



hse.ie for Regional and National Services

Discovery Phase Review - June 2023



Overview ✨

Objectives

What we want to achieve

Build trust, understanding, engagement and support for our health service through a comprehensive suite of **products**, including:

- Web content for medical, procedural, and informational **Publications**
- **Departments** directories
- Corporate Information
 - **About the HSE**
 - **News** and Blogs
- Careers
- Media centre

Underpinned by **new CMS, IA, Content Strategy** and **publishing workflows**.



Resources

[HSE Strategic Vision Cascade \(Basecamp\)](#)



Dependencies

Public site

HSE.ie for Regional and National services will lead to the transformation of the content of the “About” section of hse.ie, of other poorly defined subsections and of several standalone websites.

Regional sites

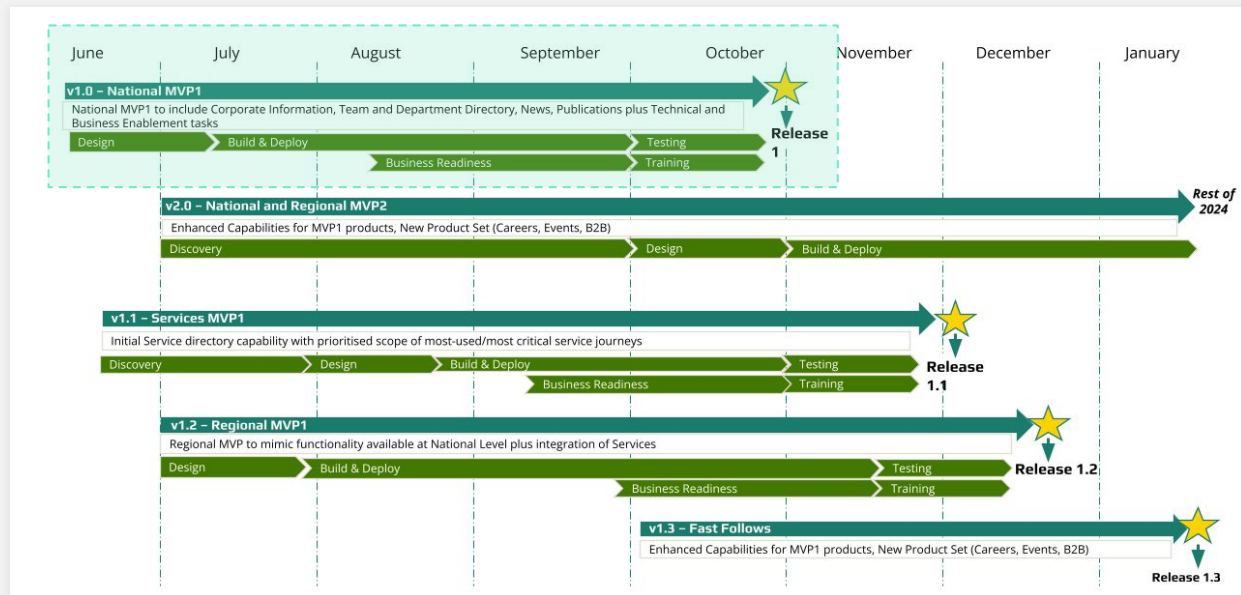
The team will also work on the corporate information for each new region, which will include information About [region], Publications, News, Blogs and Jobs listings.

The screenshot shows the HSE website's 'About' section. At the top, there is a dark green header with the HSE logo and the text 'our health service'. To the right of the header is a white box with the text 'How can we help you?'. Below the header is a navigation bar with four tabs: 'Services', 'Health A to Z', 'Staff and Careers', and a partially visible 'About' tab. The main content area has a breadcrumb trail: 'Home > HSE Structure'. On the left, there is a list of links with right-pointing chevrons: 'HSE Strategy and Research Team', 'HSE Board', 'Acute Hospitals Division', 'Audit Service', 'Cancer Control', 'Clinical Design and Innovation', 'Comments, Compliments and Complaints', 'Communications', 'Corporate Pharmaceutical Unit', 'Delegations Office', and 'Estates'. On the right, the section is titled 'HSE Organisational Structure'. The text describes the HSE as a large organization of over 100,000 people and mentions the 'HSE Code of Governance'. Below this, it states that the HSE has four 'Regional Health Forums'. At the bottom right, there is a 'Related Files' section with a thumbnail image and the title 'Executive Management Team and Operational Services structure', with a note 'Last updated 31 May 2023'.

hse.ie “About” content screenshot.



Programme roadmap



Focus for National is on 4 **products** (About the HSE, Departments, Publications and News) + **technical and business enablers**.



Key assumptions

How we will deliver value

Outcomes	Better service, operational efficiency, support for regions, trust			
Opportunities	End-users easily find and use the information they need	Publishers create consistently quality content	End-users understand how National and Regional services work and the latest changes	+
Key products and enablers	<ul style="list-style-type: none">- Publications- Departments- IA- Content strategy	<ul style="list-style-type: none">- Publishing workflows- CMS	<ul style="list-style-type: none">- About the HSE / About [health region]- News	+
KPIs				+



Resources

[Board with portfolio objectives and epics \(access on request\)](#)



Target groups: end-users

Who we will deliver value for

Healthcare service users

People receiving healthcare or simply interacting with the HSE concerning their health or their relatives'

Healthcare workforce

People and organisations working with the HSE to deliver healthcare services in Ireland. Not only internal employees.

Deciders, media and citizens

People and organisations who make the HSE accountable for quality and performance, and support improvements.

Potential employees and employees

People looking for career opportunities with the HSE. They can be former, current and future employees.



Target groups: content publishers

Who we will deliver value for

Client Directors

Client directors and other senior staff members who want a clearer view of how content for their division is being managed.

Content Requesters

People who require a specific piece of content to be created or amended.

Content Publishers

People who are tasked with managing the creation of content and publishing it on Wagtail.

As a...

Healthcare Worker

Healthcare Service Provider

I want to...

know about the latest guidelines around a particular illness

So that...

I can do my job and give the best care possible

As a...

Decider, media, citizen

Potential employee

I want to...

know about the HSE

So that...

I have a better understanding of the organisation and how it operates

As a...

As a Content Publisher in the HSE

I need to

know the exact workflow for producing content and
be able to access all content guidelines

So that...

I can create consistently quality content



The discovery phase ✨



Why a discovery phase

Discovery results in an **evidence-based, user-centred solution** for the first release of National's suite of digital products. This informs **strategy and planning**.

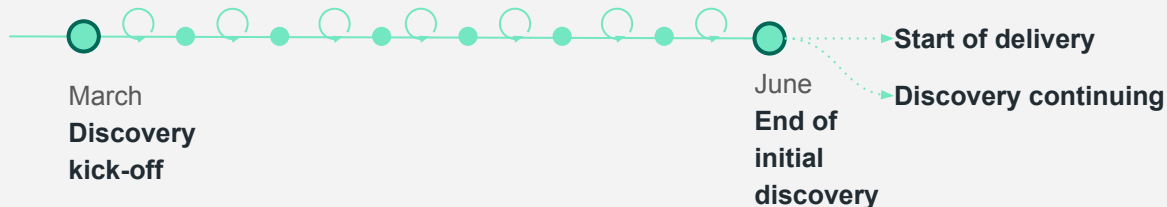
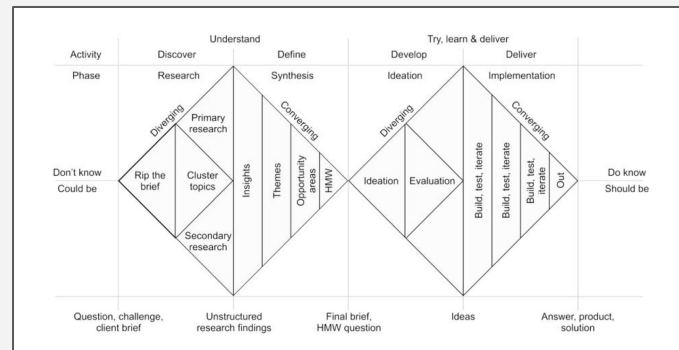
- Understand users, business goals, pain points and strategic plans using research.
- Use insights and recommendations to create a **scope of work** for the delivery phase.

Product discovery

Product Discovery describes the iterative process of reducing waste around a problem or idea, to make sure that the right products gets built for the right audiences.

It's primarily about reducing uncertainty.

Working in sprints, with regular feedback from stakeholders, we formed a shared understanding of the challenges to be addressed, brainstormed and refined ideas for delivery.





What we did

Content audit

Analyse existing content to understand the volume, performance, and gaps.

[Full content audit report \(Basecamp\)](#)

User research

In-depth interviews with stakeholders and a publisher survey, to understand goals, pain points & publishing needs.

[Interview notes \(Figjam board\)](#)

User needs

Establish [a bank of user needs](#), identify super needs and create user stories to illustrate how people generally hope to interact with HSE content

Technical proof of concepts

Explore technical solutions to the highest risk technical problems observed.

[Technical Discovery Documentation \(Basecamp\)](#)

User journeys

Identify pain points that users experience when trying to achieve their goals, and spot opportunities for improvement.

[User journey workshop \(Figjam board\)](#)

Content strategy

Create a rough draft for the content strategy document, gathering all of our findings together and identifying gaps that will be filled in the next phase



Our cross-functional Scrum team

Roles	Name	Org
UX Lead	Brian Doherty	Dept
Content Strategist	Claire Kane	HSE
UI lead	Daragh Butler	Dept
Technical Lead	Tiago Henriques	Dept
Infrastructure Architect	Chris Gallagher	Dept
UX Designer	Amparo Alvarez	Dept
Business Analyst	Mark Corrigan	Dept
Product Owner	Flavien Plouzenec	HSE
Scrum Master	Catherine Swanwick	Dept
Content Strategy Consultant	Hinrich Von Haaren	CDL
Content Strategy Consultant	Lupe Nunez-Fernandez	CDL
Scrum Coach	Manny Lopresti	Dept
Product Manager	Ulla Devitt	HSE
Program Director	Tony Watters	Deloitte
Scrum Master Support	Sarah Boyd	HSE



2. RNS FigJam

Digital Doctors Team: Agile Board



In Progress

Tech support:

David Brew (Dept)

David Williams (Dept)



Research findings ✨

Insights and recommendations from
content audit and user research



Content audit findings

A quantitative and qualitative analysis
of the current “About” section of hse.ie



Content audit findings

Currently
7,000 pages
in the About
section

486

404 pages,
predominantly news
pages that may have
simply expired

1244

Publications across
22 different locations
on the website

324

Items labelled
“news” across 15
locations on the
website

128

PDFs with no HTML
version



Content audit findings

Currently
7,000 pages
in the About
section

Key insights

What began as an “About” section became a sort of dumping ground where people “lash up” content because they aren’t sure where else to put it.

Recommendations

Split the content about the various divisions within the HSE from the “About” section and create a specific section of the website for them.

“About us” can become “About the HSE”, making it a home for the kind of content a user would expect to find there; what the HSE does, the governance of the organisation, improvement plans, contact information and so on.



Content audit

486

**404 pages,
predominantly news
pages that may have
simply expired**

Key insights

There is a lack of content management. There was a setting on the CMS that automatically archived content after a certain time, but the date wasn't being noted and measures weren't put in place for redirects.

Recommendations

This was already flagged with the digital team and has been fixed.

In order to prevent this from happening in future we will be recommending that the content publisher or publishing team keep a calendar of review dates and manually assess if the content should be removed and redirected, rather than automating the archiving process.



Content audit

1244

**Publications across
22 different locations
on the website**

Key insights

There is no clear place for content publishers to share publications on the site. Pages were being created with links to PDFs that were nearly impossible to find through navigation. These pages were also not being tagged or categorised properly, which caused a knock-on effect with the search function, making most of these publications unfindable.

Recommendations

One place in Wagtail where content publishers can create publications and apply the appropriate categories and tags.

A publications link in the navigation, rather than publications being buried deep among other content so it's clear where to find such content.



Content audit

324

**Items labelled
“news” across 15
locations on the
website**

Key insights

Similar to publications, there is no clear place for news content on the site. Furthermore, much of the content labelled /news is more the kind of content you would put in a blog and wouldn't be considered news. It's been noted that there is nowhere to post lighter content at the moment.

Recommendations

A single place be available in Wagtail to create news articles with the option to tag in the relevant category e.g. “Staff News”, “Regional News”

We're discussing the validity of having a blog section for lighter content pieces, such as “a day in the life of...” type articles.



Content audit

128

PDFs with no HTML
version

Key insights

PDF files and other documents such as Excel files and Word documents are present on the website in place of on-page content (or HTML content). This is not only inconvenient for members of staff who need to get information when 'on the go' on mobile devices, but it also creates accessibility problems for people with different reading and sight abilities.

Recommendations

All divisions within the organisation should be encouraged to move away from putting PDFs and other files on the website where absolutely possible. All publications should therefore be published directly on the site in HTML format. A particular content type should be developed to accommodate this. It's also recommended that a full, reasoned explanation as to why PDFs are not recommended be published and made available among the rest of the content guidelines.



Content audit

More issues that affect the experience of our targets users:

- Unclear navigation
- Landing pages with content that doesn't align with the title, or no content at all
- Out of date content
- Pages that aren't findable through navigation OR search
- Lack of tagging and categorisation makes search unsuccessful



User research findings

What we learned from interviews
and workshops



User research findings

About

- Out of date content
- No defined ways of working for teams along with clear location for content to be placed, leading to a blend of policy documents and service user information
- A need to educate and train publishers on the content production process
- No clear pathways or navigation to enable key audience groups to complete their task without friction in the journey
- The differing look and feel of the various entities within the section creates a disjointed feeling and a separation between the HSE and the Departments

Publications

- Volume of PDF's remain an obstacle to overcome, impacting accessibility of documents
- Mindset change is needed to move from “lashing up” a document anywhere to a centralised Publications repository
- A need for Publications to be presented in HTML format as the standard to aid accessibility and the responsiveness of content for staff on the go



User research findings

News

- The importance of a dedicated channel to share news with staff and keep them up to date.
- Email newsletter strategy has been a success, reducing the volume and frequency of communications significantly to staff.
- Press and Media division play a key role in communicating news.
- The need to localise ownership staff news to their location / department was identified but needs further research and validation.

Search

- Finding information was challenging, with search results described as being overwhelming and lacking relevance.
- Google is promoted as a workaround to quickly search for and find information on the website - eroding trust and making our content difficult to discover.



Content & UX recommendations

- “About” is renamed to “**About the HSE**” and is greatly reduced
- A separate section with a **directory of all the teams, division and departments** within the HSE
- Clearly **differentiate what is public content, staff content and corporate content**
- **Remove dated content** and enhancing trust with the addition of **date stamps on content**
- Defined ways of working including **publishing guidelines** while educating on how to manage digital content
- Create centralised locations for similar types of **Publications** - enabling dedicated search and filter functionality
- Create a single location for **News** to be managed



User journeys ✨

Retrace user steps to streamline
their journeys



User journeys

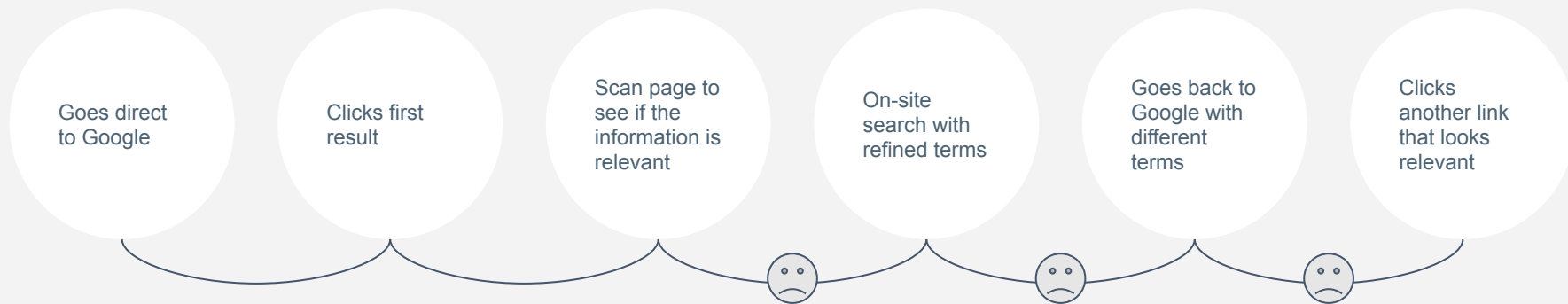
A user journey is a scenario-based sequence of the steps that a user takes in order to accomplish a high-level goal.

Leveraging the insights and the user needs, we examined how these are currently navigated by a user in order to identify a number of enablers to streamline the journeys.



User journeys

Sample User Story: “I am a healthcare provider looking for the latest information from the national drug management programme on weight management medication”





User journeys

Insights

- Unclear distinction between public and professional content
- Lots of clicking back and forth, trying different search terms to get to the destination frustrating a user



Resources

[User journey workshop \(Figjam board, access on request\)](#)

Recommendations

- A single and consistent header navigation
- An information architecture that creates clear journeys for each audience
- A landing page template that can communicate high level information about the HSE and create clear navigation pathways to go deeper
- Easy-to-navigate and find departments directory presenting an initial set of information about each department within the organisation
- A clean and accessible content page presenting affirmations to the user for published/updated dates and simplified and in context side navigation



Information architecture ✨

Making content findable



Information architecture

The purpose of the information architecture (IA) is to help users understand where they are on the website, what they're looking at, what other content exists and what to expect within each category.

The information architecture (IA) informs the content strategy by identifying word choices (labels) as well as informing user interface design (UI) by playing a role in the design and development processes.

The main components of an information architecture are defined as:

- **Organisation Schemes and Structures:** How you categorize and structure information
- **Labelling Systems:** How you represent information
- **Navigation Systems:** How users browse or move through information
- **Search Systems:** How users look for information



Information architecture

Discovery enabled us to begin creating of these systems of information as we developed a deeper understanding of:

- **Context:** business goals, needs, maturity, technology, resources, constraints
- **Content:** content goals, documents, data, volume, existing structure, governance and ownership
- **Users:** audience, tasks, needs, mental models, behaviours, experience



Information architecture

Level 1 categories for V1

About the HSE

High-level information 'About the HSE' including what the HSE does, CEO and Board, Governance etc.

HSE Departments

Easy-to-navigate and find teams/departments directories with an initial set of information about each part of the organisation.

Publications

A repository for Publications using standard templates and functionality for search, filtering of the Publications.

News

A centralised place to find all HSE news



Page templates ✨

Enabling the journeys



TEMPLATES

About the HSE landing page

Page example with key elements:

- Header
- Page title
- Intro text
- Collection of navigation cards to sub categories of About the HSE
- Related links (X-Linking)

[Home](#) > [About the HSE](#)

About the HSE

The Health Service Executive (HSE) provides public health and social care services to everyone living in Ireland - find out more about how we lead and manage our work.

If you're looking for information about health conditions and HSE services, and to book your COVID-19 vaccination, please visit [hse.ie](#)

What the HSE Does

Find out more about our organisational structure and how we manage our services.

History of the HSE

Find out more about our organisational structure and how we manage our services.

HSE Values

Find out more about our organisational structure and how we manage our services.

Clinical Directors

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

How We're Improving

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Working with the HSE

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Related HSE links

Contact Us

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HSE Blog

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

HSE News

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Regional Health Authorities

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Publications

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HSE Departments

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TEMPLATES

About the HSE Content page

Page exemple, “What the HSE does” with key elements:

- Header
- Breadcrumbs
- Page title
- Published and last updated date
- Intro text
- Sub title + content
- Sub topics navigation
- Visual content (video, imagery)
- Related links

About the HSE

[What the HSE Does](#)

[HSE CEO and Board](#)

[Clinical Directors](#)

[HSE Values](#)

[How We're Improving](#)

[Working with the HSE](#)

[Contact Us](#)

[HSE Blog](#)

[HSE News](#)

What the HSE does

Published date: 31st May 2021

Last updated date: 3rd March 2023

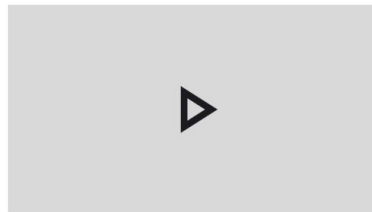
Our work

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Reviewed on : 3rd March 2023

Related HSE links

Title

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Title

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Title

Lorem ipsum dolor sit amet, consectetur adipiscing elit.



TEMPLATES

Departments directory

Key elements:

- Header
- Page title
- Intro text
- A-Z finder
- Search input
- Filters
- List of departments

[Home](#) > [Departments](#)

Departments directory

"Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum."

A-Z finder

A B C D E F G H I J J K L M
N O P Q R S T U V W X Y Z

All departments

Search for a department or agency



Filter by

Region

A-Z filter

A

B

C

D

E

F

Apply

Results: 465

Sort by: ▼

Health and Wellbeing Division

The services within Health and Wellbeing support people and communities to protect and improve their health and wellbeing

📍 89-94 Capel St, Dublin, D01 P281

☎ 01 7959140

✉ health&wellbeing.strategy@hse.ie

HSE Communications Division

Together we create communications programmes that support a healthier nation and build health services that are valued by everyone in Ireland.

National Cancer Control Programme

The National Cancer Control Programme (NCCP) was established in 2007. A Directorate within the Health Service Executive (HSE), the NCCP works with health service providers and other partners...

📍 Kings Inns House, 200 Parnell St, Dublin 1 D01 A3Y8

☎ +353 1 828 7100

✉ info@cancercontrol.ie

National Finance Division

The National Finance Division is responsible for providing Financial Reporting, Planning, Policy



TEMPLATES

Department Landing page

Key elements:

- Header
- Page title
- What we do
- Contact details
- Sub departments + Contact details
- Back to public site message
- Latest news
- Latest publications

[Home](#) > [Departments](#) > [National Screening Service](#)

National Screening Service

We run 4 national population screening programmes: 3 that screen for cancer, and 1 that screens for diabetic retinopathy. We run 4 national population screening programmes: 3 that screen for cancer, and 1 that screens for diabetic retinopathy.

Sub Departments

BreastCheck

King's Inns House, 200
Parnell Street, Dublin 1,
D01 A3Y8

1800 45 45 55

info@breastcheck.ie

CervicalCheck

King's Inns House, 200
Parnell Street, Dublin 1,
D01 A3Y8

0189 15 725

info@cervicalcheck.ie

BowelScreen

King's Inns House, 200
Parnell Street, Dublin 1,
D01 A3Y8

1800 45 45 55

info@bowelscreen.ie

Diabetic RetinaScreen

King's Inns House, 200
Parnell Street, Dublin 1,
D01 A3Y8

1800 45 45 55

info@diabeticretinascreen.ie

If you are looking for medical advice go to: hse.ie

Latest News



BreastCheck marks Breast
Cancer Awareness Month...



RCOG Expert Panel Review
of cervical screening



LGBT plus study:
differences in screening...

[See more news](#) →

Latest publications

In-Patient NEWS Escalation Sepsis Screening Algorithm

Date: 18 May, 2023

Location: Region 2





Publications ✨

Recommendations and concept
for making Publications findable
and accessible.



Publications concept

A centralised repository for Publications using standard templates and functionality for search and filtering of the publications.

Each individual Publication will have their own corresponding webpage that will host the PDF or web content.

Plan is to start with strategic documents and board minutes (as HTML documents).



TEMPLATES

Publication listing page

Key elements:

- Title of page
- Free text search
- Results quantity
- Publications list (preview of title, date, description)
- Filtering
- Sort by
- Pagination

[Home](#) > [Publications](#)

Publications

Filter by

Type of publication

▼

Topic

▼

Published date

▼

Apply

Results: 165 Sort by: ▼

Publication title - Lorem ipsum dolor sit amet, consectetur adipiscing elit,...

Date: May 18th, 2023

Publication title

Date: May 18th, 2023

Publication title

Date: May 18th, 2023

Extremely large title for a publication

Date: May 18th, 2023

Extremely large title for a publication

Date: May 18th, 2023

1 2 >



TEMPLATES

Publication details page

Key elements:

- Title
- Description
- Type
- Topic
- Location identifier
- Publication published date -
Publication last updated -
Publication review date
- Publication Document
- Document format - Document size

[Home](#) > [Publications](#) > [National Screening Service](#)

Independent Rapid Review of Specific Issues in the CervicalCheck Screening Programme

Date of publication: 6 August 2019
Last update: 6 August 2019
Last review date: 6 August 2019

Region 1

Region 4

Corporate Reports

National Screening Service

Background

On July 11th 2019 the CEO of the HSE - Paul Reid - commissioned Professor Brian MacCraith to conduct an independent and rapid review of delays in issuing cervical screening HPV retest results to a large cohort of women and their General Practitioners.

These delays related to one of Quest Diagnostics' laboratories based at Chantilly in Virginia USA. Professor MacCraith was asked to examine the series of events within the CervicalCheck programme that occurred following the delays. His terms of reference were as follows:

1. To determine the complete chronology of events from the time the IT issues first emerged up to the public reporting of these issues on the 11th July 2019.
2. To establish the agreed process for the communication of results to women and their GPs, how this was planned and managed and how this process worked in practice.
3. To determine the adequacy of the response put in place once these issues emerged and to determine where and what the learning is for the management and communication processes within and from the Screening Programmes.
4. To determine if the relevant procedures as set out in the HSE's Incident Management Framework and Integrated Risk Management policy were followed and implemented.
5. To examine the appropriateness of the escalation and if, how and when the communication of the incident within the HSE's governance structures and between the HSE and the Department of Health, and the relevant CervicalCheck committee structures was managed.
6. To provide a report to the HSE's CEO setting out the facts relating to the incident and to make recommendations for any appropriate further actions and future learning.

Professor MacCraith presented his report to Paul Reid, CEO of the HSE, at 22:00 on Friday, August 2nd.

"The Health Service Executive acknowledges that Sharon referred to in the 'Independent Rapid Review of Specific Issues in the CervicalCheck Screening Programme' by Professor Brian MacCraith dated 2nd August 2019 has withdrawn her support for the review on the basis that there is a dispute in the accounts of a phone call which took place between herself and a Department of Health Official at 5.30pm on the 9th July 2019."

Documents

Independent Rapid Review of Specific Issues in the CervicalCheck Screening Programme

Format: pdf
Pages: 75
Size: 1.53 MB

Open



**CMS and technical
capabilities ✨**



Technical recommendations

- Develop a service oriented architecture allowing a modular approach which will give granular control and permissions associated with varying content and data.
- Build publications on a dedicated instance of the Wagtail CMS, separate from public HSE content, News and other products.
- The Publications page on the National site should use a centralised document repository that will leverage document management functionality available out-of-the-box with Wagtail.
- Publications should be setup as “Details” pages in Wagtail to avail of features such as page history tracking, editor/publisher workflows and permissions, draft vs published status.

Technical Discovery - Approach

Why

To explore the underlying architecture upon which the National, Regional and Public sites will be built.

Ensure that this architecture meets the immediate needs of the National programme, whilst being extendable and a robust platform for HSE's future ecosystem.

How

We followed a **Proof of Concept (PoC) approach** to explore the highest risk technical items.

PoCs identified and prioritised:

- **Publications**
- **Single Sign On (SSO)**
- **Workflow Capability**

Assumptions

HSE public site currently uses Wagtail as a Content Management System. This allowed us to make the following key assumptions:

- During the discovery phase we documented and validated these assumptions in alignment with the findings of the Content Discovery Work and the User centric approach desired for the National Site.
- An output of these assumptions was the need for Proof of Concepts (PoCs) for Publications and Single Sign On (SSO)



Publications PoC

Why

- Research indicated the need to separate publications onto their own server. This allows for integration of publications with other sites and content pages.

Value added

- Having publications on its own server enables CMS admins to implement workflows for editors and publishers for creation and maintenance.
- Implementing publications as a service means that content can be managed centrally and then integrated with future HSE sites and services that become available on the HSE roadmap e.g. regional sites and services.

What we proved

We addressed existing publications pain points by implementing:

- Modular control of publications with customized CMS permissions and workflows for editors and publishers.
- CMS page templates that provide frontend users with a publications details page and the ability to view and download document files.



Workflows Capability PoC

Why

- A key pain point from the National discovery was a lack of content governance. Having workflows in the CMS was proposed as a solution to this problem.

Value added

- Workflow capabilities in Wagtail promote efficient collaboration, enabling structured content creation, review, and approval processes.
- Workflow features in Wagtail help establish standardized processes, ensuring adherence to brand and content guidelines, and a reduction in content duplication and errors.

What we proved

- Wagtail allows us to set user permissions/restrictions on different types of page models and so provides editors with a very simple editor experience.
- We can setup multi step approval workflows where a publication can only be published on the final step.
- These permissions and workflows can be setup in Wagtail across the board, not just for publications but also for content pages and news items.



Single Sign On PoC

Why

- We adopted a modular service-oriented architecture, which required us to enable single sign-on (SSO) for CMS editors and publishers.
- SSO eliminates the need for separate login credentials across different servers, where content and publications are hosted.

Value added

- SSO simplifies user authentication, strengthens security, and enhances user experience.
- Content Publishers can effortlessly access multiple servers with a single login.

What we proved

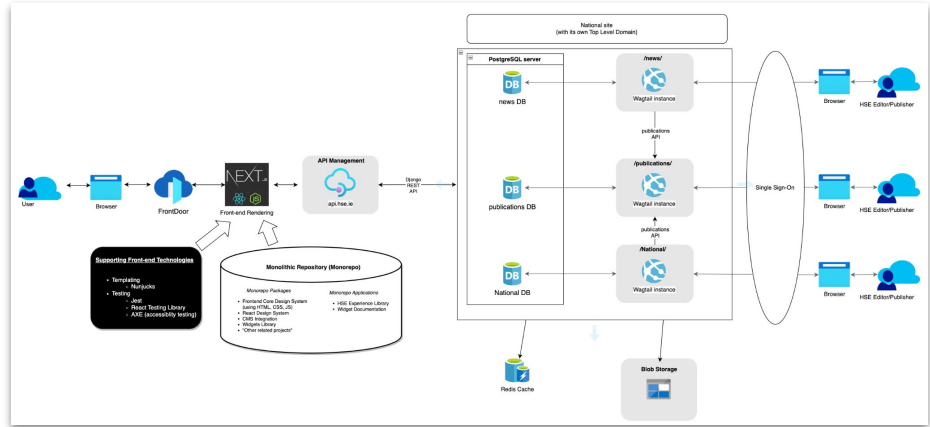
- We successfully demonstrated the feasibility of implementing SSO for CMS editors and publishers. The Single Sign-On Proof of Concept (PoC) consisted of two phases, confirming the following:
 - Phase 1: A CMS user can log in to a single Wagtail CMS server using Active Directory for SSO.
 - Phase 2: A CMS user can access multiple Wagtail CMS servers after logging in to any one server using SSO.



HSE Digital Ecosystem ✨

Document objectives

- The HSE Digital Ecosystem document outlines functionality, architecture, and infrastructure for HSE's Public, National, and Regional sites.
- It is a living document in draft status and will evolve throughout the project as we refine the requirements.
- The document focuses on underlying functionality and decisions rather than specific features.
- It provides an overview of the approach and decisions made.
- A Digital Ecosystem Diagram accompanies this document



Digital Ecosystem Diagram (sample)



Document highlights

The HSE Digital Ecosystem document covers the following key technical subjects:

- Introduction to the HSE Digital Ecosystem
- Improving the Development Process
- Challenges with the current process
- Headless Architecture and its benefits
- Publications, Search, Authentication, Authorization, and API Security
- Infrastructure overview, including Wagtail CMS, Django, Postgresql, Azure services
- Deployment using Docker and Azure Container Services
- Starter Pack Site for backend and Frontend considerations
- Accessibility efforts and evaluation of third-party tools
- Migration to a monorepo for better project management



Publishing workflows ✨

How we will create content



Mapping a new workflow

These are the things we were thinking about when mapping our new workflow:

- What content needs to be created.
- What the tasks are along the way.
- Who should be involved based on those tasks.
- How these tasks will be reflected in the content management system Wagtail.



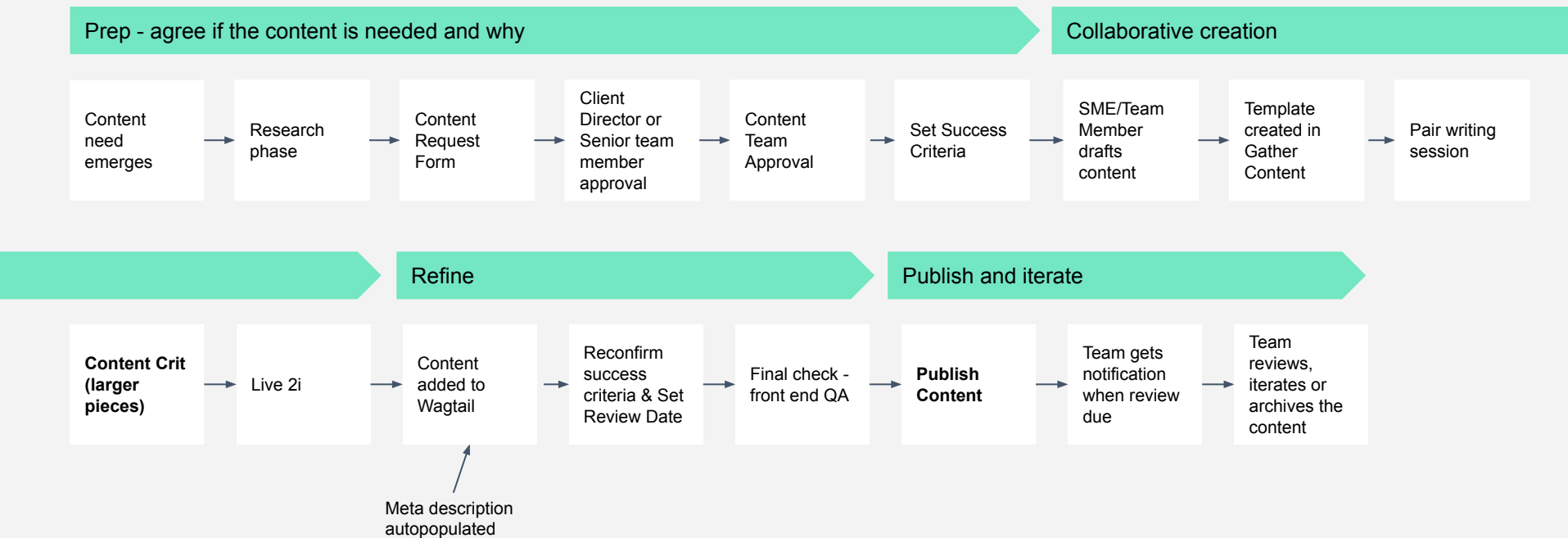
Creating a collaborative workflow

Focus on the preparation stage to get everyone on the same page:

- Content must be based on user needs and benefit the HSE.
- Clarify over why a piece of content is needed.
- Agree content request with digital team before creating content.



Creating a collaborative workflow





What this means for our CMS Wagtail

While performing a proof of concept for Publications we tested Wagtail's workflow functionality as follows:

- We set up some workflows by creating a two-task workflow for a publication.
- We also created User publication permissions by creating user groups in Wagtail for Publication Editors, Checkers and Approvers.
- We demonstrated that a publication page created Wagtail had to go through the workflow step-by-step so that it could be published on the front-end.
- A user with Editor permission could create a Publication.
- This publication then had to be reviewed and approved by a user in a Checker Group.
- Once approved by the Checker, the publication moved to the final stage in the flow where a user in an Approver Group reviewed and approved the Publication.
- At each stage in the flow the user could add comments in the CMS.



What's Next ✨



What's next

The Discovery phase of the project ended on June 13th, while the team is now transitioning into the Delivery phase of the project.

Discovery work will continue in parallel as we test and refine our assumptions.

Goals for sprint 1:

- *#1 Lay tech foundations for Publications*
- *#2 Refine wireframes for Publications*





What's next

The first version of the new National site will be released at the end of October this year and will include:

- High-level information “**About the HSE**” including governance and vision
- Easy-to-navigate and find **teams/departments directories** with an initial set of information about each part of the organisation (64 teams/departments approx.)
- **Publications** - centralised repositories and standard models for Publications, starting with strategic documents and board minutes (as HTML documents).
- **News** - a news strategy and a new place to publish news items.
- **Enabling work** - content strategy, content models, CMS workflows and publishing guidelines, planning to roll the new site out across the organisation.
- **Regional sites** - research interviews with HSE Regional Comms teams to inform strategy.
- The infrastructure to deliver regional sites by Jan 1st 2024.



Questions and queries ✨



Questions and queries

Contact the team

digital@hse.ie*

**if possible, mention "HRNS" or "RNS" in the subject*

Get access to our work

Access on request to the following resources:

- Figma boards for discovery activities and insights
- Basecamp for discovery documentation
- Jira dashboards