WebGUI IN GOVERNMENT

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WHO WE ARE...

- CTC is a privately held corporation headquartered in Seabrook, Maryland with satellite offices in Lexington Park, Maryland.
- Dozens of happy Commercial and Government Clients
- Some clients include: U.S. Department of State, Department of Defense, the Social Security Administration, Lockheed Martin, Northrop Grumman.
GOVERNMENT AND IT

- The U.S. Federal Government is the single largest purchaser of goods and services worldwide.

- This includes billions of dollars spent annually on IT expenditures.

- To give you an idea- there are $74.2 Billion to be spent in Fiscal 2009 on IT. An increase of almost 2 percent over 2008 expenditures (and that’s just for the big IT purchases)

Source: http://it.usaspending.gov
These are the large scale IT projects that have specific reporting and project performance tracking demands.

The Government spends billions more on many other types of IT services, including smaller system development projects, workgroup/unit projects, and systems purchases (printers, scanners, COTS software, Macs, etc.)
<table>
<thead>
<tr>
<th>RANK</th>
<th>COMPANY</th>
<th>REVENUES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Wal-Mart Stores</td>
<td>$94.24B</td>
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<tr>
<td>2</td>
<td>Exxon Mobil</td>
<td>$64.03B</td>
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<tr>
<td>3</td>
<td>Royal Dutch Shell</td>
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<td>4</td>
<td>BP</td>
<td>$47.30B</td>
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<tr>
<td>5</td>
<td>Bank of America</td>
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<tr>
<td>6</td>
<td>General Electric</td>
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<tr>
<td>7</td>
<td>Chevron</td>
<td>$36.13B</td>
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<tr>
<td>8</td>
<td>Toyota Motor</td>
<td>$35.72B</td>
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<tr>
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<td>Total</td>
<td>$33.31B</td>
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<tr>
<td>10</td>
<td>Eni</td>
<td>$31.05B</td>
</tr>
<tr>
<td>11</td>
<td>Nippon Telegraph &amp; Telephone</td>
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<td>Hewlett-Packard Company</td>
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<td>16</td>
<td>Mizuho Financial Group</td>
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<td>17</td>
<td>PetroChina</td>
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<td>23</td>
<td>Siemens</td>
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<tr>
<td>24</td>
<td>Citigroup</td>
<td>$24.79B</td>
</tr>
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</table>

OUR CMS PRACTICE...

- Really started at the dawn of the World Wide Web.
- As databases started being used to serve up websites, CTC developed solutions for clients to use products like ColdFusion to serve up content.
- These products required that things be built and reused and adapted for each client. For instance, instead of using a framework that had a built in authentication and roles system, we had to build it from scratch.
These early content Frameworks evolved to become the first generation of Content Management Systems.

These systems were flexible, adaptable, cross-platform, fully integrated (with DB, Web Server, and Application forming the core product).

One of the earliest we used was FileNet’s Web Content Manager.

We built 200+ websites in multiple languages for several clients within the Department of State 2001 - 2004 using FileNet.
BEFORE WebGUI...

- We had about 1200 users.
- Our existing system scaled well, but not across servers.
- It became slow.
- It was difficult to maintain.
- Product used a single database and single server.
- Commercial Product (1 license, 1 server).

- Commercial Support Agreements were expensive.

- Bug fixes were slow to be released.

- Interface became heavy - newer interfaces worked better and loaded faster.

- Continually being told to upgrade, i.e. to spend more money on newer versions, with more constrained (less open) system needs, more servers, more money. Windows!!!
WHY WebGUI?

- We liked the simple interface.
- It was open source.
- Ran on Apache.
- Could run on cheap Linux boxes.
- We could customize it ourselves.
- JT answers the phone!
- Product is updated regularly.
- There is some community.
WebGUI AT STATE

- We host roughly 300 Websites
- Published in 36 languages (UTF-8)
- Embassy, Consulates, Missions, Virtual Presence Posts
- Some Websites for the Bureau of Education and Cultural Affairs (ECA)
- Some Social Networking Sites built on WebGUI (for internal users)
Most of our sites are published statically. Which means the site’s WebGUI server is not accessible to the end users.

We use a Content Delivery Network (CDN) to deliver our content.

We have dozens of servers supporting our publishing operation.

WebGUI 7.5 & WebGUI 7.6 are the most prevalent.
- We still have a number of sites on WebGUI 6.2.11, that we are in the process of migrating to WebGUI 7.6.

- WebGUI is the cornerstone, we rely on many other applications and open source systems to do our work.
IN ADDITION TO WebGUI...

- phpLDAPAdmin to manage sites, domains, users.
- RT Ticketing system.
- Gallery 2 open source image gallery product
- Video Services from Brightcove.
- Custom Word Template to publish articles in XML.
- Single Article Publishing system to tie in the Word Template with our CMS.
- Nagios for monitoring servers and processes.
- Google Search Appliances
- Linux/ Xen
- Wordpress
- WebGUI allows us to use a common look and feel across all sites.

- Increases “branding” and recognition for our clients websites.

- Modern design, standards compliant, and Section 508 (WAI) compliant interface components.

- Common WebGUI Source / Template base.
DEMO OF THE EMBASSY SITE
SOME OF AMERICA.GOV’S FEATURES

We use flash and some custom WebGUI Collaboration Systems to manage layouts and content.
This feature uses a custom layout template to provide the color scheme and background image.
Our users wanted a way to use dynamic, adaptable, and flexible layouts, and set them up easily—with content positions in different places—depending on the layout. The Theme Manager was the solution Plainblack’s Steve Swanson came up with for us.
This is the post template for the them manager. Our users define the name, text color, background color for wobjects, link color, header text color, background color for layout and a background image. An entry is created in the them manager Collaboration System.
Our users then can create a layout using existing Themes or ones they created.
After selecting the theme, the user can enter custom position values in the form fields on the right, while the system renders the content positions in real-time on the right. This allows for very flexible and user-friendly positioning of content positions in the WebGUI Layout Template, as well as the ability for the user to preview how it would look. This was coded by Steve Swanson at Plainblack using the WebGUI Collaboration System and some seriously cool Javascript.
President Obama in Ghana

Again- here are the content positions as they would on the page.
This is the finished page.
THEME MANAGER DEMO
OUR PROJECT TEAM

- Project Managers.
- Developers.
- Designers.
- Trainers.
- System Administrators.
- Customer (end user) support personnel.
- Web Editors.
- Search and Taxonomy Experts.
- Quality Assurance.
SERVICES FROM PLAINBLACK

- We rely heavily on the full product offering from Plainblack.

- We use Support Services.

- We use custom development services.

- We use Staff Augmentation for Templating, HTML, CSS, JS, Training, Design.

- Most of the stuff we request makes it into the “Core” WebGUI Product.
CHALLENGES WE FACE

- Social Networking.
- IE 6 & everything else.
- Page weight.
- Server performance.
- Reporting and metrics.
- Changing technology.
- Ease of use.
- Dynamic features.
- User interactivity - commenting, forums, blogs.
- Mobile Content Creation and Delivery
DEMO OF OTHER SITES

Exchanges, InternConnect, VPP
REFERENCES

- http://www.amERICA.gov
- http://USEmbassy.state.gov
- http://Exchanges.state.gov
- http://IT.usaspending.gov