Web Leads Monthly Meeting

October 24, 2024

Welcome and Kickoff

Marcy Jacobs - marcy.jacobs@maryland.gov

Agenda

- Welcome and Kickoff
- September Meeting Feedback
- Transparent Government Act & Required Actions
- Accessibility: Automated Testing Tool Update
- Maryland Web Design System Updates

Presenters

MARYLAND DIGITAL SERVICE (MDDS)

Marcy Jacobs
Deputy Secretary, DoIT
Chief Digital Experience Officer

Lilly Madigan
Sr Director, UX & Service Design

David Holmes
Sr Director, Engineering

Andrew Drummond
Director, Office of Accessibility

Bao-Tran Nguyen
User Experience Designer

Jeffrey Pass
Sr Director, Web Experience

GUEST PRESENTERS

Brad Fallon
Deputy Legislative Officer,
Executive Office of the
Governor

Casey Watts
Engineer, FAMLI team
Department of Labor

Web Leads Meeting Feedback

Marcy Jacobs - marcy.jacobs@maryland.gov

Maryland web leads + MDDS office hours

70% of respondents liked the idea of setting up standing office hours or occasional working meetings to peer review, work through challenges, and share successes.

MDDS team will:

- Send a survey to gauge best timing and cadence
- Identify other preferences for office hours (or working meetings)
- Then set up initial meeting/series

Topics you expressed interest in hearing about

1. Analytics tools
2. Accessibility (+ accessible chatbots)
3. Plain Language
4. Design System Timeline
5. Mapping the content on your site
6. Technical and project management discussions
7. Training on GA, SharePoint, GitHub
8. Web presence critique

Transparent Government Act Initiative - Website Requirements

Brad Fallon - brad.fallon@maryland.gov
Jeffrey Pass - jeffrey.pass@maryland.gov

The Transparent Government Act
Phase I: Catalogue

Catalog

Each department & unit is required to collect and report:

- ❏ Number of credential types issued;
- ❏ Descriptions of credentials issued;
- ❏ Terms of each credential issued;
- ❏ Any criminal history taken into consideration when processing applications;
- ❏ Authorizing statute and regs for each;
- ❏ Application fees;
- ❏ Submission methods; and
- ❏ Timeline for determination.

Analysis and Recommendations

In addition to reporting on the facts, the legislation requires expert staff at each department & unit to conduct analysis of each process and recommend on:

- ❏ How to achieve timeline and determination consistency;
- ❏ How to expedite timelines where necessary;
- ❏ How to empower staff to realize efficiencies in processes

The Transparent Government Act
Phase II: Data Transparency Requirements
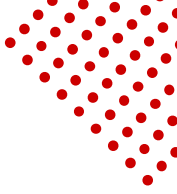
By December 1, 2024, for each credential issued:

- A description of the application process;
- Any changes to the process in the past 12 months;
- The time to determine whether an application is complete (Estimate if not currently tracked);
- The time to for the unit to make a determination on the application (Estimate if not currently tracked);
- The estimated time required to complete the application.

By October 1, 2025 and each year thereafter:

- A description of the application process;
- Any changes to the process in the past 12 months;
- The time to determine whether an application is complete (Tracked timeline);
- The time to for the unit to make a determination on the application (Tracked timeline);
- The estimated time required to complete the application.

Guidance on "Changes to Process"

Each credentialing unit shall annually update a webpage that an applicant would access to complete the application with how the process has changed, if at all, in the previous 12 month period.

Updates should include:

- Changes to method of collection (Paper form, online form, etc);
- Changes to application or issuance fee;
- Changes to term of PLC;
- Changes to eligibility requirements;
- Changes to timelines; and/or
- Changes to required application materials.

If there have been **no** changes in the preceding 12 months, no update is required.

Where to list required information

Provide the required information:

- Where the applicant would initiate the application

  - Initiate by clicking into an application, logging into a portal, completing a fillable PDF, or downloading a print application

  - There could potentially be multiple such points depending on the site and its approach

- NEAR FUTURE: in the (in-development) centralized Transparent Government Act application tracker

  - Similar to or an extension of the original Transparent Government Act - Individual Submissions form

How to list required information on sites: **changes**

For changes to the application process in the last 12 months, use a contextual approach since there may be no, simple, or significant changes to application processes.

- Use consistent intro language such as, "Application process changes as of MM/DD/YYYY:"

- Followed by a simple description/listing of updates

- If application has accompanying instructions; can be noted inline as well

Guidance on "Process Times"

Units should break this time estimate up into three metrics:

- Time to complete application (by applicant)

- Time to verify application (Agency/Dept validation)

- Time make determination on application (Agency/Dept decision)

- Values may vary, e.g., N/A, 3-5 minutes, 1 hour, 1-3 business days, 2 weeks, etc.

How to list required information on sites: **processing time**

For listing the processing time for a given application, MDDS recommends adapting the [Maryland OneStop Portal](#) language approach.

	Complete Application	Verify Application	Application Determination
Narrative	Completion time: 1 - 3 minutes	Verification time: 10 - 15 minutes	Determination time: 10 days - 30 days
Fragment	1 - 3 mins completion	10 - 15 mins verification	10 - 30 day determination

Note: values and increments to change based on each application. Narrative vs. fragment approach based on context.

How to list required information on sites: **processing**

[Maryland OneStop Portal](#) also includes patterns incorporating icons that could be adapted for additional application pro:

	Complete Application	Application Determination
Vertical Option	15 mins - 30 mins Completion Time	10 days Approval time
Horizontal Option	15 - 30 mins	10 day approval

Next Steps: **updates**

More is coming:

- Dec. 1 deadline

- Brad to share these slides with the respondents of the original permit, license, and certificate identification survey

- Tracking mechanism

Accessibility: Automated Testing Tool Update

Andrew Drummond - andrew.drummond2@maryland.gov

Automated Accessibility Testing

- OOA team collating most trafficked pages for agency sites

- Initial scans will be completed by our team

- Roll out will occur in the coming months

- Consults will be coming soon!

Maryland Web Design System Demos

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Bao-Tran Nguyen - bao-tran.nguyen@maryland.gov

Casey Watts - casey.watts@maryland.gov

Maryland Web Design System

We are developing a public toolset that helps state agencies develop accessible, mobile-friendly websites with a consistent look and feel.

We want sites in Maryland to use designs that are easy to use, accessible and instantly recognizable as Maryland websites.

Design System

Design Library

Code Library

Documentation
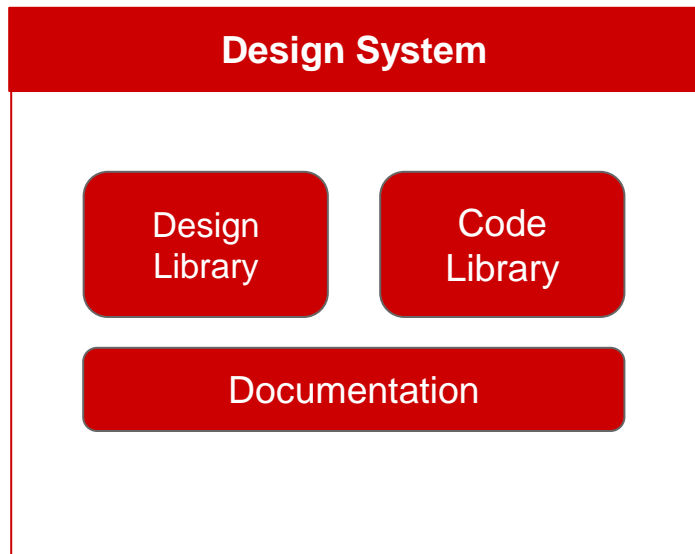
Design System Tour (Demos)

Design System

- Figma → Design Library
- GitHub → Code Library
- Storybook → Documentation
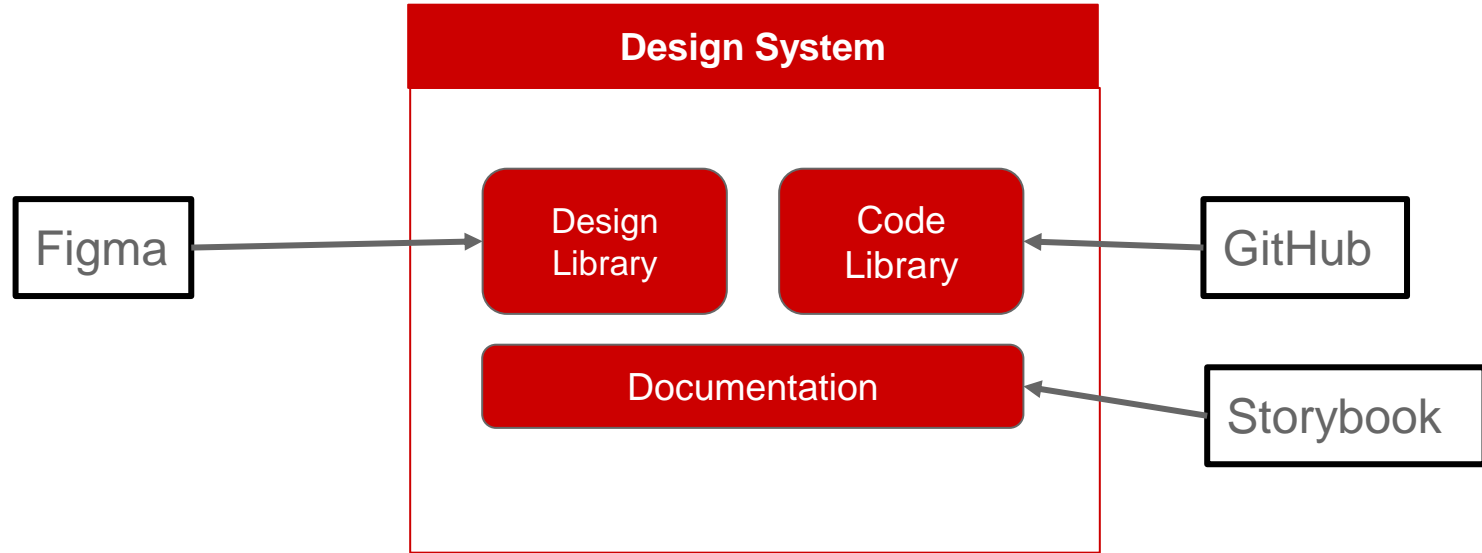
Component Library Demo

- Maryland Web Design System Figma file
- Sharepoint Web Parts Figma file
- Next up: Color, Typography

Timeline: Available for feedback Monday Nov. 9th

Note: See appendix slides for more information.

Web Components Tech Stack

aligning to USWDS' tech stack

Customized Assets: USWDS (sass)

Web Components: Lit

Documentation: Storybook

Example Component

Example Component


```
1   <!-- Without A Web Component -->
2   <div class="usa-site-alert usa-site-alert--emergency">
3     <div class="usa-alert">
4       <div class="usa-alert__body">
5         <h4 class="usa-alert__heading">Emergency Status</h4>
6         <p class="usa-alert__text"> Lorem ipsum dolor sit amet, <a
          href="#">consectetur adipiscing</a> elit, sed do eiusmod. </p>
7       </div>
8     </div>
9   </div>
```

```
1   <!-- With A Web Component -->
2   <maryland-site-alert type="emergency">
3     <div slot="heading">Emergency Status</div>
4     <div slot="content"> Lorem ipsum dolor sit amet, <a
        href="#">consectetur adipiscing</a> elit, sed do eiusmod. </div>
5   </maryland-site-alert>
```

Lit Source Code

```typescript
import {html, css, LitElement} from 'lit';
import {customElement, property} from 'lit/decorators.js';

@customElement('simple-greeting')
export class SimpleGreeting extends LitElement {
  static styles = css`p { color: blue }`;

  @property()
  name = 'Somebody';

  render() {
    return html`<p>Hello, ${this.name}!</p>`;
  }
}
```

```html
<simple-greeting name="World"></simple-greeting>
```

Source Code on GitHub

📖 **README**

![Continuous Integration passing]

Maryland Web Design System (MDWDS)

Getting Started

Clone

Clone the repository:

```
git clone git@github.com:dolfamli/mdwds.git
cd mdwds
```
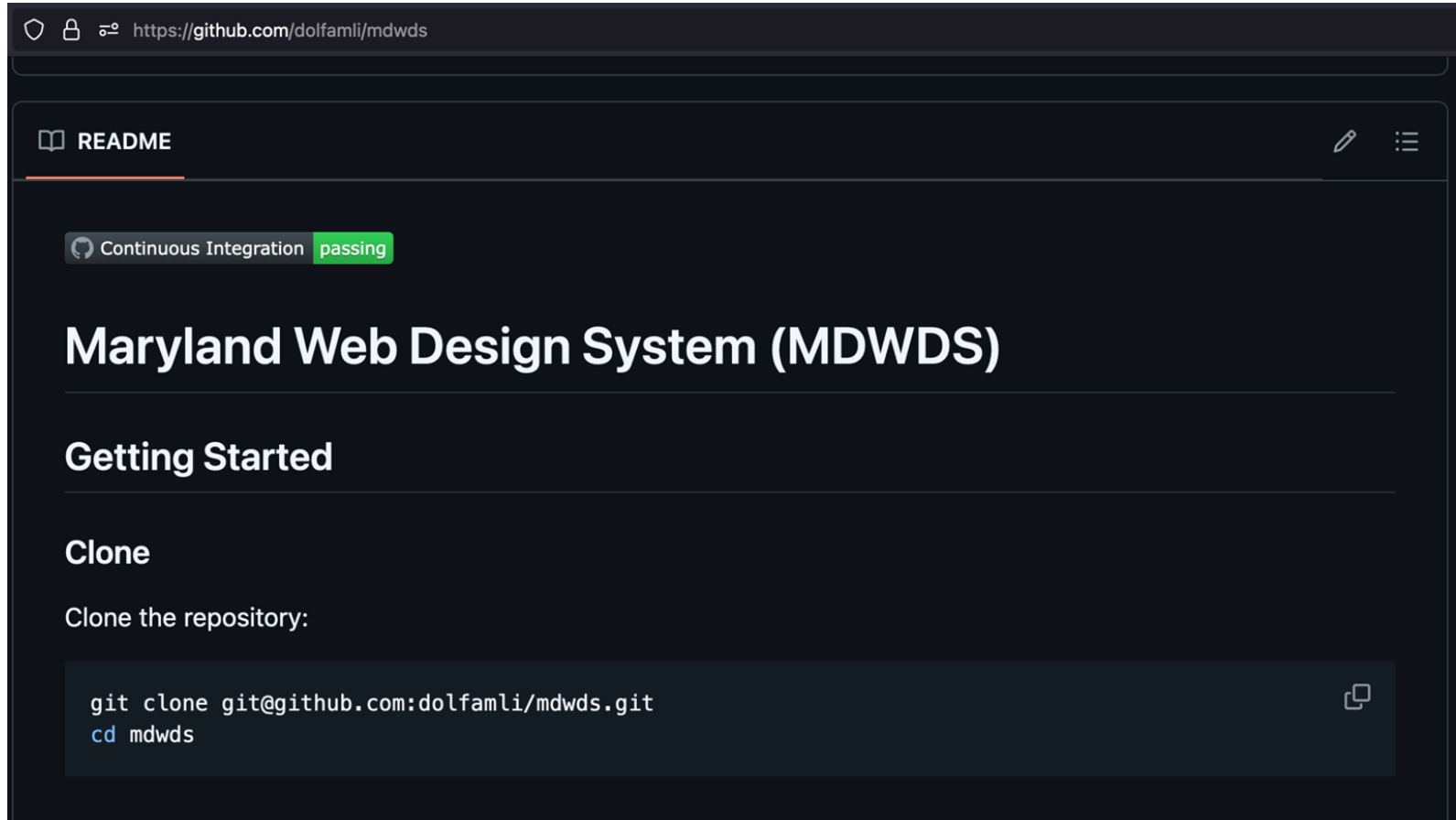
Documentation via Storybook

Join the MDWDS

- Contribute
- Test
- Provide Feedback

MDWDS meets every other Wednesday afternoon.

Contact Lilly to join lilly.madigan@maryland.gov

Future meeting schedule (subject to change)

2024:

December 5th, 1:30-3 (in person, Crownsville)

2025:

January 15, 12-1:30 (virtual)

February 11th, 12:30-2 (in person, Crownsville)

March 10th, 2-3:30 (virtual)

April 8th, 12:30-2 (in person, Crownsville)

May 14th, 12-1:30 (virtual)

June 10th, 12:30-2 (in person, Crownsville)

July 9th, 2-3:30 (virtual)

August 12th, 12:30-2 (in person, Crownsville)

September 17th, 12-1:30 (virtual)

October 14th, 12:30-2 (virtual)

November 19th, 12:30-2 (virtual)

December 9th, 12:30-2 (in person, Crownsville)

Q&A + Discussion

Thank you and see you
December 5th in Crownsville!

Feedback Survey

Appendix

Example: Buttons & Search

Across Maryland.gov and Maryland websites there are dozens of ways in which buttons are presented. This lack of consistency makes it hard for users to know what to expect and how things work across different sites.

The following slide include a **quick sampling** of buttons found on Maryland websites. Note the differences in:

- Shape
- Color
- Capitalization
- Effects

Button Variations (samples)
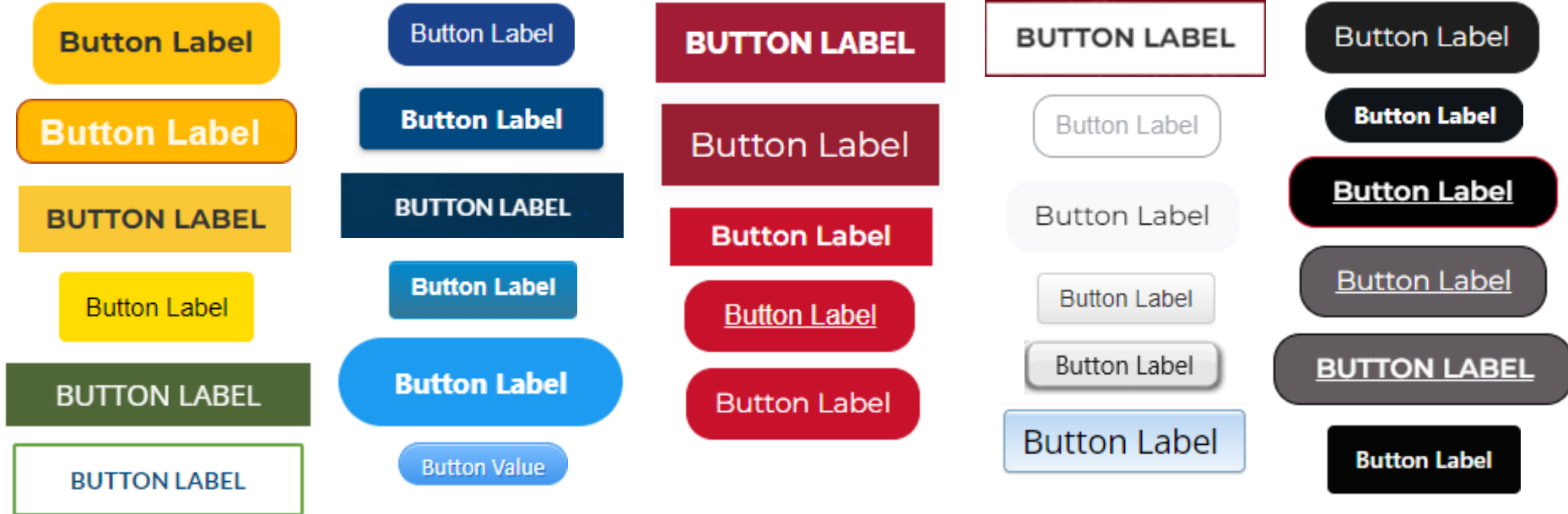
Maryland Design System Search

Our goal is to have easily recognized components, in this case Search. Here's what we've adapted from the United States Web Design System (USWDS) for buttons.

*Note: we will be producing button variants allowing for ALL CAPS, icons use (within buttons), and different colorways.

	primary CTA	secondary CTA
default	Button	Button
hover	Button	Button
disabled (ghost)	Button	n/a

USWDS Component Crosswalk

1. Accordion (A)
2. Alert (C)
3. Banner (C)
4. Breadcrumb (A)
5. Button (A)
6. Button group (A)
7. Card (A)
8. Character count (U)
9. Checkbox (U)
10. Collection (U)
11. Combo box (U)
12. Data visualizations (U)

13. Date picker (U)
14. Date range picker (U)
15. File input (U)
16. Footer (A)
17. Form (U)
18. Grid (U)
19. Header (A)
20. Icon (U)
21. Icon list (U)
22. Identifier (U)
23. In-page navigation (C)
24. Input mask (U)

25. Input prefix / suffix (U)
26. Language selector (U)
27. Link (U)
28. List (U)
29. Memorable date (U)
30. Modal (U)
31. Pagination (U)
32. Process list (A)
33. Prose (U)
34. Radio buttons (U)
35. Range slider (U)
36. Search (U)

37. Select (U)
38. Side navigation (U)
39. Site alert (U)
40. Step indicator (U)
41. Summary box (U)
42. Table (U)
43. Tag (U)
44. Text input (U)
45. Time picker (U)
46. Tooltip (U)
47. Typography (A)
48. Validation (U)

Legend
(color coding and tagging)

Adapting for Design System; also as "(A)"

Considering adapting; also as "(C)"

Using as-is; also as "(U)"

Listing from the USWDS Component Library.

Why Web Components?

built into
browsers

Browser support — CHROME, OPERA, SAFARI, FIREFOX, EDGE

	CHROME	OPERA	SAFARI	FIREFOX	EDGE
HTML TEMPLATES	STABLE	STABLE	STABLE	STABLE	STABLE
CUSTOM ELEMENTS	STABLE	STABLE	STABLE	STABLE	STABLE
SHADOW DOM	STABLE	STABLE	STABLE	STABLE	STABLE
ES MODULES	STABLE	STABLE	STABLE	STABLE	STABLE

well-supported

(+ polyfills)
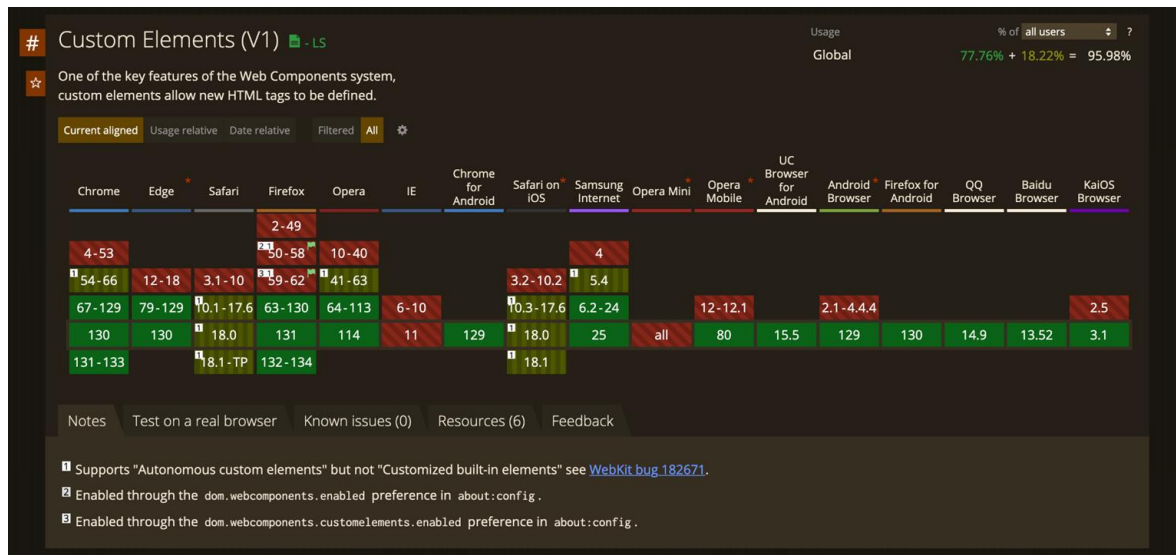
Why Web Components?

widely used

growing use in government

research spreadsheet

Organization	Level	Main Website	Docs Website	Docs Tool	Github	License	USWDS?	Supported Frameworks	Web Components?	Web Components Framework
USWDS	Federal	https://designsys	see github	Storybook	https://gith	CC0	yes	Web Components	yes	Lit
VA.gov	Federal	https://design.va.	https://design.va	Storybook	https://gith	MIT	yes	Web Components	yes	Stencil
MD	State	tbd	tbd	Storybook	https://gith	tbd	yes	Web Components	yes	Lit
MA	State	https://mayflower	https://mayflowe	Patternlab	https://gith	GNU	?	React, PHP (Drupal)	no	n/a
NJ	State	https://innovation	https://newjersey	Fractal	https://gith	MIT	yes	none	no	n/a
DE	State	https://gic.delawa	?	?	?	?	?	?	?	?
CA	State	https://designsys	https://designsys	Eleventy	https://gith	MIT	no	Web Components	yes	Vanilla Web Components
CT	State	https://portal.ct.g	?	Storybook	?	?	no	none	no	n/a
Boston	City	n/a	https://patterns.b	Fractal	https://gith	none	no	Web Components	yes	Stencil
UK	International	https://design-sys	?	?	?	?				
NSW	International	https://www.digita								
Ontario	International	https://designsys								
Singapore	International	https://www.desig			https://gith	custom			yes	Lit
GOLD Au	International	https://gold.desig			https://gith	MIT		React	no	
Canada	International	https://design.gc			https://gith	MIT			no	

Why Web Components?

works anywhere

html works