

## RIBBS Resign Meeting with User Group 1 Meeting-2/25/2016

This meeting was held to share the new site map with the wider industry as agreed upon to during the RIBBS redesign workgroup meeting on 2/17.

- User survey results
  - What brings you to RIBBS?
    - Tech guides 76%
    - Information about products and services 61%
    - Checking for updates 45%
  - 92% of respondents don't use RSS feeds
  - Recommendations from survey
    - Improve the search and filters.
    - Industry jargon overused
    - Critical updates are missed
    - Users filter through non-applicable information
- Google API Extension will be used to improve search features.
- Beta site discussion
  - Allows to conduct test
  - Allows for feedback
  - We will not switch to the new site until all feedback is heard
- What is changing
  - Improved search
  - Responsive design
  - Content management
- Questions/comments
  - When will RIBBS be replaced?
    - The new site will be a beta and run parallel to RIBBS to allow changes based on industry and Postal feedback. There is not currently a timeline for RIBBS to go away.
  - There should be clarification on which documents are current.
    - We are building a content management plan that will appoint a gatekeeper for the functional departments to ensure that the information on the site is current and old documents are replaced.
  - Has the redesign team considered making the site customizable so that a returning user can have favorites saved as well as certain links?
    - Yes. This is something that has been discussed and we would like to implement. It will not be available for the beta but it is planned for a future release.
  - Will the new site be optimized for mobile devices?

- It will be. Based on the feedback from workgroup 176, many RIBBS users use the application on their mobile devices and would like it to be easier to use.