



**Web Communications Division (WCD) April Update**  
design and content consulting . web content management .  
google search . watchfire compliance monitor . urchin  
metrics . graphics support . Q/A database . cross-  
department portal . governance . usability . intranet  
support . video hosting . translation . [hhs@work/web](mailto:hhs@work/web)  
**Prudence Goforth, Director . Richard Stapleton, Deputy.**

v.2.n.4

## A new look; an amazing effort!



**With nine days to go:** ASPA's contract with RightNow would end; ASPA and other offices could not fund \$1.5M for the next contract year. We had only a few days before all the QAs on the interface would go away. The ASPA Web team began a full court press...

On the afternoon of March 30, visitors clicking on "Frequent Questions" saw a new, user-friendly interface (above) that uses our Google engine to search QAs. Visitors can also search by category and if they don't find an answer, for the first time they can directly access one of the many HHS hotlines.

This seamless transition involved not only the design and implementation of a new interface on a half-dozen different templates, but the physical movement of almost 1200 QAs into our WCMS database.

In retrospect, the challenge proved to be a defining moment for us. Ted Hsieh led the effort, with Kristen Kayatta running interference. Everyone in WCD pitched in, and I mean everyone. With rare exception, every affected office was fully supportive and totally helpful.

"A crisis," one of the team remarked, "will either tear you apart or bring you together. This team came together."

**Note: The new interface can be adapted to any Office template and the database capacity for QAs is virtually unlimited. For more information, contact Ted Hsieh.**

Save the Date: **May 8th**  
**1st HHS Web Workgroup  
Training Conference**

## This is not to be missed!

We've talked a lot about the need to build a Web community; a place to share ideas, work through common problems, network... Now, an opportunity to do just that, and a whole lot more.

Secretary Leavitt is scheduled to keynote. He'll formally announce our Web Governance as he shares his vision for how the Web can help us better deliver government services to the public.

Two outside speakers will delve into the future of communications, and the future of federal Web sites. Fold in presentations by BEA on our portal application and Motionpoint on Web translation, a panel on 508, and presentations on new sites and homepage designs and you've got a really full day.

Anyone and everyone who works on any aspect of any HHS Web site is welcome, but space is limited. Please contact [lauren.breitenother@hhs.gov](mailto:lauren.breitenother@hhs.gov) for information and to sign up.

**Prudence/Dick**

## Application updates

**Web Translation:** WCD is bidding a contract for the translation of a significant portion of HHS.gov. The contract will allow for other Divisions or programs to fund an inter-agency agreement and add their work to the contract. The PandemicFlu.gov Web site is translated into Spanish (and large sections into Chinese and Viet Nameese) by the Motionpoint company. **(Motionpoint: Prudence Goforth)**

**Watchfire:** The hope is that the contract will clear Procurement early this month, and the application will be available in early June. We continue to provide desk audits on piecemeal basis. **(Watchfire: Julia Sothoron)**