1 SCOPE
This manual describes the governance, standards and management of OIT’s primary website, www.oit.gatech.edu (the “site”) and its test environment (the “test site”). It defines minimum standards and expectations in an effort to ensure quality, manage risk and present the website content to users in the most effective and uniform way possible.

2 PURPOSE
The purpose of this manual is to ensure quality, manage risk and present the web content to users in the most effective and uniform way possible. This is accomplished by establishing basic requirements for:

(a) Maintaining the site in a manner that preserves the consistency of its presentation and reduces risk to the site’s availability, and
(b) Delivering content changes and additions to the site in a manner that maintains the quality and integrity of its content and identity.

3 ROLES AND RESPONSIBILITIES

Content Owners
Content owners are responsible for the accuracy, relevance and timeliness of information presented on the site that relates to their respective team’s function in OIT. As such, content owners are responsible for frequently reviewing their published content and initiating change requests as necessary to maintain their accuracy.

OIT Website Oversight Committee
The OIT Website Oversight Committee leads the review process for approving site content changes, additions and removals not related to the Service Catalog in order to ensure editorial quality and consistency prior to publishing. Once content changes have been approved, a Site Administrator will load the content to the OIT website.

The OIT Website Oversight Committee is led by Lorrie Burroughs, OIT Communications Officer.

OIT Service Catalog Governance Committee
The OIT Service Catalog Governance Committee leads the analysis and review process for changes to OIT’s Service Catalog which is also a part of the OIT website, ensuring requests are aligned with overall OIT service strategy. The Committee reviews all submissions for new services and changes to existing services. Once the content has been approved, a Site Administrator will load the content to the OIT website.

The OIT Service Catalog Governance Committee is led by Andrew Dietz, OIT IT Service Management Lead.
Site Administrators
Site administrators are responsible for providing maintenance of the application environment that is used to run the site (i.e., applying software and module security updates, managing site backups) and publishing site content approved by the OIT Service Catalog Governance and/or Web Site Oversight Committees. Site Administrators may also grant Content Owners or their respective appointees temporary ad-hoc access to individual pages on the test site for mockup work to changes of a more complex nature.

Current Site Administrators are: Andrew Dietz, Lorrie Burroughs, Nan Deeprasert and Rachel Moorehead.

OIT Webhosting Team
The OIT Webhosting Service team is responsible for providing a webhosting environment for the OIT website. This includes providing a safe and stable hosting environment with regularly scheduled infrastructure maintenance and server backups, ensuring performance, availability and the on-going monitoring and assessment of issues related to security of the site’s underlying Web environment.

The Webhosting team is led by Rachel Moorehead, Senior IT Support Professional Manager.

4 STANDARDS AND PROCEDURES

4.1 Overview of Production and Test Sites
The OIT Website Redesign project contracted web development consulting firm TriMo Solutions to design OIT’s new website. TriMo was issued two development sites in OIT’s Plesk webhosting environment, namely s1.oit.gatech.edu (“S1”) and s2.oit.gatech.edu (“S2”).

After handoff, the project team enlisted comments from multiple web developers on campus and from TriMo Solutions on best practices for continued use of the sites in an operational setting. Based on the preponderance of collected recommendations and certain technical limitations of the environment, the decision was made to promote S2 to production status (i.e., to serve content for www.oit.gatech.edu) while keeping S1 as an ad-hoc test site for patches/updates and pre-production staging by Site Administrators.

4.2 General Standards
To assist in the management of content, as well as to provide consistency in organization and appearance, the sites were designed around a Web Content Management System (“CMS”). Drupal version 7 was used as the solution of choice for its heavy usage around the campus and the availability of a widely supported theme that conforms to standard visual elements defined by Institute Communications to comply with web, branding and visual identity standards for Georgia Tech.

Accessibility Compliance
Pages within the CMS are designed to be compatible with a variety of popular Web browsers and devices, accessible for persons with disabilities in compliance with Section 508 of the Federal Rehabilitation Act,
and to adhere to Institute Communications web design standards and digital style requirements. Any information to the contrary should be addressed to the OIT Web Site Oversight Committee for review.

An accessibility assessment and mobile testing must be performed immediately following any significant formatting changes made to the Website.

4.3 Site Maintenance

Site Backups
Nightly full site backups are set up to run automatically from the Plesk webhosting environment.

Software Updates
(a) Before applying security, database or module updates to the site, a manual full site backup should be performed.
(b) All pending updates on the site should first be attempted on the test site (S1). The test site must then be reviewed to ensure the updates did not trigger any unwanted effects. Any issues found must be reported to the OIT Web Site Oversight Committee and no updates should be made in production until the identified issue can be resolved.
(c) Before conducting any security or module updates, the site should be taken into “Maintenance Mode” to keep anyone from trying to access it during the update.

4.4 Content Changes
All requests for new or revised content to the site must follow the process workflow outlined in Figure 1 (page 4). Prior to submitting a change request, the Content Owner must determine whether the change in question is for a service. Service-related changes will require a different request form than one used for general site changes (denoted in the process workflow diagram by the two green boxes).

Note that service-related changes affecting the availability of orderable services/offerings will trigger greater scrutiny from the Service Catalog Governance Committee and will likely require a meeting with appropriate service owners or their appointed representative(s) to discuss service strategy and other implications. Detailed procedural information for service-related changes is governed by the OIT Service Catalog Governance Manual.

To submit a request for changes to content on the OIT Website, refer to the OIT Website Change Management service at:

http://www.oit.gatech.edu/change-request
Request Workflow: OIT Website Change Management

Figure 1

[Flowchart diagram showing the workflow process]