U of L

Leadership Update
Digital Experience Platform
December 2025

Web Improvement Project

We're in the final stretch

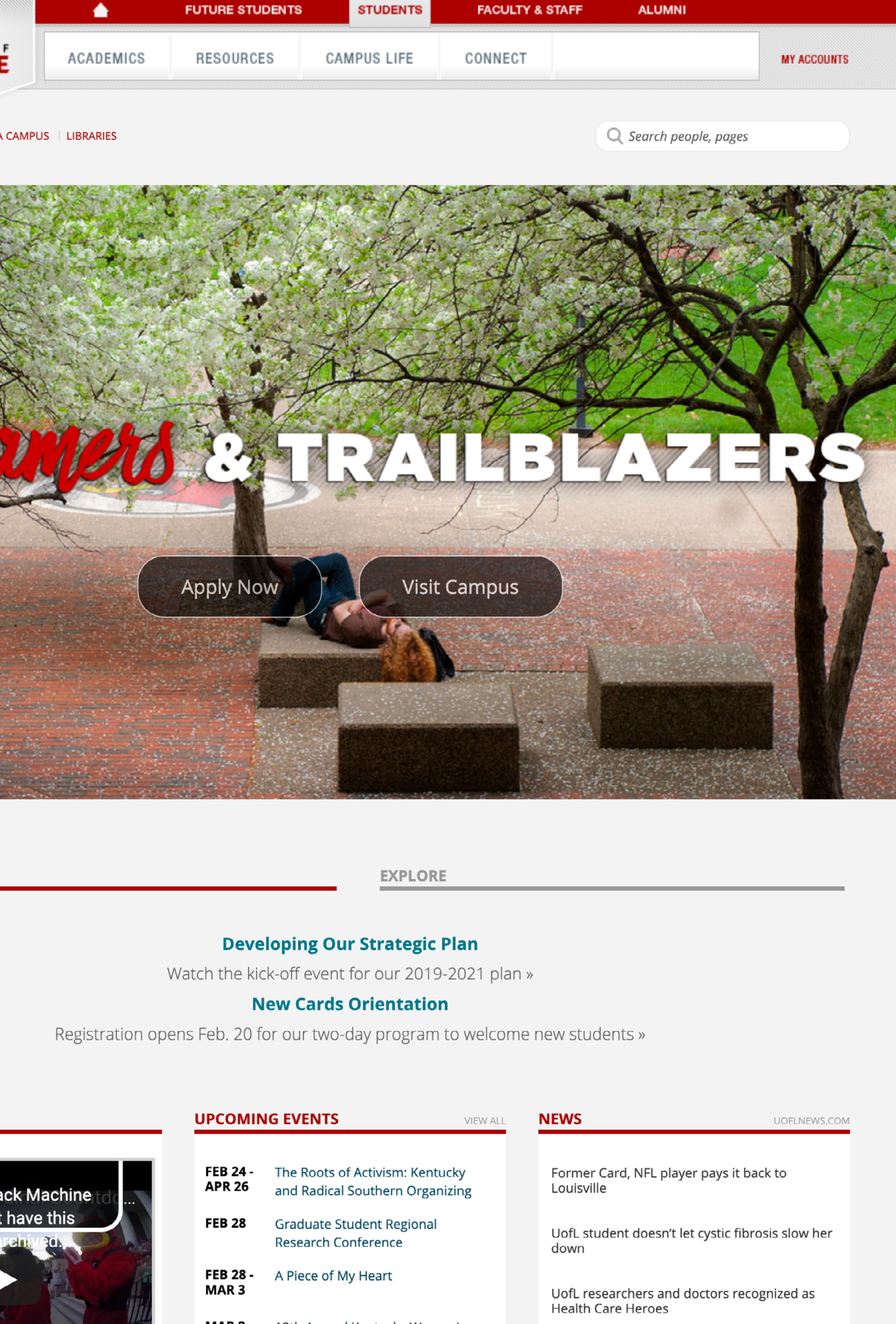Before we dive in, the project at a quick glance:

67%
Sites migrated

11
Sites ready or in review

400+
Trained, active users

See more: uofl.me/wip-dashboard

How did we get here?

At the onset of the project, web at UofL was:

✕ not aligned with our institutional goals

✕ not organized or designed for audience needs

✕ not consistent in design, experience or content

✕ not consistent in accessibility or legal compliance

✕ not rooted in marketing

✕ not an operational priority for most units

✕ not supportive of our web creator community

Currently

▌ We are between migration and post-migration implementation

1. **Migration** - Two-thirds complete

   • *Moving sites from Plone to Drupal*

2. **Community support and communication**

   • *For change management and permanent structure*

3. **Stabilization and extension**

   • *Completing features, new integrations, system patches and upgrades, optimizations*

TAKEAWAY

This is a critical period for the project, ensuring that initial migration and foundational work both are successful.

How we support your staff

Regardless of where your team is in their journey, we want them to be connected and supported.

PHASE I

On-boarding

Permissioned access tailored to user role

—

Role-specific self-service system training

—

Welcome email with resources

—

Access to DxG community tools

PHASE II

Creation

Robust documentation

—

How-to videos

—

Weekly Drupal emails

—

Bi-weekly community meetings

—

MS Teams communities

—

Success Managers

—

ITS Service Desk

PHASE III

Community

Role-based communities for support and collaboration

—

Campus-wide annual summit*

—

Pathways for system enhancement

—

Career ladders and micro-credentialing*

*not yet active

Permanent change takes time

Examples of additional projects within the WIP that have been created and implemented:

Systems	Tools	Integrations	Services
Content Management	Training platform	Elements	User on-boarding
Search engine	Ticketing system	CRMs	Success Management
Asset management	Analytics platform	Workday	Digital analytics
Cloud hosting	Reporting platform	Azure	Directories and portraits
Unified design system	Systems monitoring	Archibus	End-user support
	Content compliance	Localist	
		RAVE	
		CourseLeaf	
		GA4	
		Mainstay	

Delivering on our promise

We have worked hard to fulfill our promise to campus and get UofL out of immense technical debt to a strong foundational space that is:

- ✓ aligned with our institutional goals

- ✓ organized and designed for audience needs

- ✓ consistent in design, experience or content

- ✓ consistent in accessibility or legal compliance

- ✓ rooted in recruitment marketing

- ✓ supportive of our web creator community
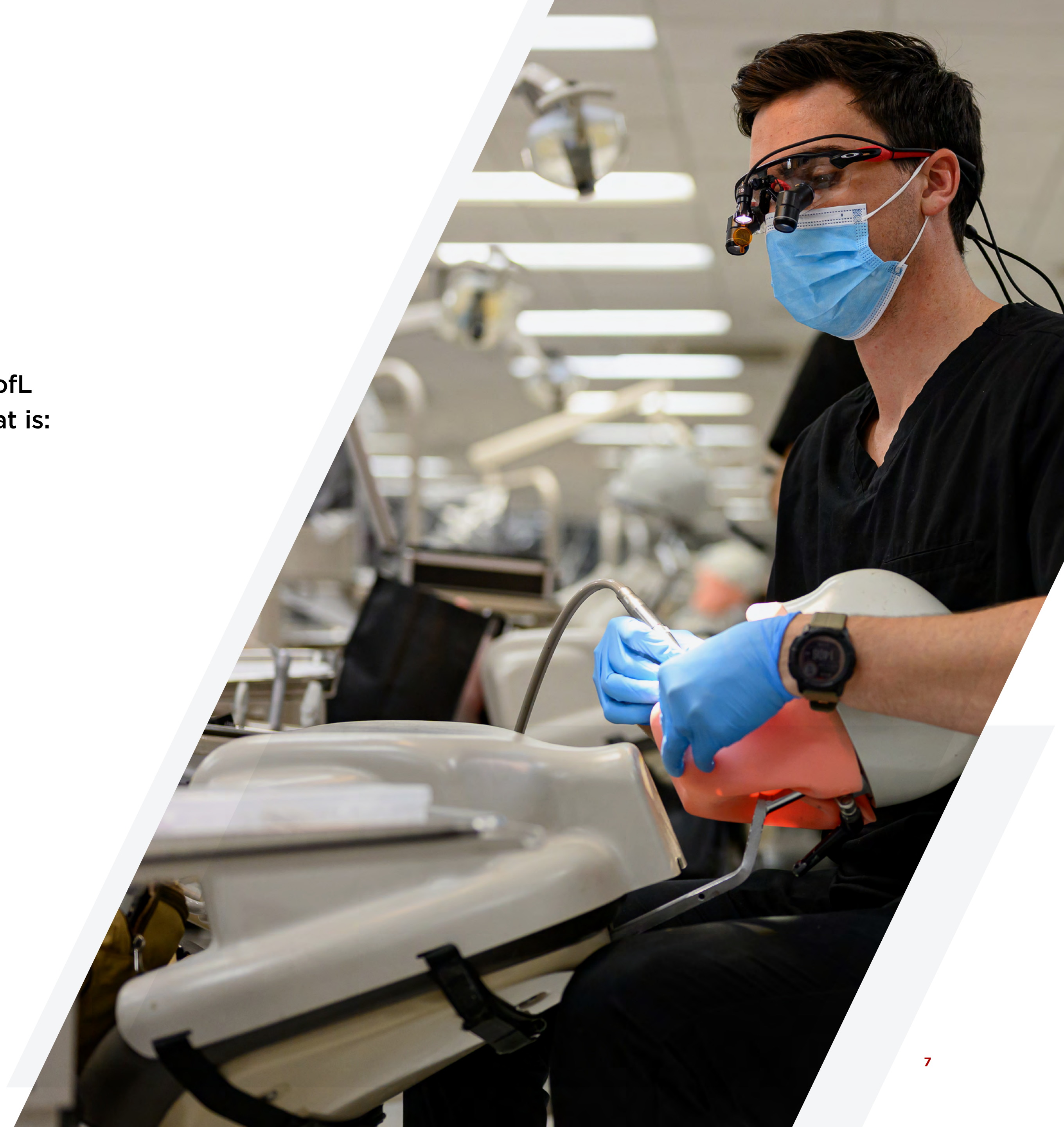
What's next?

- **Completing migration** (Units)
  - *Spring 2026 deadline for Plone websites*
- **Completing v1 of platform** (Project Team)
  - *Profiles, news, events, academic program pages*
- **Transitioning to permanent governance**
  - *Strategy, support, services and communication*

TAKEAWAY

By Spring 2026 our web community will shift towards **optimization, enhancement and extension**.

Example
Opportunities

Once migration is complete, the meaningful work can begin. Examples of planned projects which have already begun:

- Centralized digital marketing campaigns aligned with university strategic plans

- Our new Service Blueprint

- Internal communications (intranet) build-out

We are asking for your help

> One original goal not yet accomplished needs your leadership:

to drive team accountability

- Complete migration and establish permanent priority and commitment in your units

to create a culture of collaboration

- We serve our community when we work as one

to support governance

- Help campus adopt new pathways for change

Questions & Answers

Web Improvement Project

web@louisville.edu // louisville.edu/web/upgrade

UNIVERSITY OF LOUISVILLE.