

The logo of Bellevue School District is a circular emblem divided into four quadrants. The top-left quadrant features a stylized evergreen tree. The top-right quadrant shows a torch with a flame. The bottom-left quadrant depicts a globe with latitude and longitude lines. The bottom-right quadrant illustrates an open book with pages. The text "Website Production Queue" is centered across the top two quadrants, and "Development" is centered across the bottom two quadrants, both in a large, white, sans-serif font.

Website Production Queue Development

Bellevue School District (BSD) - Chris Sumption

Background

- Started at the Bellevue School District as a Website Content Manager (Contractor) in May of 2018.
- Worked within the Communications department.
- The role supported:
 - Approximately 75 content owners and 150 content editors.
 - Technology related needs for the web content management system.
- Predecessor had been gone 2+ months, there was no documentation, no processes, and a large project backlog.

Step 1: Service Level Agreements (SLAs)

Typical Request Turnaround Times

- Website Edits (simple edits, PDF uploads) = 48 to 72 hours
 - Add Calendar Events to the District Website Calendar = 4 weeks
 - Videos Uploaded to the District YouTube Channel = 48 to 72 hours
 - Website Post that appears in the "District News" section of the district homepage = 4 weeks
 - Web Page (single webpage, complete update or redesign) = 1 to 2 weeks
 - Web Page (multiple pages, complete update or redesign) = 4 to 5 weeks
 - Web Forms (Microsoft Forms) = 1 to 3 months
-

August, September, and Periods of High-Volume Turnaround Times

We must adjust our timeline estimates due to the volume of content requests that we receive during certain times of the year.

- Website Edits (simple edits, PDF uploads) = 1 week
- Add Calendar Events to the District Website Calendar = 4 weeks
- Videos Uploaded to the District YouTube Channel = 1 week
- Website Post that appears in the "District News" section of the district homepage = 4 weeks
- Web Page (single webpage, complete update or redesign) = 2 to 4 weeks

Step 2: Developed an Intake Process

Current Process: Emails from stakeholders

Team eventually wants to move to a project management system. IT department recommended their system, Samanage. Team was unsure of next steps.

My Recommendation: Before committing to a platform:

- We need more information about current workflows and organization culture.
- Understand and develop processes first, then find the right platform to support those processes.
- Agile Design Process: Start with a working prototype, iterate based on user experience.

ITERATION ONE

2018 | Excel

Began with an Excel spreadsheet.

Captured the information that needed to be tracked (dates, content owners, URLs, etc.).

Added and removed columns based on web production user experience.

Preserved information for record retention compliance.

Provides elementary transparency.

The screenshot shows an Excel spreadsheet titled 'Website Queue' with the following data:

	A	B	C	D	E	F	G
1	Date Received	Date Complete	Requestor Name	Department	Request	Due Date	Action
2							
3	Completed						
4	29-Aug	29-Aug	Christina Wilner	Communications	Updated FSA Navia enrollment PDF	29-Aug	8/29 Updated FSA Navia enrollment
5	8-Aug	28-Aug	Wendy Weyer	Nutrition Services	Retire Summer Meals Pages, update banner (if applicable), update Summer in the District Spotlight, remove Summer Meals link on the Nutrition Services page.	27-Aug	8/28 retired: Summer Meals Pages banner (if applicable), update Sun District Spotlight, remove Summer on the Nutrition Services page.
6	20-Aug	28-Aug	Ted Celmer	Technology	Update the School Messenger section of the Stay Connected page	ASAP	8/28 updated: the School Messenger of the Stay Connected page.
7	23-Aug	28-Aug	John Harrison, Abigail Horsfall	Communications	Re Publish High School Student Volunteers Needed for 6th Grade Camp Post; Publish Related Banner	ASAP	8/28 Re Publish High School Student Volunteers Needed for 6th Grade Publish Related Banner
8	28-Aug	28-Aug	Christina Wilner	Communications	Upload Enrollment Form PDFs	28-Aug	8/28 uploaded Enrollment Form PDFs
9	24-Aug	28-Aug	Dale Brown	Transportation	Create and update 2018-19 Activity Stops for all middle schools	ASAP	8/28 created and updated 2018-19 Stops for all middle schools.
10	14-Aug	27-Aug	Mark Hazen	Transportation	Update the High School Metro Transit Program page with new route tables	ASAP	8/27 updated: the High School Metro Program page with new route tables
11	27-Aug	27-Aug	Yasmina Patterson	Superintendent	Update contact information the Dr. Ivan Duran, Superintendent page.	27-Aug	8/27 update: contact information for Dr. Duran, Superintendent page.
12	9-Aug	27-Aug	Eric Ferguson	Instructional Technology	(29) update all BSD school sites with new report an absence email addresses. Make report an absence pages consistent across schools. See Ardmore's page as an example of what is expected.	24-Aug	in progress
	22-Aug	24-Aug	Bettina Leong	Technology - OSDV	(35) Update OSDV Alert Message across all affected school and	24-Aug	8/24 updated OSDV Alert Message across all affected school and district pages.

ITERATION TWO

2019 | Excel

Added categories, ticket numbers, and time tracking.

Started associating network file folders with ticket numbers for better record retention compliance.

- 10397-Official Notices Page Updates Translations
- 10580-K-12 Computer Science and Computer Science Education Week Pages
- 10883-Update Equity Advisory Group Page
- 10912-Learning Resources for Students and Families
- 10957-Remote Enrollment Option
- 10958-Graduating Seniors - Virtual Town Hall
- 10886-Staff Resources Coronavirus (COVID-19) Post
- 10954-COVID-19 General Information Page
- 10955-Nursing and Mental Health Hotline - School Supplies
- 10956-World Language Competency Credit page update
- 10930-Wor
- 10924-Ard
- 10922-Upd
- 10917-Lear
- 10916-Farr
- 10897-Lear
- 10915-Reti
- 10913-Sch
- 10914-Upd
- 10910-Upd

	A	B	C	D	E	F	G	H	I	J	K	L
1	Due Date	Ticket	Priority	Received	Complete	Time	Assigned	Type	Channel	Stakeholder	Department	Request
2	2-Apr	10925	HIGH	16-Mar		0.25	chris	alert	web	Jenn Bateman	School Board	RETIRE Board Meeting
3	2-Apr	10933	HIGH	17-Mar		0.25	chris	page	web	Eric Ferguson	Curriculum	Online Message: Sch
4	2-Apr	10934	HIGH	17-Mar		0.25	mac	support	web	Christina Dyson	Tillicum	Board Meetings; Mar
5	2-Apr	10914		11-Mar		0.25	chris	simple	web	Arty Christiano	International School	Meeting Calendar Ev
6	2-Apr	10937		18-Mar		0.25	chris	PDF	web	Jane Tower	Student Placement	Elementary Curricul
7	2-Apr	10898	HIGH	5-Mar		0.25	chris	simple	web	Marta Trilles	Curriculum	Updates
8	2-Apr	10901	HIGH	5-Mar		0.50	chris	page	web	Shoko Kumagai	Nutrition Services	Christina Dyson Wor
9	2-Apr	10883	HIGH	28-Feb		1.75	chris	complex	web	John Harrison, Pat Hughes, Michale May	Communications	Support
	2-Apr	10819	HIGH	4-Feb		1.25	chris	page	web	Judy Buckmaster	Community Engagement	Update International
												Menu
												Procedure 3141P Exp
												Update World Language
												Program Page
												Nutrition Services - D
												Version Update: Noti
												March 25, Launch Ma
												Update Equity Adviso
												Page
												Translation and Inter

Prototype Evaluation

Based on lessons learned, Samanage was not going to work for our team.

- It was great for intake and collaboration, a little too transparent.
- Culture of the BSD organization required constant priority adjustments.
- A lot of task blocking occurred.
- Needed something that could support a more Kanban approach.

Logical next step: Procure a different intake and project management tool.

Challenge: Budget situation at BSD would not allow the purchase of a new tool. We instead needed to leverage existing tools.

2020 | Teams and Planner

Conversations and files housed in Teams.

Files stored in associated Teams SharePoint folder (created new channel each school year).

Manual process with formatting documentation stored in a Wiki attached to the channel.

Leverage Teams search for usability and record retention compliance.



Sumption, Chris 11/4 7:46 AM Edited

12882 - K-5 Literacy Parent information Night (FAQs) (Teaching and Learning)

Additional Information:

Submitted by Tina Bogucharova via Smart Sheet (Email attached to Teams conversation)

FERPA-Protected Materials:

No

Media Clearance (if applicable):

Submitted by:

SumptionC@bsd405.org

Department/ School:

Teaching and Learning

URL addresses (if applicable):

Files:

- No attachments

See less



12882-K-5-Literacy-Parent-information-Night.msg



Collapse all



Molmen, Brock M 12:00 PM



K-5 Literacy Parent Information FAQ.pdf



Molmen, Brock M 2:15 PM

From: Molmen, Brock M

Sent: Wednesday, November 9, 2022 1:38 PM

To: Bogucharova, Tina Y <Bogucharovat@bsd405.org>

Cc: Sumption, Chris <SumptionC@bsd405.org>

See more



K-5 Literacy Parent Information Night

Join BSD Teaching and Learning and the Bellevue PTSA Council on Thursday, October 27, for a conversation about K-5 Literacy and how the district is supporting language and literacy proficiency.

bsd405.org

Reply



New conversation

ITERATION THREE

Used Planner for Kanban project management.

Began experimenting with Power Automate for Task creation.

Ticket numbers connected Planner Tasks to Teams Conversations.

Added category tags for tracking purposes.

Brock Molmen

+ Add task

production

- 12327 - New Cherry Crest Counseling Corner Website (Cherry Crest)

production

- 12292 - Organization Chart Page - Finance and Operations (New Page) (Finance and Operations)



Molmen, Brock M

production

- 12137 - Update Missing Alternative Text (District Website Media Library) (Communications)



Molmen, Brock M

Future

+ Add task

production

- 12347 - Printable Menus (Nutrition Services)

production

- 12341 - [PM] BUS STOP UPDATE FOR ENATAI AND WOODRIDGE (transportation)

03/04

production

- 12343 - [PM] WOODRIDGE CORRECTED BUS STOP CHANGE (Transportation)

03/04

production

- Board Meetings Page (Update Alert Message)

03/04

production

- 12326 - March 5 Job Fair Post (Human Resources)

Waiting

+ Add task

production

- 12348



production

- 11

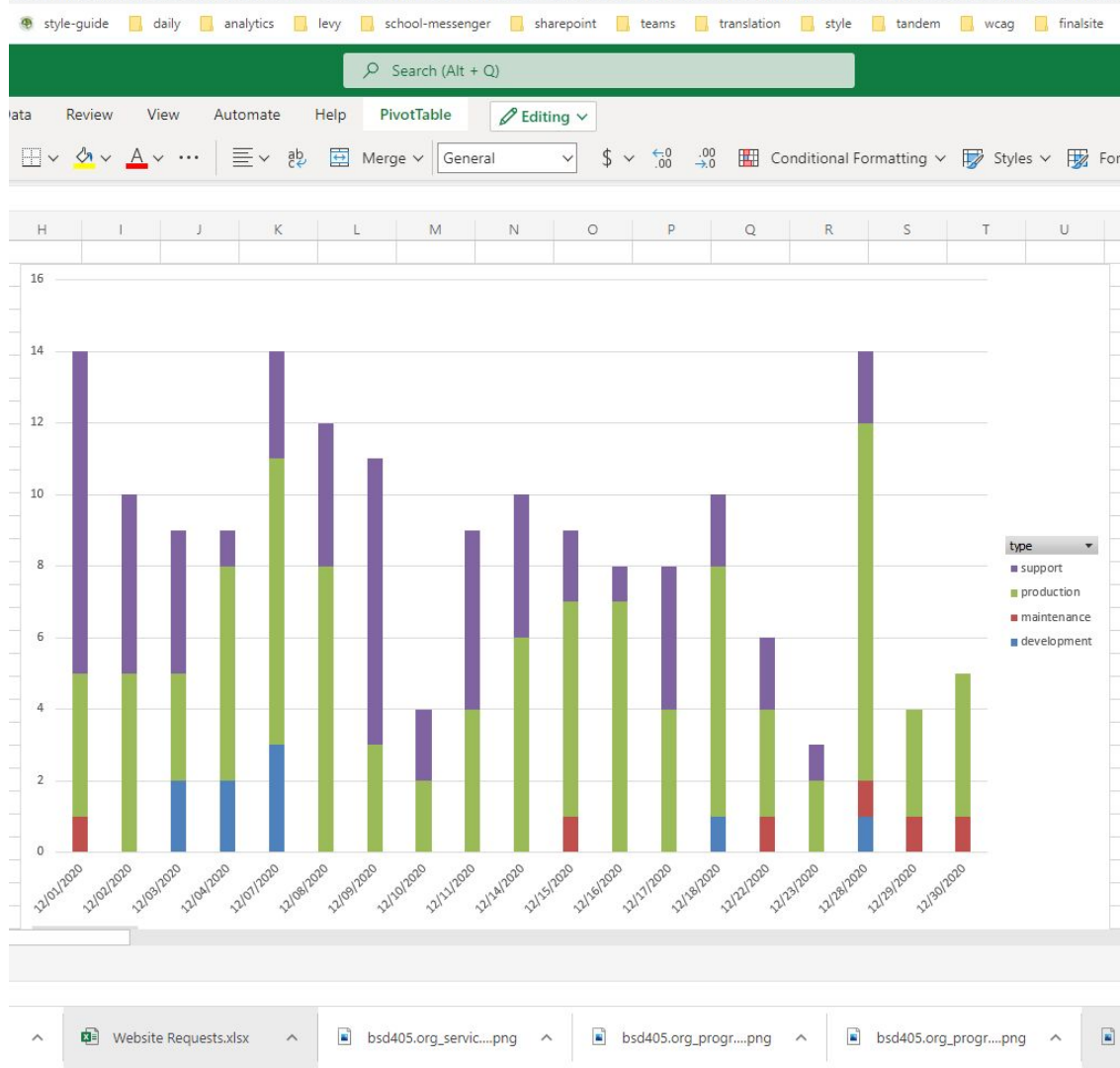


ITERATION THREE

Used Excel for effort management tracking.

Manual import process.

Used category tags for tracking purposes.



2021 | Teams, Planner, Forms, Power Automate, and Power BI

Added an intake form.

District culture was very email focused. Tried to make the form as close to an email as possible (number of steps).

Added queries for common overlooked information (i.e. which page (URL) are you referring to?).

Website Support Request

Use this form to request assistance for updating, user support, training, or consultation services related to your public facing, school or department website. This form also supports requests related to the district YouTube channel.

View district and school website resources: <https://bsd405.sharepoint.com/sites/DistrictSchoolWebsites>

For questions regarding this form, please contact Chris Sumption (sumptionc@bsd405.org)

...

Hi, Chris. When you submit this form, the owner will see your name and email address.

* Required

1. What should we name this project? *

Example Names:

- "Update the Administration Page"
- "New Chemistry Instructional Material Adoption Committee Page"
- "Menus & Nutritional Information Page November 1-5 Menu PDFs"
- "October 2021 CTE Career Talks Calendar Event"
- "WordPress User Support"
- "Upload Video to District YouTube Channel"

Enter your answer

2. What are the URL addresses of the webpages or resources that need updating (if applicable)?

Examples:

- <https://bsd405.org/departments/curriculum/curriculum-adoption/chemistry-adoption/>
- <https://bsd405.org/wp-content/uploads/2021/10/elementary-school-menu-11-01-11-05-2021.pdf>
- <https://bsd405.org/event/cte-career-talks-20211020/>

Enter your answer

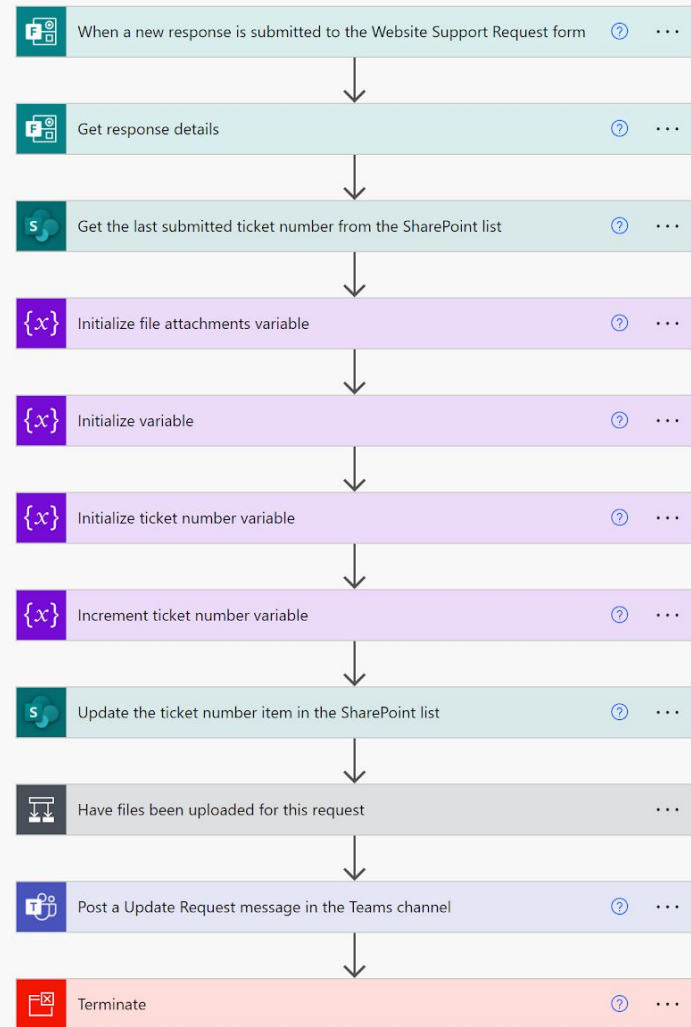
ITERATION FOUR

Used (2) Power Automate Flows to automate the intake process.

Flow 1: Got the response details from the Form when submitted; Posted a new Teams conversation in the appropriate channel.

Flow 2: Fired when the new Teams conversation was added; It used the conversation data to create a new Task in Planner.

Rationale: Allowed for manual creation of tickets.



Added more transparency to the intake process by having the second Flow send an email to all members of the Communications Team.

12673 - Printable Menu (Nutrition Services)



Microsoft Power Apps and Power Automate <microsoft@powerapps.com>

To Sumption, Chris; Molmen, Brock M; Trichel, Gargi



If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender.

A new request has been added to the Website Production Queue.

Additional Information:

FERPA-Protected Materials:

No

Media Clearance (if applicable):

Submitted by:

mettlerk@bsd405.org

Department/ School:

Nutrition Services

URL addresses (if applicable):

<https://bsd405.org/services/nutrition-services/lunch/>

Files:

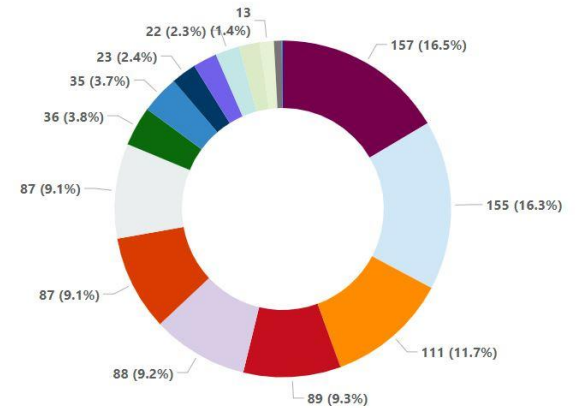
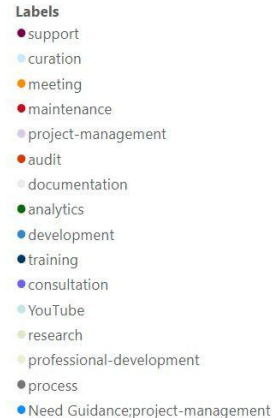
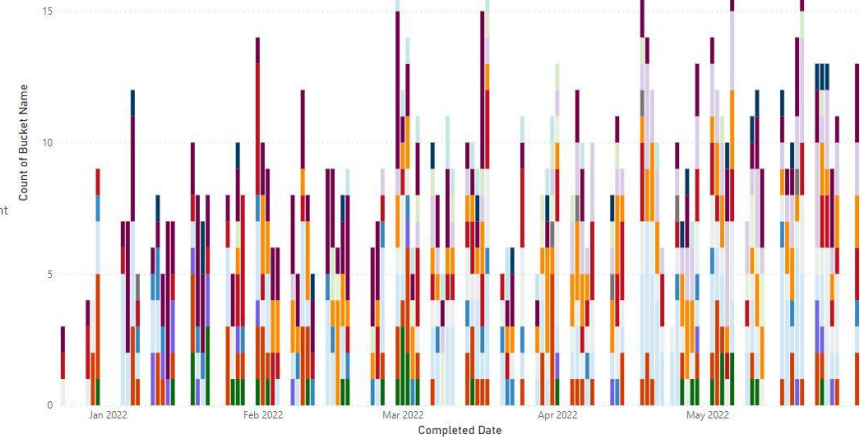
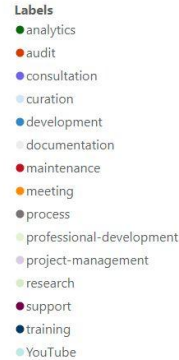
- <https://bsd405.sharepoint.com/sites/Communications2/Shared%20Documents/Apps/Microsoft%20Forms20break%20Katie%20Mettler.pdf>
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- <https://bsd405.sharepoint.com/sites/Communications2/Shared%20Documents/Apps/Microsoft%20Forms20break%20Katie%20Mettler.pdf>

If you want to unsubscribe from these emails, please use this [form](#).

ITERATION FOUR

Manually imported Planner task data into Power BI.

Communications and district leadership could easily quantify what I spent my time on.



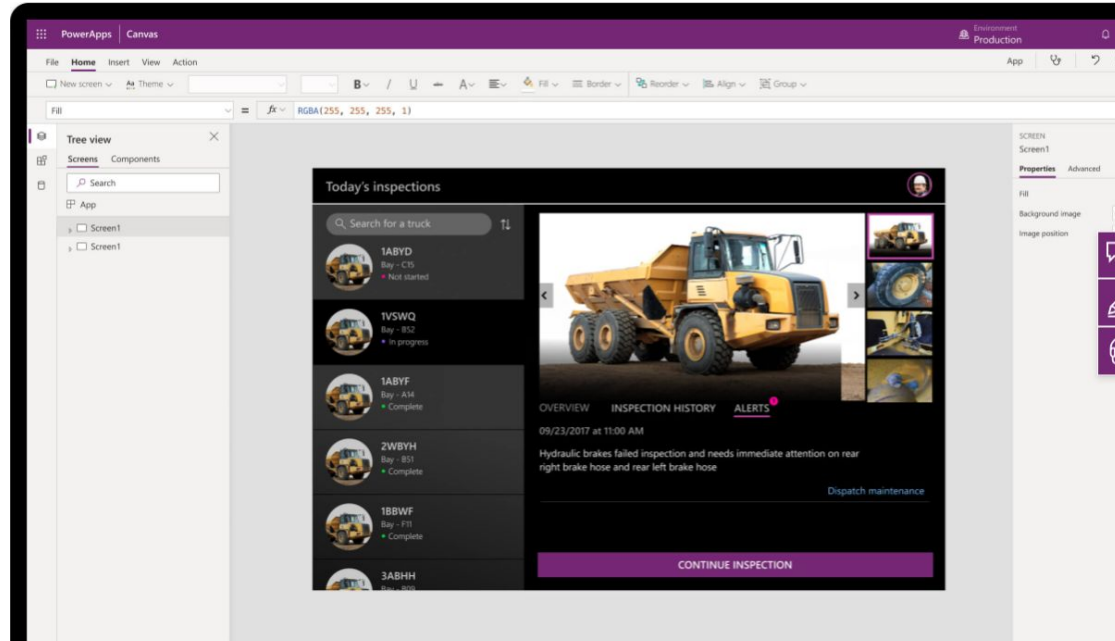
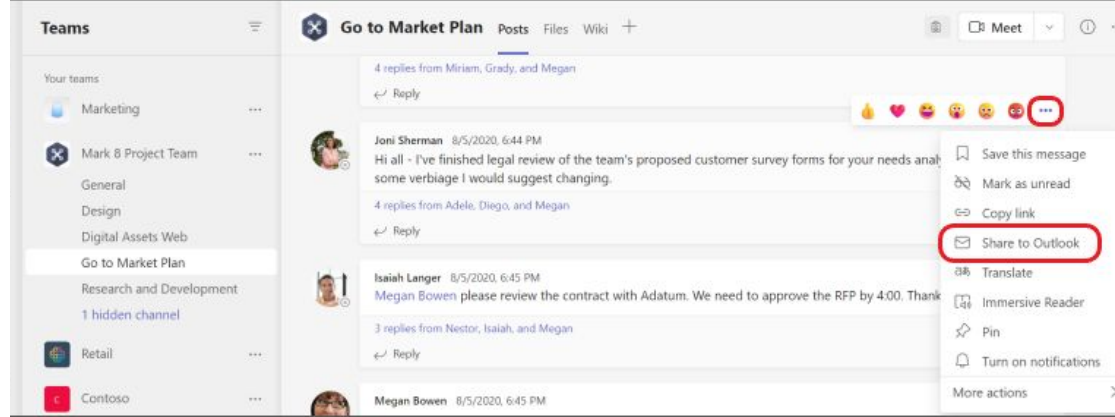
FUTURE

Expand Microsoft Teams

Communicate directly with content owners via the related Teams conversation (Share to Outlook)

Integrate Microsoft Power Apps

Connect the Planner Production Queue to a web application that presented a transparent view of our current active projects.





Thank You