



The State Controller is the Chief Fiscal Officer of California, the eighth largest economy in the world. As the state's independent fiscal watchdog, the Controller provides sound fiscal control over more than \$100 billion in annual receipts and disbursements of public funds. He uses his audit authority to uncover fraud and abuse of taxpayer dollars and provides fiscal guidance to our local governments. The Controller helps administer two of the largest public pension funds in the nation. Among many other duties, he serves on 76 state boards and commissions, with responsibilities ranging from protecting our coastline to helping build new hospitals.

Welcome Video



Welcome to the new State Controller's Office website. [Click here to see full transcript.](#)



FEATURED LINKS

- [Search for Unclaimed Property](#)
- [Reporting Unclaimed Property](#)
- [Financial Education Resources for Consumers](#)
- [Press Releases](#)
- [Monthly Financial Reports](#)

Find Your Unclaimed Property

[Search for Unclaimed Property](#)

Use Controller Chiang's free Web site search tool to find and claim your or your family's unclaimed property! The Controller is also adding new languages to this search service.

Select Language: [English](#) [En español](#) [中文](#) [Sa Tagalog](#)



[California Fiscal Issues and Information](#)

[PRESS RELEASES](#)

State Controller's Office Website Redesign Content Management System

Presenter: Rick Engvall, SCO, Web Development Services

www.sco.ca.gov

Agenda

Public Website Assessment & Strategy

Public Website Project Drivers

New Information Architecture of the SCO Website

Content Management System (CMS)

- *Participants*
- *Environment*
- *Implementation*
- *Authorizations*
- *Workflow*

Questions & Answers



Controller John Chiang
California State Controller's Office

Website Assessment & Strategy

Last year a content analysis of the SCO sites, including SCO PWS, 21st Century and CalATERS indicated:

- Difficult to accomplish basic tasks on the SCO site
- Organizational structure is unbalanced and silo'd
Site doesn't mirror audience needs
- Navigation and quick links reflect most popular pages, but do not give context to visitors searching for other content
- Little distinction on the site of related content versus additional content



Controller John Chiang
California State Controller's Office

Public Web Site Project Drivers

1. #1 SCO's Increasing Dependency on the Internet
2. No Common Strategy for Content
3. Content Management is Manual
4. Aging Technology
5. Old Content



Controller *John Chiang*
California State Controller's Office

New Information Architecture of the SCO website

- Structured information in an ***organized fashion***
- Applied a ***consistent*** and ***intuitive*** labeling system
- Rationalized information eliminating redundancies
- Navigation based on who the user is and what task or business function they want to accomplish
- New set of ***standards*** to *guide content creation*
- New ***workflow process*** within CMS



Controller John Chiang
California State Controller's Office

PWS / CMS Project Met Primary Goals

- ***Finished Ahead of Schedule & Under Budget!***
- ***Stayed True to Mandates and Objectives of the Executive Office as well as Needs of the Divisions***
- ***Conforms More Closely to CA.gov Standards***
- ***New Website Search Functionality***
- ***ISD Maintains Ongoing Site Guidance & Expertise***
- ***Built for the Future!***



Controller John Chiang
California State Controller's Office



The State Controller is the Chief Fiscal Officer of California, the eighth largest economy in the world. As the state's independent fiscal watchdog, the Controller provides sound fiscal control over more than \$100 billion in annual receipts and disbursements of public funds. He uses his audit authority to uncover fraud and abuse of taxpayer dollars and provides fiscal guidance to our local governments. The Controller helps administer two of the largest public pension funds in the nation. Among many other duties, he serves on 76 state boards and commissions, with responsibilities ranging from protecting our coastline to helping build new hospitals.

Welcome Video



Welcome to the new State Controller's Office website. [Click here](#) to see full transcript.



- FEATURED LINKS**
- [Search for Unclaimed Property](#)
 - [Reporting Unclaimed Property](#)
 - [Financial Education Resources for Consumers](#)
 - [Press Releases](#)
 - [Monthly Financial Reports](#)

- QUICK LINKS**
- [About the Controller](#)
 - [State Controller's Office Services](#)
 - [California Fiscal Issues and Information](#)
 - [Local Government e-Claims](#)
 - [21st Century Project](#)
 - [Workshops and Seminars](#)

- Contact Us**
- [Sacramento](#)
 - [Los Angeles](#)

Find Your Unclaimed Property

[Search for Unclaimed Property](#)

Use Controller Chiang's free Web site search tool to find and claim your or your family's unclaimed property! The Controller is also adding new languages to this search service.

Select Language: [English](#) [En español](#) [中文](#) [Sa Tagalog](#)



California Fiscal Issues and Information

August 13, 2009, Update:

Controller Chiang Completes Cash Review, Determines Date to Stop Issuing IOUs

State Controller John Chiang has [announced](#) that he has completed "stress testing" the Department of Finance's cash projections from the State's newly-revised budget and has determined the new spending plan will provide the State Treasury with enough cash to stop issuing IOUs on September 4, almost one month earlier than expected.

"The State of California owes a debt of gratitude to the thousands of individuals and businesses that were forced to bear the brunt of the State's chronic fiscal mismanagement," Chiang said. "Along with short-term loans that are routinely obtained in the fall, this spending plan should provide sufficient cash to meet all of California's payment obligations through the fiscal year."

For more information, please see:

[Controller's August 13, 2009, News Release and Cash Outlook Chart](#)

[Controller's Registered Warrants Information Pages](#)

PRESS RELEASES

13-Aug-2009
[Chiang Completes Cash Review, Determines Date to Stop Issuing IOUs](#)

10-Aug-2009
[Controller Releases July Cash Figures](#)

[View All Press Releases](#)

IN THE SPOTLIGHT 2009



RedDot Application / Architecture

CMS Environment

CMS Implementation

The Participants

Web Operations

Web Community



Controller *John Chiang*
California State Controller's Office

CMS Environment

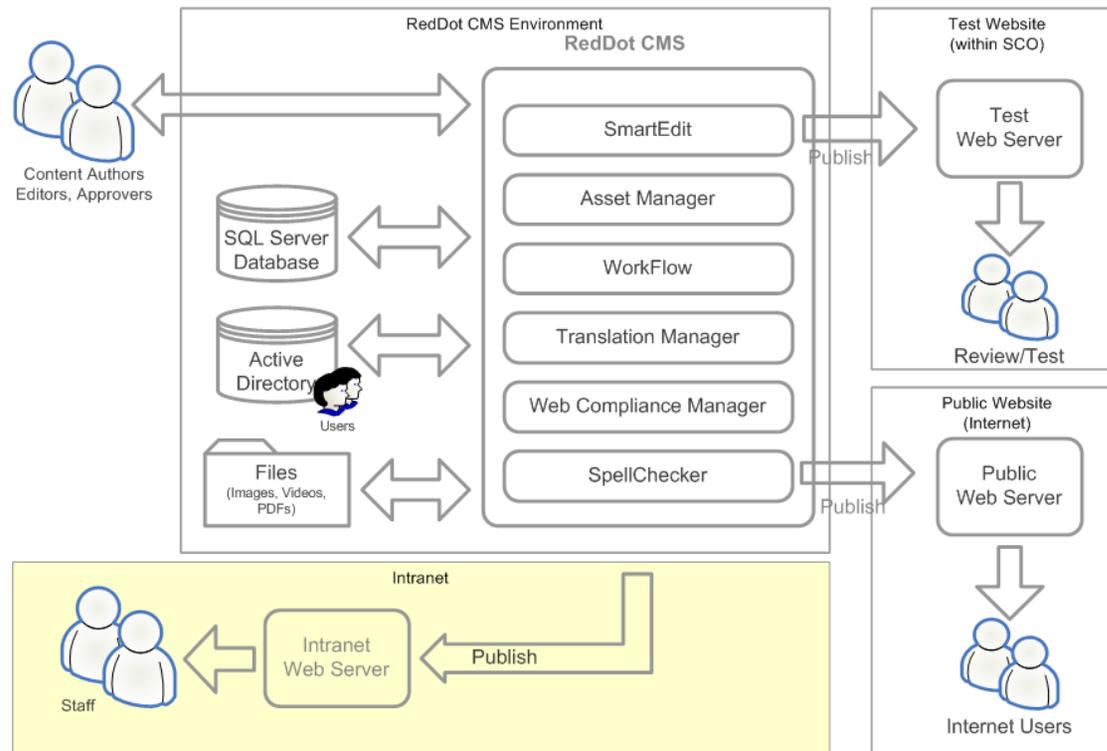
The CMS provides the staging environment for content management:

- Intranet Web Server (OpenText)
 - SQL Server Database
 - Active Directory (User Logon)
- Test Web Server (within SCO)
- Public Web Server (OTech)



Controller *John Chiang*
California State Controller's Office

CMS Environment & Participants



Controller John Chiang
California State Controller's Office

CMS Implementation

- **Starting page in RedDot CMS is the “Root-Page”**
- **The Root Page is not the SCO Website Home Page**
- **The Root page provides links to landing pages for each of the divisions (workgroups)**



Controller *John Chiang*
California State Controller's Office



OPEN TEXT
WebSolutions

Rick Engvall (Server Manager)
Project: PublicWebsiteLive (Administrator, English)

You can edit a page by clicking .
Getting Started explains how to use the user interface.

- Homepage
- SmartEdit
- SmartTree
- Translation Editor
- Search
- Tasks
- Main Menu
- Help

[edit page]

California State Controller : Public Website CMS

- Home
- About Us
- Citizens and Businesses
- State and Local
- State Employees
- Publications
- News

Table of Contents

- Executive Office
 - [Press Releases](#)
 - [Controller in the News](#)
 - [Photo Albums](#)
 - [Controller Connection Newsletter](#)
 - [California Fiscal Issues and Information](#)
 - [In the Spotlight](#)
- HR
 - [Job Opportunities at SCO](#)
 - [IT Careers](#)
 - [Current Exams](#)
- Unclaimed Property Division
 - [Unclaimed Property](#)
 - [En español](#)
 - [中文](#)
 - [Sa Tagalog](#)
- Accounting and Reporting Division
 - [State Accounting Departments](#)
 - [Monthly Financial Reports](#)
 - [State Government Annual Financial Reports](#)
 - [Local Government](#)
 - [Local Government Information and Resources](#)
- Accounting and Reporting Division - Tax Bureau
 - [Property Tax Postponement](#)
 - [California Estate Tax](#)
 - [Gasoline Tax Refund](#)
 - [Property Tax Collection Standards and Procedures](#)
 - [Tax Publications](#)
- Audit Division
 - [Local Educational Agencies](#)
 - [State Mandated Costs Audit Reports](#)
 - [Annual Audit Reports](#)
 - [Audit Guidelines and Uniform Accounting Systems](#)
 - [Special Reports](#)
- Personnel and Payroll Services Division
 - [Statewide Payroll Services](#)

English

Log Off

100%

CMS Participants

- **Content *Providers***
 - Business Content Owners

- **Content *Coordinators***
 - SCO staff representing their Division or Workgroup responsible for coordinating the input of the content within the CMS application

- **Content *Approvers***
 - Are the SCO staff responsible for approving all content and releasing content onto the SCO Public Website



Controller John Chiang
California State Controller's Office

Web Operations: Authorizations & Workflows

- **Groups and Coordinators**
 - Authorizations based on Divisions / workgroups
- **Division Web Coordinators: Author & Editor Roles**
 - Authors can create and change their division pages
 - Editors can approve pages for publishing
- **Authorization packages provide access to add or modify pages within Division's designated area**

 **RedDot's indicate pages / regions you can edit** 



Controller John Chiang
California State Controller's Office

- Homepage
- SmartEdit
- SmartTree
- Translation Editor
- Search
- Tasks
- Main Menu
- Help



Controller John Chiang

California State Controller's Office

Skip to: [Content](#) | [Footer](#) | [Accessibility](#)

Search

California This Site

Site Tools

- Home
- About Us
- Public Services
- State and Local
- State Employees
- Publications
- News

- Local Reimbursements
- Apportionments
- Payroll Deduction Clients
- Human Resources
- Accounting

●[add/remove/sort left column blocks]

●[save changes to main content] | ●[edit via form]

●[add/remove/sort right column blocks]

- ▼ STATE GOVERNMENT
- State / Local Government
- eFITS
- MIRS
- Payroll Procedures Manual
- Statewide Training
- CLAS Training
- Payroll Deduction Information

- [select active tab] State and Local
- [edit meta description]
- [edit meta keywords]

●[edit "Automated Listserv Management System"]

Home -> State and Local -> State Departments -> State Human Resources Departments -> Payroll Procedures Manual

AUTOMATED LISTSERV MANAGEMENT SYSTEM

-> [How to link to the listserv instructions](#)

-> To subscribe/unsubscribe: listserv@listserv.sco.ca.gov

● Payroll Procedures Manual

●[edit page teaser] revised 08/03/09

●[edit main content text] ← [select]

- [edit main image]
- [edit main image position]
- [edit main image border]

- > [Table of Contents](#)
- > [Alphabetical Index](#)
- > [Glossary/Acronym](#)
- > [Forms referenced in the PPM](#)
- > [PPM Coordinator Information](#)

●[edit "Payroll Procedures Manual Revision Letters"]

- ▼ PAYROLL PROCEDURES MANUAL REVISION LETTERS
- 2009
- 2008
- 2007
- 2006
- 2005
- 2004

Sections

- > [Section A](#) - Introduction
- > [Section B](#) - Codes
- > [Section C](#) - Position Process
- > [Section D](#) - Attendance Reporting
- > [Section E](#) - Disability
- > [Section F](#) - Academic
- > [Section G](#) - Miscellaneous Payments
- > [Section H](#) - Deductions

English

Log Off

100%

RedDot CMS Version 9 - Windows Internet Explorer

http://pubcmsdev/cms/loRD.asp?Action=RedDotWorkspace&Mode=0&LinkFromGuid=&Portal=&ActiveTranslation=

File Edit View Favorites Tools Help

RedDot CMS Version 9

PPSD User
Project: PublicWebsiteLive (Editor, English)

You are editing the page 'Payroll Procedures Manual' with page ID 2282

Properties Actions

blocks] [save changes to main content]

STATE GOVERNMENT

- State / Local Government
- eFITS
- MIRS
- Payroll Procedures Manual
- Statewide Training
- CLAS Training
- Payroll Deduction Information

Home -> State and Local -> State and Local Manual

• [select active tab] State and Local Manual

• [edit meta description]

• [edit meta keywords]

• [edit page teaser] revised 08/01/08

• [edit main content text]

- Table of Contents
- Alphabetical Index
- Glossary/Acronym
- Forms referenced in the PPM
- PPM Coordinator Information

Sections

- Section A - Introduction
- Section B - Codes
- Section C - Position Process
- Section D - Attendance Reporting
- Section E - Disability
- Section F - Academic
- Section G - Miscellaneous Payments
- Section H - Deductions
- Section I - General
- Section J - Direct Deposit
- Section K - PIP System Instructions
- Section L - IDL Supplementation Calculator
- Section M - Master Payroll Certification
- Section N - Non USPS & FB/EBEs

RedDot CMS - Windows Internet Explorer

Paragraph Style Styles

- Table of Contents
- Alphabetical Index
- Glossary/Acronym
- Forms referenced in the PPM
- PPM Coordinator Information

Sections

- Section A - Introduction
- Section B - Codes
- Section C - Position Process
- Section D - Attendance Reporting
- Section E - Disability
- Section F - Academic
- Section G - Miscellaneous Payments
- Section H - Deductions
- Section I - General
- Section J - Direct Deposit
- Section K - PIP System Instructions
- Section L - IDL Supplementation Calculator
- Section M - Master Payroll Certification
- Section N - Non USPS & FB/EBEs

Zoom 100%

Help Save OK Cancel

start Dw In-box - Micr... Microsoft Po... RedDot CMS ... RedDot CMS ... 9:47 AM Wednesday

RedDot Implementation: CMS Workflow

Workflow manages Web content lifecycle within CMS:

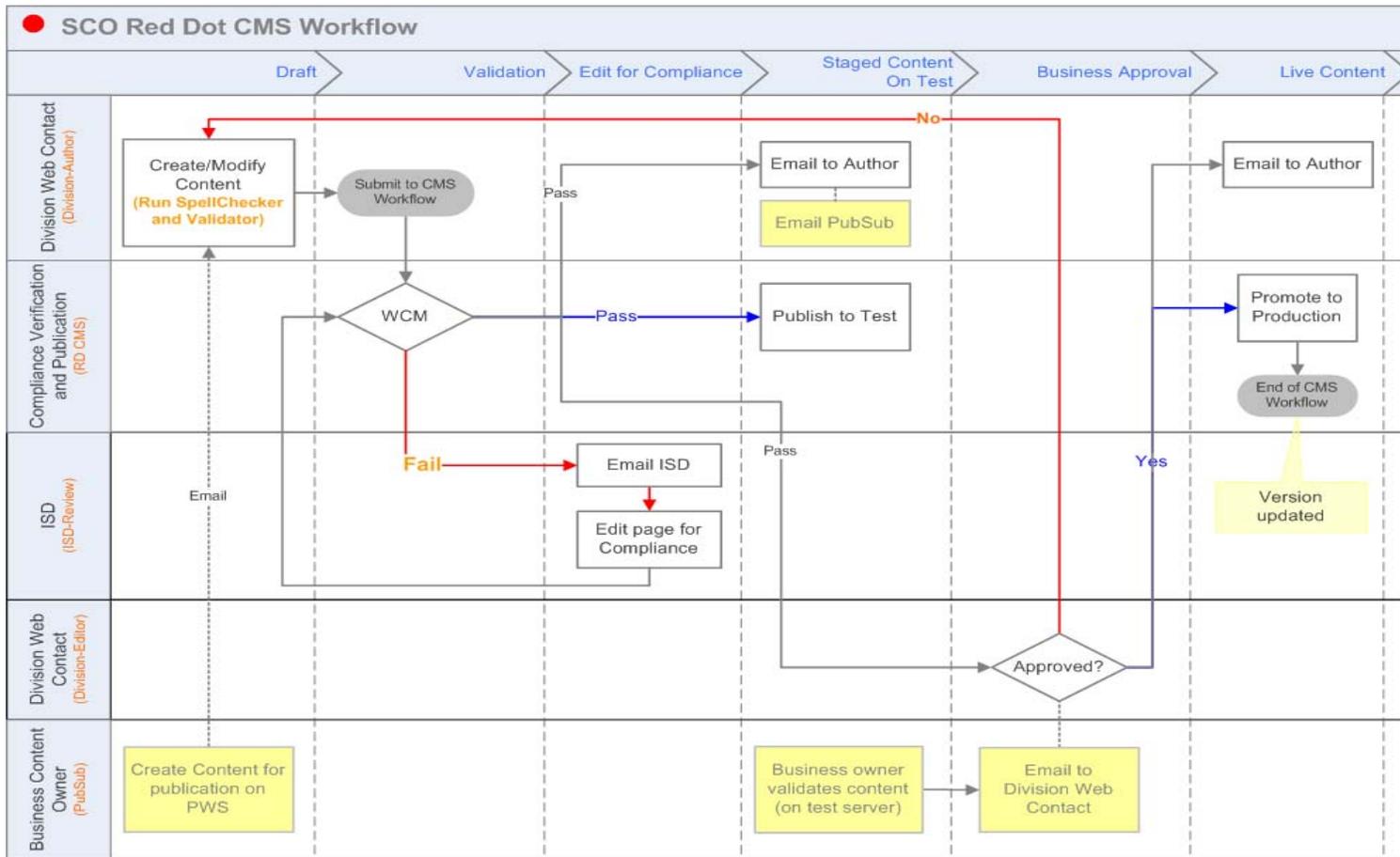
- 1. Content is created or updated***
- 2. Content is validated for web compliance (WCM) issues, spelling errors and accessibility issues***
- 3. Content is published on the test server for review***
- 4. Once the content is reviewed and approved on the test server, the content is published on the SCO Public Web Site***

CMS workflow does not replace the existing business processes for content creation and business level approvals



Controller John Chiang
California State Controller's Office

SCO Website Redesign / CMS Project



All actions in the shaded boxes are performed outside CMS



Controller John Chiang
California State Controller's Office

Status: ready

Auto scrolling

- Homepage
- SmartEdit
- SmartTree
- Translation Editor
- Search
- Tasks
- Main Menu
- Help

- Start
 - Administer Project Settings
 - Project
 - General Settings
 - Project Variants
 - Language Variants
 - Folders
 - Database Connections
 - Publishing Targets
 - Publication Structure
 - RedDot LiveServer Constraints
 - Packages
 - Authorization Packages
 - Detailed Authorization Packages
 - Content Class Authorization Packages
 - Project Variant Authorization Packages
 - Language Variant Authorization Packages
 - Folder Authorization Packages
 - Workflows
 - 21C-Workflow Content
 - ARD-Tax-Workflow Content
 - ARD-Workflow Content
 - AUD-Workflow Content
 - CaIATERS-Workflow Content
 - EO-Workflow Content
 - ISD-Workflow Global Workflow (Content)
 - PPSD-Workflow Content
 - Page Created
 - Release-ISD-WCM-Fail Release
 - Page Released
 - WCM Web Compliance Manager
 - Page Released
 - Publish-Test Start Publication
 - Email-Editor-And-ISD E-mail
 - Release-PPSD Release
 - Page Released
 - Publish-Prod Start Publication
 - Email-Editor-And-ISD E-mail
 - Page Rejected
 - Page Escalated
 - Page Rejected
 - Page Escalated
 - Page Rejected
 - Page Escalated
- Page Changed
- Page Deleted
- Page Connected to Link

Action Menu

- Email-Editor-And-ISD E-mail
- Delete Reaction
- Edit Reaction

Clipboard

English

Log Off

ready

What does the CMS *Workflow* look like?



***Five stages for
publishing “content”
out to the Internet...***



Controller *John Chiang*
California State Controller's Office

Content Submission

Content Provider
Business *Content*
Owners

→ **Step 1:** The content provider submits content to the *content coordinator* for publication.



Controller *John Chiang*
California State Controller's Office

Content Development

Content Coordinator
(Staff, SME, Editors)

- **Step 2:** The content coordinator inputs the content provided by the content provider into the CMS on development and once done **submits** the updated page(s) to the workflow.



Controller John Chiang
California State Controller's Office

Content Validation

CMS Internal Workflow

- **Step 3:** CMS automatically validates the page(s).
- *If pages do not meet validation an automated e-mail is sent to ISD and ISD corrects any validation errors.*

Once corrected, the pages are submitted back into the Office workflow.



Controller John Chiang
California State Controller's Office

Content Approval

**Content
Coordinators /
Approvers**

- **Step 4:** Once pages are approved by the automated validation process, they become available on the Test Server for review and approval by the content approver (Supervisors / Managers)

Once approved, the Content Coordinators submit pages to Production Server



Controller John Chiang
California State Controller's Office

Content Publication

Content
Coordinators /
Approvers

- **Step 5:** When the content approvers approves the content changes and/or additions, the **content approver releases** the page or pages for publication to production or the Live site.



Controller John Chiang
California State Controller's Office

Ongoing Benefits of PWS / CMS Project

- ***Reduced Time to Publish***
- ***24/7 Available for Publishing***
- ***Autonomy***
- ***ISD Staff Available for More Technical Tasks***
- ***Happy Executive Office and Management***



Controller John Chiang
California State Controller's Office

More Benefits of PWS / CMS Project

Happy CMS Users

New structure for change at SCO

Board of Governance

Content Coordinators Meetups

- *SCO Nominates SymSoft for National Award!*



Controller John Chiang
California State Controller's Office

SymSoft Solutions wins 2009 Best Fit Integrator Award

[Read more ...](#)



California State Controller's Office Public Website

- *SymSoft Solutions WON!*
- *The prestigious **Best Fit Integrator Award for Modernization in Portals**, for the California State Controller's Office Public Web Site Redesign and Modernization Project*
- *Nationally Recognized Collaboration between SCO & Vendor*



Controller John Chiang
California State Controller's Office

Project Participants / Vendor

SCO Executive Office, Project Sponsor

- Hallye Jordan, Deputy Controller, Communications

SCO Business Project Manager

- Jon Matthews, Executive Office

SCO Technical Project Manager

- Beth Kondoleon, Web Development Services

SCO RedDot Technical Lead (Today's Presenter)

- Rick Engvall, Web Development Services

Project Vendor: **SYMSOFT**
SOLUTIONS
Creation through Collaboration



Controller John Chiang
California State Controller's Office