>
</tr>
<tr>
<td>pay.gov</td>
<td>86</td>
<td>177,551</td>
<td>ucrdatatool.gov</td>
<td>85</td>
<td>330,854</td>
</tr>
<tr>
<td>fishwatch.gov</td>
<td>86</td>
<td>199,402</td>
<td>namus.gov</td>
<td>85</td>
<td>438,306</td>
</tr>
<tr>
<td>vef.gov</td>
<td>86</td>
<td>705,883</td>
<td>ems.gov</td>
<td>85</td>
<td>488,371</td>
</tr>
<tr>
<td>gpo.gov</td>
<td>85</td>
<td>720</td>
<td>911.gov</td>
<td>85</td>
<td>675,028</td>
</tr>
<tr>
<td>nsf.gov</td>
<td>85</td>
<td>1,286</td>
<td>smart.gov</td>
<td>85</td>
<td>902,846</td>
</tr>
<tr>
<td>nhtsa.gov</td>
<td>85</td>
<td>2,120</td>
<td>ed.gov</td>
<td>84</td>
<td>390</td>
</tr>
<tr>
<td>anl.gov</td>
<td>85</td>
<td>2,598</td>
<td>ustr.gov</td>
<td>83</td>
<td>5,307</td>
</tr>
<tr>
<td>lanl.gov</td>
<td>85</td>
<td>2,665</td>
<td>msha.gov</td>
<td>83</td>
<td>28,468</td>
</tr>
<tr>
<td>bjs.gov</td>
<td>85</td>
<td>6,208</td>
<td>nationalgangcenter.gov</td>
<td>83</td>
<td>283,470</td>
</tr>
<tr>
<td>ecf.gov</td>
<td>85</td>
<td>6,610</td>
<td>census.gov</td>
<td>79</td>
<td>472</td>
</tr>
<tr>
<td>safercar.gov</td>
<td>85</td>
<td>7,903</td>
<td>va.gov</td>
<td>79</td>
<td>750</td>
</tr>
<tr>
<td>nara.gov</td>
<td>85</td>
<td>10,591</td>
<td>ada.gov</td>
<td>79</td>
<td>4,728</td>
</tr>
<tr>
<td>acl.gov</td>
<td>85</td>
<td>14,015</td>
<td>dea.gov</td>
<td>79</td>
<td>7,344</td>
</tr>
<tr>
<td>ojp.gov</td>
<td>85</td>
<td>16,576</td>
<td>usmarshals.gov</td>
<td>79</td>
<td>39,725</td>
</tr>
</tbody>
</table>
TABLE 7 CONTINUED

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>fordlibrarymuseum.gov</td>
<td>79</td>
<td>79,659</td>
<td>sandia.gov</td>
<td>0</td>
<td>4,999</td>
</tr>
<tr>
<td>foia.gov</td>
<td>79</td>
<td>82,912</td>
<td>trade.gov</td>
<td>0</td>
<td>10,603</td>
</tr>
<tr>
<td>fara.gov</td>
<td>79</td>
<td>103,056</td>
<td>speaker.gov</td>
<td>0</td>
<td>11,196</td>
</tr>
<tr>
<td>gsauctions.gov</td>
<td>79</td>
<td>129,665</td>
<td>globalchange.gov</td>
<td>0</td>
<td>14,066</td>
</tr>
<tr>
<td>stopfraud.gov</td>
<td>79</td>
<td>134,862</td>
<td>eldercare.gov</td>
<td>0</td>
<td>21,073</td>
</tr>
<tr>
<td>vets.gov</td>
<td>79</td>
<td>184,939</td>
<td>ndu.edu</td>
<td>0</td>
<td>21,474</td>
</tr>
<tr>
<td>lep.gov</td>
<td>79</td>
<td>504,798</td>
<td>pppl.gov</td>
<td>0</td>
<td>44,053</td>
</tr>
<tr>
<td>vcf.gov</td>
<td>79</td>
<td>962,022</td>
<td>usccr.gov</td>
<td>0</td>
<td>60,144</td>
</tr>
<tr>
<td>inl.gov</td>
<td>78</td>
<td>51,817</td>
<td>gps.gov</td>
<td>0</td>
<td>61,903</td>
</tr>
<tr>
<td>osac.gov</td>
<td>78</td>
<td>57,033</td>
<td>digitalpreservation.gov</td>
<td>0</td>
<td>62,916</td>
</tr>
<tr>
<td>its.blrdoc.gov</td>
<td>78</td>
<td>79,017</td>
<td>csb.gov</td>
<td>0</td>
<td>69,368</td>
</tr>
<tr>
<td>arc.gov</td>
<td>76</td>
<td>101,902</td>
<td>poolsafty.gov</td>
<td>0</td>
<td>75,220</td>
</tr>
<tr>
<td>cftc.gov</td>
<td>75</td>
<td>8,975</td>
<td>read.gov</td>
<td>0</td>
<td>75,569</td>
</tr>
<tr>
<td>nationalresourcedirectory.gov</td>
<td>75</td>
<td>261,969</td>
<td>hanford.gov</td>
<td>0</td>
<td>85,111</td>
</tr>
<tr>
<td>ndr.gov</td>
<td>75</td>
<td>374,568</td>
<td>bioethics.gov</td>
<td>0</td>
<td>85,493</td>
</tr>
<tr>
<td>ahrq.gov</td>
<td>74</td>
<td>2,548</td>
<td>presidio.gov</td>
<td>0</td>
<td>87,505</td>
</tr>
<tr>
<td>ntsb.gov</td>
<td>74</td>
<td>6,539</td>
<td>medpac.gov</td>
<td>0</td>
<td>98,197</td>
</tr>
<tr>
<td>ahcpr.gov</td>
<td>74</td>
<td>94,904</td>
<td>plainlanguage.gov</td>
<td>0</td>
<td>103,841</td>
</tr>
<tr>
<td>pcah.gov</td>
<td>74</td>
<td>176,199</td>
<td>achp.gov</td>
<td>0</td>
<td>113,794</td>
</tr>
<tr>
<td>volunteer.gov</td>
<td>70</td>
<td>239,243</td>
<td>moneyfactory.com</td>
<td>0</td>
<td>133,020</td>
</tr>
<tr>
<td>fvap.gov</td>
<td>66</td>
<td>66,369</td>
<td>nro.gov</td>
<td>0</td>
<td>144,044</td>
</tr>
<tr>
<td>alzheimers.gov</td>
<td>63</td>
<td>542,938</td>
<td>ceccc.gov</td>
<td>0</td>
<td>175,152</td>
</tr>
<tr>
<td>ncu.gov</td>
<td>60</td>
<td>23,060</td>
<td>ofcm.gov</td>
<td>0</td>
<td>194,232</td>
</tr>
<tr>
<td>buyusa.gov</td>
<td>60</td>
<td>48,328</td>
<td>goes-r.gov</td>
<td>0</td>
<td>198,323</td>
</tr>
<tr>
<td>mycreditunion.gov</td>
<td>60</td>
<td>118,328</td>
<td>srs.gov</td>
<td>0</td>
<td>211,333</td>
</tr>
<tr>
<td>bls.gov</td>
<td>55</td>
<td>591</td>
<td>stopalcoholabuse.gov</td>
<td>0</td>
<td>283,909</td>
</tr>
<tr>
<td>useembassy.gov</td>
<td>55</td>
<td>814</td>
<td>adl.net.org</td>
<td>0</td>
<td>297,503</td>
</tr>
<tr>
<td>americaslibrary.gov</td>
<td>55</td>
<td>18,771</td>
<td>tsunami.gov</td>
<td>0</td>
<td>316,948</td>
</tr>
<tr>
<td>uscc.gov</td>
<td>47</td>
<td>41,031</td>
<td>ncpc.gov</td>
<td>0</td>
<td>438,419</td>
</tr>
<tr>
<td>noaa.gov</td>
<td>0</td>
<td>214</td>
<td>tonation-nsn.gov</td>
<td>0</td>
<td>555,364</td>
</tr>
<tr>
<td>weather.gov</td>
<td>0</td>
<td>904</td>
<td>iad.gov</td>
<td>0</td>
<td>740,298</td>
</tr>
<tr>
<td>uscourts.gov</td>
<td>0</td>
<td>1,182</td>
<td>nehrp.gov</td>
<td>0</td>
<td>824,997</td>
</tr>
<tr>
<td>lbl.gov</td>
<td>0</td>
<td>1,595</td>
<td>cnss.gov</td>
<td>0</td>
<td>836,904</td>
</tr>
<tr>
<td>gao.gov</td>
<td>0</td>
<td>1,902</td>
<td>brac.gov</td>
<td>0</td>
<td>872,406</td>
</tr>
</tbody>
</table>
ACCESSIBILITY

Accessible websites are designed to eliminate barriers that might prevent people with disabilities from using them. Web developers often assume users can see content or that they use a keyboard and a mouse to navigate the site. Building a website that relies on only those tools can create issues for users with disabilities. Creating accessible websites entails adhering to accessible-design principles, such as using high-contrast text, providing alternative text for all images, and using labels for buttons so that people using a screen reader can navigate the site. To measure accessibility, this report uses AChecker’s “Web Accessibility Checker,” an online tool that analyzes URLs to identify accessibility issues based on the Web Content Accessibility Guidelines (WCAG) 2.0 AA Guidelines.77 Using these guidelines, the “Web Accessibility Checker” evaluates online content for three types of problems: known problems (i.e., issues that are identified with certainty as barriers to accessibility), likely problems (i.e., identified issues that require a human to verify), and potential problems (i.e., issues that the checker cannot specifically identify, but that may indicate problems exist).78 To avoid unfairly penalizing websites, this report only scores websites based on known problems the tool identifies. When the tool detected a known problem with a website, we reduced its accessibility score to produce a final score between 0 and 100. After testing the top nongovernment websites from the “Majestic Million” list we determined that a reasonable benchmark for passing the accessibility test was a score of 85. This is the same benchmark as in the initial report. Websites with this score may have up to 10 known problems—problems that should be fixed—but generally these websites are in close compliance with the WCAG 2.0 AA guidelines. We were unable to successfully run the tool on four websites, so we omitted these sites from the accessibility test.79 This report found that 63 percent of federal websites passed the accessibility test compared to 58 percent in the initial report. A similar trend held for those websites in the global top 100,000. Figure 12 shows the overall distribution of accessibility data. Of the 260 websites tested both last year and this year, about 58 percent passed the accessibility test. The blue squares in figure 12 indicate which websites failed to get the minimum passing score of 85.

FIGURE 12

Accessibility of federal websites by popularity.
Figure 13 illustrates the change in accessibility scores of websites tested in both the initial report and this report. The figure shows that the majority (74 percent) of federal websites tested in both reports either maintained the same accessibility score or improved in score. Of the 260 websites tested in both reports, 38 percent improved their accessibility scores. In comparison, 26 percent declined in accessibility. Of the websites where the score did not change, 28 percent failed the accessibility test.

**FIGURE 13**  
Change in accessibility scores of federal websites (2016-2017).

Unfortunately, as in the initial report, the International Trade Administration (trade.gov) scored very poorly on the WCAG 2.0 AA guidelines. Other federal websites in the global top 100,000 that also earned low scores included the Internal Revenue Service (irs.gov) and the U.S. Census (census.gov). In addition, some federal websites that might cater to users who are more likely to have disabilities, such as MetalHealth.gov (mentalhealth.gov), failed the accessibility test. In the initial report, Medicare.gov failed the test, yet when we tested the website in September it passed the accessibility test with a score of 100. This shows a significant improvement.

Many of the failures encountered in the second edition were the same as those described in the initial report. These included the failure to add text labels to images, buttons, or input controls like a “search” bar, which are necessary for individuals using screen readers; the failure to present information or interactive elements in a sequential order, which makes navigating websites difficult for users with an impairment or disability; the failure to make text sufficiently readable by specifying the language being used on the page; and the failure to make it easy for users to discern content, by making the websites foreground distinguishable from the background. Federal websites need to make significant improvements to ensure they are complying with WCAG 2.0. To make these changes, there are many online resources federal agencies can follow.80
### TABLE 8
Popular federal websites ranked by accessibility (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>ncbi.nlm.nih.gov</td>
<td>100</td>
<td>84</td>
<td>moneyfactory.gov</td>
<td>100</td>
<td>48,322</td>
</tr>
<tr>
<td>nasa.gov</td>
<td>100</td>
<td>108</td>
<td>identitytheft.gov</td>
<td>100</td>
<td>49,675</td>
</tr>
<tr>
<td>whitehouse.gov</td>
<td>100</td>
<td>192</td>
<td>nano.gov</td>
<td>100</td>
<td>58,766</td>
</tr>
<tr>
<td>usda.gov</td>
<td>100</td>
<td>248</td>
<td>kids.gov</td>
<td>100</td>
<td>59,531</td>
</tr>
<tr>
<td>fda.gov</td>
<td>100</td>
<td>258</td>
<td>visitthecapitol.gov</td>
<td>100</td>
<td>71,706</td>
</tr>
<tr>
<td>nps.gov</td>
<td>100</td>
<td>358</td>
<td>read.gov</td>
<td>100</td>
<td>75,569</td>
</tr>
<tr>
<td>house.gov</td>
<td>100</td>
<td>399</td>
<td>fordlibrarymuseum.gov</td>
<td>100</td>
<td>79,659</td>
</tr>
<tr>
<td>uspto.gov</td>
<td>100</td>
<td>522</td>
<td>econsumer.gov</td>
<td>100</td>
<td>92,587</td>
</tr>
<tr>
<td>nist.gov</td>
<td>100</td>
<td>539</td>
<td>eftps.gov</td>
<td>100</td>
<td>96,310</td>
</tr>
<tr>
<td>fbi.gov</td>
<td>100</td>
<td>610</td>
<td>nitrd.gov</td>
<td>100</td>
<td>103,053</td>
</tr>
<tr>
<td>fcc.gov</td>
<td>100</td>
<td>760</td>
<td>fbijobs.gov</td>
<td>100</td>
<td>105,427</td>
</tr>
<tr>
<td>fema.gov</td>
<td>100</td>
<td>821</td>
<td>everykidinapark.gov</td>
<td>100</td>
<td>137,346</td>
</tr>
<tr>
<td>justice.gov</td>
<td>100</td>
<td>824</td>
<td>rietc.gov</td>
<td>100</td>
<td>164,848</td>
</tr>
<tr>
<td>nasa.gov</td>
<td>100</td>
<td>901</td>
<td>pay.gov</td>
<td>100</td>
<td>177,551</td>
</tr>
<tr>
<td>weather.gov</td>
<td>100</td>
<td>904</td>
<td>ofcm.gov</td>
<td>100</td>
<td>194,232</td>
</tr>
<tr>
<td>supremecourt.gov</td>
<td>100</td>
<td>1,966</td>
<td>usajobs.gov</td>
<td>100</td>
<td>289,791</td>
</tr>
<tr>
<td>cbp.gov</td>
<td>100</td>
<td>2,000</td>
<td>unicor.gov</td>
<td>100</td>
<td>445,799</td>
</tr>
<tr>
<td>medicare.gov</td>
<td>100</td>
<td>2,168</td>
<td>alaskacenters.gov</td>
<td>100</td>
<td>463,144</td>
</tr>
<tr>
<td>tsa.gov</td>
<td>100</td>
<td>2,455</td>
<td>nagb.org</td>
<td>100</td>
<td>542,938</td>
</tr>
<tr>
<td>ready.gov</td>
<td>100</td>
<td>2,683</td>
<td>alzheimers.gov</td>
<td>100</td>
<td>583,774</td>
</tr>
<tr>
<td>us-cert.gov</td>
<td>100</td>
<td>3,298</td>
<td>listo.gov</td>
<td>100</td>
<td>585,178</td>
</tr>
<tr>
<td>cbo.gov</td>
<td>100</td>
<td>3,714</td>
<td>sustainablecommunities.gov</td>
<td>100</td>
<td>633,739</td>
</tr>
<tr>
<td>ice.gov</td>
<td>100</td>
<td>4,441</td>
<td>idtheft.gov</td>
<td>100</td>
<td>903,178</td>
</tr>
<tr>
<td>usajobs.gov</td>
<td>100</td>
<td>4,713</td>
<td>fhtfaio.gov</td>
<td>100</td>
<td>923,771</td>
</tr>
<tr>
<td>ncjrs.gov</td>
<td>100</td>
<td>5,696</td>
<td>code.gov</td>
<td>100</td>
<td>95,269</td>
</tr>
<tr>
<td>nrc.gov</td>
<td>100</td>
<td>7,809</td>
<td>nih.gov</td>
<td>95</td>
<td>52</td>
</tr>
<tr>
<td>section508.gov</td>
<td>100</td>
<td>9,391</td>
<td>usa.gov</td>
<td>95</td>
<td>603</td>
</tr>
<tr>
<td>usbr.gov</td>
<td>100</td>
<td>9,711</td>
<td>hhs.gov</td>
<td>95</td>
<td>720</td>
</tr>
<tr>
<td>share.america.gov</td>
<td>100</td>
<td>10,269</td>
<td>gpo.gov</td>
<td>95</td>
<td>750</td>
</tr>
<tr>
<td>osti.gov</td>
<td>100</td>
<td>10,914</td>
<td>va.gov</td>
<td>95</td>
<td>814</td>
</tr>
<tr>
<td>bop.gov</td>
<td>100</td>
<td>13,840</td>
<td>usembassy.gov</td>
<td>95</td>
<td>3,390</td>
</tr>
<tr>
<td>sss.gov</td>
<td>100</td>
<td>23,278</td>
<td>regulations.gov</td>
<td>95</td>
<td>3,442</td>
</tr>
<tr>
<td>nifc.gov</td>
<td>100</td>
<td>23,822</td>
<td>nsa.gov</td>
<td>95</td>
<td>4,522</td>
</tr>
<tr>
<td>ntis.gov</td>
<td>100</td>
<td>28,046</td>
<td>health.gov</td>
<td>95</td>
<td>4,966</td>
</tr>
<tr>
<td>science.gov</td>
<td>100</td>
<td>28,568</td>
<td>ic3.gov</td>
<td>95</td>
<td>5,089</td>
</tr>
<tr>
<td>exim.gov</td>
<td>100</td>
<td>36,130</td>
<td>doi.gov</td>
<td>95</td>
<td>6,124</td>
</tr>
<tr>
<td>ameslab.gov</td>
<td>100</td>
<td>42,697</td>
<td>fueleconomy.gov</td>
<td>95</td>
<td>6,671</td>
</tr>
<tr>
<td>ttb.gov</td>
<td>100</td>
<td>45,942</td>
<td>neh.gov</td>
<td>95</td>
<td>8,561</td>
</tr>
<tr>
<td>investor.gov</td>
<td>100</td>
<td>46,094</td>
<td>peacecorps.gov</td>
<td>95</td>
<td>9,112</td>
</tr>
<tr>
<td>reginfo.gov</td>
<td>100</td>
<td>47,449</td>
<td>firstgov.gov</td>
<td>95</td>
<td>95,269</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-------</td>
<td>--------</td>
<td>-------------------------</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td>onguardonline.gov</td>
<td>95</td>
<td>10,253</td>
<td>ppnl.gov</td>
<td>93</td>
<td>21,128</td>
</tr>
<tr>
<td>dhhs.gov</td>
<td>95</td>
<td>12,176</td>
<td>ihs.gov</td>
<td>93</td>
<td>25,094</td>
</tr>
<tr>
<td>ftccomplaintassistant.gov</td>
<td>95</td>
<td>13,822</td>
<td>fjc.gov</td>
<td>93</td>
<td>31,455</td>
</tr>
<tr>
<td>access-board.gov</td>
<td>95</td>
<td>16,306</td>
<td>pppl.gov</td>
<td>93</td>
<td>44,053</td>
</tr>
<tr>
<td>guideline.gov</td>
<td>95</td>
<td>19,083</td>
<td>boem.gov</td>
<td>93</td>
<td>56,407</td>
</tr>
<tr>
<td>flic.gov</td>
<td>95</td>
<td>23,694</td>
<td>its.bldrdoc.gov</td>
<td>93</td>
<td>79,017</td>
</tr>
<tr>
<td>feb.gov</td>
<td>95</td>
<td>31,594</td>
<td>feedthefuture.gov</td>
<td>93</td>
<td>123,033</td>
</tr>
<tr>
<td>nwcg.gov</td>
<td>95</td>
<td>34,088</td>
<td>ovc.gov</td>
<td>93</td>
<td>151,503</td>
</tr>
<tr>
<td>ofr.gov</td>
<td>95</td>
<td>53,292</td>
<td>pcah.gov</td>
<td>93</td>
<td>336,780</td>
</tr>
<tr>
<td>phe.gov</td>
<td>95</td>
<td>59,054</td>
<td>vets.gov</td>
<td>93</td>
<td>184,939</td>
</tr>
<tr>
<td>orau.gov</td>
<td>95</td>
<td>62,917</td>
<td>hispanicheritagemonth.gov</td>
<td>93</td>
<td>211,081</td>
</tr>
<tr>
<td>pepfar.gov</td>
<td>95</td>
<td>63,016</td>
<td>rivers.gov</td>
<td>93</td>
<td>336,780</td>
</tr>
<tr>
<td>nnlm.gov</td>
<td>95</td>
<td>65,218</td>
<td>uscp.gov</td>
<td>93</td>
<td>501,673</td>
</tr>
<tr>
<td>acquisition.gov</td>
<td>95</td>
<td>65,915</td>
<td>tonation-nsn.gov</td>
<td>93</td>
<td>555,364</td>
</tr>
<tr>
<td>insurekidsnow.gov</td>
<td>95</td>
<td>90,260</td>
<td>telework.gov</td>
<td>93</td>
<td>569,475</td>
</tr>
<tr>
<td>clintonlibrary.gov</td>
<td>95</td>
<td>137,120</td>
<td>edpubs.gov</td>
<td>93</td>
<td>644,524</td>
</tr>
<tr>
<td>fedcenter.gov</td>
<td>95</td>
<td>137,649</td>
<td>brac.gov</td>
<td>93</td>
<td>872,406</td>
</tr>
<tr>
<td>bsee.gov</td>
<td>95</td>
<td>174,959</td>
<td>ibwc.gov</td>
<td>93</td>
<td>935,804</td>
</tr>
<tr>
<td>guidelines.gov</td>
<td>95</td>
<td>187,042</td>
<td>senate.gov</td>
<td>91</td>
<td>456</td>
</tr>
<tr>
<td>iarpa.gov</td>
<td>95</td>
<td>193,902</td>
<td>medlineplus.gov</td>
<td>91</td>
<td>1,078</td>
</tr>
<tr>
<td>studentaid.gov</td>
<td>95</td>
<td>195,346</td>
<td>treasury.gov</td>
<td>91</td>
<td>1,116</td>
</tr>
<tr>
<td>justthinktwice.gov</td>
<td>95</td>
<td>234,959</td>
<td>export.gov</td>
<td>91</td>
<td>1,847</td>
</tr>
<tr>
<td>agingstats.gov</td>
<td>95</td>
<td>241,759</td>
<td>cms.gov</td>
<td>91</td>
<td>1,975</td>
</tr>
<tr>
<td>stopalcoholabuse.gov</td>
<td>95</td>
<td>283,909</td>
<td>hrsa.gov</td>
<td>91</td>
<td>3,635</td>
</tr>
<tr>
<td>uscurrency.gov</td>
<td>95</td>
<td>575,870</td>
<td>healthfinder.gov</td>
<td>91</td>
<td>5,234</td>
</tr>
<tr>
<td>vote.gov</td>
<td>95</td>
<td>658,543</td>
<td>surgeongeneral.gov</td>
<td>91</td>
<td>8,611</td>
</tr>
<tr>
<td>dnfsb.gov</td>
<td>95</td>
<td>743,978</td>
<td>usitc.gov</td>
<td>91</td>
<td>10,012</td>
</tr>
<tr>
<td>niem.gov</td>
<td>95</td>
<td>796,571</td>
<td>acl.gov</td>
<td>91</td>
<td>14,015</td>
</tr>
<tr>
<td>wrp.gov</td>
<td>95</td>
<td>877,710</td>
<td>globalchange.gov</td>
<td>91</td>
<td>14,066</td>
</tr>
<tr>
<td>frtr.gov</td>
<td>95</td>
<td>920,323</td>
<td>healthit.gov</td>
<td>91</td>
<td>14,317</td>
</tr>
<tr>
<td>applicationmanager.gov</td>
<td>95</td>
<td>941,133</td>
<td>trumanlibrary.org</td>
<td>91</td>
<td>17,038</td>
</tr>
<tr>
<td>archives.gov</td>
<td>93</td>
<td>433</td>
<td>privacyshield.gov</td>
<td>91</td>
<td>18,269</td>
</tr>
<tr>
<td>sba.gov</td>
<td>93</td>
<td>1,143</td>
<td>gsaadvantage.gov</td>
<td>91</td>
<td>29,556</td>
</tr>
<tr>
<td>nsf.gov</td>
<td>93</td>
<td>1,286</td>
<td>broadbandmap.gov</td>
<td>91</td>
<td>34,499</td>
</tr>
<tr>
<td>fws.gov</td>
<td>93</td>
<td>1,490</td>
<td>pubmed.gov</td>
<td>91</td>
<td>35,065</td>
</tr>
<tr>
<td>ecf.gov</td>
<td>93</td>
<td>6,610</td>
<td>recalls.gov</td>
<td>91</td>
<td>49,487</td>
</tr>
<tr>
<td>dea.gov</td>
<td>93</td>
<td>7,344</td>
<td>ncitrf.gov</td>
<td>91</td>
<td>54,570</td>
</tr>
<tr>
<td>nara.gov</td>
<td>93</td>
<td>10,591</td>
<td>fpav.gov</td>
<td>91</td>
<td>66,369</td>
</tr>
<tr>
<td>pnl.gov</td>
<td>93</td>
<td>14,093</td>
<td>bja.gov</td>
<td>91</td>
<td>68,850</td>
</tr>
<tr>
<td>consumer.gov</td>
<td>93</td>
<td>17,482</td>
<td>bioethics.gov</td>
<td>91</td>
<td>85,493</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------</td>
<td>--------</td>
<td>-------------------------------</td>
<td>-------</td>
<td>--------</td>
</tr>
<tr>
<td>nctc.gov</td>
<td>91</td>
<td>87,514</td>
<td>fec.gov</td>
<td>89</td>
<td>6,557</td>
</tr>
<tr>
<td>womenshistorymonth.gov</td>
<td>91</td>
<td>109,565</td>
<td>huduser.gov</td>
<td>89</td>
<td>10,323</td>
</tr>
<tr>
<td>srs.gov</td>
<td>91</td>
<td>211,333</td>
<td>hiv.gov</td>
<td>89</td>
<td>17,467</td>
</tr>
<tr>
<td>africanamericanhistorymonth.gov</td>
<td>91</td>
<td>213,941</td>
<td>imls.gov</td>
<td>89</td>
<td>21,990</td>
</tr>
<tr>
<td>hudoig.gov</td>
<td>91</td>
<td>241,171</td>
<td>nutrition.gov</td>
<td>89</td>
<td>22,332</td>
</tr>
<tr>
<td>selectusa.gov</td>
<td>91</td>
<td>270,191</td>
<td>disasterassistance.gov</td>
<td>89</td>
<td>39,199</td>
</tr>
<tr>
<td>financialresearch.gov</td>
<td>91</td>
<td>489,436</td>
<td>digitalpreservation.gov</td>
<td>89</td>
<td>62,916</td>
</tr>
<tr>
<td>idmanagement.gov</td>
<td>91</td>
<td>731,860</td>
<td>tsp.gov</td>
<td>89</td>
<td>103,131</td>
</tr>
<tr>
<td>sciencebase.gov</td>
<td>90</td>
<td>1,313</td>
<td>presidentialserviceawards.gov</td>
<td>89</td>
<td>217,018</td>
</tr>
<tr>
<td>dot.gov</td>
<td>90</td>
<td>1,407</td>
<td>sec.gov</td>
<td>88</td>
<td>572</td>
</tr>
<tr>
<td>womenhistorymonth.gov</td>
<td>90</td>
<td>2,548</td>
<td>cpsc.gov</td>
<td>88</td>
<td>1,506</td>
</tr>
<tr>
<td>transportation.gov</td>
<td>90</td>
<td>3,340</td>
<td>usaid.gov</td>
<td>88</td>
<td>1,997</td>
</tr>
<tr>
<td>consumerfinance.gov</td>
<td>90</td>
<td>4,144</td>
<td>fafsa.gov</td>
<td>88</td>
<td>27,467</td>
</tr>
<tr>
<td>bts.gov</td>
<td>90</td>
<td>4,981</td>
<td>msha.gov</td>
<td>88</td>
<td>28,468</td>
</tr>
<tr>
<td>genome.gov</td>
<td>90</td>
<td>6,187</td>
<td>aoc.gov</td>
<td>88</td>
<td>28,719</td>
</tr>
<tr>
<td>dni.gov</td>
<td>90</td>
<td>7,616</td>
<td>mbda.gov</td>
<td>88</td>
<td>45,367</td>
</tr>
<tr>
<td>usmint.gov</td>
<td>90</td>
<td>8,792</td>
<td>cfda.gov</td>
<td>88</td>
<td>66,921</td>
</tr>
<tr>
<td>foodsaft.gov</td>
<td>90</td>
<td>9,649</td>
<td>gsaauctions.gov</td>
<td>88</td>
<td>129,665</td>
</tr>
<tr>
<td>childwelfare.gov</td>
<td>90</td>
<td>11,221</td>
<td>manufacturing.gov</td>
<td>88</td>
<td>206,901</td>
</tr>
<tr>
<td>ourdocuments.gov</td>
<td>90</td>
<td>20,258</td>
<td>smartgrid.gov</td>
<td>88</td>
<td>248,173</td>
</tr>
<tr>
<td>usability.gov</td>
<td>90</td>
<td>24,970</td>
<td>ncpp.gov</td>
<td>88</td>
<td>438,419</td>
</tr>
<tr>
<td>9-11commission.gov</td>
<td>90</td>
<td>37,398</td>
<td>pmf.gov</td>
<td>88</td>
<td>532,971</td>
</tr>
<tr>
<td>foia.gov</td>
<td>90</td>
<td>82,912</td>
<td>iad.gov</td>
<td>88</td>
<td>740,298</td>
</tr>
<tr>
<td>osc.gov</td>
<td>90</td>
<td>86,666</td>
<td>cnss.gov</td>
<td>88</td>
<td>836,904</td>
</tr>
<tr>
<td>ahrq.gov</td>
<td>90</td>
<td>94,904</td>
<td>doleta.gov</td>
<td>87</td>
<td>4,330</td>
</tr>
<tr>
<td>mycreditunion.gov</td>
<td>90</td>
<td>118,328</td>
<td>opm.gov</td>
<td>87</td>
<td>4,388</td>
</tr>
<tr>
<td>hru.gov</td>
<td>90</td>
<td>167,116</td>
<td>medicaid.gov</td>
<td>87</td>
<td>10,648</td>
</tr>
<tr>
<td>prc.gov</td>
<td>90</td>
<td>169,908</td>
<td>serve.gov</td>
<td>87</td>
<td>36,004</td>
</tr>
<tr>
<td>fpds.gov</td>
<td>90</td>
<td>171,080</td>
<td>uscc.gov</td>
<td>87</td>
<td>55,771</td>
</tr>
<tr>
<td>youthrules.gov</td>
<td>90</td>
<td>289,347</td>
<td>medpac.gov</td>
<td>87</td>
<td>98,197</td>
</tr>
<tr>
<td>wdl.gov</td>
<td>90</td>
<td>322,205</td>
<td>energycodes.gov</td>
<td>87</td>
<td>121,547</td>
</tr>
<tr>
<td>odni.gov</td>
<td>90</td>
<td>347,052</td>
<td>ginniemae.gov</td>
<td>87</td>
<td>128,448</td>
</tr>
<tr>
<td>pclob.gov</td>
<td>90</td>
<td>368,950</td>
<td>stopfraud.gov</td>
<td>87</td>
<td>134,862</td>
</tr>
<tr>
<td>hud.gov</td>
<td>89</td>
<td>1,344</td>
<td>truman.gov</td>
<td>87</td>
<td>162,532</td>
</tr>
<tr>
<td>sandia.gov</td>
<td>89</td>
<td>4,999</td>
<td>vehiclehistory.gov</td>
<td>87</td>
<td>296,022</td>
</tr>
<tr>
<td>commerce.gov</td>
<td>89</td>
<td>5,752</td>
<td>sciinks.gov</td>
<td>87</td>
<td>487,141</td>
</tr>
<tr>
<td>fbo.gov</td>
<td>89</td>
<td>5,986</td>
<td>geomac.gov</td>
<td>87</td>
<td>731,966</td>
</tr>
<tr>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
<td>Domain</td>
<td>Score</td>
<td>Rank</td>
</tr>
<tr>
<td>----------------</td>
<td>-------</td>
<td>-------</td>
<td>----------------</td>
<td>-------</td>
<td>-------</td>
</tr>
<tr>
<td>nehrp.gov</td>
<td>87</td>
<td>824,997</td>
<td>ndu.edu</td>
<td>84</td>
<td>21,474</td>
</tr>
<tr>
<td>safercar.gov</td>
<td>86</td>
<td>7,903</td>
<td>faasafety.gov</td>
<td>84</td>
<td>77,250</td>
</tr>
<tr>
<td>donotcall.gov</td>
<td>86</td>
<td>8,116</td>
<td>lsc.gov</td>
<td>84</td>
<td>88,816</td>
</tr>
<tr>
<td>studentloans.gov</td>
<td>86</td>
<td>15,454</td>
<td>savingsbonds.gov</td>
<td>84</td>
<td>160,647</td>
</tr>
<tr>
<td>healthypeople.gov</td>
<td>86</td>
<td>19,717</td>
<td>papahanaumokuakea.gov</td>
<td>84</td>
<td>205,712</td>
</tr>
<tr>
<td>airnow.gov</td>
<td>86</td>
<td>23,840</td>
<td>sigtarp.gov</td>
<td>84</td>
<td>249,304</td>
</tr>
<tr>
<td>cio.gov</td>
<td>86</td>
<td>34,026</td>
<td>letgirlslearn.gov</td>
<td>84</td>
<td>283,438</td>
</tr>
<tr>
<td>usccr.gov</td>
<td>86</td>
<td>60,144</td>
<td>cdc.gov</td>
<td>83</td>
<td>138</td>
</tr>
<tr>
<td>saferproducts.gov</td>
<td>86</td>
<td>61,596</td>
<td>state.gov</td>
<td>83</td>
<td>259</td>
</tr>
<tr>
<td>drought.gov</td>
<td>86</td>
<td>115,975</td>
<td>ftc.gov</td>
<td>83</td>
<td>409</td>
</tr>
<tr>
<td>ntwbc.gov</td>
<td>86</td>
<td>180,507</td>
<td>energy.gov</td>
<td>83</td>
<td>711</td>
</tr>
<tr>
<td>tswg.gov</td>
<td>86</td>
<td>985,963</td>
<td>atl.gov</td>
<td>83</td>
<td>10,449</td>
</tr>
<tr>
<td>gao.gov</td>
<td>85</td>
<td>1,902</td>
<td>climate.gov</td>
<td>83</td>
<td>14,607</td>
</tr>
<tr>
<td>arts.gov</td>
<td>85</td>
<td>7,327</td>
<td>nlrb.gov</td>
<td>83</td>
<td>16,157</td>
</tr>
<tr>
<td>stopbullying.gov</td>
<td>85</td>
<td>9,285</td>
<td>benefits.gov</td>
<td>83</td>
<td>27,616</td>
</tr>
<tr>
<td>fincen.gov</td>
<td>85</td>
<td>15,259</td>
<td>challenge.gov</td>
<td>83</td>
<td>43,970</td>
</tr>
<tr>
<td>time.gov</td>
<td>85</td>
<td>15,403</td>
<td>pacer.gov</td>
<td>83</td>
<td>51,014</td>
</tr>
<tr>
<td>ferc.gov</td>
<td>85</td>
<td>16,122</td>
<td>childstats.gov</td>
<td>83</td>
<td>61,353</td>
</tr>
<tr>
<td>ojp.gov</td>
<td>85</td>
<td>16,576</td>
<td>usap.gov</td>
<td>83</td>
<td>62,910</td>
</tr>
<tr>
<td>ncua.gov</td>
<td>85</td>
<td>23,060</td>
<td>mcc.gov</td>
<td>83</td>
<td>87,982</td>
</tr>
<tr>
<td>buyusa.gov</td>
<td>85</td>
<td>48,328</td>
<td>amberalert.gov</td>
<td>83</td>
<td>125,102</td>
</tr>
<tr>
<td>bia.gov</td>
<td>85</td>
<td>57,918</td>
<td>cuidadodesalud.gov</td>
<td>83</td>
<td>152,346</td>
</tr>
<tr>
<td>ncd.gov</td>
<td>85</td>
<td>59,887</td>
<td>adlnet.gov</td>
<td>83</td>
<td>169,931</td>
</tr>
<tr>
<td>gps.gov</td>
<td>85</td>
<td>61,903</td>
<td>uspto.gov</td>
<td>83</td>
<td>214,534</td>
</tr>
<tr>
<td>uscirs.gov</td>
<td>85</td>
<td>61,994</td>
<td>adlnet.org</td>
<td>83</td>
<td>297,503</td>
</tr>
<tr>
<td>usbg.gov</td>
<td>85</td>
<td>82,006</td>
<td>stb.gov</td>
<td>83</td>
<td>459,398</td>
</tr>
<tr>
<td>fedshirevets.gov</td>
<td>85</td>
<td>149,304</td>
<td>vef.gov</td>
<td>83</td>
<td>705,883</td>
</tr>
<tr>
<td>arm.gov</td>
<td>85</td>
<td>166,427</td>
<td>onrr.gov</td>
<td>83</td>
<td>932,962</td>
</tr>
<tr>
<td>trafficsafetymarketing.gov</td>
<td>85</td>
<td>187,220</td>
<td>congress.gov</td>
<td>82</td>
<td>950</td>
</tr>
<tr>
<td>nationalgangcenter.gov</td>
<td>85</td>
<td>283,470</td>
<td>ssa.gov</td>
<td>82</td>
<td>1,128</td>
</tr>
<tr>
<td>indianaffairs.gov</td>
<td>85</td>
<td>323,948</td>
<td>gsa.gov</td>
<td>82</td>
<td>2,529</td>
</tr>
<tr>
<td>fedramp.gov</td>
<td>85</td>
<td>326,659</td>
<td>eeoc.gov</td>
<td>82</td>
<td>2,904</td>
</tr>
<tr>
<td>lep.gov</td>
<td>85</td>
<td>504,798</td>
<td>socialsecurity.gov</td>
<td>82</td>
<td>5,145</td>
</tr>
<tr>
<td>usds.gov</td>
<td>85</td>
<td>725,460</td>
<td>eldercare.gov</td>
<td>82</td>
<td>21,073</td>
</tr>
<tr>
<td>cfo.gov</td>
<td>85</td>
<td>752,773</td>
<td>hanford.gov</td>
<td>82</td>
<td>85,111</td>
</tr>
<tr>
<td>bls.gov</td>
<td>84</td>
<td>591</td>
<td>helpwithmybank.gov</td>
<td>82</td>
<td>270,668</td>
</tr>
<tr>
<td>healthcare.gov</td>
<td>84</td>
<td>2,146</td>
<td>myra.gov</td>
<td>82</td>
<td>272,955</td>
</tr>
<tr>
<td>nrel.gov</td>
<td>84</td>
<td>3,623</td>
<td>fir.gov</td>
<td>82</td>
<td>417,486</td>
</tr>
<tr>
<td>grants.gov</td>
<td>84</td>
<td>7,406</td>
<td>911.gov</td>
<td>82</td>
<td>675,028</td>
</tr>
<tr>
<td>treasurydirect.gov</td>
<td>84</td>
<td>10,008</td>
<td>copyright.gov</td>
<td>81</td>
<td>1,457</td>
</tr>
</tbody>
</table>
## TABLE 8 CONTINUED

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>nhtsa.gov</td>
<td>81</td>
<td>2,120</td>
<td>jfklibrary.org</td>
<td>78</td>
<td>7,728</td>
</tr>
<tr>
<td>bea.gov</td>
<td>81</td>
<td>4,425</td>
<td>organdonor.gov</td>
<td>78</td>
<td>35,648</td>
</tr>
<tr>
<td>americaslibrary.gov</td>
<td>81</td>
<td>18,771</td>
<td>edu.gov</td>
<td>78</td>
<td>71,201</td>
</tr>
<tr>
<td>makinghomeaffordable.gov</td>
<td>81</td>
<td>27,567</td>
<td>bpa.gov</td>
<td>78</td>
<td>89,556</td>
</tr>
<tr>
<td>eac.gov</td>
<td>81</td>
<td>38,072</td>
<td>science360.gov</td>
<td>78</td>
<td>101,007</td>
</tr>
<tr>
<td>nsopw.gov</td>
<td>81</td>
<td>42,143</td>
<td>uspsoig.gov</td>
<td>78</td>
<td>102,867</td>
</tr>
<tr>
<td>opic.gov</td>
<td>81</td>
<td>62,611</td>
<td>osmre.gov</td>
<td>78</td>
<td>117,679</td>
</tr>
<tr>
<td>vaccines.gov</td>
<td>81</td>
<td>69,084</td>
<td>rrb.gov</td>
<td>78</td>
<td>157,248</td>
</tr>
<tr>
<td>research.gov</td>
<td>81</td>
<td>80,001</td>
<td>goes-r.gov</td>
<td>78</td>
<td>198,323</td>
</tr>
<tr>
<td>bbg.gov</td>
<td>81</td>
<td>100,162</td>
<td>fishwatch.gov</td>
<td>78</td>
<td>199,402</td>
</tr>
<tr>
<td>usich.gov</td>
<td>81</td>
<td>112,718</td>
<td>crimesolutions.gov</td>
<td>78</td>
<td>245,674</td>
</tr>
<tr>
<td>ccccc.gov</td>
<td>81</td>
<td>175,152</td>
<td>vcf.gov</td>
<td>78</td>
<td>962,022</td>
</tr>
<tr>
<td>nationalresourcedirectory.gov</td>
<td>81</td>
<td>261,969</td>
<td>cia.gov</td>
<td>77</td>
<td>650</td>
</tr>
<tr>
<td>nrd.gov</td>
<td>81</td>
<td>374,568</td>
<td>nga.gov</td>
<td>77</td>
<td>3,462</td>
</tr>
<tr>
<td>namus.gov</td>
<td>81</td>
<td>438,306</td>
<td>ada.gov</td>
<td>77</td>
<td>4,728</td>
</tr>
<tr>
<td>womenshealth.gov</td>
<td>80</td>
<td>5,229</td>
<td>cftc.gov</td>
<td>77</td>
<td>8,975</td>
</tr>
<tr>
<td>usaspending.gov</td>
<td>80</td>
<td>37,216</td>
<td>occ.gov</td>
<td>77</td>
<td>28,708</td>
</tr>
<tr>
<td>sbir.gov</td>
<td>80</td>
<td>45,814</td>
<td>arc.gov</td>
<td>77</td>
<td>101,902</td>
</tr>
<tr>
<td>abmc.gov</td>
<td>80</td>
<td>46,679</td>
<td>recoverymonth.gov</td>
<td>77</td>
<td>150,950</td>
</tr>
<tr>
<td>jimmycarterlibrary.gov</td>
<td>80</td>
<td>174,674</td>
<td>noaa.gov</td>
<td>76</td>
<td>214</td>
</tr>
<tr>
<td>osha.gov</td>
<td>79</td>
<td>1,179</td>
<td>ed.gov</td>
<td>76</td>
<td>390</td>
</tr>
<tr>
<td>fs.fed.us</td>
<td>79</td>
<td>1,578</td>
<td>usps.com</td>
<td>76</td>
<td>837</td>
</tr>
<tr>
<td>samhsa.gov</td>
<td>79</td>
<td>1,885</td>
<td>ntsb.gov</td>
<td>76</td>
<td>6,539</td>
</tr>
<tr>
<td>drugabuse.gov</td>
<td>79</td>
<td>2,719</td>
<td>americorps.gov</td>
<td>76</td>
<td>32,213</td>
</tr>
<tr>
<td>ustr.gov</td>
<td>79</td>
<td>5,307</td>
<td>jobcorps.gov</td>
<td>76</td>
<td>37,019</td>
</tr>
<tr>
<td>fnal.gov</td>
<td>79</td>
<td>5,500</td>
<td>nationalmap.gov</td>
<td>76</td>
<td>46,765</td>
</tr>
<tr>
<td>speaker.gov</td>
<td>79</td>
<td>11,196</td>
<td>osac.gov</td>
<td>76</td>
<td>57,033</td>
</tr>
<tr>
<td>secretservice.gov</td>
<td>79</td>
<td>18,923</td>
<td>csb.gov</td>
<td>76</td>
<td>69,368</td>
</tr>
<tr>
<td>distraction.gov</td>
<td>79</td>
<td>22,280</td>
<td>presidio.gov</td>
<td>76</td>
<td>87,505</td>
</tr>
<tr>
<td>solardecathlon.gov</td>
<td>79</td>
<td>58,957</td>
<td>biopreferred.gov</td>
<td>76</td>
<td>297,616</td>
</tr>
<tr>
<td>majorityleader.gov</td>
<td>79</td>
<td>61,757</td>
<td>ornl.gov</td>
<td>75</td>
<td>2,118</td>
</tr>
<tr>
<td>nersc.gov</td>
<td>79</td>
<td>71,381</td>
<td>anl.gov</td>
<td>75</td>
<td>2,598</td>
</tr>
<tr>
<td>itsis.gov</td>
<td>79</td>
<td>71,919</td>
<td>llnl.gov</td>
<td>75</td>
<td>3,231</td>
</tr>
<tr>
<td>jct.gov</td>
<td>79</td>
<td>96,319</td>
<td>usmarshals.gov</td>
<td>75</td>
<td>39,725</td>
</tr>
<tr>
<td>fmc.gov</td>
<td>79</td>
<td>101,175</td>
<td>inl.gov</td>
<td>75</td>
<td>51,817</td>
</tr>
<tr>
<td>whistleblowers.gov</td>
<td>79</td>
<td>213,108</td>
<td>govroans.gov</td>
<td>75</td>
<td>341,481</td>
</tr>
<tr>
<td>urcdatatool.gov</td>
<td>79</td>
<td>330,854</td>
<td>itdashboard.gov</td>
<td>75</td>
<td>669,979</td>
</tr>
<tr>
<td>nerc.gov</td>
<td>79</td>
<td>820,214</td>
<td>faa.gov</td>
<td>74</td>
<td>1,090</td>
</tr>
<tr>
<td>smart.gov</td>
<td>79</td>
<td>902,846</td>
<td>eia.gov</td>
<td>74</td>
<td>1,501</td>
</tr>
<tr>
<td>dol.gov</td>
<td>78</td>
<td>883</td>
<td>nationalservice.gov</td>
<td>74</td>
<td>9,127</td>
</tr>
</tbody>
</table>
### TABLE 8 CONTINUED

<table>
<thead>
<tr>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
<th>Domain</th>
<th>Score</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>globe.gov</td>
<td>74</td>
<td>40,337</td>
<td>fhfa.gov</td>
<td>67</td>
<td>31,043</td>
</tr>
<tr>
<td>sam.gov</td>
<td>74</td>
<td>50,196</td>
<td>achp.gov</td>
<td>67</td>
<td>113,794</td>
</tr>
<tr>
<td>college-drinkingprevention.gov</td>
<td>74</td>
<td>60,712</td>
<td>ussc.gov</td>
<td>66</td>
<td>41,031</td>
</tr>
<tr>
<td>fara.gov</td>
<td>74</td>
<td>103,056</td>
<td>census.gov</td>
<td>65</td>
<td>472</td>
</tr>
<tr>
<td>oge.gov</td>
<td>74</td>
<td>106,361</td>
<td>bnl.gov</td>
<td>65</td>
<td>7,036</td>
</tr>
<tr>
<td>loc.gov</td>
<td>73</td>
<td>156</td>
<td>ems.gov</td>
<td>64</td>
<td>488,371</td>
</tr>
<tr>
<td>epa.gov</td>
<td>73</td>
<td>260</td>
<td>docsteach.org</td>
<td>63</td>
<td>10,868</td>
</tr>
<tr>
<td>irs.gov</td>
<td>73</td>
<td>416</td>
<td>foreignassistance.gov</td>
<td>63</td>
<td>201,411</td>
</tr>
<tr>
<td>uscis.gov</td>
<td>73</td>
<td>1,629</td>
<td>smokefree.gov</td>
<td>62</td>
<td>15,318</td>
</tr>
<tr>
<td>federalregister.gov</td>
<td>73</td>
<td>2,260</td>
<td>cdifund.gov</td>
<td>62</td>
<td>124,256</td>
</tr>
<tr>
<td>fdic.gov</td>
<td>73</td>
<td>3,284</td>
<td>acwi.gov</td>
<td>62</td>
<td>691,305</td>
</tr>
<tr>
<td>recreation.gov</td>
<td>73</td>
<td>9,012</td>
<td>gop.gov</td>
<td>60</td>
<td>43,731</td>
</tr>
<tr>
<td>juvenilecouncil.gov</td>
<td>73</td>
<td>212,144</td>
<td>democraticeleader.gov</td>
<td>60</td>
<td>75,692</td>
</tr>
<tr>
<td>volunteer.gov</td>
<td>73</td>
<td>239,243</td>
<td>plainlanguage.gov</td>
<td>60</td>
<td>103,841</td>
</tr>
<tr>
<td>bjs.gov</td>
<td>72</td>
<td>6,208</td>
<td>lbl.gov</td>
<td>59</td>
<td>1,595</td>
</tr>
<tr>
<td>nicic.gov</td>
<td>72</td>
<td>42,943</td>
<td>mentalhealth.gov</td>
<td>58</td>
<td>46,899</td>
</tr>
<tr>
<td>fdlp.gov</td>
<td>72</td>
<td>181,423</td>
<td>nationsreportcard.gov</td>
<td>57</td>
<td>71,13</td>
</tr>
<tr>
<td>thecoolspot.gov</td>
<td>72</td>
<td>215,850</td>
<td>nro.gov</td>
<td>57</td>
<td>144,044</td>
</tr>
<tr>
<td>apps.gov</td>
<td>72</td>
<td>257,832</td>
<td>wapa.gov</td>
<td>56</td>
<td>246,391</td>
</tr>
<tr>
<td>ovcctac.gov</td>
<td>72</td>
<td>911,165</td>
<td>ojdp.gov</td>
<td>55</td>
<td>27,867</td>
</tr>
<tr>
<td>poolsafety.gov</td>
<td>71</td>
<td>75,220</td>
<td>pbgc.gov</td>
<td>54</td>
<td>50,696</td>
</tr>
<tr>
<td>usgs.gov</td>
<td>70</td>
<td>393</td>
<td>mspb.gov</td>
<td>54</td>
<td>215,030</td>
</tr>
<tr>
<td>uscourts.gov</td>
<td>70</td>
<td>1,182</td>
<td>arctic.gov</td>
<td>53</td>
<td>808,339</td>
</tr>
<tr>
<td>nij.gov</td>
<td>70</td>
<td>19,043</td>
<td>choosemyplate.gov</td>
<td>52</td>
<td>4,158</td>
</tr>
<tr>
<td>mymoney.gov</td>
<td>70</td>
<td>45,132</td>
<td>myplate.gov</td>
<td>52</td>
<td>593,063</td>
</tr>
<tr>
<td>udall.gov</td>
<td>70</td>
<td>161,422</td>
<td>mymedicare.gov</td>
<td>51</td>
<td>244,142</td>
</tr>
<tr>
<td>invasivespeciesinfo.gov</td>
<td>69</td>
<td>78,215</td>
<td>trade.gov</td>
<td>50</td>
<td>10,603</td>
</tr>
<tr>
<td>fgdc.gov</td>
<td>69</td>
<td>89,303</td>
<td>pmi.gov</td>
<td>50</td>
<td>602,770</td>
</tr>
<tr>
<td>tigta.gov</td>
<td>69</td>
<td>558,726</td>
<td>federallabs.org</td>
<td>48</td>
<td>34,889</td>
</tr>
<tr>
<td>data.gov</td>
<td>68</td>
<td>9,103</td>
<td>usphs.gov</td>
<td>47</td>
<td>69,476</td>
</tr>
<tr>
<td>nixonlibrary.gov</td>
<td>68</td>
<td>68,278</td>
<td>federalreserve.gov   **</td>
<td>1,439</td>
<td></td>
</tr>
<tr>
<td>tsunami.gov</td>
<td>68</td>
<td>316,948</td>
<td>lanl.gov            **</td>
<td>2,665</td>
<td></td>
</tr>
<tr>
<td>energystar.gov</td>
<td>67</td>
<td>1,769</td>
<td>blm.gov            **</td>
<td>3,307</td>
<td></td>
</tr>
<tr>
<td>aviationweather.gov</td>
<td>67</td>
<td>24,862</td>
<td>ars-grin.gov       **</td>
<td>32,550</td>
<td></td>
</tr>
</tbody>
</table>

** Accessibility testing tool could not run successfully on this website.
RECOMMENDATIONS
As this report illustrates, most federal websites continue not to perform well in at least one of the reviewed benchmarks. Although individual websites made improvements, there are several steps the federal government should take to ensure that it continues to improve and optimize its websites. These include:

- Launching a website modernization sprint to fix known problems;
- Requiring federal websites to meet basic desktop and mobile page-load speeds;
- Launching a website consolidation initiative;
- Requiring all federal agencies to report website analytics;
- Appointing a federal CIO; and
- Encouraging nonexecutive agencies and branches of government to adopt federal website standards and practices.

THE WHITE HOUSE SHOULD LAUNCH A SERIES OF WEBSITE MODERNIZATION “SPRINTS” TO FIX KNOWN PROBLEMS WITH THE MOST POPULAR GOVERNMENT WEBSITES
The Trump administration is interested in improving IT infrastructure of the federal government. In May 2017, the president established the American Technology Council. That same month he signed Executive Order (EO) 13800, Strengthening the Cybersecurity of Federal Networks and Critical Infrastructure, which tasked the director of the American Technology Council to coordinate a report regarding the modernization of federal IT. The initiative outlines ways for the government to increase its cybersecurity posture, modernize the IT system, and create a stronger partnership with the IT industry. Although this initiative is a general step in the right direction, an appendix should be added that directly addresses federal website standards and known vulnerabilities. The White House should direct agencies to launch a series of “sprints” to address known problems, especially those that fail to meet security and accessibility requirements for websites. This is prudent given the threats that cyberattacks pose to national governments. As the National Infrastructure Advisory Council wrote earlier this year, “there is a narrow and fleeting window of opportunity before a watershed, 9/11-level cyber-attack to organize effectively and take bold action.”

THE WHITE HOUSE SHOULD MANDATE THAT WEBSITES MEET DESKTOP AND MOBILE PAGE-LOAD SPEED REQUIREMENTS.
As discussed above, many federal agencies have yet to optimize their websites for speed. Past administrations have set the precedent of establishing standards and best practices based on consumer convenience, accessibility, and security for federal websites. Given that the majority of federal websites still need to significantly improve their page-load speeds, the White House should direct the federal Chief Information Officer (CIO) to work with the Office of Management and Budget (OMB) to develop federal guidelines on page-load speed across devices. In 2015, three of four Americans used the Internet to obtain information about government services at the federal, state, and local levels. Government websites get millions of visitors each day. In the last three months alone, U.S. government websites had 2.51 billion visitors, the majority of whom were domestic users. Of those visits, 54.8 percent were from a desktop and 45.2 percent were either from a mobile device or tablet. Therefore, it is critical that the government upgrade federal websites to ensure fast page-load speeds on both desktops and mobiles to ensure that citizens can access government websites in a timely manner.
THE WHITE HOUSE SHOULD LAUNCH A WEBSITE CONSOLIDATION INITIATIVE.
In mid-March President Trump signed an executive order aimed at cutting federal government waste with the intention of improving the efficiency, effectiveness, and accountability of the executive branch. As part of the Trump administration’s effort to increase efficiency and effectiveness, the Office of Management and Budget (OMB) and the Federal CIO Council should launch a website consolidation initiative with the goal of eliminating and consolidating duplicative or unnecessary websites. Additionally, each newly created website should have a planned life cycle, which details a specific date when that website should be removed (and archived) or renewed and refreshed. The same planning mechanism should be employed for old government websites.

GSA, IN COLLABORATION WITH WHITE HOUSE, SHOULD MANDATE THAT ALL AGENCIES MONITOR AND REPORT WEBSITE ANALYTICS.
The federal government should better track website metrics to promote accountability. First, federal agencies should enforce the OMB requirement that federal government agencies should participate in the Digital Analytics Program (DAP) hosted by the Government Services Administration (GSA). As of October 2017, 63 percent of federal government websites participate in DAP. This is an improvement from last year when only 52 percent of federal government websites were participating. Of those websites not participating in DAP, many scored poorly against the benchmarks analyzed in this report. For example, the U.S. Trade Representative (ustr.gov) is not currently participating in DAP and failed all four metric tests reviewed in this report. In addition, DAP does not currently review subdomains (e.g., Travel.state.gov). Nevertheless, these are also frequently visited websites and should be included in future reviews.

Second, the federal government should expand DAP to include additional metrics, such as page-load speed, mobile friendliness, and accessibility. Currently, DAP publishes web-traffic data, including information on the types of devices used to access federal websites, while 18F—a digital service agency within the General Service Administration (GSA)—tracks which government domains use HTTPS and participate in DAP through its online platform called “Pulse” (pulse.cio.gov). Although each of these are helpful, DAP should include more metrics that site managers need to improve government websites. Additionally, combining the two websites will help avoid duplicative content online.

Third, the government should consolidate the data it collects on federal websites into a single public dashboard. Currently the data is reported on several websites, including Pulse.CIO.gov and Analytics.USA.gov. By creating a single dashboard for benchmarking federal websites, the public will be able to more easily access information. Additionally, the government will be able to ensure that federal agencies are held accountable for the state of their websites.

Fourth, GSA should create a shared suite of tools through which federal agencies can test their websites on specific metrics, including page-load speed, mobile friendliness, security, and accessibility. Since virtually all of these tests can be automated, the federal government should mandate that each agency regularly test its websites against each of these metrics, because, as the findings in this report demonstrate, websites’ performance levels can deteriorate over short periods of time.

Finally, the White House should require that federal agencies with websites that fail to meet minimum requirements develop remediation plans. The White House and Congress should hold senior agency officials responsible for successfully executing these plans.
By developing a single set of metrics for agency websites, ensuring that all agencies participate, and holding agencies accountable for how their websites score, the federal government can create a better and more consistent experience across federal government websites.

**APPOINT A FEDERAL CIO TO LEAD FEDERAL IT MODERNIZATION EFFORTS.**

As of November 2017, the Trump administration had not yet appointed a Federal Chief Information Officer. The Federal CIO oversees all federal technology spending and IT policy, and strives to bridge the gap between the public and private sector on technology and innovation.91 While there is an acting CIO, appointing a federal CIO will create stronger accountability and oversight of federal IT systems. Moreover, appointing a federal CIO is likely a necessary initial step before the Trump administration will follow through on earlier commitments it has made to modernize the federal government’s IT infrastructure and implement recommendations offered by the American Technology Council.92

**CONGRESS AND THE WHITE HOUSE SHOULD ENCOURAGE NONEXECUTIVE AGENCIES AND OTHER BRANCHES OF THE GOVERNMENT TO ADOPT FEDERAL WEBSITES BEST PRACTICES.**

In May 2017, ITIF conducted a short follow-up report, which detailed how certain legislative websites were performing across the same metrics explored in this report. The study found 99 percent of legislative websites reviewed failed at least one of the metric tests.93 In this report, we found that certain congressional websites performed particularly poorly compared to the initial report released in March and the legislative report released in May. One example is the Speaker of the House of Representatives (speaker.gov), which failed several of the metrics tests and continues to not have HTTPS or DNSSEC enabled.

Legislative websites are not the only websites falling behind. Judicial websites are also performing poorly. An example is the United States Courts (uscourts.gov), which failed several metric tests and does not have HTTPS or DNSSEC enabled.

Nonexecutive agencies are not required to follow the same rules as the executive branch with regards to their websites. Yet, these websites are also an important resource of information for individuals and businesses, and the public likely expects them to deliver the same standard of service as any other federal government websites. Therefore, the three branches of the federal government should consider establishing a working group to develop guidelines, based on existing best practices in the private sector and to advise the executive branch on creating better and more secure websites across the federal government.

**CONCLUSION**

The second edition of the *Benchmarking U.S. Government Websites* report demonstrates that six months after the release of the initial report, federal government agencies have made little progress on improving their websites. The federal government oftentimes moves slowly when it comes to implementing new best practices. Nevertheless, it is incumbent on the Trump administration and Congress to build upon previous initiatives to modernize federal websites and push for them to be more convenient, accessible, and secure. These efforts will continue to come to fruition by identifying key problems, creating clear plans to address them, and promoting a government-wide system for measuring website metrics.
## APPENDIX

Popular federal websites ranked across all metrics (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Overall Score</th>
<th>MM Rank</th>
<th>Desktop Speed</th>
<th>Mobile Speed</th>
<th>Mobile Friendly</th>
<th>DNSSEC</th>
<th>SSL</th>
<th>Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>vote.gov</td>
<td>95.5</td>
<td>658,543</td>
<td>92</td>
<td>85</td>
<td>100</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>ibwc.gov</td>
<td>87.3</td>
<td>935,804</td>
<td>99</td>
<td>99</td>
<td>89</td>
<td>100</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>nist.gov</td>
<td>87.2</td>
<td>539</td>
<td>88</td>
<td>82</td>
<td>92</td>
<td>100</td>
<td>92</td>
<td>100</td>
</tr>
<tr>
<td>bop.gov</td>
<td>86.3</td>
<td>13,840</td>
<td>76</td>
<td>71</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>science.gov</td>
<td>86.3</td>
<td>28,568</td>
<td>82</td>
<td>67</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>osti.gov</td>
<td>85.7</td>
<td>10,914</td>
<td>86</td>
<td>72</td>
<td>92</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>fbi.gov</td>
<td>85.2</td>
<td>610</td>
<td>72</td>
<td>70</td>
<td>97</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>ameslab.gov</td>
<td>85.1</td>
<td>42,697</td>
<td>85</td>
<td>72</td>
<td>90</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>fhfaoig.gov</td>
<td>85.1</td>
<td>903,178</td>
<td>75</td>
<td>62</td>
<td>100</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>justice.gov</td>
<td>84.4</td>
<td>824</td>
<td>77</td>
<td>64</td>
<td>96</td>
<td>100</td>
<td>91</td>
<td>100</td>
</tr>
<tr>
<td>investor.gov</td>
<td>84.1</td>
<td>46,094</td>
<td>75</td>
<td>55</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>usajobs.gov</td>
<td>84.0</td>
<td>4,713</td>
<td>77</td>
<td>53</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>whitehouse.gov</td>
<td>83.8</td>
<td>192</td>
<td>72</td>
<td>57</td>
<td>98</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>fda.gov</td>
<td>83.7</td>
<td>258</td>
<td>68</td>
<td>58</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>nih.gov</td>
<td>83.7</td>
<td>52</td>
<td>86</td>
<td>57</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>visitthecapitol.gov</td>
<td>83.6</td>
<td>71,706</td>
<td>77</td>
<td>63</td>
<td>93</td>
<td>100</td>
<td>91</td>
<td>100</td>
</tr>
<tr>
<td>usda.gov</td>
<td>83.3</td>
<td>248</td>
<td>69</td>
<td>54</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>alaskacenters.gov</td>
<td>83.2</td>
<td>445,799</td>
<td>70</td>
<td>52</td>
<td>99</td>
<td>100</td>
<td>96</td>
<td>100</td>
</tr>
<tr>
<td>share.america.gov</td>
<td>83.1</td>
<td>10,269</td>
<td>66</td>
<td>60</td>
<td>97</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>uspto.gov</td>
<td>82.9</td>
<td>522</td>
<td>73</td>
<td>50</td>
<td>99</td>
<td>100</td>
<td>91</td>
<td>100</td>
</tr>
<tr>
<td>guidelines.gov</td>
<td>82.9</td>
<td>187,042</td>
<td>80</td>
<td>64</td>
<td>98</td>
<td>100</td>
<td>85</td>
<td>95</td>
</tr>
<tr>
<td>health.gov</td>
<td>82.9</td>
<td>4,522</td>
<td>76</td>
<td>66</td>
<td>96</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>usa.gov</td>
<td>82.8</td>
<td>594</td>
<td>100</td>
<td>37</td>
<td>100</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>guideline.gov</td>
<td>82.8</td>
<td>19,083</td>
<td>79</td>
<td>64</td>
<td>98</td>
<td>100</td>
<td>85</td>
<td>95</td>
</tr>
<tr>
<td>exim.gov</td>
<td>82.6</td>
<td>36,130</td>
<td>67</td>
<td>52</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>healthfinder.gov</td>
<td>82.6</td>
<td>5,234</td>
<td>81</td>
<td>66</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>sustainablecommunities.gov</td>
<td>82.5</td>
<td>585,178</td>
<td>75</td>
<td>63</td>
<td>88</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>disasterassistance.gov</td>
<td>82.0</td>
<td>39,199</td>
<td>81</td>
<td>69</td>
<td>98</td>
<td>100</td>
<td>93</td>
<td>89</td>
</tr>
<tr>
<td>consumer.gov</td>
<td>81.9</td>
<td>17,482</td>
<td>77</td>
<td>57</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>93</td>
</tr>
<tr>
<td>applicationmanager.gov</td>
<td>81.8</td>
<td>941,133</td>
<td>75</td>
<td>52</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>fcc.gov</td>
<td>81.7</td>
<td>760</td>
<td>66</td>
<td>46</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>medlineplus.gov</td>
<td>81.7</td>
<td>1,078</td>
<td>78</td>
<td>66</td>
<td>96</td>
<td>100</td>
<td>95</td>
<td>91</td>
</tr>
<tr>
<td>nano.gov</td>
<td>81.6</td>
<td>58,766</td>
<td>63</td>
<td>49</td>
<td>99</td>
<td>100</td>
<td>91</td>
<td>100</td>
</tr>
<tr>
<td>clinicaltrials.gov</td>
<td>81.6</td>
<td>1,313</td>
<td>81</td>
<td>67</td>
<td>95</td>
<td>100</td>
<td>95</td>
<td>90</td>
</tr>
<tr>
<td>fema.gov</td>
<td>81.5</td>
<td>821</td>
<td>69</td>
<td>49</td>
<td>95</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>phe.gov</td>
<td>81.3</td>
<td>59,054</td>
<td>78</td>
<td>60</td>
<td>92</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>hudoig.gov</td>
<td>81.1</td>
<td>241,717</td>
<td>80</td>
<td>55</td>
<td>100</td>
<td>100</td>
<td>91</td>
<td>91</td>
</tr>
<tr>
<td>its.blrdoc.gov</td>
<td>81.1</td>
<td>79,017</td>
<td>78</td>
<td>64</td>
<td>97</td>
<td>100</td>
<td>78</td>
<td>93</td>
</tr>
<tr>
<td>hispanicheritagemonth.gov</td>
<td>81.1</td>
<td>211,081</td>
<td>70</td>
<td>56</td>
<td>100</td>
<td>100</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>smartgrid.gov</td>
<td>81.1</td>
<td>248,173</td>
<td>76</td>
<td>72</td>
<td>99</td>
<td>100</td>
<td>85</td>
<td>88</td>
</tr>
</tbody>
</table>
### APPENDIX CONTINUED

Popular federal websites ranked across all metrics (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Overall Score</th>
<th>MM Rank</th>
<th>Desktop Speed</th>
<th>Mobile Speed</th>
<th>Mobile Friendly</th>
<th>DNSSEC</th>
<th>SSL</th>
<th>Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>ttb.gov</td>
<td>81.1</td>
<td>45,942</td>
<td>55</td>
<td>47</td>
<td>100</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>ni.gov</td>
<td>81.0</td>
<td>796,571</td>
<td>69</td>
<td>58</td>
<td>96</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>serve.gov</td>
<td>80.9</td>
<td>36,004</td>
<td>81</td>
<td>69</td>
<td>97</td>
<td>100</td>
<td>91</td>
<td>87</td>
</tr>
<tr>
<td>consumerfinance.gov</td>
<td>80.8</td>
<td>4,144</td>
<td>79</td>
<td>57</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>90</td>
</tr>
<tr>
<td>nasa.gov</td>
<td>80.7</td>
<td>108</td>
<td>62</td>
<td>46</td>
<td>96</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>trumanlibrary.org</td>
<td>80.6</td>
<td>17,038</td>
<td>68</td>
<td>58</td>
<td>100</td>
<td>100</td>
<td>96</td>
<td>91</td>
</tr>
<tr>
<td>donotcall.gov</td>
<td>80.3</td>
<td>8,116</td>
<td>76</td>
<td>64</td>
<td>100</td>
<td>100</td>
<td>95</td>
<td>86</td>
</tr>
<tr>
<td>uscg.gov</td>
<td>80.3</td>
<td>501,673</td>
<td>67</td>
<td>56</td>
<td>98</td>
<td>100</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>tsa.gov</td>
<td>80.2</td>
<td>2,455</td>
<td>63</td>
<td>48</td>
<td>93</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>medicare.gov</td>
<td>80.1</td>
<td>2,168</td>
<td>49</td>
<td>53</td>
<td>96</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>stopalcoholabuse.gov</td>
<td>80.0</td>
<td>283,909</td>
<td>92</td>
<td>81</td>
<td>100</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>justthinktwice.gov</td>
<td>79.9</td>
<td>234,959</td>
<td>63</td>
<td>49</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>womenshistorymonth.gov</td>
<td>79.9</td>
<td>109,565</td>
<td>67</td>
<td>55</td>
<td>100</td>
<td>100</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>onguardonline.gov</td>
<td>79.8</td>
<td>10,253</td>
<td>65</td>
<td>45</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>cancer.gov</td>
<td>79.6</td>
<td>901</td>
<td>55</td>
<td>38</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>uscurrency.gov</td>
<td>79.6</td>
<td>575,870</td>
<td>59</td>
<td>50</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>code.gov</td>
<td>79.5</td>
<td>923,771</td>
<td>78</td>
<td>68</td>
<td>100</td>
<td>0</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>tsp.gov</td>
<td>79.3</td>
<td>103,131</td>
<td>66</td>
<td>58</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>89</td>
</tr>
<tr>
<td>vets.gov</td>
<td>79.3</td>
<td>184,939</td>
<td>71</td>
<td>52</td>
<td>99</td>
<td>100</td>
<td>79</td>
<td>93</td>
</tr>
<tr>
<td>africanamericanhistorymonth.gov</td>
<td>79.3</td>
<td>213,941</td>
<td>64</td>
<td>53</td>
<td>100</td>
<td>100</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>pay.gov</td>
<td>79.2</td>
<td>177,551</td>
<td>54</td>
<td>41</td>
<td>99</td>
<td>100</td>
<td>86</td>
<td>100</td>
</tr>
<tr>
<td>cbo.gov</td>
<td>79.1</td>
<td>3,714</td>
<td>82</td>
<td>65</td>
<td>99</td>
<td>0</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>myra.gov</td>
<td>79.0</td>
<td>272,955</td>
<td>77</td>
<td>65</td>
<td>100</td>
<td>100</td>
<td>95</td>
<td>82</td>
</tr>
<tr>
<td>aoc.gov</td>
<td>79.0</td>
<td>28,719</td>
<td>79</td>
<td>54</td>
<td>99</td>
<td>100</td>
<td>85</td>
<td>88</td>
</tr>
<tr>
<td>hru.gov</td>
<td>79.0</td>
<td>167,116</td>
<td>65</td>
<td>55</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>90</td>
</tr>
<tr>
<td>fbijobs.gov</td>
<td>79.0</td>
<td>105,427</td>
<td>49</td>
<td>42</td>
<td>98</td>
<td>100</td>
<td>92</td>
<td>100</td>
</tr>
<tr>
<td>ftccomplaintassistant.gov</td>
<td>78.9</td>
<td>13,822</td>
<td>60</td>
<td>57</td>
<td>91</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>mycreditunion.gov</td>
<td>78.8</td>
<td>118,328</td>
<td>77</td>
<td>67</td>
<td>97</td>
<td>100</td>
<td>60</td>
<td>90</td>
</tr>
<tr>
<td>hhs.gov</td>
<td>78.7</td>
<td>603</td>
<td>60</td>
<td>41</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>dhhs.gov</td>
<td>78.7</td>
<td>12,176</td>
<td>60</td>
<td>41</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>cms.gov</td>
<td>78.6</td>
<td>1,975</td>
<td>65</td>
<td>48</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>91</td>
</tr>
<tr>
<td>hiv.gov</td>
<td>78.6</td>
<td>17,467</td>
<td>72</td>
<td>60</td>
<td>93</td>
<td>100</td>
<td>93</td>
<td>89</td>
</tr>
<tr>
<td>ornl.gov</td>
<td>78.6</td>
<td>2,118</td>
<td>85</td>
<td>80</td>
<td>98</td>
<td>100</td>
<td>93</td>
<td>75</td>
</tr>
<tr>
<td>indianaffairs.gov</td>
<td>78.6</td>
<td>323,948</td>
<td>89</td>
<td>44</td>
<td>99</td>
<td>100</td>
<td>96</td>
<td>85</td>
</tr>
<tr>
<td>uscc.gov</td>
<td>78.4</td>
<td>55,771</td>
<td>76</td>
<td>62</td>
<td>95</td>
<td>100</td>
<td>85</td>
<td>87</td>
</tr>
<tr>
<td>nara.gov</td>
<td>78.4</td>
<td>10,591</td>
<td>71</td>
<td>56</td>
<td>91</td>
<td>100</td>
<td>85</td>
<td>93</td>
</tr>
<tr>
<td>fordlibrarymuseum.gov</td>
<td>78.4</td>
<td>79,659</td>
<td>52</td>
<td>50</td>
<td>94</td>
<td>100</td>
<td>85</td>
<td>100</td>
</tr>
<tr>
<td>lsc.gov</td>
<td>78.4</td>
<td>88,816</td>
<td>79</td>
<td>67</td>
<td>95</td>
<td>100</td>
<td>86</td>
<td>84</td>
</tr>
<tr>
<td>nwcg.gov</td>
<td>78.3</td>
<td>34,088</td>
<td>60</td>
<td>51</td>
<td>92</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>usability.gov</td>
<td>78.3</td>
<td>24,970</td>
<td>64</td>
<td>47</td>
<td>100</td>
<td>100</td>
<td>95</td>
<td>90</td>
</tr>
</tbody>
</table>
### APPENDIX CONTINUED

**Popular federal websites ranked across all metrics (2017).**

<table>
<thead>
<tr>
<th>Domain</th>
<th>Overall Score</th>
<th>MM Rank</th>
<th>Desktop Speed</th>
<th>Mobile Speed</th>
<th>Mobile Friendly</th>
<th>DNSSEC</th>
<th>SSL</th>
<th>Access.</th>
</tr>
</thead>
<tbody>
<tr>
<td>iarpa.gov</td>
<td>78.2</td>
<td>193,902</td>
<td>62</td>
<td>44</td>
<td>95</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>alzheimers.gov</td>
<td>78.1</td>
<td>542,938</td>
<td>52</td>
<td>47</td>
<td>100</td>
<td>100</td>
<td>63</td>
<td>100</td>
</tr>
<tr>
<td>ncd.gov</td>
<td>78.1</td>
<td>59,887</td>
<td>77</td>
<td>67</td>
<td>91</td>
<td>100</td>
<td>93</td>
<td>85</td>
</tr>
<tr>
<td>childwelfare.gov</td>
<td>77.9</td>
<td>11,221</td>
<td>72</td>
<td>59</td>
<td>89</td>
<td>100</td>
<td>93</td>
<td>90</td>
</tr>
<tr>
<td>listo.gov</td>
<td>77.9</td>
<td>583,774</td>
<td>41</td>
<td>36</td>
<td>100</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>archives.gov</td>
<td>77.9</td>
<td>433</td>
<td>67</td>
<td>48</td>
<td>91</td>
<td>100</td>
<td>97</td>
<td>93</td>
</tr>
<tr>
<td>usaid.gov</td>
<td>77.9</td>
<td>1,997</td>
<td>69</td>
<td>57</td>
<td>95</td>
<td>100</td>
<td>91</td>
<td>88</td>
</tr>
<tr>
<td>frtr.gov</td>
<td>77.8</td>
<td>920,323</td>
<td>90</td>
<td>85</td>
<td>58</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>ncirs.gov</td>
<td>77.8</td>
<td>5,696</td>
<td>48</td>
<td>41</td>
<td>94</td>
<td>100</td>
<td>92</td>
<td>100</td>
</tr>
<tr>
<td>defense.gov</td>
<td>77.8</td>
<td>1,407</td>
<td>53</td>
<td>54</td>
<td>100</td>
<td>100</td>
<td>93</td>
<td>90</td>
</tr>
<tr>
<td>econsumer.gov</td>
<td>77.8</td>
<td>92,587</td>
<td>46</td>
<td>37</td>
<td>96</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>cbp.gov</td>
<td>77.6</td>
<td>2,000</td>
<td>49</td>
<td>38</td>
<td>94</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>dnfsb.gov</td>
<td>77.5</td>
<td>743,978</td>
<td>69</td>
<td>60</td>
<td>80</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>section508.gov</td>
<td>77.4</td>
<td>9,391</td>
<td>80</td>
<td>66</td>
<td>64</td>
<td>100</td>
<td>91</td>
<td>100</td>
</tr>
<tr>
<td>ffiec.gov</td>
<td>77.4</td>
<td>23,694</td>
<td>85</td>
<td>81</td>
<td>60</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>ncbi.nlm.nih.gov</td>
<td>77.3</td>
<td>84</td>
<td>84</td>
<td>67</td>
<td>60</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>hhs.gov</td>
<td>77.3</td>
<td>3,635</td>
<td>63</td>
<td>44</td>
<td>97</td>
<td>100</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>idmanagement.gov</td>
<td>77.2</td>
<td>728,074</td>
<td>55</td>
<td>45</td>
<td>100</td>
<td>100</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>sightarp.gov</td>
<td>77.2</td>
<td>249,304</td>
<td>73</td>
<td>55</td>
<td>97</td>
<td>100</td>
<td>93</td>
<td>84</td>
</tr>
<tr>
<td>genome.gov</td>
<td>77.1</td>
<td>6,187</td>
<td>56</td>
<td>48</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>90</td>
</tr>
<tr>
<td>trafficsafetymarketing.gov</td>
<td>77.1</td>
<td>187,220</td>
<td>75</td>
<td>51</td>
<td>99</td>
<td>100</td>
<td>85</td>
<td>85</td>
</tr>
<tr>
<td>agingstats.gov</td>
<td>77.0</td>
<td>241,759</td>
<td>75</td>
<td>62</td>
<td>77</td>
<td>100</td>
<td>85</td>
<td>95</td>
</tr>
<tr>
<td>privacysheild.gov</td>
<td>77.0</td>
<td>18,269</td>
<td>61</td>
<td>45</td>
<td>97</td>
<td>100</td>
<td>91</td>
<td>91</td>
</tr>
<tr>
<td>girlshealth.gov</td>
<td>77.0</td>
<td>73,085</td>
<td>72</td>
<td>60</td>
<td>86</td>
<td>100</td>
<td>93</td>
<td>89</td>
</tr>
<tr>
<td>pepfar.gov</td>
<td>76.9</td>
<td>63,016</td>
<td>45</td>
<td>42</td>
<td>98</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>mbda.gov</td>
<td>76.9</td>
<td>45,367</td>
<td>59</td>
<td>51</td>
<td>99</td>
<td>100</td>
<td>91</td>
<td>88</td>
</tr>
<tr>
<td>onr.gov</td>
<td>76.8</td>
<td>932,962</td>
<td>72</td>
<td>58</td>
<td>96</td>
<td>100</td>
<td>93</td>
<td>83</td>
</tr>
<tr>
<td>financialresearch.gov</td>
<td>76.8</td>
<td>489,436</td>
<td>54</td>
<td>50</td>
<td>96</td>
<td>100</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>fueleconomy.gov</td>
<td>76.7</td>
<td>6,124</td>
<td>49</td>
<td>44</td>
<td>95</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>congress.gov</td>
<td>76.7</td>
<td>950</td>
<td>73</td>
<td>66</td>
<td>92</td>
<td>100</td>
<td>93</td>
<td>82</td>
</tr>
<tr>
<td>pppl.gov</td>
<td>76.6</td>
<td>44,053</td>
<td>87</td>
<td>76</td>
<td>94</td>
<td>100</td>
<td>55</td>
<td>93</td>
</tr>
<tr>
<td>eftps.gov</td>
<td>76.6</td>
<td>96,310</td>
<td>80</td>
<td>66</td>
<td>60</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>firstgov.gov</td>
<td>76.6</td>
<td>9,112</td>
<td>45</td>
<td>36</td>
<td>100</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>telework.gov</td>
<td>76.6</td>
<td>569,475</td>
<td>53</td>
<td>45</td>
<td>95</td>
<td>100</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>kids.gov</td>
<td>76.6</td>
<td>59,531</td>
<td>39</td>
<td>28</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>reginfo.gov</td>
<td>76.5</td>
<td>47,449</td>
<td>66</td>
<td>44</td>
<td>79</td>
<td>100</td>
<td>91</td>
<td>100</td>
</tr>
<tr>
<td>ftc.gov</td>
<td>76.5</td>
<td>409</td>
<td>62</td>
<td>57</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>83</td>
</tr>
<tr>
<td>bja.gov</td>
<td>76.4</td>
<td>68,850</td>
<td>63</td>
<td>51</td>
<td>90</td>
<td>100</td>
<td>92</td>
<td>91</td>
</tr>
<tr>
<td>sec.gov</td>
<td>76.4</td>
<td>572</td>
<td>63</td>
<td>43</td>
<td>98</td>
<td>100</td>
<td>95</td>
<td>88</td>
</tr>
<tr>
<td>studentloans.gov</td>
<td>76.3</td>
<td>15,454</td>
<td>61</td>
<td>51</td>
<td>97</td>
<td>100</td>
<td>96</td>
<td>86</td>
</tr>
</tbody>
</table>
### Popular federal websites ranked across all metrics (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Overall Score</th>
<th>MM Rank</th>
<th>Desktop Speed</th>
<th>Mobile Speed</th>
<th>Mobile Friendly</th>
<th>DNSSEC</th>
<th>SSL</th>
<th>Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>state.gov</td>
<td>76.3</td>
<td>259</td>
<td>68</td>
<td>58</td>
<td>97</td>
<td>100</td>
<td>89</td>
<td>83</td>
</tr>
<tr>
<td>nnnim.gov</td>
<td>76.3</td>
<td>65,218</td>
<td>48</td>
<td>40</td>
<td>95</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>fletc.gov</td>
<td>76.2</td>
<td>164,848</td>
<td>66</td>
<td>55</td>
<td>71</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>medicaid.gov</td>
<td>76.2</td>
<td>10,648</td>
<td>68</td>
<td>46</td>
<td>95</td>
<td>100</td>
<td>95</td>
<td>87</td>
</tr>
<tr>
<td>nhtsa.gov</td>
<td>76.1</td>
<td>2,120</td>
<td>72</td>
<td>58</td>
<td>99</td>
<td>100</td>
<td>85</td>
<td>81</td>
</tr>
<tr>
<td>insurekidsnow.gov</td>
<td>76.1</td>
<td>90,260</td>
<td>56</td>
<td>43</td>
<td>89</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>9-11commission.gov</td>
<td>76.0</td>
<td>37,398</td>
<td>90</td>
<td>77</td>
<td>62</td>
<td>100</td>
<td>95</td>
<td>90</td>
</tr>
<tr>
<td>doleta.gov</td>
<td>75.9</td>
<td>4,330</td>
<td>60</td>
<td>54</td>
<td>93</td>
<td>100</td>
<td>95</td>
<td>87</td>
</tr>
<tr>
<td>digitalgov.gov</td>
<td>75.9</td>
<td>105,697</td>
<td>56</td>
<td>40</td>
<td>100</td>
<td>100</td>
<td>93</td>
<td>89</td>
</tr>
<tr>
<td>helpwithmybank.gov</td>
<td>75.9</td>
<td>270,668</td>
<td>76</td>
<td>57</td>
<td>93</td>
<td>100</td>
<td>91</td>
<td>82</td>
</tr>
<tr>
<td>clintonlibrary.gov</td>
<td>75.8</td>
<td>137,120</td>
<td>40</td>
<td>34</td>
<td>100</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>nationalgangcenter.gov</td>
<td>75.8</td>
<td>283,470</td>
<td>71</td>
<td>53</td>
<td>95</td>
<td>100</td>
<td>83</td>
<td>85</td>
</tr>
<tr>
<td>ntsi.gov</td>
<td>75.8</td>
<td>28,046</td>
<td>39</td>
<td>34</td>
<td>92</td>
<td>100</td>
<td>96</td>
<td>100</td>
</tr>
<tr>
<td>sba.gov</td>
<td>75.7</td>
<td>1,143</td>
<td>46</td>
<td>41</td>
<td>97</td>
<td>100</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>msha.gov</td>
<td>75.7</td>
<td>28,468</td>
<td>59</td>
<td>47</td>
<td>99</td>
<td>100</td>
<td>83</td>
<td>88</td>
</tr>
<tr>
<td>imils.gov</td>
<td>75.7</td>
<td>21,990</td>
<td>57</td>
<td>48</td>
<td>95</td>
<td>100</td>
<td>91</td>
<td>89</td>
</tr>
<tr>
<td>wdot.gov</td>
<td>75.7</td>
<td>322,205</td>
<td>86</td>
<td>73</td>
<td>65</td>
<td>100</td>
<td>94</td>
<td>90</td>
</tr>
<tr>
<td>ahrq.gov</td>
<td>75.6</td>
<td>2,548</td>
<td>64</td>
<td>47</td>
<td>96</td>
<td>100</td>
<td>74</td>
<td>90</td>
</tr>
<tr>
<td>nrel.gov</td>
<td>75.6</td>
<td>3,623</td>
<td>54</td>
<td>64</td>
<td>95</td>
<td>100</td>
<td>91</td>
<td>84</td>
</tr>
<tr>
<td>truman.gov</td>
<td>75.6</td>
<td>162,532</td>
<td>86</td>
<td>73</td>
<td>97</td>
<td>0</td>
<td>97</td>
<td>87</td>
</tr>
<tr>
<td>drugabuse.gov</td>
<td>75.5</td>
<td>2,719</td>
<td>73</td>
<td>54</td>
<td>98</td>
<td>100</td>
<td>95</td>
<td>79</td>
</tr>
<tr>
<td>drought.gov</td>
<td>75.4</td>
<td>115,975</td>
<td>54</td>
<td>61</td>
<td>92</td>
<td>100</td>
<td>93</td>
<td>86</td>
</tr>
<tr>
<td>nps.gov</td>
<td>75.4</td>
<td>358</td>
<td>34</td>
<td>25</td>
<td>98</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>ssa.gov</td>
<td>75.3</td>
<td>1,128</td>
<td>68</td>
<td>50</td>
<td>97</td>
<td>100</td>
<td>95</td>
<td>82</td>
</tr>
<tr>
<td>socialsecurity.gov</td>
<td>75.3</td>
<td>5,145</td>
<td>68</td>
<td>50</td>
<td>97</td>
<td>100</td>
<td>95</td>
<td>82</td>
</tr>
<tr>
<td>wrp.gov</td>
<td>75.3</td>
<td>877,710</td>
<td>79</td>
<td>63</td>
<td>66</td>
<td>100</td>
<td>89</td>
<td>95</td>
</tr>
<tr>
<td>lln.gov</td>
<td>75.3</td>
<td>3,231</td>
<td>74</td>
<td>61</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>75</td>
</tr>
<tr>
<td>ahcpr.gov</td>
<td>75.3</td>
<td>94,904</td>
<td>62</td>
<td>46</td>
<td>96</td>
<td>100</td>
<td>74</td>
<td>90</td>
</tr>
<tr>
<td>stopfraud.gov</td>
<td>75.2</td>
<td>134,862</td>
<td>57</td>
<td>52</td>
<td>98</td>
<td>100</td>
<td>79</td>
<td>87</td>
</tr>
<tr>
<td>usbr.gov</td>
<td>75.2</td>
<td>9,711</td>
<td>28</td>
<td>30</td>
<td>98</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>bia.gov</td>
<td>75.2</td>
<td>57,918</td>
<td>59</td>
<td>44</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>85</td>
</tr>
<tr>
<td>sciijinks.gov</td>
<td>75.1</td>
<td>487,141</td>
<td>44</td>
<td>52</td>
<td>98</td>
<td>100</td>
<td>95</td>
<td>87</td>
</tr>
<tr>
<td>911.gov</td>
<td>75.0</td>
<td>675,028</td>
<td>69</td>
<td>53</td>
<td>97</td>
<td>100</td>
<td>85</td>
<td>82</td>
</tr>
<tr>
<td>atf.gov</td>
<td>75.0</td>
<td>10,449</td>
<td>59</td>
<td>50</td>
<td>98</td>
<td>100</td>
<td>95</td>
<td>83</td>
</tr>
<tr>
<td>studentaid.gov</td>
<td>74.9</td>
<td>195,346</td>
<td>51</td>
<td>39</td>
<td>92</td>
<td>100</td>
<td>85</td>
<td>95</td>
</tr>
<tr>
<td>peacecorps.gov</td>
<td>74.9</td>
<td>8,561</td>
<td>45</td>
<td>39</td>
<td>92</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>ic3.gov</td>
<td>74.9</td>
<td>4,966</td>
<td>83</td>
<td>61</td>
<td>62</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>senate.gov</td>
<td>74.9</td>
<td>456</td>
<td>43</td>
<td>39</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>secretservice.gov</td>
<td>74.9</td>
<td>18,923</td>
<td>73</td>
<td>58</td>
<td>93</td>
<td>100</td>
<td>95</td>
<td>79</td>
</tr>
<tr>
<td>supremecourt.gov</td>
<td>74.9</td>
<td>1,966</td>
<td>69</td>
<td>56</td>
<td>92</td>
<td>0</td>
<td>93</td>
<td>100</td>
</tr>
</tbody>
</table>
### APPENDIX CONTINUED

Popular federal websites ranked across all metrics (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Overall Score</th>
<th>MM Rank</th>
<th>Desktop Speed</th>
<th>Mobile Speed</th>
<th>Mobile Friendly</th>
<th>DNSSEC</th>
<th>SSL</th>
<th>Access.</th>
</tr>
</thead>
<tbody>
<tr>
<td>copyright.gov</td>
<td>74.8</td>
<td>1,457</td>
<td>66</td>
<td>55</td>
<td>95</td>
<td>100</td>
<td>93</td>
<td>81</td>
</tr>
<tr>
<td>cio.gov</td>
<td>74.7</td>
<td>34,026</td>
<td>65</td>
<td>48</td>
<td>91</td>
<td>100</td>
<td>93</td>
<td>86</td>
</tr>
<tr>
<td>bls.gov</td>
<td>74.6</td>
<td>591</td>
<td>49</td>
<td>74</td>
<td>100</td>
<td>100</td>
<td>55</td>
<td>84</td>
</tr>
<tr>
<td>nrc.gov</td>
<td>74.6</td>
<td>7,809</td>
<td>68</td>
<td>56</td>
<td>62</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>prc.gov</td>
<td>74.5</td>
<td>169,908</td>
<td>57</td>
<td>45</td>
<td>92</td>
<td>100</td>
<td>85</td>
<td>90</td>
</tr>
<tr>
<td>abmc.gov</td>
<td>74.4</td>
<td>46,679</td>
<td>61</td>
<td>51</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>80</td>
</tr>
<tr>
<td>cdc.gov</td>
<td>74.4</td>
<td>138</td>
<td>47</td>
<td>54</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>83</td>
</tr>
<tr>
<td>va.gov</td>
<td>74.4</td>
<td>750</td>
<td>47</td>
<td>38</td>
<td>94</td>
<td>100</td>
<td>79</td>
<td>95</td>
</tr>
<tr>
<td>feb.gov</td>
<td>74.3</td>
<td>31,594</td>
<td>59</td>
<td>44</td>
<td>80</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>nifc.gov</td>
<td>74.2</td>
<td>23,822</td>
<td>71</td>
<td>54</td>
<td>60</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>ice.gov</td>
<td>74.2</td>
<td>4,441</td>
<td>30</td>
<td>24</td>
<td>96</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>benefits.gov</td>
<td>74.1</td>
<td>27,616</td>
<td>62</td>
<td>49</td>
<td>95</td>
<td>100</td>
<td>91</td>
<td>83</td>
</tr>
<tr>
<td>dni.gov</td>
<td>74.1</td>
<td>27,616</td>
<td>43</td>
<td>36</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>90</td>
</tr>
<tr>
<td>odni.gov</td>
<td>74.1</td>
<td>347,052</td>
<td>43</td>
<td>36</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>90</td>
</tr>
<tr>
<td>acl.gov</td>
<td>74.1</td>
<td>14,015</td>
<td>47</td>
<td>40</td>
<td>96</td>
<td>100</td>
<td>85</td>
<td>91</td>
</tr>
<tr>
<td>whistleblowers.gov</td>
<td>74.1</td>
<td>213,108</td>
<td>72</td>
<td>51</td>
<td>94</td>
<td>100</td>
<td>95</td>
<td>79</td>
</tr>
<tr>
<td>ofr.gov</td>
<td>74.1</td>
<td>53,292</td>
<td>77</td>
<td>63</td>
<td>63</td>
<td>100</td>
<td>85</td>
<td>95</td>
</tr>
<tr>
<td>dhs.gov</td>
<td>74.0</td>
<td>737</td>
<td>47</td>
<td>34</td>
<td>98</td>
<td>100</td>
<td>93</td>
<td>90</td>
</tr>
<tr>
<td>regulations.gov</td>
<td>73.9</td>
<td>3,390</td>
<td>74</td>
<td>53</td>
<td>66</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>juvenicouncil.gov</td>
<td>73.9</td>
<td>212,144</td>
<td>100</td>
<td>100</td>
<td>64</td>
<td>100</td>
<td>92</td>
<td>73</td>
</tr>
<tr>
<td>fedramp.gov</td>
<td>73.9</td>
<td>326,659</td>
<td>56</td>
<td>38</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>85</td>
</tr>
<tr>
<td>organdonor.gov</td>
<td>73.9</td>
<td>35,648</td>
<td>68</td>
<td>62</td>
<td>92</td>
<td>100</td>
<td>91</td>
<td>78</td>
</tr>
<tr>
<td>doi.gov</td>
<td>73.8</td>
<td>5,089</td>
<td>31</td>
<td>33</td>
<td>96</td>
<td>100</td>
<td>96</td>
<td>95</td>
</tr>
<tr>
<td>nitrd.gov</td>
<td>73.8</td>
<td>103,053</td>
<td>7</td>
<td>66</td>
<td>82</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>usembassy.gov</td>
<td>73.7</td>
<td>814</td>
<td>84</td>
<td>66</td>
<td>67</td>
<td>100</td>
<td>55</td>
<td>95</td>
</tr>
<tr>
<td>womenshealth.gov</td>
<td>73.7</td>
<td>5,229</td>
<td>58</td>
<td>51</td>
<td>98</td>
<td>100</td>
<td>93</td>
<td>80</td>
</tr>
<tr>
<td>huduser.gov</td>
<td>73.6</td>
<td>10,323</td>
<td>49</td>
<td>30</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>89</td>
</tr>
<tr>
<td>distraction.gov</td>
<td>73.6</td>
<td>22,280</td>
<td>64</td>
<td>51</td>
<td>99</td>
<td>100</td>
<td>85</td>
<td>79</td>
</tr>
<tr>
<td>irs.gov</td>
<td>73.4</td>
<td>416</td>
<td>74</td>
<td>54</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>73</td>
</tr>
<tr>
<td>makinghomeaffordable.gov</td>
<td>73.4</td>
<td>27,567</td>
<td>62</td>
<td>39</td>
<td>100</td>
<td>100</td>
<td>93</td>
<td>81</td>
</tr>
<tr>
<td>manufacturing.gov</td>
<td>73.4</td>
<td>206,901</td>
<td>53</td>
<td>37</td>
<td>94</td>
<td>100</td>
<td>93</td>
<td>88</td>
</tr>
<tr>
<td>export.gov</td>
<td>73.4</td>
<td>1,847</td>
<td>44</td>
<td>34</td>
<td>95</td>
<td>100</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>faa.gov</td>
<td>73.3</td>
<td>1,090</td>
<td>74</td>
<td>60</td>
<td>93</td>
<td>100</td>
<td>95</td>
<td>74</td>
</tr>
<tr>
<td>acquisition.gov</td>
<td>73.3</td>
<td>65,915</td>
<td>31</td>
<td>27</td>
<td>99</td>
<td>100</td>
<td>91</td>
<td>95</td>
</tr>
<tr>
<td>recalls.gov</td>
<td>73.3</td>
<td>49,487</td>
<td>72</td>
<td>61</td>
<td>66</td>
<td>100</td>
<td>95</td>
<td>91</td>
</tr>
<tr>
<td>jimmycarterlibrary.gov</td>
<td>73.2</td>
<td>174,674</td>
<td>62</td>
<td>48</td>
<td>95</td>
<td>100</td>
<td>95</td>
<td>80</td>
</tr>
<tr>
<td>selectusa.gov</td>
<td>73.2</td>
<td>270,191</td>
<td>42</td>
<td>33</td>
<td>97</td>
<td>100</td>
<td>89</td>
<td>91</td>
</tr>
<tr>
<td>nsf.gov</td>
<td>73.2</td>
<td>1,286</td>
<td>38</td>
<td>33</td>
<td>97</td>
<td>100</td>
<td>85</td>
<td>93</td>
</tr>
<tr>
<td>ecfr.gov</td>
<td>73.1</td>
<td>6,610</td>
<td>79</td>
<td>60</td>
<td>63</td>
<td>100</td>
<td>85</td>
<td>93</td>
</tr>
<tr>
<td>healthcare.gov</td>
<td>73.1</td>
<td>2,146</td>
<td>53</td>
<td>36</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>84</td>
</tr>
</tbody>
</table>
### APPENDIX CONTINUED

Popular federal websites ranked across all metrics (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Overall Score</th>
<th>MM Rank</th>
<th>Desktop Speed</th>
<th>Mobile Speed</th>
<th>Mobile Friendly</th>
<th>DNSSEC</th>
<th>SSL</th>
<th>Access.</th>
</tr>
</thead>
<tbody>
<tr>
<td>sbir.gov</td>
<td>73.1</td>
<td>45,814</td>
<td>55</td>
<td>47</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>80</td>
</tr>
<tr>
<td>fdic.gov</td>
<td>73.1</td>
<td>3,284</td>
<td>69</td>
<td>59</td>
<td>97</td>
<td>100</td>
<td>93</td>
<td>73</td>
</tr>
<tr>
<td>papahanaumokuakea.gov</td>
<td>73.1</td>
<td>205,712</td>
<td>59</td>
<td>41</td>
<td>94</td>
<td>100</td>
<td>93</td>
<td>84</td>
</tr>
<tr>
<td>nsopw.gov</td>
<td>73.0</td>
<td>42,143</td>
<td>56</td>
<td>46</td>
<td>98</td>
<td>100</td>
<td>91</td>
<td>81</td>
</tr>
<tr>
<td>nwbc.gov</td>
<td>73.0</td>
<td>180,507</td>
<td>82</td>
<td>69</td>
<td>66</td>
<td>100</td>
<td>89</td>
<td>86</td>
</tr>
<tr>
<td>nsa.gov</td>
<td>73.0</td>
<td>3,442</td>
<td>71</td>
<td>53</td>
<td>93</td>
<td>0</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>brac.gov</td>
<td>73.0</td>
<td>872,406</td>
<td>86</td>
<td>73</td>
<td>81</td>
<td>100</td>
<td>46</td>
<td>93</td>
</tr>
<tr>
<td>sss.gov</td>
<td>73.0</td>
<td>23,278</td>
<td>28</td>
<td>23</td>
<td>92</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>commerce.gov</td>
<td>72.9</td>
<td>5,752</td>
<td>46</td>
<td>34</td>
<td>96</td>
<td>100</td>
<td>91</td>
<td>89</td>
</tr>
<tr>
<td>usitc.gov</td>
<td>72.8</td>
<td>10,012</td>
<td>75</td>
<td>65</td>
<td>62</td>
<td>100</td>
<td>91</td>
<td>91</td>
</tr>
<tr>
<td>usaspending.gov</td>
<td>72.7</td>
<td>37,216</td>
<td>61</td>
<td>43</td>
<td>97</td>
<td>100</td>
<td>93</td>
<td>80</td>
</tr>
<tr>
<td>sandia.gov</td>
<td>72.7</td>
<td>4,999</td>
<td>63</td>
<td>69</td>
<td>99</td>
<td>100</td>
<td>0</td>
<td>89</td>
</tr>
<tr>
<td>science360.gov</td>
<td>72.7</td>
<td>101,007</td>
<td>61</td>
<td>54</td>
<td>94</td>
<td>100</td>
<td>93</td>
<td>78</td>
</tr>
<tr>
<td>geomac.gov</td>
<td>72.6</td>
<td>731,966</td>
<td>82</td>
<td>68</td>
<td>62</td>
<td>100</td>
<td>93</td>
<td>87</td>
</tr>
<tr>
<td>fedbizopps.gov</td>
<td>72.6</td>
<td>180,106</td>
<td>80</td>
<td>66</td>
<td>60</td>
<td>100</td>
<td>95</td>
<td>89</td>
</tr>
<tr>
<td>bbg.gov</td>
<td>72.6</td>
<td>100,162</td>
<td>58</td>
<td>38</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>81</td>
</tr>
<tr>
<td>cuidadodesalud.gov</td>
<td>72.6</td>
<td>152,346</td>
<td>53</td>
<td>35</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>83</td>
</tr>
<tr>
<td>everykidinapark.gov</td>
<td>72.5</td>
<td>137,346</td>
<td>47</td>
<td>43</td>
<td>99</td>
<td>0</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>nlrb.gov</td>
<td>72.5</td>
<td>16,157</td>
<td>54</td>
<td>46</td>
<td>93</td>
<td>100</td>
<td>93</td>
<td>83</td>
</tr>
<tr>
<td>pubmed.gov</td>
<td>72.5</td>
<td>35,065</td>
<td>82</td>
<td>58</td>
<td>60</td>
<td>100</td>
<td>95</td>
<td>91</td>
</tr>
<tr>
<td>cfda.gov</td>
<td>72.5</td>
<td>68,921</td>
<td>80</td>
<td>66</td>
<td>61</td>
<td>100</td>
<td>95</td>
<td>88</td>
</tr>
<tr>
<td>usmint.gov</td>
<td>72.4</td>
<td>8,792</td>
<td>31</td>
<td>32</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>90</td>
</tr>
<tr>
<td>fira.gov</td>
<td>72.4</td>
<td>417,486</td>
<td>83</td>
<td>62</td>
<td>71</td>
<td>100</td>
<td>95</td>
<td>82</td>
</tr>
<tr>
<td>nga.gov</td>
<td>72.3</td>
<td>3,462</td>
<td>58</td>
<td>47</td>
<td>100</td>
<td>100</td>
<td>91</td>
<td>77</td>
</tr>
<tr>
<td>cpsc.gov</td>
<td>72.3</td>
<td>1,506</td>
<td>45</td>
<td>34</td>
<td>95</td>
<td>100</td>
<td>93</td>
<td>88</td>
</tr>
<tr>
<td>fishwatch.gov</td>
<td>72.3</td>
<td>199,402</td>
<td>52</td>
<td>54</td>
<td>99</td>
<td>100</td>
<td>86</td>
<td>78</td>
</tr>
<tr>
<td>house.gov</td>
<td>72.3</td>
<td>399</td>
<td>60</td>
<td>42</td>
<td>94</td>
<td>0</td>
<td>91</td>
<td>100</td>
</tr>
<tr>
<td>fbo.gov</td>
<td>72.3</td>
<td>5,986</td>
<td>77</td>
<td>66</td>
<td>60</td>
<td>100</td>
<td>95</td>
<td>89</td>
</tr>
<tr>
<td>financ.gov</td>
<td>72.3</td>
<td>15,259</td>
<td>56</td>
<td>48</td>
<td>87</td>
<td>100</td>
<td>92</td>
<td>85</td>
</tr>
<tr>
<td>uspsaoig.gov</td>
<td>72.2</td>
<td>102,867</td>
<td>60</td>
<td>49</td>
<td>98</td>
<td>100</td>
<td>85</td>
<td>78</td>
</tr>
<tr>
<td>transportation.gov</td>
<td>72.2</td>
<td>3,340</td>
<td>53</td>
<td>40</td>
<td>85</td>
<td>100</td>
<td>91</td>
<td>90</td>
</tr>
<tr>
<td>sciencebase.gov</td>
<td>72.2</td>
<td>731,860</td>
<td>51</td>
<td>38</td>
<td>84</td>
<td>100</td>
<td>95</td>
<td>91</td>
</tr>
<tr>
<td>identitytheft.gov</td>
<td>72.1</td>
<td>49,675</td>
<td>33</td>
<td>12</td>
<td>92</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>govloans.gov</td>
<td>72.0</td>
<td>341,481</td>
<td>71</td>
<td>48</td>
<td>95</td>
<td>100</td>
<td>91</td>
<td>75</td>
</tr>
<tr>
<td>globe.gov</td>
<td>72.0</td>
<td>40,337</td>
<td>65</td>
<td>48</td>
<td>98</td>
<td>100</td>
<td>95</td>
<td>74</td>
</tr>
<tr>
<td>feedthefuture.gov</td>
<td>71.9</td>
<td>123,033</td>
<td>61</td>
<td>54</td>
<td>66</td>
<td>100</td>
<td>95</td>
<td>93</td>
</tr>
<tr>
<td>uscis.gov</td>
<td>71.7</td>
<td>1,629</td>
<td>63</td>
<td>50</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>73</td>
</tr>
<tr>
<td>ovc.gov</td>
<td>71.7</td>
<td>151,503</td>
<td>40</td>
<td>29</td>
<td>92</td>
<td>100</td>
<td>85</td>
<td>93</td>
</tr>
<tr>
<td>stb.gov</td>
<td>71.7</td>
<td>459,398</td>
<td>81</td>
<td>68</td>
<td>64</td>
<td>100</td>
<td>95</td>
<td>83</td>
</tr>
<tr>
<td>usps.com</td>
<td>71.6</td>
<td>837</td>
<td>51</td>
<td>51</td>
<td>99</td>
<td>100</td>
<td>92</td>
<td>76</td>
</tr>
<tr>
<td>Domain</td>
<td>Overall Score</td>
<td>MM Rank</td>
<td>Desktop Speed</td>
<td>Mobile Speed</td>
<td>Mobile Friendly</td>
<td>DNSSEC</td>
<td>SSL</td>
<td>Access</td>
</tr>
<tr>
<td>-------------------------</td>
<td>---------------</td>
<td>---------</td>
<td>---------------</td>
<td>--------------</td>
<td>----------------</td>
<td>--------</td>
<td>-----</td>
<td>--------</td>
</tr>
<tr>
<td>dot.gov</td>
<td>71.6</td>
<td>601</td>
<td>51</td>
<td>36</td>
<td>85</td>
<td>100</td>
<td>92</td>
<td>90</td>
</tr>
<tr>
<td>fafsa.gov</td>
<td>71.5</td>
<td>27,467</td>
<td>65</td>
<td>54</td>
<td>72</td>
<td>100</td>
<td>91</td>
<td>88</td>
</tr>
<tr>
<td>mcc.gov</td>
<td>71.5</td>
<td>87,982</td>
<td>46</td>
<td>38</td>
<td>97</td>
<td>100</td>
<td>92</td>
<td>83</td>
</tr>
<tr>
<td>bsee.gov</td>
<td>71.4</td>
<td>174,280</td>
<td>20</td>
<td>19</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>95</td>
</tr>
<tr>
<td>cftc.gov</td>
<td>71.3</td>
<td>8,975</td>
<td>69</td>
<td>56</td>
<td>91</td>
<td>100</td>
<td>75</td>
<td>77</td>
</tr>
<tr>
<td>namus.gov</td>
<td>71.3</td>
<td>438,306</td>
<td>86</td>
<td>71</td>
<td>65</td>
<td>100</td>
<td>85</td>
<td>81</td>
</tr>
<tr>
<td>ourdocuments.gov</td>
<td>71.3</td>
<td>20,258</td>
<td>73</td>
<td>54</td>
<td>62</td>
<td>100</td>
<td>97</td>
<td>90</td>
</tr>
<tr>
<td>americaslibrary.gov</td>
<td>71.2</td>
<td>18,771</td>
<td>88</td>
<td>84</td>
<td>67</td>
<td>100</td>
<td>55</td>
<td>81</td>
</tr>
<tr>
<td>ihs.gov</td>
<td>71.2</td>
<td>25,094</td>
<td>35</td>
<td>28</td>
<td>93</td>
<td>100</td>
<td>85</td>
<td>93</td>
</tr>
<tr>
<td>usbg.gov</td>
<td>71.2</td>
<td>82,006</td>
<td>69</td>
<td>12</td>
<td>96</td>
<td>100</td>
<td>93</td>
<td>85</td>
</tr>
<tr>
<td>access-board.gov</td>
<td>71.1</td>
<td>16,306</td>
<td>65</td>
<td>46</td>
<td>63</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>ncicfrf.gov</td>
<td>70.9</td>
<td>54,570</td>
<td>71</td>
<td>51</td>
<td>63</td>
<td>100</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>energycodes.gov</td>
<td>70.9</td>
<td>121,547</td>
<td>75</td>
<td>62</td>
<td>64</td>
<td>100</td>
<td>85</td>
<td>87</td>
</tr>
<tr>
<td>fjc.gov</td>
<td>70.9</td>
<td>31,455</td>
<td>64</td>
<td>52</td>
<td>91</td>
<td>0</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>pmf.gov</td>
<td>70.9</td>
<td>532,971</td>
<td>72</td>
<td>57</td>
<td>63</td>
<td>100</td>
<td>95</td>
<td>88</td>
</tr>
<tr>
<td>time.gov</td>
<td>70.9</td>
<td>15,403</td>
<td>61</td>
<td>56</td>
<td>73</td>
<td>100</td>
<td>96</td>
<td>85</td>
</tr>
<tr>
<td>edpubs.gov</td>
<td>70.8</td>
<td>644,524</td>
<td>64</td>
<td>52</td>
<td>61</td>
<td>100</td>
<td>96</td>
<td>93</td>
</tr>
<tr>
<td>ncua.gov</td>
<td>70.8</td>
<td>23,060</td>
<td>52</td>
<td>40</td>
<td>98</td>
<td>100</td>
<td>60</td>
<td>85</td>
</tr>
<tr>
<td>fws.gov</td>
<td>70.6</td>
<td>1,490</td>
<td>27</td>
<td>22</td>
<td>95</td>
<td>100</td>
<td>92</td>
<td>93</td>
</tr>
<tr>
<td>collegedrinkingprevention.gov</td>
<td>70.5</td>
<td>60,712</td>
<td>76</td>
<td>37</td>
<td>93</td>
<td>100</td>
<td>95</td>
<td>74</td>
</tr>
<tr>
<td>nctc.gov</td>
<td>70.5</td>
<td>87,514</td>
<td>25</td>
<td>21</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>data.gov</td>
<td>70.5</td>
<td>9,103</td>
<td>68</td>
<td>52</td>
<td>99</td>
<td>100</td>
<td>91</td>
<td>68</td>
</tr>
<tr>
<td>osha.gov</td>
<td>70.3</td>
<td>1,179</td>
<td>54</td>
<td>37</td>
<td>95</td>
<td>100</td>
<td>93</td>
<td>79</td>
</tr>
<tr>
<td>healthit.gov</td>
<td>70.3</td>
<td>14,317</td>
<td>66</td>
<td>47</td>
<td>66</td>
<td>100</td>
<td>89</td>
<td>91</td>
</tr>
<tr>
<td>gpo.gov</td>
<td>70.2</td>
<td>720</td>
<td>65</td>
<td>49</td>
<td>60</td>
<td>100</td>
<td>85</td>
<td>95</td>
</tr>
<tr>
<td>osc.gov</td>
<td>70.1</td>
<td>86,666</td>
<td>68</td>
<td>43</td>
<td>67</td>
<td>100</td>
<td>93</td>
<td>90</td>
</tr>
<tr>
<td>research.gov</td>
<td>70.1</td>
<td>80,001</td>
<td>83</td>
<td>63</td>
<td>66</td>
<td>100</td>
<td>85</td>
<td>81</td>
</tr>
<tr>
<td>nutrition.gov</td>
<td>70.0</td>
<td>22,332</td>
<td>79</td>
<td>57</td>
<td>58</td>
<td>100</td>
<td>85</td>
<td>89</td>
</tr>
<tr>
<td>idthereft.gov</td>
<td>70.0</td>
<td>633,739</td>
<td>16</td>
<td>10</td>
<td>92</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
<tr>
<td>recoverymonth.gov</td>
<td>70.0</td>
<td>150,950</td>
<td>53</td>
<td>44</td>
<td>94</td>
<td>100</td>
<td>91</td>
<td>77</td>
</tr>
<tr>
<td>fec.gov</td>
<td>69.9</td>
<td>6,557</td>
<td>63</td>
<td>47</td>
<td>99</td>
<td>0</td>
<td>86</td>
<td>89</td>
</tr>
<tr>
<td>vehiclehistory.gov</td>
<td>69.9</td>
<td>296,022</td>
<td>76</td>
<td>57</td>
<td>60</td>
<td>100</td>
<td>91</td>
<td>87</td>
</tr>
<tr>
<td>epa.gov</td>
<td>69.8</td>
<td>260</td>
<td>55</td>
<td>48</td>
<td>95</td>
<td>100</td>
<td>95</td>
<td>73</td>
</tr>
<tr>
<td>fedcenter.gov</td>
<td>69.7</td>
<td>137,649</td>
<td>62</td>
<td>48</td>
<td>58</td>
<td>100</td>
<td>91</td>
<td>95</td>
</tr>
<tr>
<td>orau.gov</td>
<td>69.7</td>
<td>62,917</td>
<td>11</td>
<td>15</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>lep.gov</td>
<td>69.6</td>
<td>504,798</td>
<td>81</td>
<td>62</td>
<td>61</td>
<td>100</td>
<td>79</td>
<td>85</td>
</tr>
<tr>
<td>usgs.gov</td>
<td>69.6</td>
<td>393</td>
<td>68</td>
<td>57</td>
<td>88</td>
<td>100</td>
<td>95</td>
<td>70</td>
</tr>
<tr>
<td>youthrules.gov</td>
<td>69.6</td>
<td>289,347</td>
<td>61</td>
<td>50</td>
<td>64</td>
<td>100</td>
<td>93</td>
<td>90</td>
</tr>
<tr>
<td>usich.gov</td>
<td>69.6</td>
<td>112,718</td>
<td>77</td>
<td>56</td>
<td>99</td>
<td>0</td>
<td>85</td>
<td>81</td>
</tr>
<tr>
<td>moneyfactory.gov</td>
<td>69.5</td>
<td>48,322</td>
<td>43</td>
<td>38</td>
<td>62</td>
<td>100</td>
<td>95</td>
<td>100</td>
</tr>
</tbody>
</table>
### APPENDIX CONTINUED

**Popular federal websites ranked across all metrics (2017).**

<table>
<thead>
<tr>
<th>Domain</th>
<th>Overall Score</th>
<th>MM Rank</th>
<th>Desktop Speed</th>
<th>Mobile Speed</th>
<th>Mobile Friendly</th>
<th>DNSSEC</th>
<th>SSL</th>
<th>Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>loc.gov</td>
<td>69.5</td>
<td>156</td>
<td>52</td>
<td>44</td>
<td>98</td>
<td>100</td>
<td>93</td>
<td>73</td>
</tr>
<tr>
<td>buyusa.gov</td>
<td>69.4</td>
<td>48,328</td>
<td>80</td>
<td>66</td>
<td>65</td>
<td>100</td>
<td>60</td>
<td>85</td>
</tr>
<tr>
<td>pnnl.gov</td>
<td>69.4</td>
<td>21,128</td>
<td>45</td>
<td>39</td>
<td>72</td>
<td>100</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>fvap.gov</td>
<td>69.4</td>
<td>66,369</td>
<td>44</td>
<td>35</td>
<td>87</td>
<td>100</td>
<td>66</td>
<td>91</td>
</tr>
<tr>
<td>inl.gov</td>
<td>69.3</td>
<td>51,817</td>
<td>66</td>
<td>36</td>
<td>97</td>
<td>100</td>
<td>78</td>
<td>75</td>
</tr>
<tr>
<td>unicor.gov</td>
<td>69.1</td>
<td>289,791</td>
<td>44</td>
<td>47</td>
<td>57</td>
<td>100</td>
<td>89</td>
<td>100</td>
</tr>
<tr>
<td>fpds.gov</td>
<td>69.0</td>
<td>171,080</td>
<td>66</td>
<td>46</td>
<td>62</td>
<td>100</td>
<td>91</td>
<td>90</td>
</tr>
<tr>
<td>ovcttac.gov</td>
<td>68.9</td>
<td>911,165</td>
<td>58</td>
<td>36</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>72</td>
</tr>
<tr>
<td>presidentialserviceawards.gov</td>
<td>68.8</td>
<td>217,018</td>
<td>65</td>
<td>49</td>
<td>61</td>
<td>100</td>
<td>93</td>
<td>89</td>
</tr>
<tr>
<td>childstats.gov</td>
<td>68.6</td>
<td>61,353</td>
<td>75</td>
<td>53</td>
<td>63</td>
<td>100</td>
<td>93</td>
<td>83</td>
</tr>
<tr>
<td>uspto.gov</td>
<td>68.6</td>
<td>214,534</td>
<td>63</td>
<td>57</td>
<td>95</td>
<td>0</td>
<td>93</td>
<td>83</td>
</tr>
<tr>
<td>foodsecurity.gov</td>
<td>68.6</td>
<td>9,649</td>
<td>63</td>
<td>45</td>
<td>61</td>
<td>100</td>
<td>95</td>
<td>90</td>
</tr>
<tr>
<td>bea.gov</td>
<td>68.5</td>
<td>4,425</td>
<td>76</td>
<td>61</td>
<td>61</td>
<td>100</td>
<td>93</td>
<td>81</td>
</tr>
<tr>
<td>occ.gov</td>
<td>68.5</td>
<td>28,708</td>
<td>39</td>
<td>34</td>
<td>100</td>
<td>100</td>
<td>91</td>
<td>77</td>
</tr>
<tr>
<td>ofcm.gov</td>
<td>68.5</td>
<td>194,232</td>
<td>35</td>
<td>34</td>
<td>96</td>
<td>100</td>
<td>0</td>
<td>100</td>
</tr>
<tr>
<td>amberalert.gov</td>
<td>68.5</td>
<td>125,102</td>
<td>71</td>
<td>60</td>
<td>63</td>
<td>100</td>
<td>85</td>
<td>83</td>
</tr>
<tr>
<td>cia.gov</td>
<td>68.3</td>
<td>650</td>
<td>45</td>
<td>37</td>
<td>94</td>
<td>100</td>
<td>93</td>
<td>77</td>
</tr>
<tr>
<td>fedshirevets.gov</td>
<td>68.3</td>
<td>149,304</td>
<td>65</td>
<td>50</td>
<td>64</td>
<td>100</td>
<td>95</td>
<td>85</td>
</tr>
<tr>
<td>ucrdatatool.gov</td>
<td>68.2</td>
<td>330,854</td>
<td>82</td>
<td>68</td>
<td>59</td>
<td>100</td>
<td>85</td>
<td>79</td>
</tr>
<tr>
<td>foia.gov</td>
<td>68.1</td>
<td>82,912</td>
<td>61</td>
<td>46</td>
<td>65</td>
<td>100</td>
<td>79</td>
<td>90</td>
</tr>
<tr>
<td>nagh.org</td>
<td>68.1</td>
<td>463,144</td>
<td>28</td>
<td>27</td>
<td>70</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>us-cert.gov</td>
<td>68.1</td>
<td>3,298</td>
<td>68</td>
<td>51</td>
<td>67</td>
<td>0</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>its.gov</td>
<td>68.1</td>
<td>71,919</td>
<td>75</td>
<td>61</td>
<td>62</td>
<td>100</td>
<td>95</td>
<td>79</td>
</tr>
<tr>
<td>globalchange.gov</td>
<td>68.1</td>
<td>14,066</td>
<td>55</td>
<td>49</td>
<td>91</td>
<td>100</td>
<td>75</td>
<td>91</td>
</tr>
<tr>
<td>recreation.gov</td>
<td>68.0</td>
<td>9,012</td>
<td>50</td>
<td>36</td>
<td>98</td>
<td>100</td>
<td>91</td>
<td>73</td>
</tr>
<tr>
<td>safercar.gov</td>
<td>68.0</td>
<td>7,903</td>
<td>67</td>
<td>51</td>
<td>63</td>
<td>100</td>
<td>85</td>
<td>86</td>
</tr>
<tr>
<td>nationalresourcedirectory.gov</td>
<td>67.9</td>
<td>261,969</td>
<td>36</td>
<td>32</td>
<td>99</td>
<td>100</td>
<td>75</td>
<td>81</td>
</tr>
<tr>
<td>nrd.gov</td>
<td>67.9</td>
<td>374,568</td>
<td>36</td>
<td>32</td>
<td>99</td>
<td>100</td>
<td>75</td>
<td>81</td>
</tr>
<tr>
<td>treasury.gov</td>
<td>67.9</td>
<td>1,116</td>
<td>57</td>
<td>47</td>
<td>59</td>
<td>100</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>samhsa.gov</td>
<td>67.9</td>
<td>1,885</td>
<td>37</td>
<td>31</td>
<td>96</td>
<td>100</td>
<td>93</td>
<td>79</td>
</tr>
<tr>
<td>ed.gov</td>
<td>67.8</td>
<td>390</td>
<td>56</td>
<td>47</td>
<td>86</td>
<td>100</td>
<td>84</td>
<td>76</td>
</tr>
<tr>
<td>healthpeople.gov</td>
<td>67.8</td>
<td>19,717</td>
<td>59</td>
<td>47</td>
<td>66</td>
<td>100</td>
<td>91</td>
<td>86</td>
</tr>
<tr>
<td>usds.gov</td>
<td>67.7</td>
<td>725,460</td>
<td>52</td>
<td>57</td>
<td>93</td>
<td>0</td>
<td>93</td>
<td>85</td>
</tr>
<tr>
<td>ncirc.gov</td>
<td>67.6</td>
<td>820,214</td>
<td>75</td>
<td>61</td>
<td>60</td>
<td>100</td>
<td>95</td>
<td>79</td>
</tr>
<tr>
<td>saferproducts.gov</td>
<td>67.6</td>
<td>61,596</td>
<td>59</td>
<td>45</td>
<td>65</td>
<td>100</td>
<td>95</td>
<td>86</td>
</tr>
<tr>
<td>fhfa.gov</td>
<td>67.5</td>
<td>31,043</td>
<td>55</td>
<td>48</td>
<td>95</td>
<td>100</td>
<td>95</td>
<td>67</td>
</tr>
<tr>
<td>energy.gov</td>
<td>67.4</td>
<td>711</td>
<td>25</td>
<td>19</td>
<td>99</td>
<td>100</td>
<td>95</td>
<td>83</td>
</tr>
<tr>
<td>eac.gov</td>
<td>67.2</td>
<td>38,072</td>
<td>29</td>
<td>21</td>
<td>99</td>
<td>100</td>
<td>93</td>
<td>81</td>
</tr>
<tr>
<td>gsa.gov</td>
<td>67.1</td>
<td>2,529</td>
<td>23</td>
<td>20</td>
<td>100</td>
<td>100</td>
<td>95</td>
<td>82</td>
</tr>
<tr>
<td>eeoc.gov</td>
<td>67.1</td>
<td>2,904</td>
<td>68</td>
<td>57</td>
<td>60</td>
<td>100</td>
<td>91</td>
<td>82</td>
</tr>
</tbody>
</table>
### Popular federal websites ranked across all metrics (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Overall Score</th>
<th>MM Rank</th>
<th>Desktop Speed</th>
<th>Mobile Speed</th>
<th>Mobile Friendly</th>
<th>DNSSEC</th>
<th>SSL</th>
<th>Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>tonation-nsn.gov</td>
<td>67.1</td>
<td>555,364</td>
<td>39</td>
<td>33</td>
<td>100</td>
<td>100</td>
<td>0</td>
<td>93</td>
</tr>
<tr>
<td>opm.gov</td>
<td>67.0</td>
<td>4,388</td>
<td>61</td>
<td>47</td>
<td>59</td>
<td>100</td>
<td>95</td>
<td>87</td>
</tr>
<tr>
<td>fnal.gov</td>
<td>67.0</td>
<td>5,500</td>
<td>33</td>
<td>31</td>
<td>94</td>
<td>100</td>
<td>93</td>
<td>79</td>
</tr>
<tr>
<td>fs.fed.us</td>
<td>66.8</td>
<td>1,578</td>
<td>64</td>
<td>53</td>
<td>95</td>
<td>0</td>
<td>95</td>
<td>79</td>
</tr>
<tr>
<td>boem.gov</td>
<td>66.8</td>
<td>56,407</td>
<td>47</td>
<td>34</td>
<td>63</td>
<td>100</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>digitalpreservation.gov</td>
<td>66.8</td>
<td>62,916</td>
<td>81</td>
<td>67</td>
<td>67</td>
<td>100</td>
<td>0</td>
<td>89</td>
</tr>
<tr>
<td>vef.gov</td>
<td>66.8</td>
<td>705,883</td>
<td>63</td>
<td>55</td>
<td>62</td>
<td>100</td>
<td>86</td>
<td>83</td>
</tr>
<tr>
<td>americorps.gov</td>
<td>66.6</td>
<td>32,213</td>
<td>37</td>
<td>31</td>
<td>96</td>
<td>100</td>
<td>91</td>
<td>76</td>
</tr>
<tr>
<td>surgeongeneral.gov</td>
<td>66.6</td>
<td>8,611</td>
<td>51</td>
<td>37</td>
<td>61</td>
<td>100</td>
<td>95</td>
<td>91</td>
</tr>
<tr>
<td>climate.gov</td>
<td>66.6</td>
<td>14,607</td>
<td>54</td>
<td>46</td>
<td>68</td>
<td>100</td>
<td>93</td>
<td>83</td>
</tr>
<tr>
<td>ferc.gov</td>
<td>66.5</td>
<td>16,122</td>
<td>57</td>
<td>44</td>
<td>63</td>
<td>100</td>
<td>97</td>
<td>85</td>
</tr>
<tr>
<td>treasurydirect.gov</td>
<td>66.4</td>
<td>10,008</td>
<td>66</td>
<td>49</td>
<td>58</td>
<td>100</td>
<td>95</td>
<td>84</td>
</tr>
<tr>
<td>savingsbonds.gov</td>
<td>66.4</td>
<td>160,647</td>
<td>66</td>
<td>49</td>
<td>58</td>
<td>100</td>
<td>95</td>
<td>84</td>
</tr>
<tr>
<td>bpa.gov</td>
<td>66.4</td>
<td>89,556</td>
<td>72</td>
<td>51</td>
<td>65</td>
<td>100</td>
<td>91</td>
<td>78</td>
</tr>
<tr>
<td>pnl.gov</td>
<td>66.4</td>
<td>14,093</td>
<td>44</td>
<td>39</td>
<td>60</td>
<td>100</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>hud.gov</td>
<td>66.4</td>
<td>1,344</td>
<td>56</td>
<td>43</td>
<td>60</td>
<td>100</td>
<td>89</td>
<td>89</td>
</tr>
<tr>
<td>read.gov</td>
<td>66.4</td>
<td>75,569</td>
<td>56</td>
<td>53</td>
<td>67</td>
<td>100</td>
<td>0</td>
<td>100</td>
</tr>
<tr>
<td>majorityleader.gov</td>
<td>66.4</td>
<td>61,757</td>
<td>61</td>
<td>46</td>
<td>99</td>
<td>0</td>
<td>93</td>
<td>79</td>
</tr>
<tr>
<td>iad.gov</td>
<td>66.3</td>
<td>740,298</td>
<td>48</td>
<td>34</td>
<td>100</td>
<td>100</td>
<td>0</td>
<td>88</td>
</tr>
<tr>
<td>vaccines.gov</td>
<td>66.2</td>
<td>69,084</td>
<td>65</td>
<td>46</td>
<td>64</td>
<td>100</td>
<td>95</td>
<td>81</td>
</tr>
<tr>
<td>dea.gov</td>
<td>66.1</td>
<td>7,344</td>
<td>51</td>
<td>39</td>
<td>60</td>
<td>100</td>
<td>79</td>
<td>93</td>
</tr>
<tr>
<td>cdfifund.gov</td>
<td>65.1</td>
<td>124,256</td>
<td>57</td>
<td>42</td>
<td>100</td>
<td>100</td>
<td>93</td>
<td>62</td>
</tr>
<tr>
<td>arm.gov</td>
<td>66.0</td>
<td>166,427</td>
<td>46</td>
<td>39</td>
<td>70</td>
<td>100</td>
<td>93</td>
<td>85</td>
</tr>
<tr>
<td>stopbullying.gov</td>
<td>66.0</td>
<td>9,285</td>
<td>55</td>
<td>41</td>
<td>64</td>
<td>100</td>
<td>95</td>
<td>85</td>
</tr>
<tr>
<td>ginniemae.gov</td>
<td>65.8</td>
<td>128,448</td>
<td>43</td>
<td>36</td>
<td>68</td>
<td>100</td>
<td>96</td>
<td>87</td>
</tr>
<tr>
<td>gps.gov</td>
<td>65.8</td>
<td>61,903</td>
<td>76</td>
<td>64</td>
<td>73</td>
<td>100</td>
<td>0</td>
<td>85</td>
</tr>
<tr>
<td>pchal.gov</td>
<td>65.4</td>
<td>176,199</td>
<td>76</td>
<td>63</td>
<td>63</td>
<td>0</td>
<td>74</td>
<td>93</td>
</tr>
<tr>
<td>airnow.gov</td>
<td>65.4</td>
<td>23,840</td>
<td>45</td>
<td>37</td>
<td>68</td>
<td>100</td>
<td>91</td>
<td>86</td>
</tr>
<tr>
<td>grants.gov</td>
<td>65.1</td>
<td>7,406</td>
<td>37</td>
<td>26</td>
<td>80</td>
<td>100</td>
<td>91</td>
<td>84</td>
</tr>
<tr>
<td>challenge.gov</td>
<td>65.1</td>
<td>43,970</td>
<td>17</td>
<td>16</td>
<td>95</td>
<td>100</td>
<td>95</td>
<td>83</td>
</tr>
<tr>
<td>arts.gov</td>
<td>65.1</td>
<td>7,327</td>
<td>44</td>
<td>37</td>
<td>97</td>
<td>0</td>
<td>93</td>
<td>85</td>
</tr>
<tr>
<td>ada.gov</td>
<td>64.9</td>
<td>4,728</td>
<td>73</td>
<td>56</td>
<td>61</td>
<td>100</td>
<td>79</td>
<td>77</td>
</tr>
<tr>
<td>gsadvantage.gov</td>
<td>64.8</td>
<td>29,556</td>
<td>39</td>
<td>29</td>
<td>63</td>
<td>100</td>
<td>96</td>
<td>91</td>
</tr>
<tr>
<td>bioethics.gov</td>
<td>64.7</td>
<td>85,493</td>
<td>61</td>
<td>51</td>
<td>73</td>
<td>100</td>
<td>0</td>
<td>91</td>
</tr>
<tr>
<td>mentalhealth.gov</td>
<td>64.5</td>
<td>46,899</td>
<td>65</td>
<td>45</td>
<td>94</td>
<td>100</td>
<td>95</td>
<td>58</td>
</tr>
<tr>
<td>neh.gov</td>
<td>64.5</td>
<td>6,671</td>
<td>57</td>
<td>49</td>
<td>66</td>
<td>0</td>
<td>93</td>
<td>95</td>
</tr>
<tr>
<td>thecoolspot.gov</td>
<td>64.4</td>
<td>215,850</td>
<td>73</td>
<td>57</td>
<td>61</td>
<td>100</td>
<td>95</td>
<td>72</td>
</tr>
<tr>
<td>ems.gov</td>
<td>64.4</td>
<td>488,371</td>
<td>50</td>
<td>40</td>
<td>97</td>
<td>100</td>
<td>85</td>
<td>64</td>
</tr>
<tr>
<td>nehrp.gov</td>
<td>64.3</td>
<td>824,997</td>
<td>78</td>
<td>65</td>
<td>62</td>
<td>100</td>
<td>0</td>
<td>87</td>
</tr>
<tr>
<td>fgdc.gov</td>
<td>64.3</td>
<td>89,039</td>
<td>35</td>
<td>29</td>
<td>98</td>
<td>100</td>
<td>95</td>
<td>69</td>
</tr>
</tbody>
</table>
### Popular federal websites ranked across all metrics (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Overall Score</th>
<th>MM Rank</th>
<th>Desktop Speed</th>
<th>Mobile Speed</th>
<th>Mobile Friendly</th>
<th>DNSSEC</th>
<th>SSL</th>
<th>Access.</th>
</tr>
</thead>
<tbody>
<tr>
<td>pbgc.gov</td>
<td>64.2</td>
<td>50,696</td>
<td>73</td>
<td>51</td>
<td>92</td>
<td>100</td>
<td>95</td>
<td>54</td>
</tr>
<tr>
<td>solardecathlon.gov</td>
<td>64.2</td>
<td>58,957</td>
<td>20</td>
<td>21</td>
<td>94</td>
<td>100</td>
<td>93</td>
<td>79</td>
</tr>
<tr>
<td>bnl.gov</td>
<td>64.1</td>
<td>7,036</td>
<td>46</td>
<td>31</td>
<td>99</td>
<td>100</td>
<td>91</td>
<td>65</td>
</tr>
<tr>
<td>energystar.gov</td>
<td>64.1</td>
<td>1,769</td>
<td>45</td>
<td>35</td>
<td>94</td>
<td>100</td>
<td>91</td>
<td>67</td>
</tr>
<tr>
<td>rrb.gov</td>
<td>64.1</td>
<td>157,248</td>
<td>51</td>
<td>44</td>
<td>96</td>
<td>0</td>
<td>95</td>
<td>78</td>
</tr>
<tr>
<td>nationalmap.gov</td>
<td>64.0</td>
<td>46,765</td>
<td>56</td>
<td>53</td>
<td>63</td>
<td>100</td>
<td>95</td>
<td>76</td>
</tr>
<tr>
<td>sam.gov</td>
<td>64.0</td>
<td>50,196</td>
<td>60</td>
<td>46</td>
<td>68</td>
<td>100</td>
<td>95</td>
<td>74</td>
</tr>
<tr>
<td>letgirlslearn.gov</td>
<td>63.9</td>
<td>283,438</td>
<td>14</td>
<td>10</td>
<td>93</td>
<td>100</td>
<td>95</td>
<td>84</td>
</tr>
<tr>
<td>nersc.gov</td>
<td>63.9</td>
<td>71,381</td>
<td>50</td>
<td>35</td>
<td>71</td>
<td>100</td>
<td>93</td>
<td>79</td>
</tr>
<tr>
<td>uscrc.gov</td>
<td>63.9</td>
<td>60,144</td>
<td>79</td>
<td>64</td>
<td>62</td>
<td>100</td>
<td>95</td>
<td>74</td>
</tr>
<tr>
<td>fdlp.gov</td>
<td>63.7</td>
<td>181,423</td>
<td>37</td>
<td>25</td>
<td>93</td>
<td>100</td>
<td>93</td>
<td>72</td>
</tr>
<tr>
<td>mymoney.gov</td>
<td>63.6</td>
<td>45,132</td>
<td>58</td>
<td>74</td>
<td>59</td>
<td>100</td>
<td>93</td>
<td>70</td>
</tr>
<tr>
<td>hanford.gov</td>
<td>63.5</td>
<td>85,111</td>
<td>42</td>
<td>37</td>
<td>99</td>
<td>100</td>
<td>0</td>
<td>82</td>
</tr>
<tr>
<td>weather.gov</td>
<td>63.3</td>
<td>904</td>
<td>56</td>
<td>46</td>
<td>58</td>
<td>100</td>
<td>54</td>
<td>100</td>
</tr>
<tr>
<td>jfklibrary.org</td>
<td>63.0</td>
<td>7,728</td>
<td>33</td>
<td>48</td>
<td>99</td>
<td>0</td>
<td>91</td>
<td>78</td>
</tr>
<tr>
<td>gao.gov</td>
<td>62.9</td>
<td>1,902</td>
<td>60</td>
<td>66</td>
<td>96</td>
<td>0</td>
<td>75</td>
<td>85</td>
</tr>
<tr>
<td>ojp.gov</td>
<td>62.8</td>
<td>16,576</td>
<td>3</td>
<td>3</td>
<td>99</td>
<td>100</td>
<td>85</td>
<td>85</td>
</tr>
<tr>
<td>nationalservice.gov</td>
<td>62.8</td>
<td>9,127</td>
<td>19</td>
<td>23</td>
<td>96</td>
<td>100</td>
<td>91</td>
<td>74</td>
</tr>
<tr>
<td>anl.gov</td>
<td>62.8</td>
<td>2,598</td>
<td>32</td>
<td>29</td>
<td>87</td>
<td>100</td>
<td>85</td>
<td>75</td>
</tr>
<tr>
<td>dol.gov</td>
<td>62.7</td>
<td>883</td>
<td>44</td>
<td>45</td>
<td>65</td>
<td>100</td>
<td>93</td>
<td>78</td>
</tr>
<tr>
<td>tigta.gov</td>
<td>62.7</td>
<td>558,726</td>
<td>70</td>
<td>54</td>
<td>62</td>
<td>100</td>
<td>93</td>
<td>69</td>
</tr>
<tr>
<td>opic.gov</td>
<td>62.6</td>
<td>62,611</td>
<td>40</td>
<td>33</td>
<td>68</td>
<td>100</td>
<td>93</td>
<td>81</td>
</tr>
<tr>
<td>adlnet.gov</td>
<td>62.5</td>
<td>169,931</td>
<td>38</td>
<td>35</td>
<td>96</td>
<td>0</td>
<td>85</td>
<td>83</td>
</tr>
<tr>
<td>choosemyplate.gov</td>
<td>62.5</td>
<td>4,158</td>
<td>68</td>
<td>46</td>
<td>93</td>
<td>100</td>
<td>95</td>
<td>52</td>
</tr>
<tr>
<td>myplate.gov</td>
<td>62.5</td>
<td>593,063</td>
<td>68</td>
<td>46</td>
<td>93</td>
<td>100</td>
<td>95</td>
<td>52</td>
</tr>
<tr>
<td>acwi.gov</td>
<td>62.5</td>
<td>691,305</td>
<td>75</td>
<td>62</td>
<td>65</td>
<td>100</td>
<td>95</td>
<td>62</td>
</tr>
<tr>
<td>bts.gov</td>
<td>62.4</td>
<td>4,981</td>
<td>0</td>
<td>0</td>
<td>89</td>
<td>100</td>
<td>95</td>
<td>90</td>
</tr>
<tr>
<td>usap.gov</td>
<td>62.3</td>
<td>62,910</td>
<td>37</td>
<td>39</td>
<td>62</td>
<td>100</td>
<td>93</td>
<td>83</td>
</tr>
<tr>
<td>fara.gov</td>
<td>62.2</td>
<td>103,056</td>
<td>71</td>
<td>53</td>
<td>57</td>
<td>100</td>
<td>79</td>
<td>74</td>
</tr>
<tr>
<td>crimesolutions.gov</td>
<td>62.0</td>
<td>245,674</td>
<td>60</td>
<td>44</td>
<td>58</td>
<td>100</td>
<td>85</td>
<td>78</td>
</tr>
<tr>
<td>nicic.gov</td>
<td>61.8</td>
<td>42,943</td>
<td>60</td>
<td>45</td>
<td>66</td>
<td>100</td>
<td>85</td>
<td>72</td>
</tr>
<tr>
<td>apps.gov</td>
<td>61.6</td>
<td>257,832</td>
<td>46</td>
<td>45</td>
<td>97</td>
<td>0</td>
<td>95</td>
<td>72</td>
</tr>
<tr>
<td>jct.gov</td>
<td>61.5</td>
<td>96,319</td>
<td>81</td>
<td>61</td>
<td>61</td>
<td>0</td>
<td>93</td>
<td>79</td>
</tr>
<tr>
<td>smart.gov</td>
<td>61.4</td>
<td>902,846</td>
<td>55</td>
<td>46</td>
<td>55</td>
<td>100</td>
<td>85</td>
<td>79</td>
</tr>
<tr>
<td>eia.gov</td>
<td>61.3</td>
<td>1,501</td>
<td>54</td>
<td>44</td>
<td>62</td>
<td>100</td>
<td>91</td>
<td>74</td>
</tr>
<tr>
<td>wapa.gov</td>
<td>61.2</td>
<td>246,391</td>
<td>45</td>
<td>37</td>
<td>98</td>
<td>100</td>
<td>92</td>
<td>56</td>
</tr>
<tr>
<td>ncpc.gov</td>
<td>61.2</td>
<td>438,419</td>
<td>66</td>
<td>49</td>
<td>62</td>
<td>100</td>
<td>0</td>
<td>88</td>
</tr>
<tr>
<td>cfo.gov</td>
<td>61.0</td>
<td>752,773</td>
<td>0</td>
<td>0</td>
<td>94</td>
<td>100</td>
<td>87</td>
<td>85</td>
</tr>
<tr>
<td>pacer.gov</td>
<td>61.0</td>
<td>51,014</td>
<td>68</td>
<td>55</td>
<td>62</td>
<td>0</td>
<td>93</td>
<td>83</td>
</tr>
<tr>
<td>nationsreportcard.gov</td>
<td>61.0</td>
<td>71,713</td>
<td>73</td>
<td>59</td>
<td>70</td>
<td>100</td>
<td>93</td>
<td>57</td>
</tr>
</tbody>
</table>
## APPENDIX CONTINUED

Popular federal websites ranked across all metrics (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Overall Score</th>
<th>MM Rank</th>
<th>Desktop Speed</th>
<th>Mobile Speed</th>
<th>Mobile Friendly</th>
<th>DNSSEC</th>
<th>SSL</th>
<th>Access.</th>
</tr>
</thead>
<tbody>
<tr>
<td>nij.gov</td>
<td>60.8</td>
<td>19,043</td>
<td>57</td>
<td>55</td>
<td>61</td>
<td>100</td>
<td>85</td>
<td>70</td>
</tr>
<tr>
<td>faasafety.gov</td>
<td>60.8</td>
<td>77,250</td>
<td>38</td>
<td>30</td>
<td>61</td>
<td>100</td>
<td>85</td>
<td>84</td>
</tr>
<tr>
<td>mymedicare.gov</td>
<td>60.7</td>
<td>244,142</td>
<td>55</td>
<td>41</td>
<td>96</td>
<td>100</td>
<td>95</td>
<td>51</td>
</tr>
<tr>
<td>invasivespeciesinfo.gov</td>
<td>60.7</td>
<td>78,215</td>
<td>65</td>
<td>50</td>
<td>61</td>
<td>100</td>
<td>85</td>
<td>69</td>
</tr>
<tr>
<td>vcf.gov</td>
<td>60.5</td>
<td>962,022</td>
<td>46</td>
<td>35</td>
<td>65</td>
<td>100</td>
<td>79</td>
<td>78</td>
</tr>
<tr>
<td>nixonlibrary.gov</td>
<td>60.3</td>
<td>68,278</td>
<td>50</td>
<td>41</td>
<td>69</td>
<td>100</td>
<td>71</td>
<td>68</td>
</tr>
<tr>
<td>foreignassistance.gov</td>
<td>60.2</td>
<td>201,411</td>
<td>53</td>
<td>49</td>
<td>72</td>
<td>100</td>
<td>93</td>
<td>63</td>
</tr>
<tr>
<td>democraticleader.gov</td>
<td>59.8</td>
<td>75,692</td>
<td>75</td>
<td>56</td>
<td>89</td>
<td>0</td>
<td>95</td>
<td>60</td>
</tr>
<tr>
<td>usss.gov</td>
<td>59.4</td>
<td>41,031</td>
<td>71</td>
<td>52</td>
<td>98</td>
<td>0</td>
<td>47</td>
<td>66</td>
</tr>
<tr>
<td>volunteer.gov</td>
<td>59.1</td>
<td>239,243</td>
<td>58</td>
<td>46</td>
<td>61</td>
<td>100</td>
<td>73</td>
<td>73</td>
</tr>
<tr>
<td>noaa.gov</td>
<td>59.0</td>
<td>214</td>
<td>34</td>
<td>25</td>
<td>100</td>
<td>100</td>
<td>0</td>
<td>76</td>
</tr>
<tr>
<td>rivers.gov</td>
<td>58.9</td>
<td>336,780</td>
<td>10</td>
<td>7</td>
<td>63</td>
<td>100</td>
<td>90</td>
<td>93</td>
</tr>
<tr>
<td>oge.gov</td>
<td>58.9</td>
<td>106,361</td>
<td>73</td>
<td>61</td>
<td>61</td>
<td>0</td>
<td>95</td>
<td>74</td>
</tr>
<tr>
<td>bioprefered.gov</td>
<td>58.5</td>
<td>297,616</td>
<td>37</td>
<td>27</td>
<td>63</td>
<td>100</td>
<td>95</td>
<td>76</td>
</tr>
<tr>
<td>gop.gov</td>
<td>58.5</td>
<td>43,731</td>
<td>59</td>
<td>46</td>
<td>97</td>
<td>0</td>
<td>93</td>
<td>60</td>
</tr>
<tr>
<td>osac.gov</td>
<td>58.3</td>
<td>57,033</td>
<td>33</td>
<td>30</td>
<td>68</td>
<td>100</td>
<td>78</td>
<td>76</td>
</tr>
<tr>
<td>usmarshals.gov</td>
<td>58.1</td>
<td>39,725</td>
<td>42</td>
<td>36</td>
<td>61</td>
<td>100</td>
<td>79</td>
<td>75</td>
</tr>
<tr>
<td>pcloud.gov</td>
<td>57.9</td>
<td>368,950</td>
<td>5</td>
<td>5</td>
<td>66</td>
<td>100</td>
<td>93</td>
<td>90</td>
</tr>
<tr>
<td>eda.gov</td>
<td>57.8</td>
<td>71,201</td>
<td>26</td>
<td>20</td>
<td>67</td>
<td>100</td>
<td>91</td>
<td>78</td>
</tr>
<tr>
<td>plainlanguage.gov</td>
<td>57.7</td>
<td>103,841</td>
<td>92</td>
<td>85</td>
<td>60</td>
<td>100</td>
<td>0</td>
<td>60</td>
</tr>
<tr>
<td>itdashboard.gov</td>
<td>57.7</td>
<td>669,979</td>
<td>0</td>
<td>0</td>
<td>96</td>
<td>100</td>
<td>87</td>
<td>75</td>
</tr>
<tr>
<td>uscif.gov</td>
<td>57.3</td>
<td>61,994</td>
<td>11</td>
<td>11</td>
<td>94</td>
<td>0</td>
<td>93</td>
<td>85</td>
</tr>
<tr>
<td>goes-r.gov</td>
<td>57.2</td>
<td>198,323</td>
<td>22</td>
<td>19</td>
<td>98</td>
<td>100</td>
<td>0</td>
<td>78</td>
</tr>
<tr>
<td>arctic.gov</td>
<td>56.8</td>
<td>808,339</td>
<td>63</td>
<td>55</td>
<td>65</td>
<td>100</td>
<td>95</td>
<td>53</td>
</tr>
<tr>
<td>eldercare.gov</td>
<td>56.6</td>
<td>21,073</td>
<td>62</td>
<td>33</td>
<td>63</td>
<td>100</td>
<td>51</td>
<td>82</td>
</tr>
<tr>
<td>jobcorps.gov</td>
<td>56.6</td>
<td>37,019</td>
<td>0</td>
<td>0</td>
<td>87</td>
<td>100</td>
<td>95</td>
<td>76</td>
</tr>
<tr>
<td>osmre.gov</td>
<td>56.6</td>
<td>117,679</td>
<td>24</td>
<td>21</td>
<td>61</td>
<td>100</td>
<td>95</td>
<td>78</td>
</tr>
<tr>
<td>csb.gov</td>
<td>56.3</td>
<td>69,368</td>
<td>39</td>
<td>54</td>
<td>99</td>
<td>0</td>
<td>0</td>
<td>76</td>
</tr>
<tr>
<td>speaker.gov</td>
<td>56.3</td>
<td>11,196</td>
<td>44</td>
<td>41</td>
<td>99</td>
<td>0</td>
<td>55</td>
<td>79</td>
</tr>
<tr>
<td>bjs.gov</td>
<td>56.1</td>
<td>6,208</td>
<td>50</td>
<td>39</td>
<td>50</td>
<td>100</td>
<td>85</td>
<td>72</td>
</tr>
<tr>
<td>ready.gov</td>
<td>56.1</td>
<td>2,683</td>
<td>50</td>
<td>44</td>
<td>0</td>
<td>100</td>
<td>93</td>
<td>100</td>
</tr>
<tr>
<td>cnss.gov</td>
<td>56.1</td>
<td>836,904</td>
<td>0</td>
<td>0</td>
<td>98</td>
<td>100</td>
<td>0</td>
<td>88</td>
</tr>
<tr>
<td>poolsafety.gov</td>
<td>56.0</td>
<td>75,220</td>
<td>64</td>
<td>51</td>
<td>67</td>
<td>100</td>
<td>0</td>
<td>71</td>
</tr>
<tr>
<td>census.gov</td>
<td>56.0</td>
<td>472</td>
<td>16</td>
<td>9</td>
<td>95</td>
<td>100</td>
<td>79</td>
<td>65</td>
</tr>
<tr>
<td>federalregister.gov</td>
<td>55.9</td>
<td>2,260</td>
<td>24</td>
<td>21</td>
<td>66</td>
<td>100</td>
<td>95</td>
<td>73</td>
</tr>
<tr>
<td>smokefree.gov</td>
<td>55.8</td>
<td>15,318</td>
<td>9</td>
<td>7</td>
<td>98</td>
<td>100</td>
<td>95</td>
<td>62</td>
</tr>
<tr>
<td>adlnet.org</td>
<td>55.6</td>
<td>297,503</td>
<td>38</td>
<td>35</td>
<td>96</td>
<td>0</td>
<td>0</td>
<td>83</td>
</tr>
<tr>
<td>medpac.gov</td>
<td>55.4</td>
<td>98,197</td>
<td>58</td>
<td>52</td>
<td>70</td>
<td>0</td>
<td>0</td>
<td>87</td>
</tr>
<tr>
<td>ustr.gov</td>
<td>55.2</td>
<td>5,307</td>
<td>38</td>
<td>45</td>
<td>67</td>
<td>0</td>
<td>83</td>
<td>79</td>
</tr>
<tr>
<td>ndu.edu</td>
<td>55.1</td>
<td>21,474</td>
<td>70</td>
<td>61</td>
<td>63</td>
<td>0</td>
<td>51</td>
<td>84</td>
</tr>
</tbody>
</table>
## APPENDIX CONTINUED

Popular federal websites ranked across all metrics (2017).

<table>
<thead>
<tr>
<th>Domain</th>
<th>Overall Score</th>
<th>MM Rank</th>
<th>Desktop Speed</th>
<th>Mobile Speed</th>
<th>Mobile Friendly</th>
<th>DNSSEC</th>
<th>SSL</th>
<th>Access.</th>
</tr>
</thead>
<tbody>
<tr>
<td>moneyfactory.com</td>
<td>54.9</td>
<td>133,020</td>
<td>43</td>
<td>38</td>
<td>62</td>
<td>0</td>
<td>0</td>
<td>100</td>
</tr>
<tr>
<td>ojdp.gov</td>
<td>54.7</td>
<td>27,867</td>
<td>59</td>
<td>47</td>
<td>60</td>
<td>100</td>
<td>92</td>
<td>55</td>
</tr>
<tr>
<td>tswg.gov</td>
<td>54.6</td>
<td>985,963</td>
<td>16</td>
<td>26</td>
<td>72</td>
<td>0</td>
<td>89</td>
<td>86</td>
</tr>
<tr>
<td>broadbandmap.gov</td>
<td>54.6</td>
<td>34,499</td>
<td>69</td>
<td>43</td>
<td>0</td>
<td>100</td>
<td>93</td>
<td>91</td>
</tr>
<tr>
<td>aviationweather.gov</td>
<td>54.2</td>
<td>24,862</td>
<td>37</td>
<td>31</td>
<td>59</td>
<td>100</td>
<td>89</td>
<td>67</td>
</tr>
<tr>
<td>ntsb.gov</td>
<td>53.3</td>
<td>6,539</td>
<td>46</td>
<td>43</td>
<td>64</td>
<td>0</td>
<td>74</td>
<td>76</td>
</tr>
<tr>
<td>uscourts.gov</td>
<td>52.8</td>
<td>1,182</td>
<td>74</td>
<td>68</td>
<td>70</td>
<td>0</td>
<td>0</td>
<td>70</td>
</tr>
<tr>
<td>arc.gov</td>
<td>52.8</td>
<td>101,902</td>
<td>52</td>
<td>39</td>
<td>59</td>
<td>0</td>
<td>76</td>
<td>77</td>
</tr>
<tr>
<td>lbl.gov</td>
<td>52.1</td>
<td>1,595</td>
<td>33</td>
<td>29</td>
<td>96</td>
<td>100</td>
<td>75</td>
<td>59</td>
</tr>
<tr>
<td>docsteach.org</td>
<td>51.6</td>
<td>10,868</td>
<td>19</td>
<td>13</td>
<td>100</td>
<td>0</td>
<td>93</td>
<td>63</td>
</tr>
<tr>
<td>srs.gov</td>
<td>51.5</td>
<td>211,333</td>
<td>45</td>
<td>40</td>
<td>60</td>
<td>0</td>
<td>0</td>
<td>91</td>
</tr>
<tr>
<td>udall.gov</td>
<td>51.0</td>
<td>161,422</td>
<td>34</td>
<td>36</td>
<td>67</td>
<td>0</td>
<td>93</td>
<td>70</td>
</tr>
<tr>
<td>fmc.gov</td>
<td>50.1</td>
<td>101,175</td>
<td>42</td>
<td>0</td>
<td>65</td>
<td>0</td>
<td>93</td>
<td>79</td>
</tr>
<tr>
<td>federalllabs.org</td>
<td>48.9</td>
<td>34,889</td>
<td>31</td>
<td>33</td>
<td>99</td>
<td>0</td>
<td>85</td>
<td>48</td>
</tr>
<tr>
<td>usphs.gov</td>
<td>48.6</td>
<td>69,476</td>
<td>38</td>
<td>27</td>
<td>67</td>
<td>100</td>
<td>95</td>
<td>47</td>
</tr>
<tr>
<td>cecc.gov</td>
<td>47.7</td>
<td>175,152</td>
<td>38</td>
<td>33</td>
<td>67</td>
<td>0</td>
<td>0</td>
<td>81</td>
</tr>
<tr>
<td>trade.gov</td>
<td>47.6</td>
<td>10,603</td>
<td>49</td>
<td>42</td>
<td>77</td>
<td>100</td>
<td>32</td>
<td>50</td>
</tr>
<tr>
<td>tsunami.gov</td>
<td>47.2</td>
<td>316,948</td>
<td>33</td>
<td>26</td>
<td>63</td>
<td>100</td>
<td>0</td>
<td>68</td>
</tr>
<tr>
<td>pmi.gov</td>
<td>44.9</td>
<td>602,770</td>
<td>17</td>
<td>11</td>
<td>66</td>
<td>100</td>
<td>93</td>
<td>50</td>
</tr>
<tr>
<td>mspb.gov</td>
<td>44.8</td>
<td>215,030</td>
<td>46</td>
<td>34</td>
<td>62</td>
<td>0</td>
<td>93</td>
<td>54</td>
</tr>
<tr>
<td>nro.gov</td>
<td>44.0</td>
<td>144,044</td>
<td>38</td>
<td>35</td>
<td>60</td>
<td>100</td>
<td>0</td>
<td>57</td>
</tr>
<tr>
<td>achp.gov</td>
<td>43.9</td>
<td>113,794</td>
<td>16</td>
<td>16</td>
<td>64</td>
<td>100</td>
<td>0</td>
<td>67</td>
</tr>
<tr>
<td>ars-grin.gov</td>
<td>41.8</td>
<td>32,550</td>
<td>85</td>
<td>73</td>
<td>66</td>
<td>100</td>
<td>95</td>
<td>**</td>
</tr>
<tr>
<td>lanl.gov</td>
<td>41.6</td>
<td>2,665</td>
<td>54</td>
<td>44</td>
<td>99</td>
<td>100</td>
<td>85</td>
<td>**</td>
</tr>
<tr>
<td>presidio.gov</td>
<td>39.3</td>
<td>87,505</td>
<td>56</td>
<td>38</td>
<td>0</td>
<td>100</td>
<td>0</td>
<td>76</td>
</tr>
<tr>
<td>gsaauctions.gov</td>
<td>39.1</td>
<td>129,665</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>100</td>
<td>79</td>
<td>88</td>
</tr>
<tr>
<td>blm.gov</td>
<td>38.7</td>
<td>3,307</td>
<td>38</td>
<td>31</td>
<td>98</td>
<td>100</td>
<td>95</td>
<td>**</td>
</tr>
<tr>
<td>federalreserve.gov</td>
<td>36.5</td>
<td>1,439</td>
<td>28</td>
<td>24</td>
<td>98</td>
<td>100</td>
<td>93</td>
<td>**</td>
</tr>
</tbody>
</table>

** Accessibility testing tool could not run successfully on this website.
REFERENCES

1. These numbers are taken from those websites signed up with U.S. Digital Analytics Program. It does not represent all federal websites or domains. The home page of analytics.usa.gov, accessed September 8, 2017, https://analytics.usa.gov/.


6. Ibid.


19. The “information centric” standard builds upon the definition of “openness” in OMB Memorandum M-10-06 (Open Government Directive), which specifically addresses the release of information to the public: “Agencies shall respect the presumption of openness by publishing information online... To the extent practicable and subject to valid restrictions, agencies should publish information online in an open format that can be retrieved, downloaded, indexed, and searched by commonly used web search applications. An open format is one that is platform independent, machine readable, and made available to the public without restrictions that would impede the re-use of that information.” See Peter R. Orszag, “Open Government Directive” (memorandum, Obama White House, Washington, DC, December 8, 2009, https://obamawhitehouse.archives.gov/open/documents/open-government-directive.


21. Ibid.

22. Ibid.


38. Ibid.


41. The Majestic Million “Fresh Index” is updated daily, therefore a websites ranking can change over time (either increase or decrease) and may fall from the Majestic Million list or be added.

42. “Majestic Million” allows users to search the top million list by top-level domain. Therefore, to make our analysis easier, we filtered the Majestic Million list to display only websites with a .gov top-level domain. This is the list we downloaded. Of those websites downloaded about 550 were federal websites. In our analysis, we discovered that several of these websites were either retired, did not load, or redirected to new pages. These were all excluded from our analysis.

43. We checked whether a website is retired or redirects to a new page by typing in the URL into Chrome and seeing whether the website still exists or directs us to a new page. Since we tested the websites in September, agencies may have consolidated federal websites, retired websites, or fixed websites that would not load.


45. Data downloaded from analytics.usa.gov on September 6, 2017. The data represents websites visited at least 1,000 times in August. Similarly, to the Majestic Million list, the DAP list is updated regularly. Website rankings depend on the number of visits to that website over the past 30 days. Therefore, websites can either move up in the rankings or fall from the list. Additionally, some federal websites may receive more visits during specific
months than others. For example, if there is a natural disaster a website associated with that disaster may have more visits in certain months than in others.

46. In addition to these websites, several presidential library websites were also added including nixonde.gov, jfklibrary.org, and trumanlibrary.org.


48. “Page Speed Insights.”
49. “Mobile Friendly Check.”
50. “SSL Server Test;” “DNSSEC Analyzer.”
51. “Web Accessibility Checker.”
58. These top 20 nongovernment websites include google.com, facebook.com, youtube.com, twitter.com, Microsoft.com, Wikipedia.org, linkedin.com, plus.google.com, apple.com, Instagram.com, wordpress.org, wordpress.com, blogpost.com, vimeo.com, maps.google.com, pinterest.com, yahoo.com, amazon.com, and tumblr.com. This data was gathered on October 3, 2017.
60. Donovan, Shelanski, and Scott, “Policies for Federal Agency Public Websites and Digital Services.”
63. For more information, please see Pete LePage, “Responsive Web Design Basics,” Google Developers, last modified September 26, 2017, https://developers.google.com/web/fundamentals/design-and-ui/responsive/#size-content-to-the-viewport. For a definition and discussion of what a viewport is, please see

64. Ibid.
69. This included 2 websites that only had one minor error towards the end of the ‘chain of trust check.’ These websites included, uscirf.gov and arts.gov. Both were only missing DS records. Although these two websites performed better than those with no DNSSEC enables and missing DS records can easily be resolved, these websites were also given a score of 0, because the ‘chain of trust’ is broken.
71. When we encountered an error, and confirmed that those websites did not have HTTPS enabled we did not test them for the vulnerabilities explained in this section. Rather, they were given a score of “0” across the board.
72. When we encountered an error, and confirmed that those websites did not have HTTPS enabled we did not test them for the vulnerabilities explained in this section. Rather, they were given a score of “0” across the board.
79. Because of these errors, the test is out of 467 instead of 468. Errors usually occurred when AChecker would not operate on a website, resulting in a 404 message or 502 Gateway problem.

82. Ibid.


85. These numbers are taken from those websites signed up for the U.S. Digital Analytics Program, which does not represent all federal websites or domains. Home page of analytics.usa.gov, accessed October 6, 2017, https://analytics.usa.gov/.

86. Ibid.


89. The data is taken from ‘Pulse’ homepage that shows how many of the federal websites are registered with the U.S. Digital Analytics Program and how many of those registered websites use HTTPS. Home page of pulse.cio.gov, accessed on October 6, 2017, https://pulse.cio.gov/.


93. “Benchmarking Legislative Branch Websites.”
ABOUT THE AUTHORS
Daniel Castro is vice president of ITIF and director of ITIF’s Center for Data Innovation. Before joining ITIF, he worked as an IT analyst at the Government Accountability Office, where he audited IT security and management controls at various government agencies. He has a B.S. in foreign service from Georgetown University and an M.S. in information security technology and management from Carnegie Mellon University.

Galia Nurko is a graduate policy fellow at ITIF. She has a B.A. in history from Ohio State University and is pursuing an M.S. in Foreign Service, Development Economics and International Development from Georgetown University. Prior to beginning her graduate studies, she served as Director of Media Relations at the Embassy of Israel to the United States.

Alan McQuinn is a research analyst at ITIF. Prior to joining ITIF, he was a telecommunications fellow for Representative Anna Eshoo (D-CA) and an intern for the Federal Communications Commission in the Office of Legislative Affairs. He graduated from the University of Texas at Austin with a B.S. in public relations and political communications.

ACKNOWLEDGEMENTS
The authors would like to thank the following for their advice and support in the writing and publication of this report: Rob Atkinson and Randolph Court. Any errors, inaccuracies, or shortcomings are the sole responsibility of the authors.

ERRATA
This report was updated on November 29, 2017 to remove a website that should have been excluded from the analysis and correct minor grammatical and typographical errors.

ABOUT ITIF
The Information Technology and Innovation Foundation (ITIF) is a nonprofit, nonpartisan research and educational institute focusing on the intersection of technological innovation and public policy. Recognized as one of the world’s leading science and technology think tanks, ITIF’s mission is to formulate and promote policy solutions that accelerate innovation and boost productivity to spur growth, opportunity, and progress.
Subject: Re: Shutdown prep
From: "Maher, Mary - ERS" <MEMAHER@ERS.USDA.GOV>
Reply To: Maher, Mary - ERS
Date: Thu, 30 Nov 2017 17:29:22 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (3270 bytes) , text/html (9 kB)

It's my understanding that we are prohibited from spending time on any shut-down activities unless and until we receive official notice.
That said, you're right about the redirect

Mary Maher  
Chief, Web Services Branch  
Information Services Division  
USDA’s Economic Research Service  
202.694.5126 | memaher@ers.usda.gov

From: Dunbar, Brian (HQ-NJ000) [mailto:brian.dunbar@NASA.GOV]  
Sent: Thursday, November 30, 2017 11:48 AM  
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV  
Subject: [CONTENT-MANAGERS-L] Shutdown prep

There, I said it.

Has there been any guidance on how to prepare? In 2013, the administration wanted to make the effects as visible as possible, so we were told to redirect public websites to a static GSA page explaining the shutdown.

Has anyone heard anything even semi-official.

Brian

Brian Dunbar  
Internet Services Manager  
NASA Office of Communications  
300 E St. SW  
Washington DC 20546  

Office — 202 358 0873  
Mobile — (b) (6)  
Brian.dunbar@nasa.gov  
http://www.nasa.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to
Getting too many messages? Don’t unsubscribe: try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov. The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest.

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l.

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
I just got this from another listserv, it’s a white paper on auditing and performance. Might be of interest.

Having a digital platform that’s functional and intuitive is extremely important for offering a customer experience that will drive lead generation, encourage conversions, and build loyalty towards your organization.

In our new whitepaper, Is Your Site Performing? 5 Techniques for Auditing Digital Health, you’ll learn how regularly monitoring or auditing your site can help you do digital better.

In this whitepaper, you’ll learn:

· Why and how to holistically monitor your site’s health
· Five different kinds of diagnostic audits and what information they provide
· The basics of each audit
· How to move forward with your findings

Wait, are you telling me that folks aren’t already doing this?

I used blazemeter to do load testing then find the items loading slowly. I also watch performance on New Relic and Akamai and tweak when necessary.

Caching is the biggest issue for my site in that it has to be cleared often, but it’s a Drupal site and I’m going to push a change soon to use a module that will auto purge content without the performance drag cache clears can cause.

For the Drupalers here, you might want to look at https://youtu.be/yIQIZH0FVq8
He goes over how to measure performance as well as other performance topics.

And this one (older) but really a good one for the D7 sites in gov, highly recommend

https://youtu.be/tpY6mKFg_1M

Just for context, the ITIF Report methodology relied on Google PageSpeed Insights to measure only the homepage of government domains. That aside, though, Google PageSpeed does not actually measure Page Load Time, so their
measure was kind of a misnomer. The tool scans a page to look for “best practices that can affect page speed,” which is an important point because there are ways to follow best practices and weigh down a page just as there are ways to load quickly without them.

For more context, other sites getting similarly poor scores on Google PageSpeed Insights include espn.com, cnn.com, and probably your favorite site – give it a go!

I’m not saying the effort to benchmark and improve performance is not an excellent one. I’m just suggesting that the ITIF report - as far as performance – is not based on true measure of page speed, nor representative of more than respective homepages.

I think it would be nice for the community to agree on a target average page load time, or at least a target range.

Thanks.

Sam Bronson
Office: (202) 260-6502
Mobile: (6) 6502

From: Karen Trebon - QXD [mailto:karen.trebon@GSA.GOV]
Sent: Wednesday, November 29, 2017 11:35 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Let's talk about web performance

I love the idea of looking at this issue (web performance) as a community.

Related to findings one and five, I wonder what should we demand of our contractors? What reports should we ask them for? Of course, we don't want to ask for more reports than we can use. I imagine a good report would tell us what's going well, not well, and how to fix it. But what other qualities would a good performance report have?

Of course, there's always the Statement of Objective approach, where we have the vendor community make recommendations. Rather than us prescribing it.

On Wed, Nov 29, 2017 at 11:03 AM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:
Earlier this year, the USWDS team interviewed several teams across government in order to identify the needs and existing pain points around web performance. They also documented the efforts government agencies have made and continue to make towards improved web performance.

The report is worth reading and is probably our best starting point
https://standards.usa.gov/performance/research/

What they found:

1. Most federal agencies currently track their web performance in an informal, ad hoc way.
2. Communicating the value-add of web performance is difficult. Tying the impact of improved web performance to a tangible result is even more difficult.
3. Each government website has its own unique challenges and circumstances. They need a web performance tool and best practices that can be tailored to their specific site.
4. Federal agencies use a variety of tools to track and measure web performance. There is currently no standard for tools and metrics government teams should use.
5. Government teams need to know the ways and options they have for improving their site’s web performance.

Here is the full list of findings, pain points and user needs:...
Here is the full list of findings, pain points and user needs: https://standards.usa.gov/performance/research/#findings

On Wed, Nov 29, 2017 at 7:36 AM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:

Hi,

One of the things I have been excited to address as we rebuild digitalgov.gov is web performance.

Why? Because web performance is something many government websites need to work on — including digitalgov.gov.

According to Google PageSpeed, our site scores a 47/100 for mobile and 63/100 for desktop. Here is a recent performance report from GTmetrix https://gtmetrix.com/reports/www.digitalgov.gov/GhZIyYau

So, we are committing a 2-week sprint in the month of December to making performance on digitalgov.gov better, and we are going to aim to do this in the open and would love your feedback along the way.

Our hope is that by doing this work in the open and with the larger govt community, we can have a discussion around performance, the challenges that stand in our way, and what guidance and tools are needed to actually solve this in government.

Questions for you

- What do you need to improve the performance on your site?
- What would help you or your team take meaningful steps towards making your site faster, better?
- How could we tackle performance together, as a community? What could that look like?

-----

Optimizing Your Website For Maximum Performance — by Jacob Parcel

What is web performance:
https://standards.usa.gov/performance/what/

Why track web performance:
https://standards.usa.gov/performance/why/

--

Jeremy Zilar | jeremy.zilar@gsa.gov
Director DigitalGov / GSA — digitalgov.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov. The message should have NO SUBJECT and the only text in the message should read: set content-managers-l
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

--

Karen Trebon - MPA, PMP
Acting Lead, Smarter IT Solutions Portfolio
Technology Transformation Service
U.S. General Services Administration

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
Subject: Re: Shutdown prep
From: Larry Gillick <larry_gillick@IOS.DOI.GOV>
Reply To: Larry Gillick <larry_gillick@IOS.DOI.GOV>
Date: Thu, 30 Nov 2017 13:26:18 -0500
Content-Type: multipart/alternative
Parts/Attachments: text/plain (4 kB), text/html (10 kB)

I haven’t seen any “Do nothing” guidance, but I’m still doing nothing. My old DOI.gov/shutdown page still exists and should serve needs in the future.

I hope.

Larry

Sent from my iPhone

On Nov 30, 2017, at 12:40 PM, Maher, Mary - ERS <MEMAHER@ers.usda.gov> wrote:

It’s my understanding that we are prohibited from spending time on any shut-down activities unless and until we receive official notice.
That said, you’re right about the redirect

Mary Maher
Chief, Web Services Branch
Information Services Division
USDA’s Economic Research Service
202.694.5126  |  memaher@ers.usda.gov

From: Dunbar, Brian (HQ-NJ000) [mailto:brian.dunbar@NASA.GOV]
Sent: Thursday, November 30, 2017 11:48 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Shutdown prep

There, I said it.

Has there been any guidance on how to prepare? In 2013, the administration wanted to make the effects as visible as possible, so we were told to redirect public websites to a static GSA page explaining the shutdown.

Has anyone heard anything even semi-official.

Brian

Brian Dunbar
Internet Services Manager
NASA Office of Communications
300 E St. SW
Washington DC 20546

Office — 202 358 0873
Mobile — (b) (6)
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.
In case you’d prefer not to use the link, I downloaded it.

I just got this from another listserv, it’s a white paper on auditing and performance. Might be of interest.

Having a digital platform that’s functional and intuitive is extremely important for offering a customer experience that will drive lead generation, encourage conversions, and build loyalty towards your organization.

In our new whitepaper, Is Your Site Performing? 5 Techniques for Auditing Digital Health, you’ll learn how regularly monitoring or auditing your site can help you do digital better.

In this whitepaper, you’ll learn:
   · Why and how to holistically monitor your site’s health
   · Five different kinds of diagnostic audits and what information they provide
   · The basics of each audit
   · How to move forward with your findings

Wait, are you telling me that folks aren’t already doing this?

I used blazemeter to do load testing then find the items loading slowly. I also watch performance on New Relic and Akamai and tweak when necessary.

Caching is the biggest issue for my site in that it has to be cleared often, but it’s a Drupal site and I’m going to push a change soon to use a module that will auto purge content without the performance drag cache clears can cause.

For the Drupalers here, you might want to look at [https://youtu.be/yIqIzH0FyQ8](https://youtu.be/yIqIzH0FyQ8)

He goes over how to measure performance as well as other performance topics.

And this one (older) but really a good one for the D7 sites in gov, highly recommend
From: Bronson, Samuel (OS/ASPA) [mailto:Samuel.Bronson@HHS.GOV]
Sent: Wednesday, November 29, 2017 1:02 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Let's talk about web performance

Just for context, the ITIF Report methodology relied on Google PageSpeed Insights to measure only the homepage of government domains. That aside, though, Google PageSpeed does not actually measure Page Load Time, so their measure was kind of a misnomer. The tool scans a page to look for “best practices that can affect page speed,” which is an important point because there are ways to follow best practices and weigh down a page just as there are ways to load quickly without them.

For more context, other sites getting similarly poor scores on Google PageSpeed Insights include espn.com, cnn.com, and probably your favorite site – give it a go!

I’m not saying the effort to benchmark and improve performance is not an excellent one. I’m just suggesting that the ITIF report - as far as performance – is not based on true measure of page speed, nor representative of more than respective homepages.

I think it would be nice for the community to agree on a target average page load time, or at least a target range.

Thanks.

Sam Bronson
Office: (202) 260-6502
Mobile: (b) (6)

From: Karen Trebon - QXD [mailto:karen.trebon@GSA.GOV]
Sent: Wednesday, November 29, 2017 11:35 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Let's talk about web performance

I love the idea of looking at this issue (web performance) as a community.

Related to findings one and five, I wonder what should we demand of our contractors? What reports should we ask them for? Of course, we don't want to ask for more reports than we can use. I imagine a good report would tell us what's going well, not well, and how to fix it. But what other qualities would a good performance report have?

Of course, there's always the Statement of Objective approach, where we have the vendor community make recommendations. Rather than us prescribing it.

On Wed, Nov 29, 2017 at 11:03 AM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:
Earlier this year, the USWDS team interviewed several teams across government in order to identify the needs and existing pain points around web performance. They also documented the efforts government agencies have made and continue to make towards improved web performance.

The report is worth reading and is probably our best starting point https://standards.usa.gov/performance/research/

What they found:
1. Most federal agencies currently track their web performance in an informal, ad hoc way.
2. Communicating the value-add of web performance is difficult. Tying the impact of improved web performance to a tangible result is even more difficult.
3. Each government website has its own unique challenges and circumstances. They need a web performance tool and best practices that can be tailored to their specific site.
4. Federal agencies use a variety of tools to track and measure web performance. There is currently no standard for tools and metrics government teams should use.
5. Government teams need to know the ways and options they have for improving their site’s web performance.

Here is the full list of findings, pain points and user needs:
https://standards.usa.gov/performance/research/#findings

On Wed, Nov 29, 2017 at 7:36 AM, Jeremy Zilar - QXE <jeremy.zilar@gsa.gov> wrote:

Hi,

One of the things I have been excited to address as we rebuild digitalgov.gov is web performance.

Why? Because web performance is something many government websites need to work on — including digitalgov.gov.

According to Google PageSpeed, our site scores a 47/100 for mobile and 63/100 for desktop. Here is a recent performance report from GTmetrix https://gtmetrix.com/reports/www.digitalgov.gov/GhZIyYau

So, we are committing a 2-week sprint in the month of December to making performance on digitalgov.gov better, and we are going to aim to do this in the open and would love your feedback along the way.

Our hope is that by doing this work in the open and with the larger govt community, we can have a discussion around performance, the challenges that stand in our way, and what guidance and tools are needed to actually solve this in government.

Questions for you

- What do you need to improve the performance on your site?
- What would help you or your team take meaningful steps towards making your site faster, better?
- How could we tackle performance together, as a community? What could that look like?

-----

Optimizing Your Website For Maximum Performance — by Jacob Parcel

What is web performance:
https://standards.usa.gov/performance/what/

Why track web performance:
https://standards.usa.gov/performance/why/
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

--
Karen Trebon - MPA, PMP
Acting Lead, Smarter IT Solutions Portfolio
Technology Transformation Service
U.S. General Services Administration
This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Is Your Site Performing?

5 Techniques for Auditing Digital Health
When it comes to complex platforms, prevention is the best medicine for user and technical problems. Since digital ecosystems are becoming increasingly complex, monitoring and diagnosing potential issues is key to preventing more serious problems down the line.

Having a digital platform that's functional and intuitive is extremely important for offering a customer experience that will drive lead generation, convert into sales, and build loyalty towards your organization. Beyond ensuring that your organization's digital platform offers an excellent experience to users, regularly monitoring or auditing your site can also help you stay in compliance with evolving laws, and can help you mitigate any potential security issues before they become a real concern.

There are numerous different cross-sections of a site that need to be audited on a regular basis to give you a holistic view of your digital platform and its health. These are content, user experience (UX), accessibility, security, and technical structure. As new pages are added, as code is updated, and as standards evolve, it’s critical to have an auditing process in place to diagnose any potential problems before they can cause any serious issues for your organization.
What's an audit?

When spoken of in a digital context, an audit is a study of a specific facet of a platform. While some audits (such as accessibility audits) measure a component of the platform against compliance standards, others simply create an inventory and identify any gaps or redundancies.

Auditing is a very valuable process for organization, but it’s important before you begin to commit to following through on your findings. As part of the audit, you’ll generate a written report of your strengths, weaknesses, and areas that need to be addressed. While it might be tempting to soften some of the findings, it’s important to be honest, and to make a plan for fixing the problems you find. Otherwise, the audit is a pointless exercise. The entire point of an audit is to identify problem areas and solve those issues. Without follow through, the time spent on an audit is essentially wasted.

Why audit?

Although it may sound scary, audits are actually incredibly useful. They’re designed to help you identify flaws or weaknesses in your digital platform, and improve both it and your customer experience. Audits are a fantastic diagnostic tool that can provide different insights and data to help you optimize every component of a platform. When used right, audits can help you map a plan for building a better digital platform to energize both your customers and your team.

With that in mind, here are the five different types of site audit strategies, their purposes, and how they can help you.
A content audit is an analysis of all of the content your organization has on its digital platform. Since a platform can span a website, social media, and even apps, a content audit can seem like a daunting undertaking. Ultimately, though, performing a content audit will help you improve the user journey by identifying where content is old, outdated, or even missing entirely on your website.

As part of a content audit, you’ll not only work with your content marketing stakeholders, but you’ll map out your Information Architecture and catalogue every piece of content you have. It’s a big task, but there are plenty of tools that can help with the process, and it’s invaluable for any organization that wants to make the most of their existing resources.

Organizations can do content audits on their own, or hire outside contractors to come in and assist. Bringing in fresh eyes ensures that problem areas will be identified without bias, and there are groups that specialize in running content audits and generating a roadmap of ways that organizations can dramatically improve the user journey on their website.

Here’s what happens in a content audit:

• First, the auditor will take inventory of the content you currently have. This will likely be done by using a tool to map every URL on your website.
• Next, the auditor will look through each page on your site to identify the function of piece of content. They’ll log everything, including any problems they find. Does a page have outdated language? Is a page broken? What step in the sales or support journey does a piece of content correspond to? These are the things that will be recorded.
• The audit findings will be used to map out the customer journey on your website. You’ll be able to see which piece of content corresponds to which stage in the buying process, and you’ll be made aware of any gaps, or areas in which you can improve.
User Experience (UX) Audit

User Experience (UX) audits are an analysis of the usability of your digital platform. The UX audit seeks to understand which parts of your platform are causing problems, and can help you identify ways to updating your user experience.

A UX audit looks at numerous areas to build a picture of how your site is performing. During a UX audit, you'll use a variety of different tools to amass and assess data on your traffic and engagement, sales goals, conversion metrics, compliance with various UX standards, and will measure that against intangibles like your existing business and user objectives.

Different UX audits might focus on different areas of your organization’s digital platforms. There are some kinds of UX audits that overlap heavily with accessibility-specific audits, which we’ll cover further down. Ultimately, the goal of a UX audit is to ensure that your website doesn't get in its own way.

During a UX audit, you can expect the following things to happen:

• The auditor will identify the pages you plan to audit. An ambitious UX audit will look at more pages, but at the very least, a basic UX audit will identify and inspect your most important landing pages.

• The audit itself will focus on reviewing your text, keywords, and calls to action. Is the page easy to read? Are the calls-to-action clear? Has all the important metadata (such as page title, meta description, image descriptions, and so on) been filled out? An auditor will also look at the flow of information, and how the page performs across different devices and browsers.

• Once an auditor has looked at multiple pages on your site, patterns should begin to emerge. The UX auditor will identify areas of weakness that you can improve by comparing the findings from different pages, and make a plan for addressing those problems.
Accessibility-Specific Audits

Does your digital platform support web users with specific needs? An accessibility audit will help you ensure that your organization is serving every user equally—regardless of different levels of physical or mental ability that those users may have. There are quite a few social and business drivers for having a fully accessible website, and an accessibility audit will help you understand the many ways that your business can improve.

Accessibility audits are incredibly important for any business that cares about all its users, or that wants to go beyond the minimum compliance with the law. A proper accessibility audit will pinpoint the ways that technical best practices can increase your site performance, and will help you identify content creation workflows that simplify life for both your users and your team.

Even if you think you’re fully accessibility compliant, we strongly recommend that you contract an organization to inspect your site and systems. Web accessibility is an area of legal liability: in 2017, the first federal trial on web accessibility found grocery chain Winn-Dixie’s in violation of the Americans with Disabilities Act (ADA). An accessibility audit can identify areas in which your website needs improvement, and can help protect your organization from expensive litigation.

It’s important to know that an accessibility audit can be more complicated than a content or UX audit. But a basic accessibility audit might look at the following:

• Review images on your website. Do they all have image tags?
• Do your links have descriptive text about where they lead?
• Is your text (with H1s, H2s, and so on) properly formatted?
• Is your site readable for users with color impairment? This might account for buttons, image or text contrast, and so on.

For any organization interested in checking and maintaining their content accessibility, the Web Accessibility Initiative has a toolkit called the Web Content Accessibility Guidelines (WCAG). The WCAG helps organizations gauge and address issues on an ongoing basis to make sure that no user is alienated.
A security audit doesn’t only look at your existing platform and any vulnerabilities it may have. Security audits also seek to understand your existing security policies, procedures and systems, and will help you design practical, everyday practices that can keep your organization from developing vulnerabilities.

Frequent and thorough security audits are critical for any organization that handles data of any sort. A security audit can make sure that your data is as safe as possible, and can help you mitigate problems should a data breach occur. A security audit can also help you navigate security certifications, and understand roles and responsibilities when it comes to protecting your users’ and your organization’s sensitive information.

With a security audit, it’s especially important to contract a specialist to assist you, and to follow any recommendations they provide. For example, look no further than the 2017 Equifax hack, where more than 145 million people’s sensitive information was jeopardized. Security researchers had alerted Equifax to their vulnerabilities more than six months before the hack occurred, but inaction from Equifax left the site wide open to an inevitable hack.

In addition to protecting your users, security audits are important tools for making sure that your digital platforms are in compliance with the law. With the rise of hacking and vulnerability scandals, more and more legislation is being written around the protection of data and digital systems. A security audit will help you identify and address any vulnerabilities on your platforms. In the meantime, to make sure your site is secure as possible, it’s always a good idea to:

- Make sure all of your systems are updated.
- Delete any user accounts that are no longer in use.
- Make sure all of your passwords are strong.
- Contact a company like FFW to run a security scan to make sure your site is safe.
Technical Audits

Technical audits are a great strategy for improving site performance. Technical audits can be a catchall term that refer to surveying and determining management for frontend, backend, and server configurations, both individually and as part of a larger collective strategy.

It doesn’t matter how great your business model or content strategy is if your digital homebase is clunky and unreliable, or even just slower than your competition. In fact, there have been plenty of studies showing that a slow website will severely harm your conversion rates. A technical audit can help you improve speed, reliability and recovery, by identifying ways for you to better adhere to best practices in application architecture and content management.

A technical audit will look at your systems, automations, your code, and your infrastructure. It’s very difficult for organizations without deep technical expertise to conduct a technical audit, so it’s recommended to contract a group that has extensive experience surveying a platform’s systems and architecture. During the technical audit process, you’ll be able to identify:

- Any server issues, page problems, or technical errors.
- Potential architectural problems that might be slowing page load times.
- Areas of vulnerability that hackers might be able to exploit.
- That all systems are installed and configured properly.

At the end of a technical audit, you’ll have a list of concrete areas that need to be addressed, and an audit organization will provide you with a list of steps that you can take to resolve any technical issues on your platform.
After the Audit

Auditing a system is just the first step in building a better digital strategy. Regardless of whichever kind of audit (or audits) you choose to undertake, it’s important to identify and involve stakeholders as early as possible in the process, and make sure they’re committed to follow-through on designing and implementing a strategy that addresses your audit findings.

In addition, an audit is only effective if you understand why your findings are important. Take the time to understand best practices in your industry and in the digital space, and don’t be afraid to dig down. Ask questions and do as much research as you can: after all, you can’t fix something if you don’t know it’s broken in the first place.

Lastly, remember that Rome wasn’t built in a day. Even if you run every kind of audit and build and implement a digital strategy, it will take time for your platform to improve, and you need to monitor your site on an ongoing basis. As platforms and the web evolve, so too do audits and best practices, so keep auditing in your toolbox as an important part of measuring the effectiveness of your digital platform.

Ultimately, audits should be the first step in building a larger strategy for getting customers and leads engaged. Even the audits that focus on technical performance are important for improving your end-user experience, since an audit might turn up an unexpected way to make the browsing experience on your website better. Having a website that’s functional and intuitive is extremely important to building a better digital presence for your business, and audits are just one way to ensure that your platforms are constantly performing at levels that exceed ordinary standards.

About Us

FFW is a digital agency focused on creating digital experience platforms that ensure our clients’ success, always moving forward at the speed of digital innovation.

For over 15 years, the world’s largest brands have relied on us to build accessible, creative, and user-friendly digital solutions that deliver results. We are more than 420 people across 11 countries, with a track record of over 1,000 digital solutions delivered since 2000.
Happy Holidays,

Pardon my asking, but where can I learn better how "web content inventory & audit tools" are distinguished?

In particular, for small sites like the one I work - 300 pages in 20 folders in about 4 levels (home, 1, 2, and 3), and 6000 files in 200 folders in at least 4 levels. I mention "levels" because I find it useful to see the site in a hierarchy of clusters.

By the way, the pages are in WordPress, and the 200 folders and the files they contain are not in WordPress.

Or perhaps, my situation does not apply ....

Thanks in advance,

---

From: Darren Cole <darren.cole@NARA.GOV>
To: <CONTENT-MANAGERS-L@LISTSERV.GSA.GOV>,
Date: 11/30/2017 07:09 AM
Subject: [CONTENT-MANAGERS-L] Recommendations for Content Inventory/Audit tools

Hello,

We're trying to identify Web Content Inventory & Audit tools for use as part of an upcoming redesign and are looking for suggestions. Ideally something that can also integrate with Google Analytics, and with a federal-friendly TOS.

Tools we've identified already include:

Blaze (https://www.blazecontent.com/)
Content Analysis Tool (CAT) (http://www.content-insight.com/)
Flock (https://flockforcontent.com/)
SEO Tool from ScreamingFrog (https://www.screamingfrog.co.uk/seo-spider/)

Does anyone have experience with any of the above they'd like to share, or know of other tools they'd recommend?

Many thanks!

-Darren Cole
Web and Social Media Branch
National Archives and Records Administration
https://www.archives.gov/
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov. The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Subject: Re: It's that time of year again...
From: "Palosky, Stacey (OS/ASPA)" <Stacey.Palosky@HHS.GOV>
Reply To: Palosky, Stacey (OS/ASPA)
Date: Thu, 30 Nov 2017 19:45:17 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (8 kB) , text/html (22 kB)

HHS recently migrated StopBullying to D8, using the US Web Standard Templates -- https://www.stopbullying.gov/
FDA runs its This Free Life campaign site on D8 -- https://thisfreelife.betobaccofree.hhs.gov/

We’ve got two more sites currently in works to launch in D8 over the next couple of months. We’re happy to share our lessons thus far and definitely want to continue to learn from others/re-use and share work, etc. We did recently participate in a US Web Standards meeting where we shared lessons on the StopBullying site migration.

Stacey Palosky
Digital Engagement Manager, Assistant Secretary for Public Affairs (ASPA)
Dept of Health and Human Services (HHS)
202-205-9741
stacey.palosky@hhs.gov

From: Dana Allen-Greil [mailto:dana.allen-greil@NARA.GOV]
Sent: Thursday, November 30, 2017 10:18 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] It's that time of year again...

At the National Archives we are planning to migrate our intranet from D7 to D8 by spring. After we learn from that experience, we plan to implement 8 as part of a full redesign of our flagship public site, Archives.gov (which is currently in D7).

We'd love to hear from others about their experiences, pitfalls, etc. as we embark on these tasks!

Best,

Dana

On Thu, Nov 30, 2017 at 10:10 AM, Larrimore, Laura <Laura.Larrimore@uspto.gov> wrote:
USPTO is looking at moving from D7 to D8.

Any tips, examples, promising module suggestions are appreciated!

In D8, I hope to:

- Use ‘paragraphs’ or other modules to be able to have more on-the-fly customization of page layouts [one of Drupal’s drawbacks is how rigid the templates are]
- Implement a new photo gallery module (anyone have suggestions?)
Create some page templates that are more “editorial” in design (I.e full width images, larger sections of display text, more like an online magazine/marketing website layout)

Redesign our sub-landing pages

~Laura

From: Goodman, Rebecca [mailto:rebecca_goodman@FWS.GOV]
Sent: Thursday, November 30, 2017 9:12 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] It's that time of year again...

Hey y'all!

As the year comes to a close and we begin to look to the next year in drupal, I wanted to reach out and see who was working on migrations from d6 or d7 to d8. Jess and I were exploring some topics and wanted to get some feedback from the group about d8 migrations and experiences you all have had, good or bad.

And also take an informal poll of who is on d8 in the gov (local, state, fed).

Also have any of you been looking into or using either Angular.js or React.js at your agency or state or local levels? With either d7 or d8 -- interested to see how many have already begun to incorporate it.

Thanks in advance (because I know the second you all get this, you will JUMP at the chance to answer me :-P)

Happy Thursday!

Becca

--
Rebecca Goodman-Sudik
IT Specialist/Drupal Nerd
U.S. Fish and Wildlife Service
703-358-2475 (desk)
703-358-2475 (mobile)

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
For anyone who is sharing lessons learned from a D7->D8 migration, can that be shared on the listserv for all to see? Thanks.

HHS recently migrated StopBullying to D8, using the US Web Standard Templates -- https://www.stopbullying.gov/
FDA runs its This Free Life campaign site on D8 -- https://thisfreelife.betobaccofree.hhs.gov/

We've got two more sites currently in works to launch in D8 over the next couple of months. We’re happy to share our lessons thus far and definitely want to continue to learn from others/re-use and share work, etc. We did recently participate in a US Web Standards meeting where we shared lessons on the StopBullying site migration.

Stacey Palosky
Digital Engagement Manager, Assistant Secretary for Public Affairs (ASPA)
Dept of Health and Human Services (HHS)
202-205-9741
stacey.palosky@hhs.gov

At the National Archives we are planning to migrate our intranet from D7 to D8 by spring. After we learn from that experience, we plan to implement 8 as part of a full redesign of our flagship public site, Archives.gov (which is currently in D7).

We'd love to hear from others about their experiences, pitfalls, etc. as we embark on these tasks!

Best,
Dana
USPTO is looking at moving from D7 to D8.

Any tips, examples, promising module suggestions are appreciated!

In D8, I hope to:

- Use ‘paragraphs’ or other modules to be able to have more on-the-fly customization of page layouts [one of Drupal’s drawbacks is how rigid the templates are]
- Implement a new photo gallery module (anyone have suggestions?)
- Create some page templates that are more “editorial” in design (i.e. full width images, larger sections of display text, more like an online magazine/marketing website layout)
- Redesign our sub-landing pages

~Laura

From: Goodman, Rebecca [mailto:rebecca_goodman@FWS.GOV]
Sent: Thursday, November 30, 2017 9:12 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] It's that time of year again...

Hey y'all!

As the year comes to a close and we begin to look to the next year in drupal, I wanted to reach out and see who was working on migrations from d6 or d7 to d8. Jess and I were exploring some topics and wanted to get some feedback from the group about d8 migrations and experiences you all have had, good or bad.

And also take an informal poll of who is on d8 in the gov (local, state, fed).

Also have any of you been looking into or using either Angular.js or React.js at your agency or state or local levels? With either d7 or d8 -- interested to see how many have already begun to incorporate it.

Thanks in advance (because I know the second you all get this, you will JUMP at the chance to answer me :-P )

Happy Thursday!

Becca

--
Rebecca Goodman-Sudik
IT Specialist/Drupal Nerd
U.S. Fish and Wildlife Service
703-358-2475 (desk)
(mobile)

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit:


Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Hi all,

For those interested in a little background, we covered ITIF’s first report on DigitalGov in March and, based on their benchmark areas, posted some resources to help agencies improve their sites

We recently followed up with them at the 6-month mark with a 30-minute YouTube Live convo via DGU https://www.digitalgov.gov/2017/09/20/a-conversation-with-itif-about-state-federal-government-websites/

Best regards,
Toni

---

On Thu, Nov 30, 2017 at 11:59 AM, @nro.mil> wrote:

Hello all,

I hope everyone had an enjoyable Thanksgiving. On my downtime, I found an interesting article about federal websites. Check it out:

Excerpt:
In this report, ITIF reviews almost 500 of the most popular federal websites and finds that approximately 91 percent failed to perform well on at least one of the metrics analyzed. For comparison, in the initial report 92
percent of the websites reviewed failed to perform well on at least one.

This second edition of the "Benchmarking U.S. Government Websites" report provides a detailed analysis of how U.S. federal websites are performing six months after the release of the initial report. In the initial report, ITIF reviewed 297 federal websites. In this edition, we analyzed 468 of the most popular federal websites. Of these sites, we analyzed 260 of them in the initial report. Those that we did not include in this report, we either omitted because they no longer ranked among the top one million sites globally or an agency had removed, archived, or merged the website with another one. This report shows that most of the websites reviewed in both years continue to fall short of requirements set by the federal government, as well as industry standards for web design and development. This report uses publicly available tools to assess website performance in terms of page-load speed, mobile friendliness, security, and accessibility. We analyzed two metrics for page-load speed: desktop page-load speed and mobile page-load speed. For desktop page-load speed, 63 percent of federal websites passed the test compared to 73 percent in the initial report. For mobile page-load speed, 27 percent of federal websites passed the test compared to 36 percent in the initial report.

Enjoy!

(b) (6)
NRO, Public Affairs Officer
Check out the latest NRO happenings at:
Facebook: https://www.facebook.com/NationalReconnaissanceOffice
Twitter: https://twitter.com/NatReconOfc
NRO Website: www.nro.gov

***********************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
***********************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Importantly, what convinced you that it was a good idea to make the effort? I'm still strongly considering waiting for 9.0, but my needs probably don't match everyone else's.

Larry
---
Larry Gillick
Deputy Director of Digital Strategy
Drupal PaaS Evangelist
U.S. Department of the Interior
202-208-5141 (o) / (c)
Drupal Questions?
https://sites.google.com/a/ios.doi.gov/doi-gov-cms/

On Thu, Nov 30, 2017 at 2:51 PM, Materese, Robin (Fed) <robin.materese@nist.gov> wrote:

For anyone who is sharing lessons learned from a D7->D8 migration, can that be shared on the listserv for all to see? Thanks.

---
From: Palosky, Stacey (OS/ASPA) [mailto:Stacey.Palosky@HHS.GOV]
Sent: Thursday, November 30, 2017 2:45 PM

To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] It's that time of year again...

HHS recently migrated StopBullying to D8, using the US Web Standard Templates -- https://www.stopbullying.gov/

FDA runs its This Free Life campaign site on D8 -- https://thisfreelife.betobaccofree.hhs.gov/

We've got two more sites currently in works to launch in D8 over the next couple of months. We're happy to share our lessons thus far and definitely want to continue to learn from others/re-use and share work, etc. We did recently participate in a US Web Standards meeting where we shared lessons on the StopBullying site migration.

Stacey Palosky
Digital Engagement Manager, Assistant Secretary for Public Affairs (ASPA)
At the National Archives we are planning to migrate our intranet from D7 to D8 by spring. After we learn from that experience, we plan to implement 8 as part of a full redesign of our flagship public site, Archives.gov (which is currently in D7).

We'd love to hear from others about their experiences, pitfalls, etc. as we embark on these tasks!

Best,

Dana

On Thu, Nov 30, 2017 at 10:10 AM, Larrimore, Laura <Laura.Larrimore@uspto.gov> wrote:

USPTO is looking at moving from D7 to D8.

Any tips, examples, promising module suggestions are appreciated!

In D8, I hope to:

- Use ‘paragraphs’ or other modules to be able to have more on-the-fly customization of page layouts [one of Drupal’s drawbacks is how rigid the templates are]
Implement a new photo gallery module (anyone have suggestions?)

Create some page templates that are more “editorial” in design (i.e full width images, larger sections of display text, more like an online magazine/marketing website layout)

Redesign our sub-landing pages

~Laura

From: Goodman, Rebecca [mailto:rebecca_goodman@FWS.GOV]
Sent: Thursday, November 30, 2017 9:12 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] It's that time of year again...

Hey y'all!

As the year comes to a close and we begin to look to the next year in drupal, I wanted to reach out and see who was working on migrations from d6 or d7 to d8. Jess and I were exploring some topics and wanted to get some feedback from the group about d8 migrations and experiences you all have had, good or bad.

And also take an informal poll of who is on d8 in the gov (local, state, fed).

Also have any of you been looking into or using either Angular.js or React.js at your agency or state or local levels? With either d7 or d8 -- interested to see how many have already begun to incorporate it.

Thanks in advance (because I know the second you all get this, you will JUMP at the chance to answer me :-P )

Happy Thursday!

Becca

--

Rebecca Goodman-Sudik
IT Specialist/Drupal Nerd
U.S. Fish and Wildlife Service
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov 
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest 
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Not everyone in Gov is on Drupal. Might be a better place to do it in Drupal Gov slack or on the Drupal4Gov google group.

If you want to be added to either, let me know offlist.

The slack group is open to all (contractors and govies) the google group is restricted to govies and contractors who have been sponsored in by their government contacts (there’s a rules of behavior for the google group for contractors).

Makes it easier to have drupal specific conversations as opposed to broader tech/content/gov discussions here.

For anyone who is sharing lessons learned from a D7->D8 migration, can that be shared on the listserv for all to see? Thanks.

HHS recently migrated StopBullying to D8, using the US Web Standard Templates -- https://www.stopbullying.gov/ 
FDA runs its This Free Life campaign site on D8 -- https://thisfreelife.betobaccofree.hhs.gov/

We’ve got two more sites currently in works to launch in D8 over the next couple of months. We’re happy to share our lessons thus far and definitely want to continue to learn from others/re-use and share work, etc. We did recently participate in a US Web Standards meeting where we shared lessons on the StopBullying site migration.

Stacey Palosky
Digital Engagement Manager, Assistant Secretary for Public Affairs (ASPA)
Dept of Health and Human Services (HHS)
202-205-9741
stacey.palosky@hhs.gov

At the National Archives we are planning to migrate our intranet from D7 to D8 by spring. After we learn from that experience, we plan to implement 8 as part of a full redesign of our flagship public site, Archives.gov (which is currently in D7).
We'd love to hear from others about their experiences, pitfalls, etc. as we embark on these tasks!

Best,

Dana

---

On Thu, Nov 30, 2017 at 10:10 AM, Larrimore, Laura <Laura.Larrimore@uspto.gov> wrote:
USPTO is looking at moving from D7 to D8.

Any tips, examples, promising module suggestions are appreciated!

In D8, I hope to:

- Use ‘paragraphs’ or other modules to be able to have more on-the-fly customization of page layouts [one of Drupal’s drawbacks is how rigid the templates are]
- Implement a new photo gallery module (anyone have suggestions?)
- Create some page templates that are more “editorial” in design (I.e full width images, larger sections of display text, more like an online magazine/marketing website layout)
- Redesign our sub-landing pages

~Laura

From: Goodman, Rebecca [mailto:rebecca_goodman@FWS.GOV]
Sent: Thursday, November 30, 2017 9:12 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] It's that time of year again...

Hey y'all!

As the year comes to a close and we begin to look to the next year in drupal, I wanted to reach out and see who was working on migrations from d6 or d7 to d8. Jess and I were exploring some topics and wanted to get some feedback from the group about d8 migrations and experiences you all have had, good or bad.

And also take an informal poll of who is on d8 in the gov (local, state, fed).

Also have any of you been looking into or using either Angular.js or React.js at your agency or state or local levels? With either d7 or d8 -- interested to see how many have already begun to incorporate it.

Thanks in advance (because I know the second you all get this, you will JUMP at the chance to answer me :-P)

Happy Thursday!

Becca
content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to
listserv@listserv.gsa.gov
Apparently, my superpower is shaking loose a government document by sending an e-mail to a listserv. NASA's shutdown plan posted here:

https://www.nasa.gov/agency/furlough/index.html

Citizens will be unable to access "the NASA website", but no details on how to make that (not) happen. I'll have to work that with OCIO. No mention of social media.

Cheers,

Brian Dunbar
Internet Services Manager
NASA Office of Communications
300 E St. SW
Washington DC 20546

Office — 202 358 0873
Mobile — (b) (6) ... [redacted]

Brian.dunbar@nasa.gov
http://www.nasa.gov

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Regarding social media, here's what we've used in the past:

**If you manage an official social media account:** All account holders of any official social media account will be allowed to post only one update indicating the following: “As a result of the lapse in appropriation, we will not be actively using this account until further notice.” This should be the only update you post on [date here]. Afterwards, you are not allowed to monitor, use, or update the account for any reason until the Government has reopened. Any accounts that have posted during this time will be deactivated until further notice.

Thanks

[------------------]

**Scott Horvath**
Bureau Social Media Lead, Office of Communications and Publishing
703-648-4011 (work)
717-780-4758 (cell)
Connect with USGS: Facebook | Twitter | Instagram | and more!

On Thu, Nov 30, 2017 at 5:13 PM, Dunbar, Brian (HQ-NJ000) <brian.dunbar@nasa.gov> wrote:

Apparently, my superpower is shaking loose a government document by sending an e-mail to a listserv. NASA's shutdown plan posted here:

[https://www.nasa.gov/agency/furlough/index.html](https://www.nasa.gov/agency/furlough/index.html)

Citizens will be unable to access “the NASA website”, but no details on how to make that (not) happen. I'll have to work that with OCIO. No mention of social media.

Cheers,

Brian Dunbar

Internet Services Manager

NASA Office of Communications

300 E St. SW

Washington DC 20546

Office — 202 358 0873

Mobile — (b) (6)
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:
I also like the hierarchy of clusters idea; in my case it's a two-level hierarchy, organization chart piece (the owner/content steward) > thematic group of pages.

To me one of the most important aspects of content inventory and auditing work has been to “flatten” the metaphor for what a web site is. If your web site is viewed like a lake, where new content arrives like fall leaves dropping on the surface, are highly visible for a while, then sink to who knows where (off the home page, eventually off the central navigation), but still remain, perhaps with 508 issues lurking, etc., that’s a problem. We shouldn’t have content that’s invisible. I wanted to see my site as one flat thing where nothing is hiding – nothing is unlisted or in a long list. I flattened a 34,000-page web site onto one map diagram. My tools were SEO Spider from Screaming Frog, an R script, and D3.js for visualization, starter files posted to https://github.com/wendlingd; see the treemap and “accelerate web site repairs.” (the map uses dummy data, FYI, not our real site data.)

Dan Wendling, NLM/NIH/HHS

Happy Holidays,

Pardon my asking, but where can I learn better how "web content inventory & audit tools" are distinguished?

In particular, for small sites like the one I work - 300 pages in 20 folders in about 4 levels (home, 1, 2, and 3), and 6000 files in 200 folders in at least 4 levels. I mention "levels" because I find it useful to see the site in a hierarchy of clusters.

By the way, the pages are in WordPress, and the 200 folders and the files they contain are not in WordPress.

Or perhaps, my situation does not apply ....

Thanks in advance,

Darren Cole

Hello,

We’re trying to identify Web Content Inventory & Audit tools for use as part of an upcoming redesign and are looking for suggestions. Ideally something that can also integrate with Google Analytics, and with a federal-friendly TOS.
Tools we've identified already include:

Blaze (https://www.blazecontent.com/)
Content Analysis Tool (CAT) (http://www.content-insight.com/)
Flock (https://flockforcontent.com/)
SEO Tool from ScreamingFrog (https://www.screamingfrog.co.uk/seo-spider/)

Does anyone have experience with any of the above they'd like to share, or know of other tools they'd recommend?

Many thanks!

-Darren Cole
Web and Social Media Branch
National Archives and Records Administration
https://www.archives.gov/
Hello Web Content Managers,

I hope you're having a great day -- sharing this update below with you, as many of these opportunities and resources may overlap with your programs and you are always welcome and invited!

Best regards,
Justin

Justin "Doc" Herman
Emerging Citizen Technology Office: ECTO
U.S. General Services Administration

---------- Forwarded message ----------

From: Justin Herman - QXE <justin.herman@gsa.gov>
Date: Fri, Dec 1, 2017 at 12:30 PM
Subject: New inter-agency Emerging Citizen Tech Forum; New Ventures Advisory Working Group; New Acquisition Resource
To: Artificial Intelligence <AI@listserv.gsa.gov>, AIPublic@listserv.gsa.gov, "VR@LISTSERV.GSA.GOV" <VR@listserv.gsa.gov>, VRARPublic@listserv.gsa.gov, "BLOCKCHAIN@LISTSERV.GSA.GOV" <Blockchain@listserv.gsa.gov>, BlockchainPublic@listserv.gsa.gov, SM Community of Practice <SM-COP@listserv.gsa.gov>

Greetings to +2100 participants in Federal and Public Emerging Citizen Technology Communities, including Artificial Intelligence for Citizen Services, Blockchain, Virtual/Augmented Reality and SocialGov,

I hope everyone is having a productive end to a great week.

As you know, things are never really and truly quiet in this field, and if you don't hear from us for a little bit it's because we're nose-down building new infrastructure for the collaborative pursuit of emerging technologies for more effective and efficient public services based directly on your critical contributions and requests.

And indeed we've got things for you thanks to your unending support and participation -- please keep your requests and ideas coming, because the more we have to work with, the more we can build better shared solutions to take these amazing advances from pockets and into the mainstream of modernization efforts.

1. We're launching a monthly inter-agency Emerging Citizen Technology Communities Forum

   - Co-organized by:
     - U.S. Department of Treasury: Innovation Program
A hour-and-a-half community forum hosted on the second Wednesday of each month -- both in-person and online -- in order to:
- convene emerging citizen technology masterminds like yourselves, whether AI, Robotic Process Automation, Blockchain, VR/AR or SocialGov (or whatever is coming next)
- report on the progress of initiatives, pilots, and shared resource development
- set agendas for collaborative inter-agency development of new resources and reports
- consolidate the time and effort currently spent on individual consultations and briefings (allowing us all to do more with less, because we are pleasantly stretched very thin keeping up with all of the briefing requests)
- For those of you who use the U.S. Digital Registry, this will coincide with a new monthly open office hours we will host to answer all questions and help your agencies participate in it -- more on that later.
- For those of you in our Public-facing Communities who are not government employees, hold tight: we will publish reports from these forums on the new U.S. Emerging Citizen Technology Atlas, and we are working on potentially opening the online participation in these forums up periodically and finding new ways of directly sharing in addition to these listservs: more on that later.

**The first Emerging Citizen Technologies Communities Forum will take place Wednesday, December 13, 10:30am-12:00pm here at GSA,** however our next forum will be at the U.S. National Archives and Records Administration Innovation Hub likely, and we hope to move to another federal agency each month in order to help you bring the best emerging technology innovations within arms reach of your teams where ever they are.

- **A separate calendar invite with logistics will be sent to our .gov and .mil participants on Monday.**

### 2. We're launching an inter-agency Emerging Citizen Technology Ventures Advisory Working Group

- Based on overwhelming feedback and requests for a team to keep a finger on the pulse of the most advanced emerging technologies available anywhere and their potential to reshape public services and deliver greater value for the American people, the #InnovateDHS team is taking point on organizing a new inter-agency Ventures Advisory working group by and for you and all of us.
- The vision behind this exciting contribution from collaborating programs:
  - "While we have to care about the issues and operational needs of today, we also must keep our eyes on the horizon to tomorrow’s emerging trends – the future is coming whether we’re prepared or not. With the Ventures Advisory Working Group, we’ll keep a frequent finger on the constantly-changing pulse of the technology trends and market intelligence the world’s most prominent venture capital firms are watching and investing in through an unbiased and world-driven lens.
  - "Through collaborative venture capital knowledge sharing, we’ll be introduced to leading and undiscovered technologies within their portfolios, driving not only awareness to our Communities and subsequently the leadership within each of our agencies, of the current state and a proactive approach to scouting technology that could eventually be acquired, but understanding of the quality of solutions available from all over the world."
If staying on the cutting edge of emerging technology ventures is your strength, and you'd like to help share insights with our larger federal community, look forward to hearing more from the #InnovateDHS team at our first Emerging Citizen Technologies Forum in two weeks.

3. We're building a 'Paths to Acquisition' resource in the U.S. Emerging Citizen Technology Atlas

Kelly Pippin, GSA Federal Acquisition Service out in Fort Worth, Texas, has taken point on developing a new resource for the U.S. Emerging Citizen Technology Atlas, that will help both federal managers and U.S. businesses navigate the different options and opportunities for piloting, testing or acquiring emerging technologies, including:

- GSA Schedules (of course)
- Prizes and Competitions such as Challenge.gov
- Joint Venture Partnerships

We hear every day that agencies and businesses are at the stage where they have solid use cases, they have the support, but need to know how to move forward: this resource is going to be a great start. And we want it on the street before the eggnog is gone.

If you have a path to acquisition or a program that should be included, reach out to EmergingTech@GSA.gov.

------------------------------

That's it for now -- three updates is enough, we wouldn't want to spoil your weekend. Again, and we cannot say this enough, all of this is not only possible but it is demanded thanks to your feedback, input, requests and
Hello,

The U.S. Currency Education Program (CEP) would like your help in improving the CEP’s website www.uscurrency.gov. We are asking volunteers from the public if they would be willing to take a short online activity for the CEP website’s usability. The usability activity will ask volunteers to indicate where on the CEP website they would look in order to find a particular piece of information. The online usability activity takes 15 to 20 minutes to complete and is voluntary. No previous experience with the CEP website is necessary.

If you are interested in volunteering to take the online usability activity, please email me at jillian.g.buttecali@frb.gov to obtain the link.

Regards,

Jillian Buttecali  
U.S. Currency Education Program  
Board of Governors of the Federal Reserve System  
Office: 202-973-7375  
uscurrency.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.  
For help with this listserv, to manage your settings, or to view list archives, visit:  
Hi Becca (and everyone else)!

This is good timing as next Friday (12/15) at 1pm ET, Brock Fanning from DOJ will be sharing the Drupal 8 theme he built using the Web Design Standards, during our monthly call.

Take a look at his theme: https://www.drupal.org/project/uswds

If you're interested in learning more, please register for the call: https://www.eventbrite.com/e/us-web-design-standards-monthly-call-registration-41059970477

Thanks,
Andrea

---

Rebecca Goodman-Sudik
IT Specialist/Drupal Nerd
U.S. Fish and Wildlife Service
703-358-2475 (desk)

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to
listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

--
Andrea Sigritz
DigitalGov.gov & U.S. Web Design Standards
Technology Transformation Service (TTS)
Federal Acquisition Service (FAS)
U.S. General Services Administration
andrea.sigritz@gsa.gov
Follow us @Digital_Gov
Get email updates
Find a training class
Join a DigitalGov Community of Practice
Check out our DigitalGov Services

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites
Hi friends —

We are holding a workshop at the GSA this **Tues, Dec 12 @ 9-12pm ET**, and I think many of you might be interested.

**Making Government Websites with GitHub, Federalist & U.S. Web Design Standards**

[Register here »](https://www.digitalgov.gov/event/workshop-making-government-websites-with-github-federalist-us-web-design-standards/)

-jeremy

--

Jeremy Zilar | jeremy.zilar@gsa.gov
Director DigitalGov / GSA — digitalgov.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l
I was asking because Jess Dearie (EPA) and I head up gov summit at drupalcon (Nashville, April 2018) and are currently working hard to build the schedule and programming!

There is also a distro from Mass IT called Mayflower that is out and on github and utilizes the Web Design Standards as well (to my knowledge) and has been implemented on mass.gov.

I look forward to seeing what DoJ has to offer.

Thanks

Becca

On Wed, Dec 6, 2017 at 1:16 PM, Andrea Sigritz (XCI) <andrea.sigritz@gsa.gov> wrote:

Hi Becca (and everyone else)!

This is good timing as next Friday (12/15) at 1pm ET, Brock Fanning from DOJ will be sharing the Drupal 8 theme he built using the Web Design Standards, during our monthly call.

Take a look at his theme: https://www.drupal.org/project/uswds

If you're interested in learning more, please register for the call: https://www.eventbrite.com/e/us-web-design-standards-monthly-call-registration-41059970477

Thanks,
Andrea

On Thu, Nov 30, 2017 at 9:11 AM, Goodman, Rebecca <rebecca_goodman@fws.gov> wrote:

Hey y'all!

As the year comes to a close and we begin to look to the next year in drupal, I wanted to reach out and see who was working on migrations from d6 or d7 to d8. Jess and I were exploring some topics and wanted to get some feedback from the group about d8 migrations and experiences you all have had, good or bad.

And also take an informal poll of who is on d8 in the gov (local, state, fed).

Also have any of you been looking into or using either Angular.js or React.js at your agency or state or local levels? With either d7 or d8 -- interested to see how many have already begun to incorporate it.

Thanks in advance (because I know the second you all get this, you will JUMP at the chance to answer me :-P )

Happy Thursday!

Becca
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

--
Andrea Sigritz
DigitalGov.gov & U.S. Web Design Standards
Technology Transformation Service (TTS)
Federal Acquisition Service (FAS)
U.S. General Services Administration
andrea.sigritz@gsa.gov
Follow us @Digital_Gov
Get email updates
Find a training class
Join a DigitalGov Community of Practice
Check out our DigitalGov Services
Hello

We would like to know the latest version of Internet Explorer that government websites are required to support.

Can someone please tell me where to find this information?

Thank you.

Ann P.

Ann L. Poritzky, MBA
Digital Content Strategist
National Institute of Dental and Craniofacial Research (NIDCR)
Building 31  5th floor
Phone: 301 435 4735

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Hey folks, Just checking to see if anyone has found a better alternative to GovDelivery? We're just about done with their tier pricing model that is based on "Quarterly Web Views" - a metric that is poorly defined, doesn't reflect their effort (or cost), and is not a requirement we value.

So, I guess I have two questions 1) Is there a better alternative - or costume built solution out there? I'm thinking about putting this funding towards an Amazon development/web solution. 2) Has anyone successfully challenged their tier pricing scheme?

--

Very respectfully,

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]
Internet Explorer 11 is effectively the last and only version of Internet Explorer that Microsoft itself supports as they transition to Microsoft Edge. IE 11 is also the only version of Internet Explorer with more than 1% use by the public on government websites. This isn't to say that agencies don't still have legacy dependencies on outdated unsupported versions of IE, but I think that should be viewed as more of a liability than a requirement.

https://analytics.usa.gov/

On Tue, Dec 12, 2017 at 11:52 AM, Poritzky, Ann (NIH/NIDCR) [E] <ann.poritzky@nih.gov> wrote:

Hello

We would like to know the latest version of Internet Explorer that government websites are required to support.

Can someone please tell me where to find this information?

Thank you.

Ann P.

Ann L. Poritzky, MBA

Digital Content Strategist

National Institute of Dental and Craniofacial Research (NIDCR)

Building 31 5th floor

Phone: 301 435 4735
listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
Other email solutions could help you, but I can’t overlook the new subscribers we get every year from other agencies in GovDelivery’s network. We had more new subscribers from the network than from our own Web sites—and we would have had a net loss of subscribers overall without new subscribers from the network.

Biff

Biff LeVee  
Web Quality Assurance Lead  
Agency for Healthcare Research & Quality  
5600 Fishers Lane, 07N58C  
Rockville, MD 20857  
biff.levee@ahrq.hhs.gov  
301-427-1897

From: [b][6][email] NAVY.EDU
Sent: Tuesday, December 12, 2017 1:25 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Fed up with GovDelivery

Hey folks, Just checking to see if anyone has found a better alternative to GovDelivery? We're just about done with their tier pricing model that is based on "Quarterly Web Views" - a metric that is poorly defined, doesn't reflect their effort (or cost), and is not a requirement we value.

So, I guess I have two questions 1) Is there a better alternative - or costume built solution out there? I'm thinking about putting this funding towards an Amazon development/web solution. 2) Has anyone successfully challenged their tier pricing scheme?

--

Very respectfully,

[b][6] Lieutenant Commander, U.S. Navy  
Navy Office of Information  
Room 4B463, 1200 Navy Pentagon  
Washington, DC 20350-1200

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:  

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov

The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest

*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
If you're looking to build a tool to send emails via AWS's Simple Email Service (SES), Sendy is an amazingly simple and powerful tool if your team is capable of creating HTML and text versions of emails from scratch. The issue then would be getting your CIO to approve its use.

https://sendy.co

Thank you,

Stan

Stan Olshefski
Director of Digital Strategy
solshefski@doc.gov
Office: 202-482-3077
Mobile: (b) (6)

From: LeVee, Biff (AHRQ/OC) [mailto:Biff.Levee@AHRQ.HHS.GOV]
Sent: Wednesday, December 13, 2017 7:11 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Fed up with GovDelivery

Other email solutions could help you, but I can't overlook the new subscribers we get every year from other agencies in GovDelivery's network. We had more new subscribers from the network than from our own Web sites—and we would have had a net loss of subscribers overall without new subscribers from the network.

Biff

Biff LeVee
Web Quality Assurance Lead
Agency for Healthcare Research & Quality
5600 Fishers Lane, 07N58C
Rockville, MD 20857
biff.levee@ahrq.hhs.gov
301-427-1897

From: [b] (b) (6) [mailto: [b] (b) (6) NAVY.EDU]
Sent: Tuesday, December 12, 2017 1:25 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Fed up with GovDelivery

Hey folks, Just checking to see if anyone has found a better alternative to GovDelivery? We're just about done with their tier pricing model that is based on "Quarterly Web Views" - a metric that is poorly defined, doesn't reflect their effort (or cost), and is not a requirement we value.

So, I guess I have two questions 1) Is there a better alternative - or costume built solution out there? I'm thinking about putting this funding towards an Amazon development/web solution. 2) Has anyone successfully challenged their tier pricing scheme?

--

Very respectfully,

(b) (6)
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Hi everyone. See below for an email from one of the social media folks on my team linking to an article and some screen shots about this new feature.

I just played with it using my personal account. It’s very easy to use and will really help if you need to post connected sets of tweets (aka a tweetstorm).

For the most part, the individual tweets behave and look just like individual, non-connected tweets. They look the same within the feed, but when you click on one on, a vertical line runs down the left side and you can see the entire thread, with the one you clicked on in a larger font. That’s on both a computer and a phone.

What’s different is that on a computer, a link appears under any tweet within a thread: “show this thread.” In my iPhone app, that link doesn’t appear, but maybe future versions of the apps will.

Another aspect to this what happens after you post the initial thread. On a computer, you can actually add to the thread. On my phone, though, that doesn’t exist, and additional tweets end up looking like replies to individual tweets within the thread.

You can check out how it looks on my personal account – look at it on both a computer screen and on your phone: https://twitter.com/levyj413. The thread starts with my tweeting about the threads feature and sharing the article below.
Compose new Tweet

What's happening?
GovDelivery/Granicus Users – Is their pricing model innovative or does it raise red flags?

Please read the full message below! Whichever side you take, it’s critical that you understand how you are being charged!

Shawn Eklund’s email is very timely because I only recently took a close look into their, IMO, very questionable pricing model ourselves, and we’ve been a longtime customer.

GovD has two ways of determining the pricing tier - (1) overall traffic and (2) total subscribers – and the tier is set based on increases in either variable. So, if your traffic doesn’t increase year-over-year, you could still realize a price increase based solely on an increase in subscribers. Further, when you look into both the justification for using these factors, along with what subscriber-based pricing ends up incentivizing, I see some serious red flags.

Traffic as Cost-Driver: Traffic ends up being the less offensive of the two, when looking at its justification for driving cost, but it’s their calculation method with which you should be acutely aware. Ostensibly, they claim that traffic is a good proxy for subscription invitations. In other words, each session, which is the metric they use, represents an opportunity to gain a new subscriber. Therefore, as traffic increases, so too does your opportunity to increase your total subscribers, and with it your potential reach. However, we pointed out to them some issues with this approach – mainly, out of curiosity for how they would respond, since even the smallest acknowledgement of inaccuracy on their part could question their bottom line. We stressed the following:

1. Users, not sessions, is more akin to subscription opportunities, as multiple sessions can be attributed to a single user over a given period of time.
2. Not every user encounters a sign-up element during their session(s) to your website. Some people use a pop-up or overlay invitation, which they might serve to only a percentage of users; others include sign-up features in their template footer; and, some use a combination of methods, but not usually not on every page of their site. The footer approach is likely the most ubiquitous, but seeing it will often require scrolling down, particularly on content-heavy pages.

When we made the above points, the Rep chose to completely ignore the first point about users vs sessions, and they did so immediately after making the case that traffic volume is a fair determining factor for cost because of how well, ITO, it represents sign-up opportunities. As for the second point, they suggested that it would not be possible to measure whether or not users encountered a sign-up element. Of course, it is very possible, and we explained this to them, and then asked if, given the specificity with which we could determine subscription opportunities viewed/encountered, they would realign our pricing based on these more accurate metrics. They responded not by entertaining that notion, but by saying that it’s a moot point because we remained in the same price tier anyway due to our total subscriber count …

Total Subscribers as a Cost-Driver: It’s this second factor where things get even more hairy, and it comes down to why GovD subscriber lists grow so rapidly, compared to other vendors, when all other variables are held constant. Keep in mind that the faster your list grows, the faster you are graduated to a higher pricing tier. Another way to look at it is that GovD is uniquely, and directly, incentivized to increase the number of subscribers in your account.

The question then becomes how does GovD increase your total subscribers? If you look in your account, you will undoubtedly see that every day, the largest number of new subscribers come from what GovD calls “network subscribers.” Ostensibly, these are customers of GovD’s who have signed-up for a subscription under a different customer account. GovD then emails them directly – on your behalf - and asks if they’d be interested in subscribing to one or more of your lists. What’s incredible, is the sheer volume of the GovD customers who do siemun and are
These “network subscribers” did not sign-up on your website, and may have never visited your website in their life, and yet they represent the biggest channel of new subscribers in your account. To make it more interesting, consider the following:

1. GovD “network subscribers” are proprietary, so you’ll never get to see their email addresses, meaning they cannot be scrutinized, evaluated, or audited for things as simple as duplication and temporary email addresses to as egregious as spam bots.

2. From our evaluation of the legitimate subscriber channels – you are able to harvest those emails – we found a small, but not insignificant number of email addresses from temporary or disposable email accounts and other email addresses with that were highly suspicious.

3. While they do include bounce processing and reference at least some blacklists, GovD curiously does not offer many industry standard tools to help reduce spam and illegitimate signups, including such basic services as (1) double opt-in, (2) optional recertification emails, (3) reCAPTCHA, or (4) honeypot fields. I’m also not 100% sure, but I don’t think they even offer throttling during signups – I didn’t see it in their documentation.

So, why wouldn’t they offer their customers a comprehensive menu of the best spam reduction techniques. Their competitors do, and you would think that staying current in this regard is critical. Even granting that reCAPTCHA has issues, there is a lot more they could be doing; and, frankly, customers actively measuring their email marketing data, need quality just as much as quantity. It cannot be overlooked that, at least on paper, based solely on their pricing model, which is way out of step with the industry, they are incentivized not to provide features that would reduce your overall subscribers. Preventing and removing spam would ultimately do just that – reduce overall subscribers. The extent to which the “network subscriber” list includes spam then becomes incredibly important.

When I questioned GovD about their mysterious “network subscribers,” how they are able to dump so many into accounts daily, and why they are directly tied to their pricing model, they had little to say. In fact, they only told us that they didn’t understand why we would complain about getting more subscribers and that most organizations were aiming to increase subscribers. I agreed, but stressed the need for quality subscribers. More importantly, I stressed my interest in a pricing model that is a fair reflection of the resources used by the customer; rather than an artificial model reflecting actions independently taken by the vendor.

Pricing of email marketing platforms, it seems, could be based on the size of the license components – number of users, lists, sub-lists, templates, etc. – or on the volume of messages sent, since both of these translate into actual platform usage. However, website traffic – even if it were properly measured – and total subscribers – in and of themselves, make zero use of a vendor’s platform. No resources are consumed; making you wonder why they would be determining factors for price at all. Luckily, I believe you’ll find most vendor platforms in this space do set pricing according to the actual volume of resources consumed.

One last thing I’ll mention is that I tried to evaluate the email open rate for the “network subscribers” segment because I was concerned that the list could include spam, disposable addresses, users who have little actual interest in our content, or all three. However, the platform doesn’t offer the ability to compare the open rates of “network subscribers” against other segments/Channels. This is an incredibly important segment and metric to be unavailable because if “networks subscribers” are not opening emails, or have an incredibly depressed open rate, then the argument about why GovD is adding these subscribers directly and the value they hold for customers, become even more questionable.

I apologize for the length of this email, but I think it’s incredibly important for folks to read and understand. As federal employees in the digital space, we are often responsible for acquiring a vast array of platforms, services, and software, as you know. Some product spaces are highly competitive, and we see year-over-year changes as one product is overtaken by innovation, only to come roaring back the year after. Yet, other space can be held in the hands of a limited few, even over many years. Just as in the private sector, those scenarios can stifle innovation and lead to stagnation. So, I think it’s only healthy, and our responsibility, to keep evaluating and questioning, to ensure that we are able to acquire products that are not only innovative, but cost-effective.

If you were already aware of how the GovD pricing is determined, and you are comfortable with it anyway, I’d love to hear your perspective.

Thank you.
Other email solutions could help you, but I can’t overlook the new subscribers we get every year from other agencies in GovDelivery’s network. We had more new subscribers from the network than from our own Web sites—and we would have had a net loss of subscribers overall without new subscribers from the network.

Biff

Biff LeVee
Web Quality Assurance Lead
Agency for Healthcare Research & Quality
5600 Fishers Lane, 07N58C
Rockville, MD 20857
biff.levee@ahrq.hhs.gov
301-427-1897

Hey folks, Just checking to see if anyone has found a better alternative to GovDelivery? We're just about done with their tier pricing model that is based on "Quarterly Web Views" - a metric that is poorly defined, doesn't reflect their effort (or cost), and is not a requirement we value.

So, I guess I have two questions 1) Is there a better alternative - or costume built solution out there? I'm thinking about putting this funding towards an Amazon development/web solution. 2) Has anyone successfully challenged their tier pricing scheme?

--

Very respectfully,

Lieutenant Commander, U.S. Navy
Navy Office of Information
Room 4B463, 1200 Navy Pentagon
Washington, DC 20350-1200

COMM: | DSN: | CELL: |  
@navy.mil | @navy.edu

@ (b) (6)
Perfectly stated Sam - thank you. One thing I would like to note - we sat down with GovD about 2 months ago and asked them to change our pricing tier. Provided them with the reasoning, which was similar to yours, and they at the time actually agreed. But later walked back on their words. So, in addition to questionable pricing model I feel like there was a bait and switch.

We are exploring other vendors and also looking into a custom built solution - more to follow.

On Wed, Dec 13, 2017 at 4:38 PM, Bronson, Samuel (OS/ASPA) <Samuel.Bronson@hhs.gov> wrote:

GovDelivery/Granicus Users – Is their pricing model innovative or does it raise red flags?

Please read the full message below! Whichever side you take, it’s critical that you understand how you are being charged!

Shawn Eklund’s email is very timely because I only recently took a close look into their, IMO, very questionable pricing model ourselves, and we’ve been a longtime customer.

GovD has two ways of determining the pricing tier - (1) overall traffic and (2) total subscribers – and the tier is set based on increases in either variable. So, if your traffic doesn’t increase year-over-year, you could still realize a price increase based solely on an increase in subscribers. Further, when you look into both the justification for using these factors, along with what subscriber-based pricing ends up incentivizing, I see some serious red flags.

Traffic as Cost-Driven: Traffic ends up being the less offensive of the two, when looking at its justification for driving cost, but it’s their calculation method with which you should be acutely aware. Ostensibly, they claim that traffic is a good proxy for subscription invitations. In other words, each session, which is the metric they use, represents an opportunity to gain a new subscriber. Therefore, as traffic increases, so too does your opportunity to increase your total subscribers, and with it your potential reach. However, we pointed out to them some issues with this approach – mainly, out of curiosity for how they would respond, since even the smallest acknowledgement of inaccuracy on their part could question their bottom line. We stressed the following:

1. Users, not sessions, is more akin to subscription opportunities, as multiple sessions can be attributed to a single user over a given period of time.

2. Not every user encounters a sign-up element during their session(s) to your website. Some people use a pop-up or overlay invitation, which they might serve to only a percentage of users; others include sign-up features in their template footer; and, some use a combination of methods, but not usually not on every page of their site. The footer approach is likely the most ubiquitous, but seeing it will often require scrolling down, particularly on content-heavy pages.
When we made the above points, the Rep chose to completely ignore the first point about users vs sessions, and they did so immediately after making the case that traffic volume is a fair determining factor for cost because of how well, ITO, it represents sign-up opportunities. As for the second point, they suggested that it would not be possible to measure whether or not users encountered a sign-up element. Of course, it is very possible, and we explained this to them, and then asked if, given the specificity with which we could determine subscription opportunities viewed/encountered, they would realign our pricing based on these more accurate metrics.

They responded not by entertaining that notion, but by saying that it’s a moot point because we remained in the same price tier anyway due to our total subscriber count …

**Total Subscribers as a Cost-Driver:** It’s this second factor where things get even more hairy, and it comes down to why GovD subscriber lists grow so rapidly, compared to other vendors, when all other variables are held constant. Keep in mind that the faster your list grows, the faster you are graduated to a higher pricing tier. Another way to look at it is that GovD is uniquely, and directly, incentivized to increase the number of subscribers in your account.

The question then becomes how does GovD increase your total subscribers? If you look in your account, you will undoubtedly see that every day, the largest number of new subscribers come from what GovD calls “network subscribers.” Ostensibly, these are customers of GovD’s who have signed-up for a subscription under a different customer account. GovD then emails them directly – on your behalf - and asks if they’d be interested in subscribing to one or more of your lists. What’s incredible, is the sheer volume of the GovD customers who do signup and are added to your account, and thereby added to the GovD bottom line.

These “network subscribers” did not sign-up on your website, and may have never visited your website in their life, and yet they represent the biggest channel of new subscribers in your account. To make it more interesting, consider the following:

1. GovD “network subscribers” are proprietary, so you’ll never get to see their email addresses, meaning they cannot be scrutinized, evaluated, or audited for things as simple as duplication and temporary email addresses to as egregious as spam bots.

2. From our evaluation of the legitimate subscriber channels – you are able to harvest those emails – we found a small, but not insignificant number of email addresses from temporary or disposable email accounts and other email addresses with that were highly suspicious.

3. While they do include bounce processing and reference at least some blacklists, GovD curiously does not offer many industry standard tools to help reduce spam and illegitimate signups, including such basic services as (1) double opt-in, (2) optional recertification emails, (3) reCAPTCHA, or (4) honeypot fields. I’m also not 100% sure, but I don’t think they even offer throttling during signups – I didn’t see it in their documentation.

So, why wouldn’t they offer their customers a comprehensive menu of the best spam reduction techniques. Their competitors do, and you would think that staying current in this regard is critical. Even granting that reCAPTCHA has issues, there is a lot more they could be doing; and, frankly, customers actively measuring their email marketing data, need quality just as much as quantity. It cannot be overlooked that, at least on paper, based solely on their pricing model, which is way out of step with the industry, they are incentivized not to provide features that would reduce your overall subscribers. Preventing and removing spam would ultimately do just that – reduce overall subscribers. The extent to which the “network subscriber” list includes spam then becomes incredibly important.
When I questioned GovD about their mysterious “network subscribers,” how they are able to dump so many into accounts daily, and why they are directly tied to their pricing model, they had little to say. In fact, they only told us that they didn’t understand why we would complains about getting more subscribers and that most organizations were aiming to increase subscribers. I agreed, but stressed the need for quality subscribers. More importantly, I stressed my interest in a pricing model that is a fair reflection of the resources used by the customer; rather than an artificial model reflecting actions independently taken by the vendor.

Pricing of email marketing platforms, it seems, could be based on the size of the license components – number of users, lists, sub-lists, templates, etc. – or on the volume of messages sent, since both of these translate into actual platform usage. However, website traffic – even if it were properly measured – and total subscribers – in and of themselves, make zero use of a vendor’s platform. No resources are consumed; making you wonder why they would be determining factors for price at all. Luckily, I believe you’ll find most vendor platforms in this space do set pricing according to the actual volume of resources consumed.

One last thing I’ll mention is that I tried to evaluate the email open rate for the “network subscribers” segment because I was concerned that the list could include spam, disposable addresses, users who have little actual interest in our content, or all three. However, the platform doesn’t offer the ability to compare the open rates of “network subscribers” against other segments/channels. This is an incredibly important segment and metric to be unavailable because if “networks subscribers” are not opening emails, or have an incredibly depressed open rate, then the argument about why GovD is adding these subscribers directly and the value they hold for customers, become even more questionable.

I apologize for the length of this email, but I think it’s incredibly important for folks to read and understand. As federal employees in the digital space, we are often responsible for acquiring a vast array of platforms, services, and software, as you know. Some product spaces are highly competitive, and we see year-over-year changes as one product is overtaken by innovation, only to come roaring back the year after. Yet, other space can be held in the hands of a limited few, even over many years. Just as in the private sector, those scenarios can stifle innovation and lead to stagnation. So, I think it’s only healthy, and our responsibility, to keep evaluating and questioning, to ensure that we are able to acquire products that are not only innovative, but cost-effective.

If you were already aware of how the GovD pricing is determined, and you are comfortable with it anyway, I’d love to hear your perspective.

Thanks!

Sam Bronson

Office: (202) 260-6502

Mobile: (b) (6)
Other email solutions could help you, but I can’t overlook the new subscribers we get every year from other agencies in GovDelivery’s network. We had more new subscribers from the network than from our own Web sites—and we would have had a net loss of subscribers overall without new subscribers from the network.

Biff

Biff LeVee
Web Quality Assurance Lead
Agency for Healthcare Research & Quality
5600 Fishers Lane, 07N58C
Rockville, MD 20857
biff.levee@ahrq.hhs.gov
301-427-1897

Hey folks, Just checking to see if anyone has found a better alternative to GovDelivery? We're just about done with their tier pricing model that is based on "Quarterly Web Views" - a metric that is poorly defined, doesn't reflect their effort (or cost), and is not a requirement we value.

So, I guess I have two questions 1) Is there a better alternative - or costume built solution out there? I'm thinking about putting this funding towards an Amazon development/web solution. 2) Has anyone successfully challenged their tier pricing scheme?

--

Very respectfully,

(b) (6) Lieutenant Commander, U.S. Navy
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to
Subject: Re: Fed up with GovDelivery  
From: "Adams, Arva" <Arva.Adams@USPTO.GOV>  
Reply To: Adams, Arva  
Date: Thu, 14 Dec 2017 15:03:35 +0000  
Content-Type: multipart/alternative  
Parts/Attachments: text/plain (17 kB) , text/html (38 kB)

And quality issues. Their developers’ attention to detail and consistent “I can’t” and “That’s not possible” answers to our questions are also very unfortunate, especially for its cost. I had to tell them how to code HTML email best practices multiple times, and it’s still not ideal. (The ones I worked with, anyway. Not to throw all of them in the fire.)

From: [mailto: @NAVY.EDU]  
Sent: Thursday, December 14, 2017 9:58 AM  
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV  
Subject: Re: [CONTENT-MANAGERS-L] Fed up with GovDelivery

Perfectly stated Sam - thank you. One thing I would like to note - we sat down with GovD about 2 months ago and asked them to change our pricing tier. Provided them with the reasoning, which was similar to yours, and they at the time actually agreed. But later walked back on their words. So, in addition to questionable pricing model I feel like there was a bait and switch.

We are exploring other vendors and also looking into a custom built solution - more to follow.

On Wed, Dec 13, 2017 at 4:38 PM, Bronson, Samuel (OS/ASPA) <Samuel.Bronson@hhs.gov> wrote:

GovDelivery/Granicus Users – Is their pricing model innovative or does it raise red flags?  

Please read the full message below! Whichever side you take, it's critical that you understand how you are being charged!

Shawn Eklund’s email is very timely because I only recently took a close look into their, IMO, very questionable pricing model ourselves, and we’ve been a longtime customer.

GovD has two ways of determining the pricing tier - (1) overall traffic and (2) total subscribers – and the tier is set based on increases in either variable. So, if your traffic doesn’t increase year-over-year, you could still realize a price increase based solely on an increase in subscribers. Further, when you look into both the justification for using these factors, along with what subscriber-based pricing ends up incentivizing, I see some serious red flags.

Traffic as Cost-Driver: Traffic ends up being the less offensive of the two, when looking at its justification for driving cost, but it's their calculation method with which you should be acutely aware. Ostensibly, they claim that traffic is a good proxy for subscription invitations. In other words, each session, which is the metric they use, represents an opportunity to gain a new subscriber. Therefore, as traffic increases, so too does your opportunity to increase your total subscribers, and with it your potential reach. However, we pointed out to them some issues with this approach – mainly, out of curiosity for how they would respond, since even the smallest acknowledgement of inaccuracy on their part could question their bottom line. We stressed the following:

1. Users, not sessions, is more akin to subscription opportunities, as multiple sessions can be attributed to a single user over a given period of time.

2. Not every user encounters a sign-up element during their session(s) to your website. Some people use a pop-up or overlay invitation, which they might serve to only a percentage of users; others include sign-up features in their template footer; and, some use a combination of methods, but not usually not on every page of their site. The footer approach is likely the most ubiquitous, but seeing it will often require scrolling down, particularly on content-heavy pages.
Scrolling down, particularly on content-heavy pages:

When we made the above points, the Rep chose to completely ignore the first point about users vs sessions, and they did so immediately after making the case that traffic volume is a fair determining factor for cost because of how well, ITO, it represents sign-up opportunities. As for the second point, they suggested that it would not be possible to measure whether or not users encountered a sign-up element. Of course, it is very possible, and we explained this to them, and then asked if, given the specificity with which we could determine subscription opportunities viewed/encountered, they would realign our pricing based on these more accurate metrics.

They responded not by entertaining that notion, but by saying that it’s a moot point because we remained in the same price tier anyway due to our total subscriber count …

**Total Subscribers as a Cost-Driven:** It’s this second factor where things get even more hairy, and it comes down to why GovD subscriber lists grow so rapidly, compared to other vendors, when all other variables are held constant. Keep in mind that the faster your list grows, the faster you are graduated to a higher pricing tier. Another way to look at it is that GovD is uniquely, and directly, incentivized to increase the number of subscribers in your account.

The question then becomes how does GovD increase your total subscribers? If you look in your account, you will undoubtedly see that every day, the largest number of new subscribers come from what GovD calls “network subscribers.” Ostensibly, these are customers of GovD’s who have signed-up for a subscription under a different customer account. GovD then emails them directly – on your behalf - and asks if they’d be interested in subscribing to one or more of your lists. What’s incredible, is the sheer volume of the GovD customers who do signup and are added to your account, and thereby added to the GovD bottom line.

These “network subscribers” did not sign-up on your website, and may have never visited your website in their life, and yet they represent the biggest channel of new subscribers in your account. To make it more interesting, consider the following:

1. GovD “network subscribers” are proprietary, so you’ll never get to see their email addresses, meaning they cannot be scrutinized, evaluated, or audited for things as simple as duplication and temporary email addresses to as egregious as spam bots.

2. From our evaluation of the legitimate subscriber channels – you are able to harvest those emails – we found a small, but not insignificant number of email addresses from temporary or disposable email accounts and other email addresses with that were highly suspicious.

3. While they do include bounce processing and reference at least some blacklists, GovD curiously does not offer many industry standard tools to help reduce spam and illegitimate signups, including such basic services as (1) double opt-in, (2) optional recertification emails, (3) reCAPTCHA, or (4) honeypot fields. I’m also not 100% sure, but I don’t think they even offer throttling during signups – I didn’t see it in their documentation.

So, why wouldn’t they offer their customers a comprehensive menu of the best spam reduction techniques. Their competitors do, and you would think that staying current in this regard is critical. Even granting that reCAPTCHA has issues, there is a lot more they could be doing; and, frankly, customers actively measuring their email marketing data, need quality just as much as quantity. It cannot be overlooked that, at least on paper, based solely on their pricing model, which is way out of step with the industry, they are incentivized not to provide features that would reduce your overall subscribers. Preventing and removing spam would ultimately do just that – reduce overall subscribers. The extent to which the “network subscriber” list includes spam then becomes incredibly important.

When I questioned GovD about their mysterious “network subscribers,” how they are able to dump so many into accounts daily, and why they are directly tied to their pricing model, they had little to say. In fact, they only told us that they didn’t understand why we would complain about getting more subscribers and that most organizations were aiming to increase subscribers. I agreed, but stressed the need for quality subscribers. More importantly, I stressed my interest in a pricing model that is a fair reflection of the
resources used by the customer; rather than an artificial model reflecting actions independently taken by the vendor.

Pricing of email marketing platforms, it seems, could be based on the size of the license components — number of users, lists, sub-lists, templates, etc. — or on the volume of messages sent, since both of these translate into actual platform usage. However, website traffic — even if it were properly measured — and total subscribers — in and of themselves, make zero use of a vendor’s platform. No resources are consumed; making you wonder why they would be determining factors for price at all. Luckily, I believe you’ll find most vendor platforms in this space do set pricing according to the actual volume of resources consumed.

One last thing I’ll mention is that I tried to evaluate the email open rate for the “network subscribers” segment because I was concerned that the list could include spam, disposable addresses, users who have little actual interest in our content, or all three. However, the platform doesn’t offer the ability to compare the open rates of “network subscribers” against other segments/channels. This is an incredibly important segment and metric to be unavailable because if “network subscribers” are not opening emails, or have an incredibly depressed open rate, then the argument about why GovD is adding these subscribers directly and the value they hold for customers, become even more questionable.

I apologize for the length of this email, but I think it’s incredibly important for folks to read and understand. As federal employees in the digital space, we are often responsible for acquiring a vast array of platforms, services, and software, as you know. Some product spaces are highly competitive, and we see year-over-year changes as one product is overtaken by innovation, only to come roaring back the year after. Yet, other space can be held in the hands of a limited few, even over many years. Just as in the private sector, those scenarios can stifle innovation and lead to stagnation. So, I think it’s only healthy, and our responsibility, to keep evaluating and questioning, to ensure that we are able to acquire products that are not only innovative, but cost-effective.

If you were already aware of how the GovD pricing is determined, and you are comfortable with it anyway, I’d love to hear your perspective.

Thanks!

Sam Bronson
Office: (202) 260-6502
Mobile: (b) (6) ________

From: LeVee, Biff (AHRQ/OC) [mailto:Biff.Levee@AHRQ.HHS.GOV]
Sent: Wednesday, December 13, 2017 7:11 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Fed up with GovDelivery

Other email solutions could help you, but I can’t overlook the new subscribers we get every year from other agencies in GovDelivery’s network. We had more new subscribers from the network than from our own Web sites—and we would have had a net loss of subscribers overall without new subscribers from the network.

Biff

Biff LeVee
Web Quality Assurance Lead
Agency for Healthcare Research & Quality
5600 Fishers Lane, 07N58C
Rockville, MD 20857
biff.levee@ahrq.hhs.gov
301-427-1897

From: [b] (6) ________ [mailto:b(6) ________ @NAVY.EDU]
Sent: Tuesday, December 12, 2017 1:25 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Fed up with GovDelivery
Hey folks, Just checking to see if anyone has found a better alternative to GovDelivery? We're just about done with their tier pricing model that is based on "Quarterly Web Views" - a metric that is poorly defined, doesn't reflect their effort (or cost), and is not a requirement we value.

So, I guess I have two questions 1) Is there a better alternative - or costume built solution out there? I'm thinking about putting this funding towards an Amazon development/web solution. 2) Has anyone successfully challenged their tier pricing scheme?

--

Very respectfully,

Lieutenant Commander, U.S. Navy
Navy Office of Information
Room 4B463, 1200 Navy Pentagon
Washington, DC 20350-1200

COML (b) (6) | DSN (b) (6) | CELL (b) (6)

@Navy.Mil | @navy.edu

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
+1’ing Sam’s email here. Also, looking at the traffic-as-a-cost driver item, it makes much more sense to look at conversions. There’s no need to make proxy measurements here. It is very easy to see and track how many users take a specific sign-up action on a website. People go to a website from multiple channels and for multiple reasons and GovD shouldn’t be taking credit for all of that, much less double counting users via sessions.

The other points you raise related to network subscribers are right on. That is far too much of a blackbox and people shouldn’t feel comfortable about it, especially given the items pointed out by Sam.

Noah

---

Perfectly stated Sam - thank you. One thing I would like to note - we sat down with GovD about 2 months ago and asked them to change our pricing tier. Provided them with the reasoning, which was similar to yours, and they at the time actually agreed. But later walked back on their words. So, in addition to questionable pricing model I feel like there was a bait and switch.

We are exploring other vendors and also looking into a custom built solution - more to follow.

On Wed, Dec 13, 2017 at 4:38 PM, Bronson, Samuel (OS/ASPA) <Samuel.Bronson@hhs.gov> wrote: GovDelivery/Granicus Users – Is their pricing model innovative or does it raise red flags?

Please read the full message below! Whichever side you take, it’s critical that you understand how you are being charged!

Shawn Eklund’s email is very timely because I only recently took a close look into their, IMO, very questionable pricing model ourselves, and we’ve been a longstanding customer.

GovD has two ways of determining the pricing tier - (1) overall traffic and (2) total subscribers – and the tier is set based on increases in either variable. So, if your traffic doesn’t increase year-over-year, you could still realize a price increase based solely on an increase in subscribers. Further, when you look into both the justification for using these factors, along with what subscriber-based pricing ends up incentivizing, I see some serious red flags.

**Traffic as Cost-Driver:** Traffic ends up being the less offensive of the two, when looking at its justification for driving cost, but it’s their calculation method with which you should be acutely aware. Ostensibly, they claim that traffic is a good proxy for subscription invitations. In other words, each session, which is the metric they use, represents an opportunity to gain a new subscriber. Therefore, as traffic increases, so too does your opportunity to increase your total subscribers, and with it your potential reach. However, we pointed out to them some issues with this approach – mainly, out of curiosity for how they would respond, since even the smallest acknowledgement of inaccuracy on their part could question their bottom line. We stressed the following:

1. **Users**, not sessions, is more akin to subscription opportunities, as multiple sessions can be attributed to a single user over a given period of time.
2. Not every user encounters a sign-up element during their session(s) to your website. Some people use a pop-up or overlay invitation, which they might serve to only a percentage of users; others include sign-up features in their template footer; and, some use a combination of methods, but not usually not on every page of their site. The footer approach is likely the most ubiquitous, but seeing it will often require scrolling down, particularly on content-heavy pages.

When we made the above points, the Rep chose to completely ignore the first point about users vs sessions, and they did so immediately after making the case that traffic volume is a fair determining factor for cost because of how well, ITO, it represents sign-up opportunities. As for the second point, they suggested that it would not be possible to measure whether or not users encountered a sign-up element. Of course, it is very possible, and we explained this to them, and then asked if, given the specificity with which we could determine subscription opportunities viewed/encountered, they would realign our pricing based on these more accurate metrics.

They responded not by entertaining that notion, but by saying that it’s a moot point because we remained in the same price tier anyway due to our total subscriber count …

**Total Subscribers as a Cost-Driver:** It’s this second factor where things get even more hairy, and it comes down to why GovD subscriber lists grow so rapidly, compared to other vendors, when all other variables are held constant. Keep in mind that the faster your list grows, the faster you are graduated to a higher pricing tier. Another way to look at it is that GovD is uniquely, and directly, incentivized to increase the number of subscribers in your account.

The question then becomes how does GovD increase your total subscribers? If you look in your account, you will undoubtedly see that every day, the largest number of new subscribers come from what GovD calls “network subscribers.” Ostensibly, these are customers of GovD’s who have signed-up for a subscription under a different customer account. GovD then emails them directly – on your behalf 😊 - and asks if they’d be interested in subscribing to one or more of your lists. What’s incredible, is the sheer volume of the GovD customers who do signup and are added to your account, and thereby added to the GovD bottom line.

These “network subscribers” did not sign-up on your website, and may have never visited your website in their life, and yet they represent the biggest channel of new subscribers in your account. To make it more interesting, consider the following:

1. GovD “network subscribers” are proprietary, so you’ll never get to see their email addresses, meaning they cannot be scrutinized, evaluated, or audited for things as simple as duplication and temporary email addresses to as egregious as spam bots.

2. From our evaluation of the legitimate subscriber channels – you are able to harvest those emails – we found a small, but not insignificant number of email addresses from temporary or disposable email accounts and other email addresses with that were highly suspicious.

3. While they do include bounce processing and reference at least some blacklists, GovD curiously does not offer many industry standard tools to help reduce spam and illegitimate signups, including such basic services as (1) double opt-in, (2) optional recertification emails, (3) reCAPTCHA, or (4) honeypot fields. I’m also not 100% sure, but I don’t think they even offer throttling during signups – I didn’t see it in their documentation.

So, why wouldn’t they offer their customers a comprehensive menu of the best spam reduction techniques. Their competitors do, and you would think that staying current in this regard is critical. Even granting that reCAPTCHA has issues, there is a lot more they could be doing; and, frankly, customers actively measuring their email marketing data, need quality just as much as quantity. It cannot be overlooked that, at least on paper, based solely on their pricing model, which is way out of step with the industry, they are incentivized not to provide features that would reduce your overall subscribers. Preventing and removing spam would ultimately do just that – reduce overall subscribers. The extent to which the “network subscriber” list includes spam then becomes incredibly important.

When I questioned GovD about their mysterious “network subscribers,” how they are able to dump so many into accounts daily, and why they are directly tied to their pricing model, they had little to say. In fact, they only told us that they didn’t understand why we would complain about getting more subscribers and that most organizations were aiming
they didn’t understand why we would complain about getting more subscribers and that most organizations were aiming to increase subscribers. I agreed, but stressed the need for quality subscribers. More importantly, I stressed my interest in a pricing model that is a fair reflection of the resources used by the customer; rather than an artificial model reflecting actions independently taken by the vendor.

Pricing of email marketing platforms, it seems, could be based on the size of the license components – number of users, lists, sub-lists, templates, etc. – or on the volume of messages sent, since both of these translate into actual platform usage. However, website traffic – even if it were properly measured – and total subscribers – in and of themselves, make zero use of a vendor’s platform. No resources are consumed; making you wonder why they would be determining factors for price at all. Luckily, I believe you’ll find most vendor platforms in this space do set pricing according to the actual volume of resources consumed.

One last thing I’ll mention is that I tried to evaluate the email open rate for the “network subscribers” segment because I was concerned that the list could include spam, disposable addresses, users who have little actual interest in our content, or all three. However, the platform doesn’t offer the ability to compare the open rates of “network subscribers” against other segments/channels. This is an incredibly important segment and metric to be unavailable because if “network subscribers” are not opening emails, or have an incredibly depressed open rate, then the argument about why GovD is adding these subscribers directly and the value they hold for customers, become even more questionable.

I apologize for the length of this email, but I think it’s incredibly important for folks to read and understand. As federal employees in the digital space, we are often responsible for acquiring a vast array of platforms, services, and software, as you know. Some product spaces are highly competitive, and we see year-over-year changes as one product is overtaken by innovation, only to come roaring back the year after. Yet, other space can be held in the hands of a limited few, even over many years. Just as in the private sector, those scenarios can stifle innovation and lead to stagnation. So, I think it’s only healthy, and our responsibility, to keep evaluating and questioning, to ensure that we are able to acquire products that are not only innovative, but cost-effective.

If you were already aware of how the GovD pricing is determined, and you are comfortable with it anyway, I’d love to hear your perspective.

Thanks!

Sam Bronson
Office: (202) 260-6502
Mobile: [b] (6) [i]

From: LeVee, Biff (AHRQ/OC) [mailto:Biff.Levee@ahrq.hhs.gov]
Sent: Wednesday, December 13, 2017 7:11 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Fed up with GovDelivery

Other email solutions could help you, but I can’t overlook the new subscribers we get every year from other agencies in GovDelivery’s network. We had more new subscribers from the network than from our own Web sites—and we would have had a net loss of subscribers overall without new subscribers from the network.

Biff

Biff LeVee
Web Quality Assurance Lead
Agency for Healthcare Research & Quality
5600 Fishers Lane, 07N58C
Rockville, MD 20857
biff.levee@ahrq.hhs.gov
301-427-1897

From: [b] (6) [i] [mailto: @NAVY.EDU]
Sent: Tuesday, December 12, 2017 1:25 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: [CONTENT-MANAGERS-L] Fed up with GovDelivery
Hey folks, Just checking to see if anyone has found a better alternative to GovDelivery? We're just about done with their tier pricing model that is based on "Quarterly Web Views" - a metric that is poorly defined, doesn't reflect their effort (or cost), and is not a requirement we value.

So, I guess I have two questions 1) Is there a better alternative - or costume built solution out there? I'm thinking about putting this funding towards an Amazon development/web solution. 2) Has anyone successfully challenged their tier pricing scheme?

--

Very respectfully,

(b) (6)

Lieutenant Commander, U.S. Navy
Navy Office of Information
Room 4B463, 1200 Navy Pentagon
Washington, DC 20350-1200

COML (b) (6) | DSN (b) (6) | CELL (b) (6)
(b) (6) @Navy.Mil | (b) (6) @navy.edu
@b (b) (6)

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Hey all,
This is Greg Boone from the cloud.gov team. I don't have first hand experience using GovDelivery, at least not recently, but we did recently evaluate it, and some related products, as potential replacements for our current email marketing tool (Mailchimp). We found GD to be a bit pricey as several of you have noted. This has been a fascinating conversation to catch up on this afternoon.

Mailchimp and its transactional mail service, Mandrill, work for us but isn't quite a one-for-one replacement for GovDelivery. It is strictly an email marketing platform. They provide a lot in the way of automation and analytic data over your lists and campaigns but they don't support some of the other features built into the GovDelivery communications cloud: Text message alerts, social media, etc. are other offerings Granicus offers in the GovDelivery suite.

Granicus made a hard sell to us on those features and the network subscribers I've learned a lot about from this conversation. Ultimately, though, we really only needed email marketing. There are other platforms that offer those services like Hootsuite and Hubspot. Twilio is a telephony company that can do SMS comms. I'm pretty sure the DigitalGov and USA.gov teams are using Hubspot and they may have more to say about that product.

We also considered doing what Stanley suggested by using AWS's SES product and running Mautic, an open source marketing platform, to manage and send our lists. Last we checked, SES was not in the boundary of Amazon's FedRAMP authorization and so we couldn't provide the SES integration on cloud.gov. If want to try out Mautic, and can provide your own SES, you can host the application on cloud.gov. If you need that feel free to get in touch with me directly or the team at cloud-gov-inquiries@gsa.gov.

For email marketing and transactional mail you could also check out SendGrid. I haven't fully evaluated that product but it looks like a direct competitor.

Hope this helps,
--
Greg Boone

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites
Subject: Re: Fed up with GovDelivery
From: Franklin Bradley <fbradley@AOC.GOV>
Reply To: Franklin Bradley <fbradley@AOC.GOV>
Date: Fri, 15 Dec 2017 10:00:52 -0500
Content-Type: text/plain
Parts/Attachments: text/plain (36 lines)

I also agree with the points made about their opaque analytics, HTML coding and non-responsiveness to requests for changes, and I had a thought about how we can use our collective knowledge to avoid problems like this in the future.

Their analytics haven't improved in years while their competition continues to provide more granular and flexible views of data. The opacity prevents us from seeing clearly how we could improve communications.

Although we deliver to a diverse set of email clients for our external comms, our internal comms are read by over 99 percent of our recipients in Outlook. However, Granicus code isn't compatible with Outlook in many instances. Granicus blames Microsoft. While I could argue both sides of the debate over whether Outlook should correctly render standard HTML, that hasn't been my question to Granicus. My question has been whether/when they will provide code that will be correctly rendered in Outlook and all other mail clients. Their response has been that I can build HTML tables to get the layout I want.

That response is better than most responses to my requests to changes. The standard response is, "That's on our roadmap for development." Apparently, however, their roadmap has never led them to the dead-end alley where they filed all my requests, because I don't believe they've implemented any of them.

How can we avoid this...?

This isn't the first time someone has asked or complained about their email vendor. I'm wondering if we, or another government communicators group, could put together an evaluation panel that develops criteria against which they evaluate email vendors. I don't believe we can go as far as Consumer Reports and recommend a vendor or vendors, because that could be construed as endorsement, but I believe we could develop a database of vendors that lists their capabilities. Perhaps it could include factual statements from current agencies using their services as well, since that's not an endorsement either.

--Franklin

Internal Communications Manager
Architect of the Capitol
fbradley@aoc.gov

******************************************************************************

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.

*******************************************************************************
Lots of good info here!

So I didn't know about the Outlook incompatibilities-- Anyone have more info? This morning I was about to build really high-profile email template in GovDelivery (think “first-message-from-the-new-head-of-the-agency” level high-profile). But the intended audience is nearly all Outlook users -- if this has caused a problem for you, I'd LOVE to know now and learn any tips for reconciling Outlook and GovDelivery.

I have the option to try to build the template outside of GovDelivery and send straight through Outlook, but I had been planning to use GD because they say they test on a variety of clients, and otherwise coding and testing is a nightmare for my IT folks and takes them away from other duties.

Thoughts?

~Laura
Laura Larrimore
Senior Digital Strategist
Office of the Chief Communications Officer
United States Patent and Trademark Office

-----Original Message-----
From: Franklin Bradley [mailto:fbradley@AOC.GOV]
Sent: Friday, December 15, 2017 10:01 AM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV
Subject: Re: [CONTENT-MANAGERS-L] Fed up with GovDelivery

I also agree with the points made about their opaque analytics, HTML coding and non-responsiveness to requests for changes, and I had a thought about how we can use our collective knowledge to avoid problems like this in the future.

Their analytics haven't improved in years while their competition continues to provide more granular and flexible views of data. The opacity prevents us from seeing clearly how we could improve communications.

Although we deliver to a diverse set of email clients for our external comms, our internal comms are read by over 99 percent of our recipients in Outlook. However, Granicus code isn’t compatible with Outlook in many instances. Granicus blames Microsoft. While I could argue both sides of the debate over whether Outlook should correctly render standard HTML, that hasn’t been my question to Granicus. My question has been whether/when they will provide code that will be correctly rendered in Outlook and all other mail clients. Their response has been that I can build HTML tables to get the layout I want.

That response is better than most responses to my requests to changes. The standard response is, “That's on our roadmap for development.” Apparently, however, their roadmap has never led them to the dead-end alley where they filed all my requests, because I don't believe they've implemented any of them.
How can we avoid this...?

This isn't the first time someone has asked or complained about their email vendor. I'm wondering if we, or another government communicators group, could put together an evaluation panel that develops criteria against which they evaluate email vendors. I don't believe we can go as far as Consumer Reports and recommend a vendor or vendors, because that could be construed as endorsement, but I believe we could develop a database of vendors that lists their capabilities. Perhaps it could include factual statements from current agencies using their services as well, since that's not an endorsement either.

--Franklin

Internal Communications Manager
Architect of the Capitol
fbradley@aoc.gov
Subject: Cool VR National Park Explorer
From: "Brantley, William" <William.Brantley@USPTO.GOV>
Reply To: Brantley, William
Date: Tue, 19 Dec 2017 13:52:04 +0000
Content-Type: multipart/alternative
Parts/Attachments: text/plain (1459 bytes) , text/html (4 kB)

Passing this along because it is neat! 😊
https://medium.com/@joeedwards_87649/national-park-explorer-medium-udacity-thoughts-voices-of-vr-c2c8a027ce34

All opinions are my own and do not reflect the opinions of my agency.

Dr. Bill Brantley
(Certified Professional in Training Management, Project Management, Human Resources, and Data Science)
HR Specialist (Development)
Enterprise Training Division

Office of Human Resources
U.S. Patent and Trademark Office
571.270.5447
William.Brantley@USPTO.gov

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-digest
'Tis the Season!!

In response to your suggestions for training, the Multilingual Community of Practice is bringing you a new webinar on January 18, 2018 at 2:00 PM:

**How to Better Serve Your LEP Audience by Meeting the Federal Requirements**

By Attending this webinar you will learn about your legal obligations to limited English proficient individuals (LEP) as a federal, state, or local government agency. Experts from the Department of Justice will provide an overview of national origin discrimination and offer practical tips for overcoming language barriers and language access program planning.

Take a look at the whole webinar description and register to attend this important training to serve your LEP communities.

Happy Holidays and a wonderful 2018 to all!

Laura Godfrey  
Agency Partnerships and Multilingual Strategies Lead  
Office of Products and Programs  
Technology Transformation Services, GSA  
202.536.8968
Happy end of 2017!

This was a big year for the U.S. Web Design Standards. In March, we released version 1.0 — the culmination of nearly two years of work researching, designing, building, testing, and iterating. Today our design system is used by over 100 websites and services, reaching tens of millions of users. And our project continues to demonstrate the potential of open source software. Over the lifetime of the project, our community of nearly 400 contributors and commenters from across government and beyond closed over 1000 issues and merged over 1000 pull requests on GitHub, generating over 8000 comments in the process. We’re going strong, excited for the future, and ready to do more.

We built the USWDS to help build fast, consistent, responsive, accessible websites from research-strengthened components for the American public. It’s a continuing process of learning: not only from modern best practices, but particularly from the people who use the system and the people who use the sites built with the system. We continue to be humbled and inspired by the intelligence and creativity of those who are building and extending and improving on what we’ve done. We want to keep getting better by helping these builders, designers, and program managers focus on their mission and the challenges that matter.

We’re listening to your feedback and we’re evolving. In 2018 we intend to move forward with some ambitious goals. Here’s some of what we’re planning:

- An easier way to prototype and build consistently and incrementally
- Better support and guidance for Federalist and Jekyll
- Clearer, more specific design and implementation guidance
- Better typographic flexibility and resilience, with or without web fonts
- A more flexible, consistent color system
- A clearer connection between user research and patterns and components
- A clear, reliable way to stay up-to-date and track component changes and status
- A path to contribute components and research back to the system
- Changing our name to more accurately describe what we are and what we do
- Growing our core government communities and our larger open source community

As always, accessibility, research, rock-solid markup, and trustworthy guidance are at the center of what we do — as well as a commitment to remaining completely free and open-source.

We learn when we listen. Feedback matters. The grit sharpens the blade. So let’s keep talking. Is there anything we’re missing? How can we help you build high-quality websites for the American public? Let us know by replying to this thread, sending us an email at uswebdesignstandards@gsa.gov, joining our Slack community (join at https://chat.18f.gov/), or commenting on the USWDS Vision GitHub issue at https://github.com/18F/web-design-standards/issues/2233. Onward!

USWDS Core Team
Dan O. Williams, Maya Benari, John Donmoyer, Andrea Sigritz
December 20, 2017
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.

For help with this listserv to manage your settings or to view list archives visit:
Hi,

For those of you that are hosting two-way email “listserv” discussion lists (like this one for content managers), are any of you Not using L-Soft software to manage your discussion lists? (I put listserv in quotes, because that term is actually associated with L-Soft). If so, could you let me know what you are using?

Thanks,

Michelle

Michelle Springer
Project Manager, Digital Initiatives
Library of Congress
101 Independence Avenue, S.E.
Washington, DC 20540
mspringer@loc.gov
Tel: 202-707-7494

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit:

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
Hi Michelle!

I would also be interested in any alternative two-way "listserv" like tools being used. Here at GSA as you know we use L-Soft and curious if there are other tools that offer the two-way conversations plus some analytics piece behind it.

Thanks for starting the convo!

Jacqueline

On Wed, Dec 20, 2017 at 3:51 PM, Springer, Michelle <mspringer@loc.gov> wrote:

Hi,

For those of you that are hosting two-way email "listserv" discussion lists (like this one for content managers), are any of you Not using L-Soft software to manage your discussion lists? (I put listserv in quotes, because that term is actually associated with L-Soft). If so, could you let me know what you are using?

Thanks,

Michelle

Michelle Springer  
Project Manager, Digital Initiatives  
Library of Congress  
101 Independence Avenue, S.E.  
Washington, DC 20540  
mspringer@loc.gov  
Tel: 202-707-7494

---

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov  
The message should have NO SUBJECT, and the only text in the message should read: set content-
managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.

--
Jacqueline Snee
Manager, Government-wide Communities of Practice
Office of Products and Programs
Technology Transformation Services
Federal Acquisition Service
U.S General Services Administration
1800 F. Street, NW
Washington, DC 20405
C: (b) (6)
O: 202-501-0917

Learn more about Government-Wide Communities of Practice.

"GSA's mission is to deliver the best value in real estate, acquisition, and technology services to government and the American people."

Learn more about GSA.

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
Does anyone have the 18F slack channel URL?

Sent from my iPhone
Lisa G. Wilcox / Web Design Lead
USDA ERS
Office: 202-694-5574 / Fax: 202-245-4781
www.ers.usda.gov

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

**********************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don’t unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
**********************************************************************
https://chat.18f.gov/

G. P. Your  
Director of Web Management  
Bureau of Legislative and Public Affairs (LPA)  
U. S. Agency for International Development  
(desk) 202-712-0301

On Thu, Dec 21, 2017 at 5:26 PM, Wilcox, Lisa- ERS <LGWILCOX@ers.usda.gov> wrote:
Does anyone have the 18F slack channel URL?

Sent from my iPhone  
Lisa G. Wilcox / Web Design Lead  
USDA ERS  
Office: 202-694-5574 / Fax: 202-245-4781  
www.ers.usda.gov

This electronic message contains information generated by the USDA solely for the intended recipients. Any unauthorized interception of this message or the use or disclosure of the information it contains may violate the law and subject the violator to civil or criminal penalties. If you believe you have received this message in error, please notify the sender and delete the email immediately.

******************************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest  
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.  
******************************************************************
Dan, thanks for this update. As a user of your products, I can personally say that my team benefits from having access to these very professional design templates. It saves us time and money, and keeps us looking our best! And in my role representing the government-wide Section 508 program, the focus on accessibility is especially appreciated. Keep up the great work and keep listening to your customers!

On Wed, Dec 20, 2017 at 2:07 PM, Daniel Williams - QXE <daniel.williams@gsa.gov> wrote:

Happy end of 2017!

This was a big year for the U.S. Web Design Standards. In March, we released version 1.0 — the culmination of nearly two years of work researching, designing, building, testing, and iterating. Today our design system is used by over 100 websites and services, reaching tens of millions of users. And our project continues to demonstrate the potential of open source software. Over the lifetime of the project, our community of nearly 400 contributors and commenters from across government and beyond closed over 1000 issues and merged over 1000 pull requests on GitHub, generating over 8000 comments in the process. We’re going strong, excited for the future, and ready to do more.

We built the USWDS to help build fast, consistent, responsive, accessible websites from research-strengthened components for the American public. It’s a continuing process of learning: not only from modern best practices, but particularly from the people who use the system and the people who use the sites built with the system. We continue to be humbled and inspired by the intelligence and creativity of those who are building and extending and improving on what we’ve done. We want to keep getting better by helping these builders, designers, and program managers focus on their mission and the challenges that matter.

We’re listening to your feedback and we’re evolving. In 2018 we intend to move forward with some ambitious goals. Here’s some of what we’re planning:

- An easier way to prototype and build consistently and incrementally
- Better support and guidance for Federalist and Jekyll
- Clearer, more specific design and implementation guidance
- Better typographic flexibility and resilience, with or without web fonts
- A more flexible, consistent color system
- A clearer connection between user research and patterns and components
- A clear, reliable way to stay up-to-date and track component changes and status
- A path to contribute components and research back to the system
- Changing our name to more accurately describe what we are and what we do
- Growing our core government communities and our larger open source community

As always, accessibility, research, rock-solid markup, and trustworthy guidance are at the center of what we do — as well as a commitment to remaining completely free and open-source.

We learn when we listen. Feedback matters. The grit sharpens the blade. So let’s keep talking. Is there anything we’re missing? How can we help you build high-quality websites for the American public? Let us know by replying to this thread, sending us an email at uswebdesignstandards@gsa.gov, joining our Slack community (join at https://chat.18f.gov/), or commenting on the USWDS Vision GitHub issue at
https://github.com/18F/web-design-standards/issues/2233. Onward!

USWDS Core Team
Dan O. Williams, Maya Benari, John Donmoyer, Andrea Sigritz
December 20, 2017

This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites.
For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest! Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for government employees only, so please consider that before sharing outside our community.
Subject: Federal Enterprise CRM - Strategy, design, & implementation - Looking for best practices and information
From: (b) (6), (b) (7)(C) @FEMA.DHS.GOV>
Reply To: Date: Fri, 29 Dec 2017 12:33:48 -0500
Content-Type: text/plain
Parts/Attachments: text/plain (28 lines)

Good afternoon, all.

I am the Program Analyst for the Customer Experience Office within the Federal Emergency Management Agency’s Federal Insurance and Mitigation Administration. Our team is being tasked with the creation of an enterprise-wide Customer Relationship Management program to include the design and implementation of a tool that supports our varied business needs, and the development and implementation of change management and data governance plans (and practices) to support that effort.

I would be very interested to learn who else has undertaken similar projects in other Executive Agencies. If you or your Agency have gone through the CRM push already, I would love to learn more about any existing resources or best practices you might recommend that we familiarize ourselves with as we prepare to start on this endeavor in early 2018.

Please email me directly at Erin.Downey@fema.dhs.gov with any information you may have.

Thanks and Happy New Year!

**********************************************************
This message was sent to the Web Content Managers Forum, a community of government employees who manage the content of government websites. For help with this listserv, to manage your settings, or to view list archives, visit: http://www.digitalgov.gov/communities/web-managers-forum/web-content-managers-listserv/

Getting too many messages? Don't unsubscribe--try the daily digest!
Create a new message and address it to listserv@listserv.gsa.gov
The message should have NO SUBJECT, and the only text in the message should read: set content-managers-l digest
*To unsubscribe, follow the directions above for the digest, but change the message text to read: signoff content-managers-l

This list is intended as an internal discussion forum for U.S. government employees, so please consider that before sharing outside our community.
**********************************************************
We here at State have been piloting a CRM implementation for the past 18 months and have drafted plans to go enterprise. Erin, I'd be happy to meet with you and your team about our process and lessons learned.

At the same time, I'm eager to hear from other agencies who are further along on their road map than we are. The change management on this is huge.

Happy New Year,

Digital Program Manager, PMP  
IIP Office of Digital | U.S. Department of State  
SA-5, 2200 C Street NW  
Washington, DC 20522  
202-632-2856

-----Original Message-----
From: Erin.Downey@fema.dhs.gov
Sent: Friday, December 29, 2017 12:34 PM
To: CONTENT-MANAGERS-L@LISTSERV.GSA.GOV

Good afternoon, all.

I am the Program Analyst for the Customer Experience Office within the Federal Emergency Management Agency’s Federal Insurance and Mitigation Administration. Our team is being tasked with the creation of an enterprise-wide Customer Relationship Management program to include the design and implementation of a tool that supports our varied business needs, and the development and implementation of change management and data governance plans (and practices) to support that effort.

I would be very interested to learn who else has undertaken similar projects in other Executive Agencies. If you or your Agency have gone through the CRM push already, I would love to learn more about any existing resources or best practices you might recommend that we familiarize ourselves with as we prepare to start on this endeavor in early 2018.

Please email me directly at Erin.Downey@fema.dhs.gov with any information you may have.

Thanks and Happy New Year!