

PREVIOUSNEXT®

# From aGov to Gov CMS

The path to widespread Drupal adoption in Australian governments

# About me



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20+ years in digital media and government

Purchaser, consultant, provider

# About PreviousNext



Founded in 2009, now Australia's largest and most experienced specialist Drupal firm

Major focus is Government and Education sector

Maintainers of the aGov distribution

Top 3 company globally contributing to Drupal 8

# Overview



Geography

Context

History

The journey

The future

Lessons learned

# Australia



# Austria



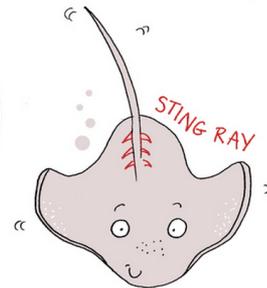
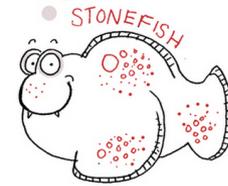
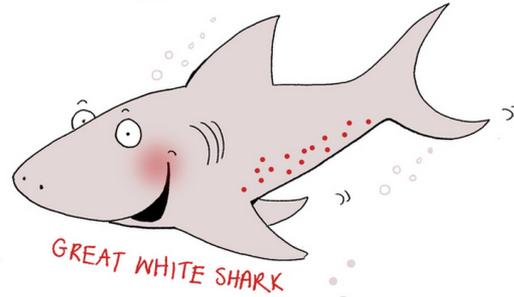
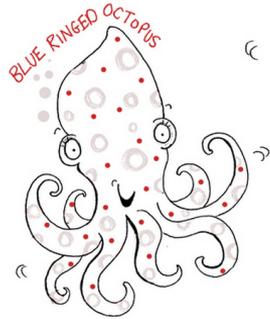
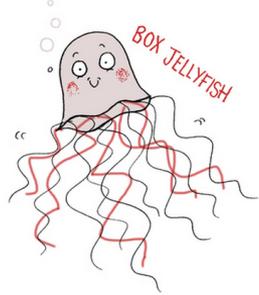
# Australia



# Australia



# Australia



Helps keep the surf spots uncrowded...



# Australia



Big with a small population - rural and remote

Three tiers of government:

- Federal (Commonwealth)

- State

- Local

Usually like to be “fast followers”

# So - How did Drupal get traction?



# CMS Landscape - 5+ years ago



IBM - Websphere

HP - Autonomy, Interwoven

Oracle - WCMS

Microsoft - Sharepoint

Sitecore

Squiz Matrix

# Resulting in...



- Disparate technologies
- Costly hosting and software maintenance
- Substantial staff overhead to keep websites online and secure
- Difficulty complying with gov standards: design, accessibility, privacy & security
- Limited number of staff within agency with appropriate skills to manage the website

# Key issues and drivers for change



- Lack of real interoperability
- Skills issue - numerous proprietary systems
- Inability to influence product roadmap
- High cost of lock-in
- Increasing “mess”

# What were the initial catalysts?



- Gov 2.0 taskforce - supported at a high level
- National Transition Strategy - Accessibility
- Policy requiring agencies to consider open source software for all software procurement
- AGIMO championed open standards, open data and cloud use in government
- John Sheridan - Australian Government CTO

# Impediments?



Government agencies are very risk-averse



# Where was Drupal?



“Ticking the boxes”

~10 sites in 2010

NSW government

Prime Minister

Education

Social Services

National Library

War Memorial

State Library Victoria

Other agencies started  
to notice

# Meanwhile - in the trenches



Building the same solutions

Addressing the same challenges:

- Accessibility compliance
- Security compliance
- Resource discovery
- Standardisation

# Opportunity



- ~1,000 federal websites
- ~1500 state & local government websites
- 6% running Drupal in 2011
- Trend - 25% on Drupal within 3 years (625 sites)

# Lessons from abroad



By the people, for the people | OpenPublic

openpublicapp.com

OpenPublic

VISION  
A Drupal CMS for government and policy groups

FEATURES  
Secure, flexible, scalable, compliant, and intuitive

GALLERY  
See how flexible OpenPublic can be

CONTACT  
Get in touch with the team

COMMUNITY  
Find documentation, trainings, and resources

BY THE PEOPLE  
*for*  
THE PEOPLE

OpenPublic is an open-source, content management system (CMS) based on Drupal and tailored to the needs of government.

DOWNLOAD

THE VISION The most accessible and secure open source CMS for government available.

WHAT IS OPENPUBLIC? WHY OPEN SOURCE?

ABC A

For government and public policy organizations, open source only works if it's built for the security, accessibility and flexibility requirements of the public sector. OpenPublic provides a content management system specially designed for open government goals -- without

## Drupal 7 WET/WxT Variant - The Government of Canada's Distribution

By Mike Gifford  
January 21, 2013

We've been strategizing, evaluating & deploying the Government of Canada's (GoC) [Drupal 7 Web eXperience Toolkit \(WxT\)](#) since it was first released over a year ago. We've implemented this for government agencies inside & outside the GoC because it is clear that so many agencies need to meet the dual challenge of a site which is both bilingual & accessible.



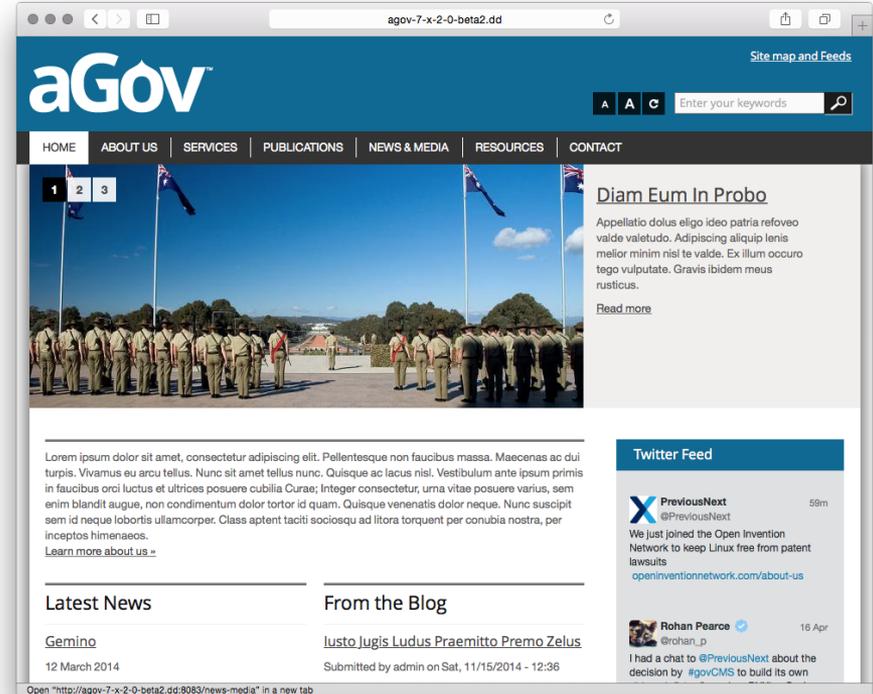
The Drupal Variant of the Web eXperience Toolkit is an open platform for web publishing which has a critical mass of public sector agencies collaborating with it publicly in GitHub. It is also exciting to see institutions like the University of Ottawa adopting it because of their need to ensure that their website is fully bilingual and meets [WCAG 2.0 AA](#).

[WET/WxT](#) needs some explanations as this is a project implemented by the [Treasury Board Secretariat \(TBS\)](#) to produce a static template for all GoC sites which meets their usability,

# The birth of aGov™



- Free, open source distribution built on Drupal 7
- Complied with AGIMO web requirements
- WCAG 2.0 AA
- Responsive Mobile display
- Preconfigured content types
- Customisable branding
- Easily extensible



# In parallel...



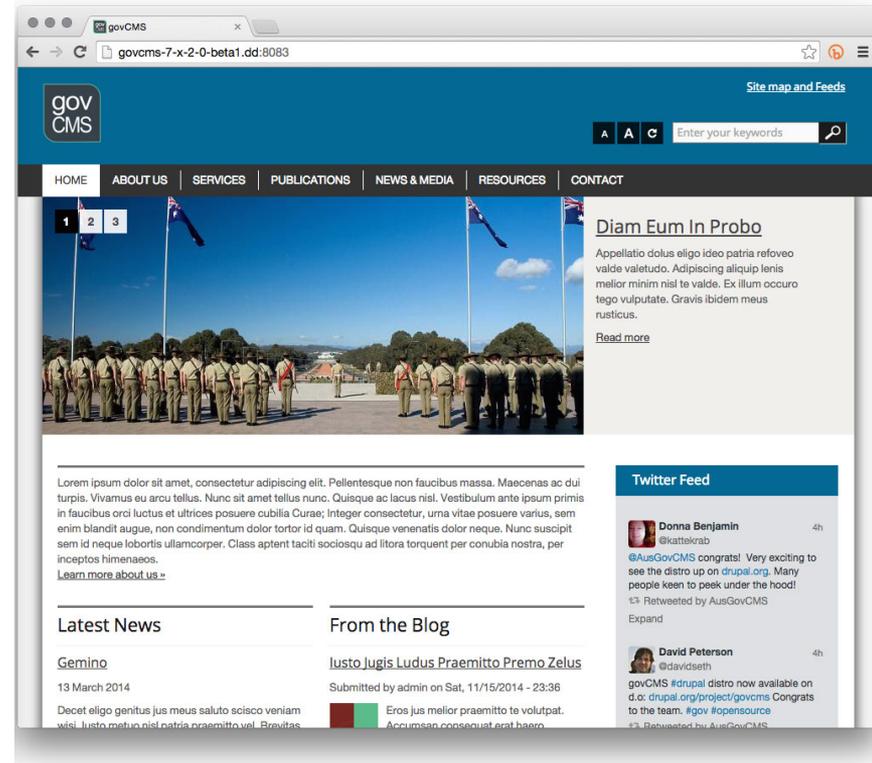
The government were:

- Looking to manage the proliferation of agency sites
- Seeing issues with skills necessary to support them
- Recognising the environment wasn't conducive to emerging policies for consumer-centric digital service delivery
- Seeking standardisation and compliance with accessibility and security requirements
- Wanting to encourage agencies to adopt cloud services

# GovCMS



- Acquia successful tenderer
- Model based on aGov running on Site Factory
- Government forked GovCMS as separate distro to allow for control of roadmap and destiny
- GovCMS now open-sourced



# GovCms Characteristics



- Strong governance model
- Contract arrangements
- Security, and accessibility
- Ongoing support
- Massive amount of interest
- Not mandated - relies on value

# Digital Transformation Office



Digital Service Standards (key points) - [dto.gov.au](https://dto.gov.au)

- Focus on user needs
- Measure satisfaction and effectiveness
- Iterative agile approach
- Use data and analytics tools to support continuous improvement
- Use web service APIs, open standards and common government solutions where possible and make all new source code open and reusable where appropriate

# The future...



Evolution of Government online:

- Information
- Information about services
- Service delivery

Identity management / Security / Accessibility

Consumer expectations & politics

# Lessons learned



Champions are critical

Community and thought-leaders

The model for GovCMS can work across many government agencies with common need

Procurement and contracting is critical

Reducing the risk

Come and visit - we're real friendly!



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**Questions?**