

FREQUENTLY ASKED QUESTIONS

Q: Our Agency has a website on the Vision WCM system, how will this impact us?

A: The Dept of Technology will work to minimize impact on both agencies and the public during the migration process. We will work closely with agency staff to assist with content updates during the content freeze period and we will offer free training sessions to all web content editors on how to publish content using the new Drupal system.

Q: How will the migration impact public access to our content published online?

A: During the migration, the public will retain full access to all the valuable content published by your Agency on the Vision WCM system. Only once the migration of your Agency website is completed we will retire the website on the old Vision system.

Q: How can we prepare our Agency website for migration?

A: Our goal is to minimize impact on your Agency and the valuable services you deliver. As a result we will perform our work without impacting the public access to your Agency website. However as always we encourage departments to retire outdated content and disable inactive web editors. If you have any questions or need assistance please contact City Webmaster (webmaster@sfgov.org) and will be glad to help.

Q: What do I need to do to register for the new Drupal WCM training?

A: You do not need to take any action. We will contact you and you will receive an invitation to training with a scheduled time and date. Our goal is offer multiple training sessions but given the number of users to train we will give priority to first time requests.

Q: Our Agency has an external website that does not use the City's Vision system, can we leverage the new Drupal solution?

A: We are looking forward to working together. The Drupal WCM migration covers the migration of all websites using the City's Vision system. Once the migration is completed (note that it is a top priority for the City to retire the old Vision system and supporting 2 WCM systems), we will be glad to work with your Agency and explore how you could leverage the new Drupal WCM solution because we are committed to find ways to collaborate and leverage together modern web technologies.

Q: Will the new Drupal WCM system enable websites with custom design?

A: The new Drupal WCM solution will be able to accommodate websites with a custom design and functionality and will not impose a single standard design template across all websites as Agency requested. As with all custom built products, the cost of any custom solution will be driven by the Agency's unique needs and scope of effort involved.

Q: We would like to make some updates to our Agency website, do we have to wait for the migration?

A: We are here to assist you and we will be glad to work with you to make updates on your Agency website on the existing Vision system if you do not wish to wait for the migration although that is our main recommendation.