


Office of the City Manager

April 10, 2024

To: Honorable Mayor and Members of the City Council  
From:  Dee Williams-Ridley, City Manager  
Re: Major Upgrade to Website Software

This is to provide an update on the technical software for [berkeleyca.gov](http://berkeleyca.gov), which has now been upgraded to the latest version as part of our ongoing commitment to providing state-of-the-art, well-maintained infrastructure.

The latest upgrade to Drupal 10 strengthens site security, positions the site in line with industry standards, maintains all functionality, and facilitates smoother transitions for future upgrades and security patches.

Upgrading the entire software platform less than 2 years after the launch of [berkeleyca.gov](http://berkeleyca.gov) in April 2022 reflects a significant shift in the culture of maintaining our website technology, which previously had not been updated for over a decade. In addition to this major upgrade, the Communications team and our vendor, Rolling Orange, have also conducted over a dozen minor security updates since launch.

[Berkeleyca.gov](http://Berkeleyca.gov) is a dynamic, constantly evolving publishing system. Over 100 editors across the city use the platform to publish information and updates on the City's unique and extremely broad services, as well as City Council agendas, board and commission updates, events, community messages, capital projects and more. This upgrade also strengthens subdomains run by the Rent Board and the Berkeley Housing Authority.

Drupal 10 offers many improvements over previous versions. It is twice as fast, enabling the system to handle traffic spikes and improving general user experience for website visitors. Editors now have an easier-to-use interface, allowing for a more efficient day-to-day workflow. It implements advanced security features that address potential security vulnerabilities. The latest version also supports accessibility guidelines in line with Berkeley's own accessibility goal

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– compliance with version 2.1 of the Web Content Accessibility Guidelines (WCAG) – making the editor easier to use for users of all abilities and those on mobile devices.

This work managed by the Communications Team and Rolling Orange included code development and quality assurance work to prepare, test, and deploy the software.

Together, the Communications team and Rolling Orange teams tested the update thoroughly in a test environment to ensure its smooth deployment. The launch was planned for after business hours, a time of low traffic according to website analytics, to minimize disruptions to regular website users. Throughout the process, the Department of Information Technology was given regular updates. There were no reports from users of disruptions or errors on the website related to this major deployment.

cc: Senior Leadership Team