

Site Audits and Support Horrors

**Overcoming the Bad, the Ugly, and the Atrocious
when Taking over Sites**

Who am I?

- Doug Dobrzynski
- Drupal Developer at Promet Source
- Managed Web Help Desk
- Made websites since fifth grade
- History major and Russian, Central, and Eastern European Studies concentration



What's a site audit?

- Best Practices & Site Readiness
- Site Documentation
- Site Upgrades & Migrations
- Content & SEO
- Performance
- Security
- Accessibility

Source: <https://groups.drupal.org/node/293563>

What's a site audit at Promet?

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What's a site audit at Promet?

- Drupal configuration and utilization
- Code review

Acquaintance

- Develop a questionnaire and talk to the client about what's important to them
 - Goal and audience
 - Pain points
 - Technology stack
 - In-house development and workflow
 - Content editing and approval
 - Site creator
 - Access to site

Acquaintance: Red Flags

- Inability/unwillingness to provide information
- Untimely responses
- Hard to work with

Dig In

- Stand up the site locally and bring into our workflow (high-level)
 - Can we get the site code?
 - Can we get a reference database?
 - Can we use the two to get a copy of the site working locally?
 - Does it match production?

Dig In: Red Flags

- Cannot stand up site locally
- Does not match production

Begin the Audit

- Use the Site Audit module
 - https://drupal.org/project/site_audit
- Use the Security Review module
 - https://drupal.org/project/security_review
- Check the status report
- Check the logs

Begin the Audit: Red Flags

- Highlighted items in reports
- Cron hasn't run recently
- High number of errors (timeouts, mySQL, etc.)

Drupal Config

- Content types
- Views
- Taxonomy
- Blocks
- Text formats
- Caching
- Layout
- Menus
- Users and Permissions

Drupal Config: Red Flags

- Using content types and fields for layout
- Lots of views
- PHP in views, blocks, nodes, etc.
- Lack of organization
- Duplication
- Insecure permissions
- Everyone working as user 1

Drupal Config: Overcoming

- Remove unused and eliminate under-used functionality
- Merge similar content types
- Merge similar views
- Implement caching
- Eliminate security risks
- Define and tweak user roles and permissions
- Cleanup users

Code Review

- Use the Coder module
 - <https://drupal.org/project/coder>
- Directory structure and vestigial files
- Imports/exports code
- Themes
- Use the Hacked! module
 - <https://drupal.org/project/hacked>
- Custom modules
- Updates

Code Review: Red Flags

- Hacked core and contrib
- Custom code that duplicates core and contrib functionality
- Code that circumvents Drupal
- Excessive reliance on templates
- Content in code
- Lack of documentation in code
- 3+ months of update

Code Review: Overcoming

- Remove non-Drupal files and directories
- Use functionality in themes with core and contrib functionality where possible
- Removed hacks from core and contrib
- Replace custom functionality with core and contrib functionality where possible
- Perform updates

Additional Resources

- Site Audits Group
 - <https://groups.drupal.org/site-audits>
- Drupal Configuration and Utilization
 - <https://drupal.org/best-practices>
- Code
 - <https://drupal.org/developing/best-practices>

Ask and Share

- Questions?
- What's the worst you've seen? How did you overcome it?