## Department of Veterans Affairs

## National Center for Post-Traumatic Stress Disorder website

RED, Inc. provides maintenance, updates, improvements, and design assistance for the National Center for Post-Traumatic Stress Disorder (PTSD) website.

This website contains over 800 pages as well as numerous PDFs, videos and multimedia files. There are several subcontractors tasked with providing support in varying areas of the website. We hold a weekly teleconference with the VA to discuss projects and progress. Tasks and milestones are assigned online through our online program management software BaseCamp. RED, Inc. management must track the budget associated with this project very closely and convey information to the VA Program Manager to ensure the budget is not exceeded.

RED, Inc. works closely with the client in updating and editing code for existing materials as well as removal and addition of materials to the site. All web work is done through content management systems. All revised pages, ASP files and other items go through a strict approval process before going live. Accessibility, usability, and function are considered during the course of each and every project.

This site has undergone major transformations over the last decade which created many inconsistencies in format code. Before the redesign project could be started, RED, Inc. initiated the refactoring project. The goal of this project was to restructure the existing body of code, optimizing it without changing the external behavior. This project was vital in keeping the site's structural integrity in place for a redesign.

RED, Inc. and the VA worked together in establishing goals to improve usability. A major redesign of the landing page for the website was conducted (www.ptsd.va.gov ). The

website's internal pages underwent a minor redesign as well to provide consistency and keep with the color recognition concept for each of the major target user groups. The internal pages will be further designed in a Phase II project to be completed next year. After the redesign, usability testing was conducted and results showed goals were met 100%.