Table of Contents

[Chapter 3. Enterprise Content Management System (ECMS) 3](#_Toc335807169)

[1. VA Enterprise Content Management System 3](#_Toc335807170)

[Introduction 3](#_Toc335807171)

[Change Date 3](#_Toc335807172)

[a. Definition – VA Enterprise Content Management System 3](#_Toc335807173)

[b. Mandated Use of TeamSite 3](#_Toc335807174)

[c. TeamSite Features 4](#_Toc335807175)

[d. VA ECMS Website 4](#_Toc335807176)

[2. New Site Creation 5](#_Toc335807177)

[Introduction 5](#_Toc335807178)

[Change Date 5](#_Toc335807179)

[a. VA Web Request – New Site Creation 5](#_Toc335807180)

[b. TeamSite Administrative Tool 5](#_Toc335807181)

[c. TeamSite Work Area 5](#_Toc335807182)

[Introduction 6](#_Toc335807183)

[Change Date 6](#_Toc335807184)

[a. VA Web Request – Site Migration 6](#_Toc335807185)

[b. TeamSite Administrative Tool 6](#_Toc335807186)

[c. TeamSite Work Area 6](#_Toc335807187)

[4. TeamSite Administrative Tool 7](#_Toc335807188)

[Introduction 7](#_Toc335807189)

[Change Date 7](#_Toc335807190)

[a. General Information on the TeamSite Administrative Tool 7](#_Toc335807191)

[b. TeamSite Administration Tool User’s Guide 7](#_Toc335807192)

[5. User Roles 8](#_Toc335807193)

[Introduction 8](#_Toc335807194)

[Change Date 8](#_Toc335807195)

[a. Assignment of User Roles 8](#_Toc335807196)

[b. The Role of the Editor 8](#_Toc335807197)

[c. The Role of the Editor-Reviewer 8](#_Toc335807198)

[d. The Role of the Reviewer 9](#_Toc335807199)

[6. Training 10](#_Toc335807200)

[Introduction 10](#_Toc335807201)

[Change Date 10](#_Toc335807202)

[a. Training for the TeamSite Interface 10](#_Toc335807203)

[b. Tutorials on TeamSite Interface 10](#_Toc335807204)

[c. TeamSite Trainer 10](#_Toc335807205)

[7. Workflows 11](#_Toc335807206)

[Introduction 11](#_Toc335807207)

[Change Date 11](#_Toc335807208)

[a. Definition – TeamSite Workflows 11](#_Toc335807209)

[b. Operations Review Workflow 11](#_Toc335807210)

[c. Content and Operations Review Workflow 11](#_Toc335807211)

## Chapter 3. Enterprise Content Management System (ECMS)

#### 1. VA Enterprise Content Management System

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| Introduction | This topic provides general information on VA’s Enterprise Content Management System. |

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| a. Definition – VA Enterprise Content Management System | The VA enterprise content management system (TeamSite) is a web-based application that allows website owners to create, edit, and post content to their VA websites. It is a commercial off-the-shelf content management system that is installed on an internal server managed by VA Web Operations. The TeamSite home page is called “Content Center” and serves as the launch pad for all of its functions.  Authorized users use a Web browser to connect to the server where TeamSite is hosted.TeamSite was selected as the enterprise tool for web development in 2003 with the goal to standardize and manage Internet and Intranet websites. |

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| b. Mandated Use of TeamSite | The use of TeamSite is a VA-wide mandate in accordance with [VAHandbook6102*, Internet/Intranet Services*](http://vbaw.vba.va.gov/bl/27/web_communications/docs/6102.pdf), Chapter 7. In an official VBA memorandum, dated January 29, 2010, all VBA Internet websites were instructed to comply with the requirement to adopt VA’s enterprise content management system.  |

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1. VA Enterprise Content Management System, Continued

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| c. TeamSite Features | TeamSite provides tools to assist users of all technical abilities with site creation/migration, deployment, maintenance, and management. Users can track and manage changes and updates to their websites through versioning and workflow functionality. TeamSite incorporates the VA standard templates that help site owners meet many of the mandatory requirements outlined in VA Handbook 6102.  |

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| d. VA ECMS Website | The [VA enterprise content management system](http://vaww1.va.gov/CMS/index.asp) website provides information on implementation, features, tutorials, and frequently asked questions. The [VA TeamSite Migration and Site Creation Guide](http://vaww1.va.gov/CMS/site_mgmt/site-migration-creation-guide.asp) is adjunct information on the use of TeamSite and incorporates general information on the VA enterprise content management system website. Information about TeamSite and its implementation is also available by contacting the VA Web CMS Support mail group at: VAWebCMSSupport@va.gov.  |

#### 2. New Site Creation

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| Introduction | This topic provides information on a new website creation in TeamSite. |

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| a. VA Web Request – New Site Creation | All new websites must be requested using [VA Web Request](http://vaww1.va.gov/webrequest). See III.i.2.1 for more information on VA Web Request.When requesting a new site, choose “New Site” from the “Is this a new site or transferred/existing site” dropdown. Choose “TeamSite” from the “Site Type” drop down list inside Web Request. All other required fields must be completed before submitting the request. The VBA Web Communications Office will receive the request and approve/disapprove the request.  |

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| b. TeamSite Administrative Tool | The individual listed as the primary point of contact (POC) in the VA Web Request will automatically be granted access to the TeamSite Administrative Tool (TAT). Upon receiving the notification of a new site request and its approval by the VBA Web Communications Office, the website POC will receive an auto generated email with instructions to log into the TAT to complete an online questionnaire. The website POC will enter the users and their roles as they relate to the site and any other information on the questionnaireRefer to III.i.4.5for more information on how to use the TAT. |

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| c. TeamSite Work Area | A work area for the site will be established after the questionnaire is reviewed and accepted by VA Web Content Management System Support. The website POC and assigned users will receive notification via email that the site is available for content creation. |

3. Existing Site Creation

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| Introduction | This topic provides information on an existing site creation in TeamSite. |

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| a. VA Web Request – Site Migration | All website migration requests must be requested using [VA Web Request](http://vaww1.va.gov/webrequest). See III.i.2.1 for more information on VA Web Request.When requesting a site migration, choose “Transferred/Existing Site” from the “Is this a new site or transferred/existing site” dropdown. Choose “TeamSite” from the “Site Type” drop down list inside Web Request. All other required fields must be completed before submitting the request. The VBA Web Communications Office will receive and approve the request. |

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| b. TeamSite Administrative Tool | The individual listed as the primary point of contact (POC) in the VA Web Request will automatically be granted access to the TeamSite Administrative Tool (TAT). Upon receiving the notification of a new site request and its approval by the VBA Web Communications Office, the website POC will receive an auto generated email with instructions to log into the TAT to complete an online questionnaire. The website POC will enter the users and their roles as they relate to the site and any other information on the questionnaire |

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| c. TeamSite Work Area | A work area for the site will be established after the questionnaire is reviewed and accepted by VA Web Content Management System Support. The website POC and assigned users will receive notification via email that the site is available for content creation. |

#### 4. TeamSite Administrative Tool

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| Introduction | This topic provides information on the TeamSite administrative tool. |

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| a. General Information on the TeamSite Administrative Tool | The TeamSite Administrative Tool (TAT) is a database-driven tool that automates most of the manual functions previously performed through e-mails and questionnaires for tasks related to administering users, site features, and site point of contacts. In the TAT, users can * submit requests,
* add, update, or delete users,
* request site features, and
* complete online questionnaire forms.

The TAT is located at <http://vaww.va.gov/cms/apps/tat>. |

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| b. TeamSite Administration Tool User’s Guide | The [TeamSite Administration Tool User’s Guide](http://vaww1.va.gov/CMS/docs/va-custom/TAT_1_0_POC_User_Manual.pdf) provides information on the various functions and instructions on how to use the tool.  |

#### 5. User Roles

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| Introduction | This topic provides information on user roles. |

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| a. Assignment of User Roles | The website manager or primary point of contact will assign user roles for each individual who is involved in the creation or maintenance of the website. Roles are assigned using the TeamSite Administrative Tool. Refer to [III.i.4.4](#_4._TeamSite_Administrative) for more information. |

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| b. The Role of the Editor | An editor has access to all of the site's contents and all of the system's functions. When a site is ready for first-time promotion approval, the editor will use the “Content and Operations Review Workflow,” which will initiate the approval process. At this stage, the editor must choose a reviewer who will approve the web files before the files are published to the production server.*References:* * For additional information on the Content and Operations Review Workflow, refer to [III.i.4.7.c](#_c._Content_and).
* For more information on the role of an editor, go to the [ECMS Tutorial (Modules for Content Editors)](http://vaww1.va.gov/CMS/tutorial/content_providers.asp).
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| c. The Role of the Editor-Reviewer | The editor-reviewer has the same site and system access as an editor but with the additional responsibility of a reviewer. In this role, the editor-reviewer can be selected to approve the work of others, and approve his/her own work for publication. When web files are ready for promotion, the editor-reviewer can choose between two workflows. One workflow includes selecting another reviewer to approve the work (such as in the case of an editor); the other workflow bypasses this step and sends the files directly to the server for publication.  |

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5. User Roles, Continued

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| c. The Role of the Editor-Reviewer (continued) | *References:** For more information on both workflows, refer to [III.i.4.7](#_7._Workflows).
* For more information on the role of an editor-reviewer, go to the [ECMS Tutorial (Modules for Editor-Reviewers)](http://vaww1.va.gov/CMS/tutorial/site_owners.asp)
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| d. The Role of the Reviewer | The primary role of a reviewer is to preview and approve content before it is published to the production server. Go to [ECMS Tutorial (Modules for Content Reviewers)](http://vaww1.va.gov/CMS/tutorial/content_reviewers.asp) for more information on the role of a reviewer. |

#### 6. Training

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| Introduction | This topic provides training information on the use of the TeamSite interface. |

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| a. Training for the TeamSite Interface  | All new userswill be trained to use the TeamSite interface. The site owner or primary point of contact will be responsible for coordinating training for the website users. Training can be requested when the work area for the website in TeamSite is created.  |

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| b. Tutorials on TeamSite Interface | User documentation and online tutorials are available from within TeamSite by selecting the “VA Custom Help” link located on the top right corner of the Standard interface. Tutorials are also available on the Enterprise Content Management System website at [ECMS (TeamSite) Tutorial Home Page](http://vaww1.va.gov/CMS/tutorial/index.asp). |

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| c. TeamSite Trainer | VA Web Content Management Support (CMS) has a designated TeamSite trainer. Users may contact the TeamSite trainer by contacting VA Web CMS Support at VAWebCMSSupport@va.gov |

#### 7. Workflows

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| Introduction | This topic provides information on workflows within the TeamSite. |

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| a. Definition – TeamSite Workflows | TeamSite uses workflows to automate content creation, maintenance and promotion. It controls the process by which content is edited and published through two workflows: the Content & Operations Review workflow and the Operations Review workflow.  These workflows restrict which type of user may take various actions and notify the necessary individuals when their action is needed. *References:** For more information on tasks, refer to: [VA ECMS Tutorial #19: Handling Tasks](http://vaww1.va.gov/CMS/tutorial/19-tasks/).
* For more information on promoting content to production, go to: [Promoting Your Content to Production - VA Enterprise CMS (ECMS) Project](http://vaww1.va.gov/CMS/site_mgmt/site-migration-creation-guide.asp).
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| b. Operations Review Workflow | The Operations Review workflow allows the editor-reviewer to promote work to the production server without prior approval. For more information on an editor-reviewer submitting work to production, go to [Submitting Work in Progress - ECMS Tutorial](http://vaww1.va.gov/CMS/tutorial/18-submitting). |

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| c. Content and Operations Review Workflow | The Content and Operations Review workflow requires the submitter to select a person to perform an editorial review and approve the content prior to promotion. The editor-reviewer or editor initiates this process once the content files are finalized and submitted for promotion.  A reviewer, who may also be the editor-reviewer, is selected by the author upon submission and approves the content or returns the content for revisions. For more information on an editor submitting work to production, go to [Submitting Work in Progress - ECMS Tutorial](http://vaww1.va.gov/CMS/tutorial/18-submitting). |