

Web Leads monthly meeting

July 23, 2026

Welcome and kickoff

Suran De Silva - suran.desilva@maryland.gov

Agenda

- ATCC content workbook presentation
- CX feedback widget
- Drupal updates
- Migration roadmap

MDDS / DoIT Presenters

- Suran De Silva: Sr Director of Web Experience
- Michael Nguyen: ATCC
- Cory Lebson: User Researcher
- Betsy Bland: Design Lead
- Hilary Shutak: Product Manager

ATCC Content Workbook Presentation

Michael Nguyen - michael.nguyen@maryland.gov

CX Feedback Widget

Cory Lebson - cory.lebson@maryland.gov

CX Feedback Widget

Adding new Customer Experience (CX) widget to every Drupal site.

Will provide baseline CX data that will allow agencies to get better insights from web visitors.

Currently live on analytics.maryland.gov.

Dashboards will be created for each agency.

Share your feedback



1. Were you able to find what you were looking for?

- ☐ Yes
- ☐ No
- ☐ Still working on it

2. What were you trying to do on this website?

Please do not include personal details like your name, phone number, or email address.

3. By using this website today, did we save you a call, email, or trip to an office?

- ☐ Yes
- ☐ No

4. How satisfied are you with your website experience?

Very dissatisfied Dissatisfied Neither satisfied nor dissatisfied Satisfied Very satisfied

★ ★ ★ ★ ★

Submit

Drupal Updates

Betsy Bland - betsy.bland@maryland.gov

Hilary Shutak - hilary.shutak@maryland.gov

Drupal Platform Updates Webpage

Visit our [Drupal Platform Updates webpage](#) for a snapshot of current development, what's up next, and recent improvements.

An official website of the State of Maryland. [Here's how you know](#) ▾

Maryland.gov [Translate](#)



Maryland Digital Playbook

[Principles](#) ▾ [Digital Standards](#) ▾ [Accessibility](#) ▾ [Design System](#) [Drupal Training](#) ▾ [Get Support](#)

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Drupal Platform Updates

[< Drupal Training](#)

[Basics](#)

[Page Types](#)

[Components](#)

[Roles and Permissions](#)

[Examples and Inspiration](#)

[Drupal Platform Updates](#)

Updated: Monday, July 6, 2026

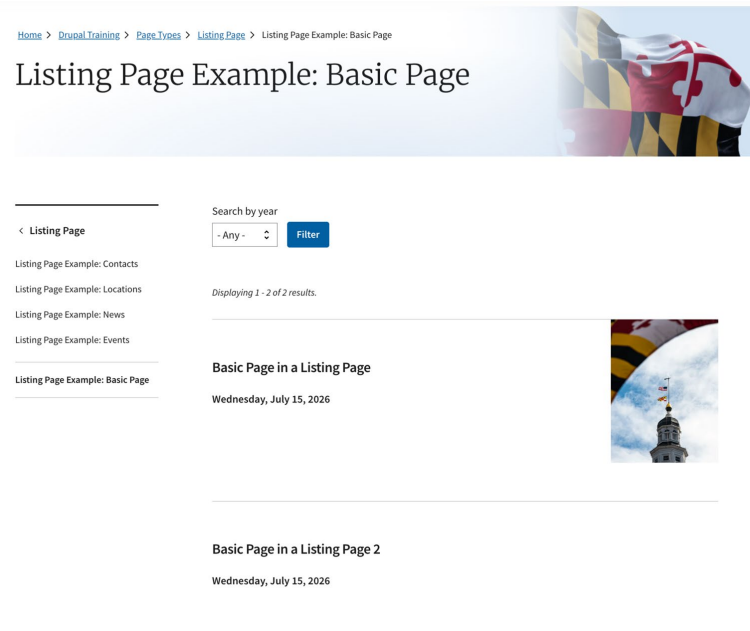
- [Upcoming priorities](#)
- [Release history](#)

The Maryland Drupal platform is constantly evolving. Below is a snapshot of our current priorities and recent improvements. We also maintain a broader backlog of agency requests and technical enhancements that are prioritized by reach, impact, usability, accessibility, security, and team capacity.

Have a suggestion? Share your ideas in our [Drupal Community of Practice](#) to help shape our future releases.

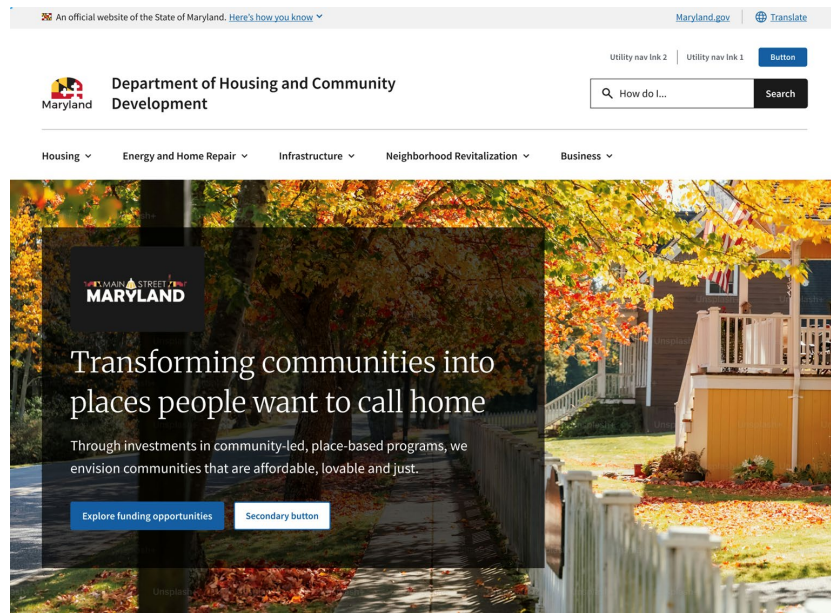
Drupal Updates: Basic Page Listing Pages

- Ideal for content-rich sections where users need to browse and drill into related pages
- Auto-generate a linked list of related Basic Pages based on taxonomy — no manual curation needed
- Common uses: guides, programs/grants/training opportunities, reference materials



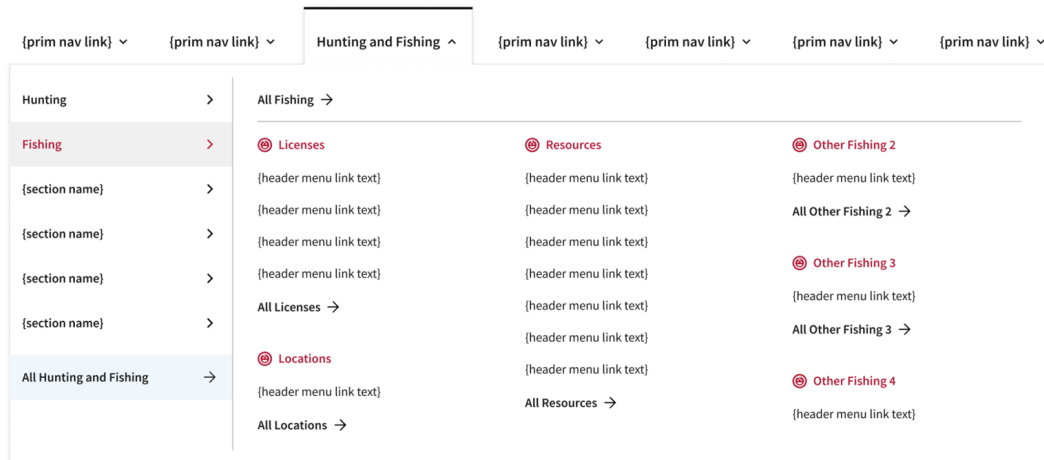
Drupal Updates: Full-Width Header

- Agency homepages can now feature a full-bleed hero image, expanding beyond the previous side-aligned rectangular format
- Creates a bolder, more immersive first impression at the top of the homepage
- Ideal for agencies wanting stronger visual branding on their homepage



Drupal Updates: Mega Menu

- Site navigation now supports a fully configurable mega menu, in addition to the simple single-column dropdowns used today — organizing links into multiple columns and richer groupings
- Gives site owners more flexibility to choose the navigation format that fits each need



New Feature Requests and Prioritization

1. Review our growing list of [existing components](#)
2. If existing components cannot meet your needs, share your ideas in our [Drupal Community of Practice](#)
3. Work with our team to document
 - a. Target audience
 - b. Business need and impact
 - c. Requirements (“have to have”/“nice to have”)
4. Our Change Control Board will review your request and consider: is Drupal the best solution, strategic priority, reach, impact, effort and team capacity
5. We will add approved requests to our backlog and prioritize for development

Drupal training interest

Betsy Bland - betsy.bland@maryland.gov

Introductory Drupal Training

- 1-hour **hands-on** session that covers:
 - Overview of how Maryland's Drupal CMS is set up
 - What you can build using Drupal
 - How to build simple landing and basic pages
- Sign up here: <https://forms.gle/QKvH4HUx4pkUzhwC6>
 - I strive to keep the available dates listed in the form!

Migration Roadmap Update

Hilary Shutak - hilary.shutak@maryland.gov

Agency Site Migration



Recent Launches

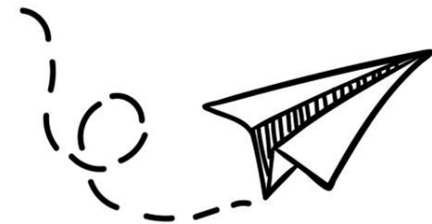
- Public Employee Relations Board
- Maryland Center for School Safety
- Department of Juvenile Services
- Maryland Department of State Police
- Office of the State Fire Marshal

Upcoming Launches (Fall 2026)*

- Alcohol Tobacco, and Cannabis Commission
- Department of Agriculture
- Department of Assessments and Taxation
- Department of Commerce
- Department of General Services
- Department of Information Technology
- Department of Social Equity and Economic Mobility
- Maryland Cannabis Administration
- Maryland Department of Disabilities
- Maryland Energy Administration
- Maryland State Department of Education
- Maryland Department of Housing and Community Development
- Office of the Attorney General
- Prescription Drug Affordability Board

* Schedule may change based on active participation by agencies

Agency Site Migration



Q1/2 In Flight & New Kickoffs (Jul-Dec '26)*

- Accountability & Implementation Board
- African American History & Culture/ Banneker-Douglass-Tubman Museum
- Department of Budget & Management
- Department of Environment
- Department of General Services
- Department of Natural Resources
- Department of Planning
- Maryland Board of Public Works
- Maryland Department of Health
- Maryland Drug Recognition Expert
- Maryland Higher-Education Commission
- Maryland Insurance Administration
- Maryland Military Department
- Maryland State Rehabilitation Council

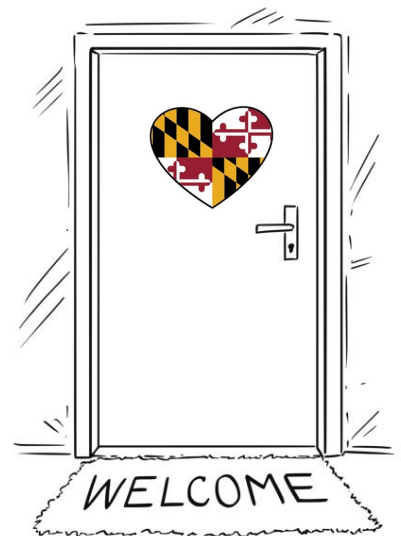
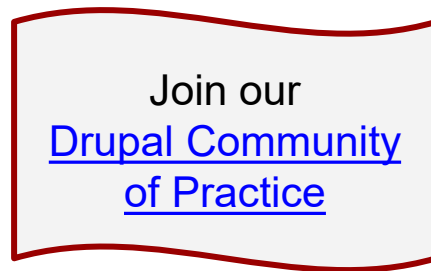
- Office of Administrative Hearings
- Office of Inspector General for Education
- Office of Inspector General for Health
- Office of Public Defender
- Office of State Procurement
- Property Tax Assessment Appeals Board
- State Ethics Commission
- Governor's Sites:
 - Innovation Team
 - Office for Children
 - Office of the Deaf & Hard of Hearing
 - Grants Office
 - Appointments Office
 - Office of Crime Prevention and Policy
 - Office of Overdose Response
 - Office of Performance Improvement

* Schedule may change based on agency availability and active participation

Agencies on Drupal

- Maryland.gov
- Governor's Sites:
 - Office of the Governor
 - Office of Community Initiatives
- Al.maryland.gov
- Department of Aging
- Department of Juvenile Services
- Department of Service and Civic Innovation
- Department of Veterans and Military Families
- Digital Playbook
- Maryland Center for School Safety
- Maryland Commission on Civil Rights
- Maryland Department of State Police
- Maryland Department of Transportation
 - Motor Vehicle Administration
- Maryland Historical Trust

- Maryland Mortgage Program
- Office of the Correctional Ombudsman
- Office of the State Fire Marshal
- Public Employee Relations Board



Q&A and Discussion

Future meeting schedule

Web Leads Meeting

Sep 24, 1:30pm – 3pm (virtual)

MDDS/Web Leads Open Office Hours

Aug 7, 3 - 4pm

Thank you

[Feedback Survey](#)



Survey link <https://forms.gle/gRU6z8eHAU4spQ6BA>