Deloitte. NOAA WFMO

Information Architecture Document

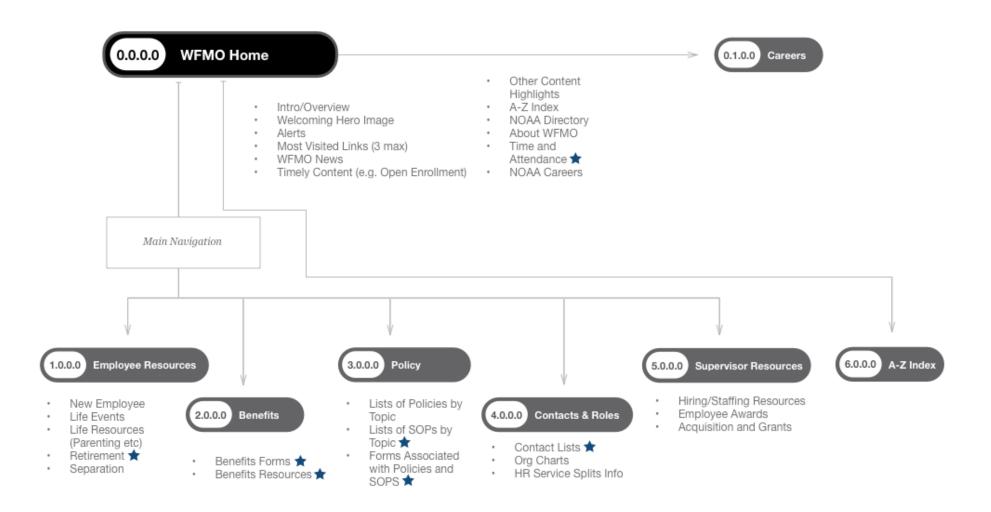
INFORMATION ARCHITECTURE

High level view of the application and the redesigned sitemap along with several design templates for adding new content to the WFMO Drupal site.

This chapter contains:

- Sitemap
- Page templates
 - Primary landing
 - Alternative landing
 - Primary content / child page
 - Alternative content / child page

Sitemap



Page templates - Landing

In order to accommodate the NOAA Drupal CMS, pages have been designed to support existing Drupal modules and components. From these, there are 4 "templates" that should be used when adding or modifying content in the new WFMO site.

For the 5 primary category pages, there are two potential templates that should be used – Primary Landing and/ or Alternative Landing. These templates have been optimized for highlighting the content that may extend several levels deep as well as give the user a sense of what types of content can be found within the section.

Primary Landing Template

This template includes section title, two sets of link boxes, section navigation and several content "teasers". The title should be the title of the section and match the primary navigation name. For example, the landing page for Employee Resources should have the title "Employee Resources". Note: All section pages should include a link back to the WFMO homepage, similar to the section pages.

Under the title are two link boxes – these should include 3-5 links each and they should primarily contain links that could be categorized as most popular, frequently visited and "I want to.." which use conversational tones to grant user insight into a link. For instance, an "I want to" link may be "Review my benefits" or "View my pay schedule". These types of links are best suited for complex queries or areas that involve needing access to multiple pieces of information and/or when the actual link may not be as evident to a user (i.e., "I want to access my 2017 tax information" will likely resonate better with a user than "I want to access my W2")

Navigation

The right-side navigation bar will follow the current NOAA.gov usage and will feature child content for the existing selected category. The only page without this navigation bar should be the A-Z index. All other content should live within a primary section (see sample Reasonable Accommodation content for usage)

Content teasers

Content teasers are blocks of content designed to give a glimpse into the content within a particular child section. They can include intro paragraphs, bullets and an "Explore" link. It is assumed the content that these teasers link to will be longer than the teaser; that is, a user shouldn't click a content teaser to view the exact same content. If the content isn't longer than a teaser, then a link should be used to access the content. The number of content teasers can vary and they should be stacked on top of each other, as in the template, but there should be at least 2 on the landing screen. Additional teasers are optional.

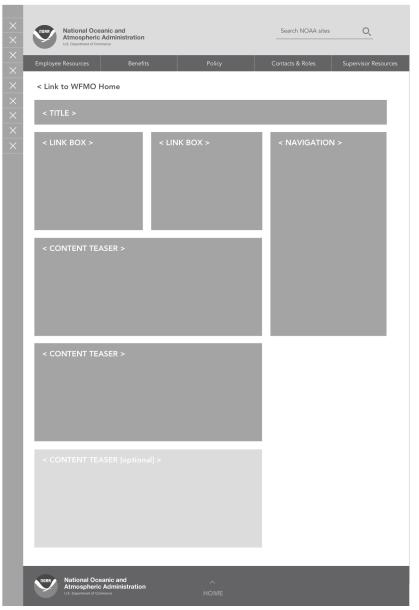


Figure 3: Primary Landing template

Page templates - Landing, cont'd



Alternative Landing Template

The Alternative Landing page follows the same format as the Primary Landing. For illustrative purposes, photo teasers have also been optionally included, in order to add some variety to the screen. This version must be used if there are less than 2 link boxes in order to prevent a hole in the page. That is, there cannot be one link box at the top of the page when coupled with a navigation bar, which is used on all section pages. A single link box should instead be placed underneath the right side navigation bar as shown below.



Figure 4: Alternative Landing

Page templates - Content

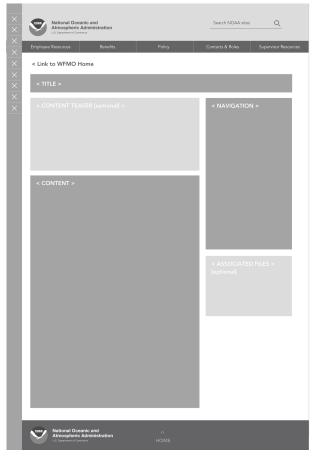


Figure 5a: Primary Content template

For content underneath the category pages, there are two potential templates that should be used – Primary Content and Alternative Content. These templates have been optimized for highlighting the content that is included within the primary sections and will comprise the majority of the WFMO site. Content templates should always be used when the content is "terminating content." That is, content designed to stand on its own with little to no linking out to child content and/or content that contains a lot of information on a particular subject. These will be used almost exclusively on levels 2-4 in the site content overview (see page 13 of this document) and as such, are designed to present all content on a single page.



Figure 5b: Alternative Content template

Primary Content Template

Most pages will utilize this template as the majority of content should have a navigation bar that is set at the parent or grandparent level, similar to the navigation structure on NOAA.gov.

The Primary Content template includes an optional Content teaser module which can be used to reference related content or give the user a glimpse into a more detailed content block. Underneath the right-side navigation bar there is an optional Related Links or Documents section that can be used for additional content (see the Reasonable Accommodation section for an example of this.) If there is no need for a Content teaser, then this module should be eliminated and the content should flush up against the page title. Note: page titles should mirror their title as displayed in the right-side navigation. The page should also include a link back to the WFMO homepage, similar to the section pages.

Alternative Content Template

The Alternative Content page should only be used for pages that lack a side nav. This structure should not be used for the majority of pages as this template lacks a clear path to the content location within the site architecture. For this reason, it's recommended to only use this structure for the A-Z index and timely content that may not have a parent category and/or requires a wider layout such as a job requisition or press release.

SAMPLE WIREFRAMES

Homepage and interior page wireframes for the new WFMO site redesign showing **new content**.

This chapter contains:

- Homepage
- Primary landing page
- Alternative Landing Page

Homepage

homepage overlay.

NOAA Main Menu **NOAA** Header Q As a page within the redesigned NOAA.gov, there will be a sticky (stays still National Oceanic and Atmospheric Administration A NOAA-wide search bar is present on the homepage. When the user when scrolling) side menu allowing the user to navigate to different NOAA clicks the eveglass to search, search results are shown on a page which offices. allows the user to filter by WFMO pages only. There is also the NOAA logo and the WFMO title and tag line. The user should return to NOAA.gov Workforce Management when they click on the NOAA logo. Serving NOAA's Most Valuable Asset - People Main WFMO Navigation Menu **News Tile** This menu takes the user to 5 different major parts of the WFMO site. On every other page besides the homepage, this menu bar will be pushed The title of a featured WFMO news story will display here. If the user clicks to the top of the page, just under the NOAA logo. See the site map for anywhere on the tile, they will be taken to the news story page. If the user content contained within each of these 5 sections clicks "View all", the user will be taken to the "News" page which will have a list of WFMO news articles. Note: this is only possible if WFMO is going A-Z Index NOAA Staff Directory to create content like this. If not, this could be NOAA news. **Helpful Links** The first 3 links (A-Z Index, NOAA Staff Directory, and Time and Lorem Ipsum Attendance) will always show, and the 4th link will be the most frequently "Upcoming" Tile visited WFMO page. If the user clicks on a link the user is taken respectively A short description of an upcoming event or timely or topical set of content will show here. For example: "It's open enrollment season - review Our Mission • A-Z Index > WFMO page showing a list of topics by alphabetical order your benefits". If the user clicks anywhere on the tile, they will be taken Partner with stakeholders to create and enable the systems and processes to achieve to a page with more content related to the event (link specified by title in • NOAA Staff Directory > https://nsd.rdc.noaa.gov/ NOAA's mission through effective planning, recruitment, development, management, and retention of NOAA's workforce. bottom left). If the user clicks "View all", the user will be taken to the page • Time and Attendance > tool used for employees to enter time where all current events are listed ABOUT THE OFFICE OF WORKFORCE MANAGEMENT WFMO Mission & About the WFMO NOAA's employees are its most important asset. Their competence, creativity, commitment, diversity, and innovation are vital to the accomplishment of the NOAA 1-3 sentence WFMO mission statement goes in the center of the page, mission and the Nation's interests. The NOAA Workford under "Our Mission." There should also be a one paragraph entry giving an Management Office (WFMO) provides policies, programs and processes that facilitate the recruitment, hiring, overview of WFMO. If the user clicks "Learn more" here, the user is taken development, and retention of a diverse, highly skilled. motivated, and effective workforce capable of to the "About WFMO" page. accomplishing the Agency's mission **NOAA Careers** This will be titled "NOAA Careers" and will have a short 5-10 word tag line about the careers page. If the user clicks anywhere on this page-width horizontal tile, the user is taken to careers.noaa.gov. **Content Highlight** Each of these tiles highlights a set of content. This could be a new page, a report, or anything to be featured that does not fit into the "upcoming" or **NOAA.gov Footer** "news" categories. This footer is consistent for all NOAA.gov pages, including the WFMO pages. If the user clicks "Home" the NOAA.gov homepage overlays the WFMO page and the user can, at that point, then minimize the NOAA.gov

Fiaure 6: WFMO Homepaae

Alternative Landing Page

Employee Resources Page

The landing pages for the 5 primary sections should utilize either the "Primary Landing" template or the "Alternative Landing" templates.

Each will contain a title, navigation module and content. The content can include link boxes, content teasers and content modules. See the templates for content rules and assistance in selecting an appropriate template.

Based on the content for this particular section, the Alternative Landing template has been utilized.

Content Teaser

Content teasers are intended to give the user a glimpse into what to expect when they click "Explore" for a particular piece of content. They should be used primarily on landing screens.

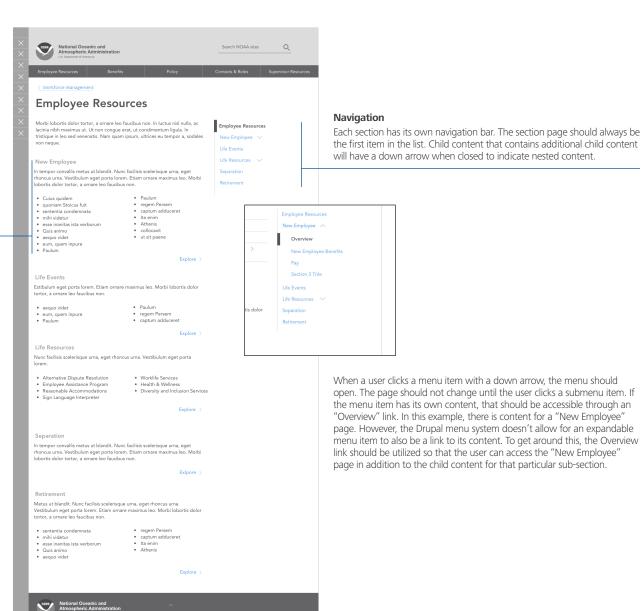


Figure 7: Alternative Landing used for Employee Resources section screen

Primary Landing Page

New Employee Landing Page

In the new architecture, the New Employee page functions much like a primary section page due to the large amount of content. For this reason, the page should utilize the Primary Landing template in order to organize the various pieces of child content.

Frequent Links

Frequent links should be most commonly used PDFs, reference pages, or forms that users go to as part of new employee exploration.

Content Teasers

The pages within New Employee (and therefore the summary sections on the bottom of this page) should be the 3-8 large sections of content that people are accessing as new employees. Examples include but may not be limited to Benefits, Pay, and Security/badging.

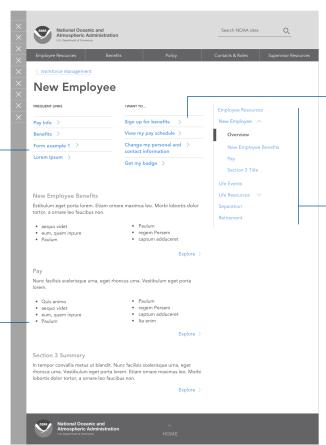


Figure 7: Primary Landing screen for New Employee child section

"I want to" Links

"I Want To" should have common actions that users are trying to complete when they come to this page, linking to the starting point to complete those actions.

Open Navigation

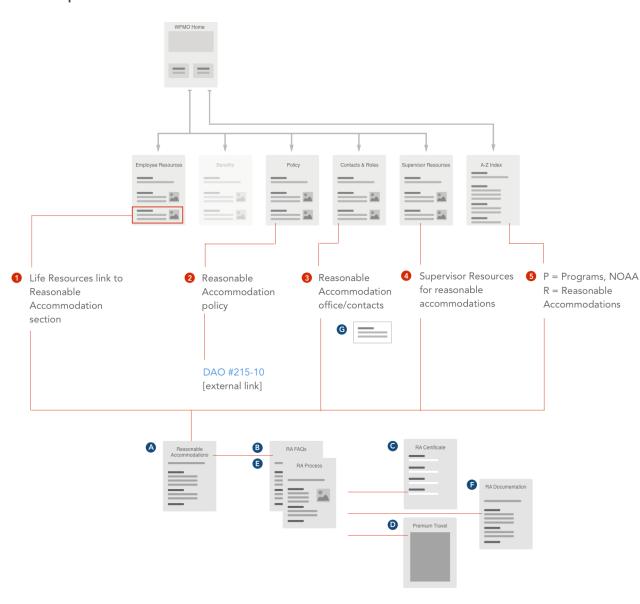
New Employee is functioning as a section landing page – the open menu shows the use of the Overview link as well as child sections.

SAMPLE CONTENT & INFORMATION ARCHITECTURE

WFMO content for **existing content** placed inside of the wireframes to highlight potential ways to connect content in the new site. Featured page designs utilize existing Reasonable Accommodation content. This chapter contains:

- Sample Information Architecture
- Sample Content Flow
- Employee Resources
- Life Resources
- Reasonable Accommodation Overview
- Reasonable Accommodation Child Pages
- Additional Reasonable Accommodation Pages

Sample Information Architecture: Reasonable Accommodation



Organizing existing content

With a new site comes new opportunities to reorganize content and align key information to areas where the user is most likely to look.

Using "Reasonable Accommodations" as an example, there are multiple places the content should be placed. In the existing WFMO site, the content is on one page and linked from two places; in the new architecture, the content can be more strategically placed to make it easier to find

Existing content audit

The existing content for Reasonable Accommodation is organized into the following pieces:

- A: Reasonable Accommodation Overview (*)
- B: Reasonable Accommodation FAOs
- C: Reasonable Accommodation Certification [.doc]
- D: Reasonable Accommodation Travel Guidelines [.pdf]
- E: Reasonable Accommodation Interactive Process
- F: Reasonable Accommodation Documentation for Providers
- G: Reasonable Accommodation Contacts & Office Info

This content should be connected via multiple channels located on the section pages as illustrated in Figure 8. Details of the content and its page structure are explored in the following pages.

Note: There is an option to connect to the content in the Benefits section as well. For purposes of this document, it's been left off, however, it can be linked and accessed as per the Employee Resources section.

Figure 8: Outline of sample content and how it fits within the navigational structure.

Sample Content Flow: Reasonable Accommodation

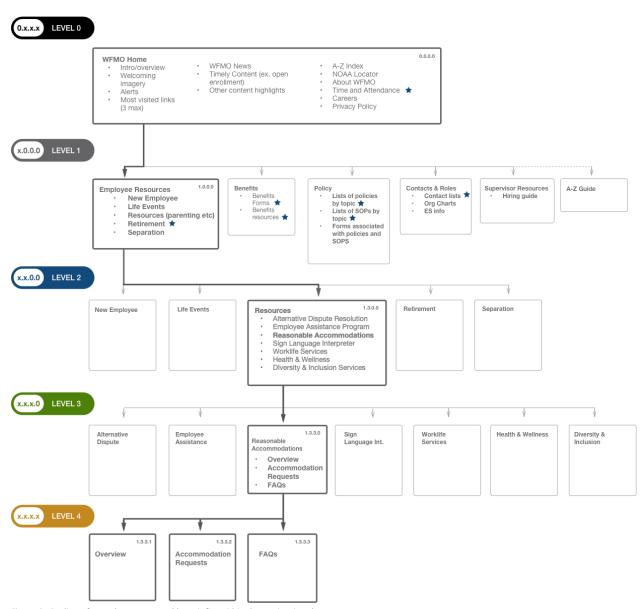


Figure 9: Outline of sample content and how it fits within the navigational structure.

Existing content hierarchy

In figure 9, the existing content for Reasonable Accommodation has been placed into the new site architecture. For purposes of this document, the pathway to the content from the Employee Resources page has been illustrated as well as the new page layouts for this content.

Primary navigation

Level 1 will be included in the top and side (secondary) navigation. This includes Employee Resources, Benefits, Policy, Contacts & Roles and Supervisor Resources. A-Z index links from the homepage and is not present in the top nav bar.

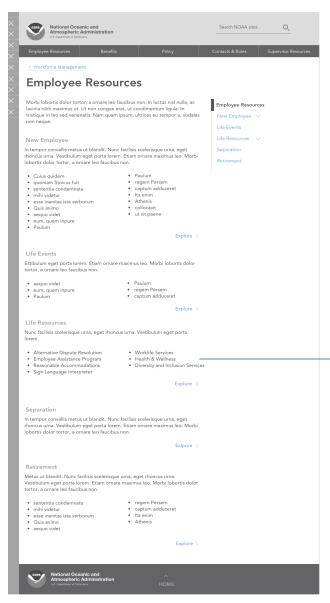
Secondary navigation

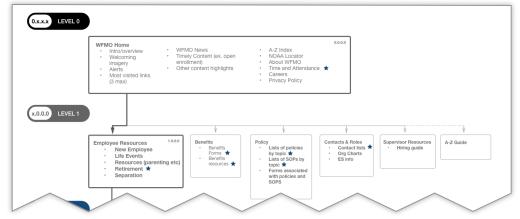
Levels 2 and 3 will be included in the side (secondary) navigation. See the example content in the following pages for how should be presented.

Tertiary navigation

Certain areas of content will utilize a bottom navigational structure that consists of a "Previous / Next" architecture pattern. See the following pages for examples of this within the Reasonable Accommodation content.

Employee Resources :: Life Resources





Employee Resources Page

As previously outlined, the Employee Resources page utilizes the Alternative Landing template to highlight a variety of content areas including Employee Resources which houses the Reasonable Accommodation content.

Figure 10: Employee Resources link to Reasonable Accommodation

Life Resources:: Reasonable Accommodation Overview

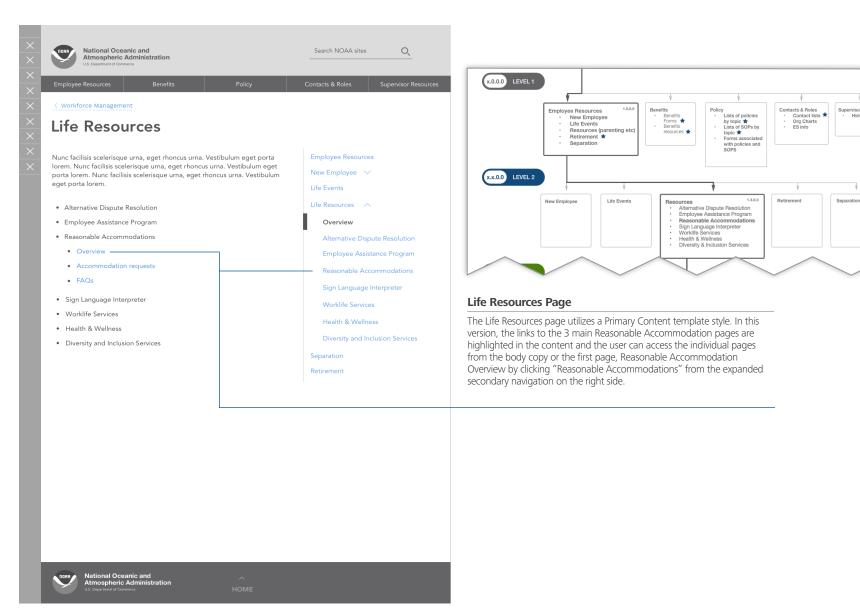
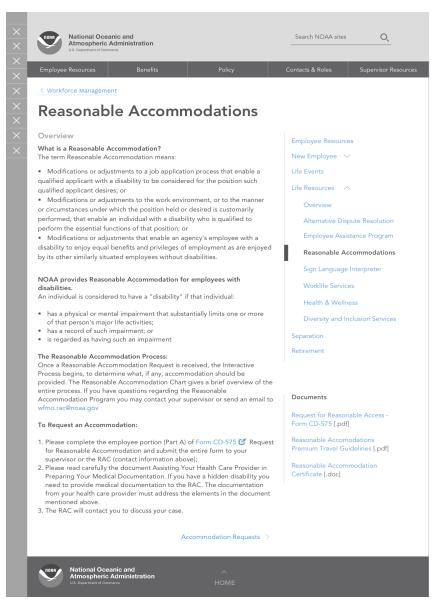


Figure 11: Life Resources landing page which includes the link to Reasonable Accommodation

Reasonable Accommodation Overview



Resources

Alternative Dispute Resolution

Employee Assistance Program

Resources

Alternative Dispute Resolution

Employee Assistance Program

Resources

I.3.0

Retirement

Separation

Retirement

Separation

Retirement

Separation

Diversity & Inclusion Services

I.3.0

Alternative
Dispute

Assistance

I.3.0

Resonable
Ascommodations

Overview

Accommodation
Requests
FAGs

FResonable

Accommodation
Requests
FAGs

Resonable

I.3.0

Accommodation
Requests
FAGs

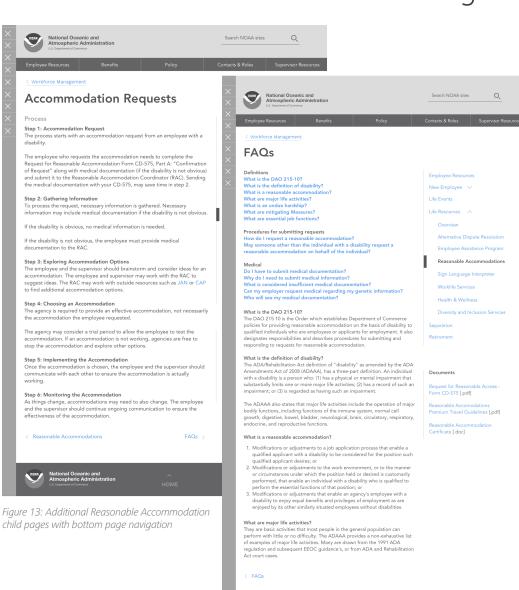
Reasonable Accommodation Overview Page

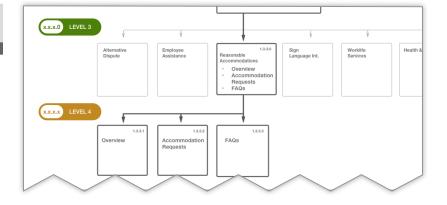
The Life Resources page utilizes a Primary Content template style. In this version, the links to the 3 main Reasonable Accommodation pages are highlighted in the content and the user can access the individual pages from the body copy or the first page, Reasonable Accommodation Overview by clicking "Reasonable Accommodations" from the expanded secondary navigation on the right side.

Note: Reasonable Accommodation Overview serves as both a "parent page" to child pages Policy and FAQs as well as being a child page to Life Resources. For this reason, it is contained in the secondary side nav and the tertiary bottom navigation.

Figure 12: Reasonable Accommodation overview content

Reasonable Accommodation Child Pages





Reasonable Accommodation Child Pages

There are 3 child pages as well as 3 related documents. The child pages are navigated via bottom tertiary links and the related documents are included in a sub-navigation box for links.

Child pages:

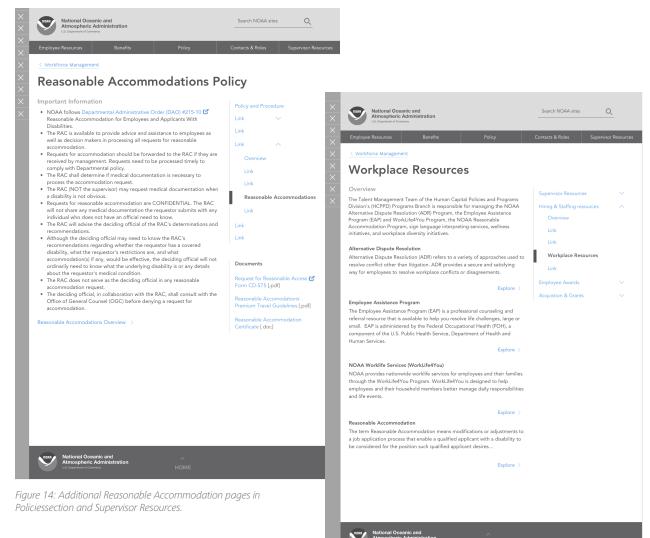
- Reasonable Accommodation Overview
- Reasonable Accommodation Requests
- Reasonable Accommodation FAQs

Documents:

- Reguest for Reasonable Access Form CD-575 [.pdf]
- Reasonable Accommodation Premium Travel Guidelines [.pdf]
- Reasonable Accommodation Certificate [.doc]

WFMO has the option to include links to the other content including Reasonable Accommodation Policy which should live under the Policy and Procedures section.

Additional Reasonable Accommodation Pages



Additional Reasonable Accommodation Child Pages

Finally, there are pages that best fit under their respective sections - Reasonable Accommodation Policy as well as Workplace Resources, which should live under Supervisor Resources.

WFMO may also choose to cross link these pages to the Reasonable Accommodation content through a variety of links as illustrated. This can include a bottom page link as shown on the Reasonable Accommodation Policy page or an Explore link within a content teaser, as shown in the Workplace Resources page.

ADDING CONTENT

Ideas for adding content to the new WFMO site as well as ideas for creating new modules within the Drupal architecture.

This chapter contains:

- Working with the New Architecture
- Sample Components

Working with the New Architecture

In the original WFMO site, the information architecture was almost a one-to-one correspondence to the organizational structure of the agency itself. The new architecture attempts to reorganize content based on user needs and how those users seek out information. The following sections will help the content creator and administrator understand how to re-approach the content.

Content Mapping

Adding or editing content in the new architecture requires a bit more planning. In order to successfully launch new content or edit existing content to fit within the new site, there is a process to follow. The individual steps may change based on editor preference, however, the overall approach helps to ensure that content is modified in an easy to follow way.

Overview

At a high level, a content editor or administrator will start by selecting the content to be modified or added. Ideally, this isn't just one piece of content but an entire section or theme such as Employee Assistance Program, NOAA hiring process, Employee grievances, etc. The goal is to work on an entire unit of content at once in order to ensure a consistent approach to modifying that content.

They will then pull all relevant content for that section from the existing site and save it into text documents. They should review this content using the content strategy guide to see if:

- Content needs to be rewritten, omitted or can be used as-is.
- Images to be included are web-ready (in the actual size to be used, proper format and cropped as needed.)
- Links to external sites should be listed out along with titles for these links.

Once the content has been made website ready, it's time to work it into the new site architecture.

Use the flowchart in figure 15 to help guide content placement within the new architecture, keeping in mind that content can live in multiple sections and sub-sections.

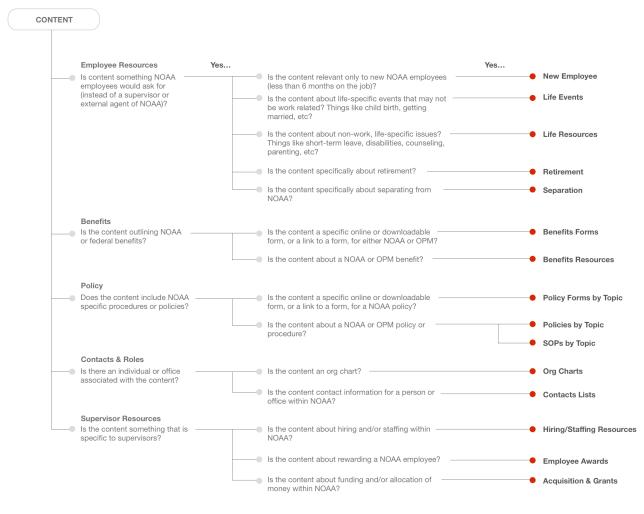


Figure 15: Content flowchart for mapping existing content to the new NOAA WFMO inforamtion architecture

Working with the New Architecture

Getting Started

Using the high-level section buckets, start to explore how the content best fits into 1 or more primary sections. It may span one, two, or even all sections. Keep in mind that content needs to be hierarchically prioritized. That is, the more specific the content, the lower it goes within the site. However, for each level down, there needs to be an additional thought put into reaching that content. For example, content on a 3rd level needs to have 3 clear levels of navigation / way-finding so that the content does not become orphaned.

Level 1 sections are:

- Employee Resources: Does the content have a specific time component relevant to the reader? Can it fit into a specific bucket like "retirement"?
 - Sub content includes **New Employee**, **Life Events**, **Life Resources**, **Retirement** and **Separation**
- Benefits: Is it an actual benefit like health insurance, thrift savings, paid time off, etc?
 - Sub content includes Benefits Forms and Benefits Resources
- Policy: Is there a NOAA or OPM policy associated with the content?
 Sub content includes Lists of Policies by Topic, SOPs by Topic and Policy Forms by Topic
- Contacts & Roles: Who is responsible for this content and/or what
 office is it coming out of? The contact for the content needs to live in
 this section (and this should be most of the time)
 Sub content includes Contact Lists and Org Charts
- Supervisor Resources: Anything that will help managers navigate the subject matter of the content like FAQs, forms, etc.
 Sub content includes Hiring/Staffing Resources, Employee Awards and Acquisition & Grants

REMEMBER: Content can be as short as a link or an long as mutiple pages. For purposes of this document, "content" can be anything. Take care to choose the right amount of context for content. Content placed in one section can, and likely should be, different in type and length from related content in another section.

Proces

- In the text documents, place or label the content with the appropriate section (and/or subsections) and cross-reference the content to ensure that each piece of content can be accessed. (see page 12 for an example of content that has been divided up between primary sections and linked from within those sections.)
 - Use a high-level site map if needed to highlight all of the related content and plan out how it will be linked together within the site architecture (see page 12 for an example.)
 - Sketch new pages by hand to ensure the content links are easy to find and do not get lost in the page elements (see pages 9 and 10 for examples of link locations within a page.)
 - Ensure the links adhere to the link guidance section in the content strategy guidelines for clarity.
- 2. Add content to the Drupal content library in the appropriate containers based on the IA templates (see pages 4 6.)
- 3. Build your Drupal pages where applicable from these new containers.
- Add and/or edit containers on existing pages so that any new page does not become orphaned.
- 5. Review content by navigating via preview mode before launching.
- 6. Begin by launching the "most child" page that is, launch terminating pages first (the lowest level pages.)
- Move up the site hierarchy, making sure to launch any primary section navigation and page updates last. That is, content should be launched from level 4 first, then 3 then 2, etc. with the navigation to those pages launched last.
- 8. Review all content after launch to ensure the layout, links and pages are correctly formatted and display appropriately.
- 9. Make sure to review the site on a variety of devices including desktops, laptops, tablets/e-readers and mobile phones.
- 10.Adjust where needed to ensure pages aren't unduly long and important links aren't buried at the very bottom or within paragraphs.

Tips for working in Drupal:

Don't duplicate content unnecessarily. Utilize the existing NOAA modules and share the modules across sections. This way, one update or change will automatically be updated across multiple locations.

Do utilize the new WFMO templates. Create new pages (and update existing pages) by pulling together components and content blocks. Don't create single, one-off pages for primary/major content.

Do use "smart labeling" and descriptions within Drupal. Tag photos with descriptions to make finding them easier in the photo library.

Don't "launch and leave" content. Set outlook reminders to review website content on a regular basis (e.g., 2x a year)

Do review all changes as soon as they're launched. Open the site on many browsers and navigate to your new or updated content. Do this on multiple devices and with browsers at different sizes to ensure the content still reads well at varying sizes and is "findable" on each page.

Do keep in mind the available content types. These include images, links, content blocks, etc. and they all play a part in how the overall page content should be organized and displayed. Some additional tips include:

- Don't make a single page for a long list of links. The A-Z index fills this need for users.
- Don't go overboard on images, especially at the expense of written content. Also limit the number of images at the top of the page that may force written content down too far.
- Break up long pages created through a single content block into smaller pages that are logically linked together.
- Use content teasers to break up a larger single block of content for scannability. Keep in mind most readers will not want to wade through excessively long pages.

Sample Components

Teaser Title (optional)

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin a facilisis ipsum. Quisque fermentum imperdiet orci. Pellentesque ornare commodo euismod. Donec lobortis eu metus vel consectetur. Praesent elementum iaculis ligula, ac tincidunt odio venenatis vitae. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos himenaeos. Integer tincidunt tristique libero, ut rutrum felis laoreet quis.

Explore

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin a facilisis ipsum. Quisque fermentum imperdiet orci.

- · Bullet #1 goes here for content
- Bullet #2 goes here for content
- · Bullet #3 goes here for content
- · Bullet #4 goes here for content
- · Bullet #5 goes here for content
- · Bullet #6 goes here for content
- · Bullet #7 goes here for content

Explore)

Teaser Title (optional)

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin a facilisis ipsum. Quisque fermentum imperdiet orci. Pellentesque ornare commodo euismod. Donec lobortis eu metus vel consectetur. Praesent elementum iaculis ligula, ac tincidunt odio venenatis vitae.



Explore >

Teaser Title (optional)

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin a facilisis ipsum.

Quisque fermentum imperdiet orci. Pellentesque ornare commodo euismod.

Donec lobortis eu metus vel consectetur. Praesent elementum iaculis ligula, ac tincidunt odio venenatis vitae. Class aptent taciti sociosqu ad litora torquent per conubia nostra, per inceptos himenaeos. Integer tincidunt tristique libero, ut rutrum felis laoreet quis.

Overview

There are a few components that can be used within the NOAA Drupal system to add variety to your pages as shown in earlier sections of this document. The key to using these successfully is to stay within the guidelines for using these components. A few ideas for using these are shown below. These uses align with how the broader NOAA has implemented these within the noaa.gov website.

Content Teaser

Content teasers are a great way to break up a lot of content while also acting as a window into a variety of related content. These boxes can be used in multiple ways, keeping a few pointers in mind:

- They shouldn't be long. They're intended to tease out the reader's
 interest and encourage them to read more. They should be limited to
 a few sentences and ideally, they link to a larger article or page.
- Content teasers are not list boxes. Therefore, they shouldn't be just a
 list of links. Ideally, the only link they include is "Explore" that links to
 the full article or page.
- If an image is used, text should either be to the side of it or run over the image. If the text runs over the image, make sure there is enough contrast between the text color and the image.

Photo Teaser

Photo teasers are useful for adding variety to an otherwise text-heavy page. These can be utilized for the Contacts & Roles section as well as any area where there are long blocks of content such as Policies. As with Content Teasers, there are some key considerations to keep in mind when using Photo Teasers. This includes:

- Photos should be in web-ready format before using so that they look good but do not take excessive time to download.
- If captions are used, they should be short and targeted. Text that runs over top of a photo should have enough contrast to be legible.
- If a photo is clickable, it should utilize the "Explore" link so the user is aware that they can click the photo to read more.

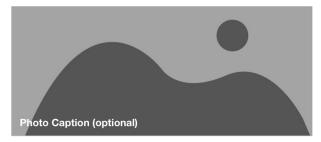




Figure 16: Photo Teaser examples

Figure 16: Content Teaser examples

Sample Components, cont'd

Box Title (optional)

- · Link #1 goes here for content
- · Link #2 goes here for content
- · Link #3 goes here for content
- · Link #4 goes here for content

Box Title (optional)

Link #1 goes here for content

Link #2 goes here for content

Link #3 goes here for content

Link #4 goes here for content

Link #1 goes here for content with a longer title

Link #2 goes here for content with a longer title [.pdf]

Link #3 goes here for content with a longer title

View More

Link Boxes

Link boxes are just that – boxes that feature several related links. In order to best fit within the new WFMO IA and stay consistent with the rest of noaa. gov, there are a few key things to keep in mind when using them:

- Limit the number of links within the box. The ideal number should be between 2 and 6.
- Limit the length of the title of the link and make it intuitive. If the link is to a file, the filename should not be the link. Instead, use the document's title so that it's obvious to the user what the link contains.
- Bullets are optional but should be used on all links within the box.
- External links and downloadable documents should be denoted as shown in the examples (icon and document type, respectively.)