

ABSTRACT

This research aims to examine the nexus of communication between the developers and users of newsroom content management systems at organizations which have built their own backend software. Gathering insight through a series of interviews with various members of these news organizations, this project aims to provide news organizations the beginnings of a framework to address technology change and navigate through a period in which most newsrooms are facing some amount of upheaval due to strained systems and outdated technologies. By examining how, where and why users and developers communicate, the news industry may be able to better prepare for future shifts and new platforms.