

Services for UNF Websites

Service	Description	IPC	Primary Contact	Secondary Contact
SUPPORT				
CMS Site Training	Train CMS users how to manage their website	--	Jamie Spruell	--
General Help & Troubleshooting	Check browser issues, desktop compatibility, account issues and other general support	--	Jamie Spruell	Marian Watters
Student Group Sites on Osprey	Provide limited support for hosting of Student Group sites on Osprey <ul style="list-style-type: none"> ▪ Tickets for Permissions ▪ Create/Remove Directories 	--	Jamie Spruell Marian Watters	
CONTENT				
Brand & Content Standards	Provide standards for content displayed on web <ul style="list-style-type: none"> ▪ Brand Guidelines ▪ Writing Style Guidelines ▪ Global Image Library ▪ Best Practices 	YES <i>for compliance issues</i>	Marketing & Publications	
Content Production	Production of content to use within the template <ul style="list-style-type: none"> ▪ Copywriting ▪ Custom Photography ▪ Custom Graphic Design ▪ Photoshop editing ▪ Audio & Video production ▪ Optimized Files & Images 	YES <i>for compliance issues</i>	Departments	
SITE SETUP				
Site Implementations	Consult with departments to create (new) or redesign (existing) sites in Ektron CMS. <ul style="list-style-type: none"> ▪ Analyze site needs ▪ Determine scope, timeline ▪ Configure folders, template layouts, menus 	YES <i>to prioritize requests</i>	Assigned for each, pending analysis	
Security Administration	Assign permissions. <ul style="list-style-type: none"> ▪ Create & wire AD Groups ▪ Assign Users ▪ Setup Workflow 	--	Marian Watters	
Navigation and Network Configuration	Implement URL configurations <ul style="list-style-type: none"> ▪ Friendly aliases ▪ ISA Rules ▪ Osprey Redirects ▪ CMS URL Rewrite Module 	YES <i>For friendly URL requests directly after www.unf.edu</i>	Marian Watters	
Usability & Design	Create and modify the UNF templates <ul style="list-style-type: none"> ▪ Visual design, CSS, HTML ▪ Usability 	YES <i>For changes that affect the global template.</i>	Marian Watters	

	<ul style="list-style-type: none"> ▪ Performance ▪ Browser Compatibility ▪ ADA Accessibility 			
Site Features & Customizations	<p>Configure existing special features on individual sites:</p> <ul style="list-style-type: none"> ▪ Smart Forms, Lists & XSLT ▪ Audio & Video Setup ▪ Photo Gallery Setup ▪ eCommunications Setup ▪ Taxonomy Setup ▪ Pagebuilder ▪ RSS Setup ▪ Embed /Vendor Code ▪ Breadcrumbs ▪ Google Search ▪ And others listed in CMS Manual 	<p>NO <i>Existing features may be implemented as needed. Only potential conflicts may need to go to IPC.</i></p>	Marian Watters	
Site Integration & Programming	<p>Create special features:</p> <ul style="list-style-type: none"> ▪ Widgets ▪ Javascript & Custom Code ▪ External System Integration ▪ Automation ▪ Web Applications 	<p>YES <i>To prioritize requests</i></p>	Will Carle OPS Student	AJ Parise (emergency backup)
CMS Web Forms	Create web forms in CMS to send simple e-mails	--	Jamie Spruell	
Reporting	<ul style="list-style-type: none"> ▪ Configure Google Analytics ▪ Generate Reports upon Request 	--	Marian Watters Jamie Spruell	
ADMIN				
Vendor Relationships	<p>Contact Ektron for system issues.</p> <ul style="list-style-type: none"> ▪ Workarea ▪ Server/Sync ▪ Code ▪ Licensing 	--	Marian Watters Hans Priepke Will Carle Tony Turrin	

Process for Web Requests

Site Implementations

1. Request received by webmaster.
If a new site, Webmaster may contact IPC rep to confirm legitimacy.
2. CMS Team assesses scope and develops an implementation plan.
3. Bring to IPC to prioritize resources.

Security Administration

1. CMS Team configures.
If needed, the Team will verify the request with the current site editor or the department director.

Network Configurations

1. Request received by webmaster.
2. Assess impact of request
 - If friendly alias falls under dept URL, (i.e. www.unf.edu/admissions/apply) web team will implement.
 - If friendly alias is at the root (without dept name in the URL, i.e. www.unf.edu/lendawing) dept must submit justification to IPC.
 - For redirect requests, web team will assess feasibility and impact.

CMS Web Forms

1. Request received by webmaster.
2. Assess the type of web form...
 - If simple e-mail form, CMS team creates or trains department
 - If advanced form, submit ITSR.

Usability & Design

1. Request received by webmaster.
2. CMS Team assesses scope and impact.
3. If the request requires a change to the global UNF templates, CMS Team will request that the Department submit justification to IPC.
4. If approved, IPC will prioritize project resources.

Site Features & Customizations

1. Request received by webmaster.
2. If the request is for an **existing feature** (as outlined in the CMS Manual)...
 - CMS Team configures the feature.
3. If the request is for **new functionality** that is not currently available in CMS...
 - Webmaster forwards the request to ITS to assess scope and impact.
 - CMS Team asks the Department to submit justification to IPC.
CMS Team prepares an estimate of time and resources needed to complete the request.
 - If approved, IPC will prioritize project resources.

Reporting

1. Request received by webmaster. Department sets up and provides necessary Google Tracking IDs.
2. CMS Team configures.