

Ohlone College - DRAFT Service Level Agreement

Web Team – Ohlone College Website “Front-End” Management

Availability of Web Team Services

The Web Team is available as follows:

| | | |
|-----------------------|---|----------------------------|
| Full Support* | 8:30am-5:00pm | Monday-Friday |
| Unattended Service** | 5:00pm-8:30am | Monday-Friday |
| | All Day | Saturday, Sunday, Holidays |
| Scheduled Maintenance | Scheduled on an as-needed basis approximately twice per year. Advance notice of 1-2 weeks prior to any scheduled downtime will be provided to staff and faculty via the College’s “announcement” email distribution list. | |

* “Full Support” means that the Web Team provides staff support to the District during listed hours.

** “Unattended Hours” means that automated resources (i.e., server resources, online tutorials and resources available in the Web Center and Web Style Guide) are available but the Web Team does not provide staff support to the District during listed hours.

Description

Management of Ohlone College’s website is closely coordinated between the Web Team (led by Ohlone’s Web Designer) and a Systems & Applications Administrator in the Information Services (IS) Department.

The Web Team works with the Ohlone College Web Task Force, a working group of the Technology Advisory Committee of Ohlone (TACO), to determine standards for website design, content, accessibility, and more, of all websites on certain Ohlone College subdomains (see below).

The IS Department handles management of the “back-end” needs of the Ohlone College website, such as software installation and maintenance, backup and recovery, creation of user accounts, support for databases and CGI/other scripts/programs installed on the web servers, and granting user access rights for the Web Team and individual website maintainers. The IS Department will create and maintain a separate Service Level Agreement covering their Web-related responsibilities.

The Web Team handles management of “front-end” website features and services, such as design, creation, organization and maintenance of the Ohlone College home page and all “core” pages (such as Resource pages, A-Z Index). The Web Team also manages websites for Divisions, Departments, Committees, Other Campus Groups (except Unions), and Faculty who desire to have their website managed by the Web Team, instead of doing it themselves. All Web Team-managed websites are converted by the Web Team to one of the standard design templates available in the Zope web content management system.

The Web Team coordinates creation of Web Server Accounts on the development web server for use by individual website maintainers, and reviews websites for compliance with the Web Style Guide prior to publishing them to the main web server. The Web Team provides limited support for web publishing using one of the approved secure file transfer programs, guidance in meeting the requirements of the Ohlone College Web Style Guide, online tutorials and resources in the Web Center, consultation and review for website design and navigation.

At this time, the Web Team supports websites that have one of the following subdomain names:

- dev.ohlone.edu (the Zope development subdomain used for Web Team-managed websites)
- dev2.ohlone.edu (the development subdomain used by individual website maintainers)
- www.ohlone.edu (the main subdomain used for Web Team-managed websites)
- www2.ohlone.edu (the main subdomain where individual websites are published)
- (as well as the corresponding ohlone.cc.ca.us subdomain names for the above)

The Web Team does not (yet) support and the Web Style Guide does not (yet) apply to an Ohlone College website using other subdomains or domain names.

Extensive information about Web Team services is available on these websites:

- Web Team - <http://www.ohlone.edu/org/webteam/>
- Web Center - <http://www.ohlone.edu/org/webcenter/>
- Web Style Guide – <http://www.ohlone.edu/org/webstyleguide/>
- Web Task Force - <http://www.ohlone.edu/org/webtaskforce/>

Other subdomains available on the Ohlone College website but not managed by the Web Team include and are not limited to:

- access.ohlone.edu – managed by the Dean of Enrollment Management and the IS Department
- monitor.ohlone.edu – managed by the Journalism Department and the IS Department
- online.ohlone.edu – managed by the Online Education Department and the IS Department
- help.ohlone.edu – managed by the IS Department
- tech.ohlone.edu – managed by the IS Department
- (as well as the corresponding ohlone.cc.ca.us subdomain names for the above)

In addition, a few websites use unique domain names:

- kohlradio.com – managed by the KOHL Radio staff
- ohlonebookstore.com – managed by the Bookstore

Web Team Responsibilities

Training and User Support

1. Provide resources and tutorials for use of supported web publishing software, such as the secure file transfer programs.

2. Provide tutorials and resources about web technologies to assist website maintainers with meeting the requirements of the Web Style Guide, including the using correct HTML/XHTML markup language formats, accessibility guidelines, web page branding requirements, College logo and standard footer usage, etc.
3. Provide resources for training to website maintainers in planning, design and construction of District websites.
4. Provide website reviews and consultations.
5. Provide workshops about working with the Web Team, techniques for making web pages accessible, and related topics.
6. Provide tutorials and support to users for creation of HTML forms and connecting those forms with the secure form processing CGI script.
7. Provide instructions for working with the Web Team, including how to obtain a Web Server Account and how to have an announcement posted on the home page.
8. Forward as appropriate or respond to community inquiries, complaints, comments submitted directly to the Webmaster or Web Team email accounts or using the website's Comments and Questions feedback form.

Planning and Development

1. Develop and maintain standard design templates in the Zope.
2. Convert existing Division, Department, Committee, Other Campus Group, Faculty websites to the standard design templates, as requested by Deans, Committee Chairs, Group Managers, or individual Faculty members.
3. Create new Division, Department, Committee, Other Campus Group, Faculty websites using the standard design templates, as requested by Deans, Committee Chairs, Group Managers, or individual Faculty members.
4. Modify or add new content of Web Team-managed websites within 5 working days of receipt of the update for the designated content provider for a particular website. A 4-hour block of time on Tuesday mornings has been reserved for performing site updates. The following types of information are updated within 1 working day of receipt by the Web Team:
 - a. Time-sensitive content, such as Board of Trustees meeting agendas and minutes.
 - b. Incorrect or misleading information (date changes, room number changes, phone number changes, etc.)Quite often, updates are performed in the same working day they are received, depending on the other projects and schedules of Web Team members.
5. Provide limited assistance to staff and faculty to design and develop Division, Department, Committee, Other Campus Group, Faculty, and Staff websites.

6. Publish mini announcements for campus news, events, and programs on the home page.
7. Work with the Web Task Force to set website policies and procedures.
8. Publish style guidelines in the form of a Web Style Guide.
9. Work closely with the Systems & Application Administrator in the IS Department to monitor and troubleshoot Web Server Accounts, the development and main web servers and their server applications, including Zope, the secure form processing CGI script, and the search application.
10. Monitor website statistics for the main web server.
11. Monitor the site search features on the main web server.
12. The Web Team Lead will regularly attend TACO meetings and will make reports at least once per semester to update TACO with the College website's status.
13. Maintain current knowledge of technologies in web design and development tools.
14. Assist the IS Department with design and user interface-related issues of their web projects.
15. The Director of Curriculum & Scheduling will provide to the Web Team a PDF file of the current Ohlone College Catalog. The Web Team will divide the Catalog into smaller, more usable sections, and will create an index web page for the smaller files, and include a link to the larger, complete PDF file.
16. Admissions & Records and the IS Department have complete responsibility for Web Advisor and its services. The Web Team will provide advice as requested.

Technical Support

1. Publish individual websites from the development web server to the main web server within 1 working day of receipt of publishing request sent to the Web Team email address.
2. Review websites for compliance with the Web Style Guide.
3. Coordinate and troubleshoot Web Server accounts with the IS Department. Web Server accounts will be created within 2 working days of receipt of request (providing Systems & Application Administrator is available to respond to the Web Team's request).
4. Troubleshoot problems with accessing the website or a certain page of the website.
5. Provide limited support for JavaScript, CGI, and JAVA.

User Responsibilities

1. Enter, update and manage Division, Department, Committee, Other Campus Group, Faculty and Staff website content for websites not managed by the Web Team. Keep content correct and current.
2. Provide accurate and current content in a timely fashion to the Web Team for Web Team-managed websites using recommended methods of communicating those changes.
3. Consult the Web Team and the IS Department before new functions are added to web sites that affect support and/or security (i.e., databases, CGI/PHP/Perl scripts, JAVA, etc.).
4. Report web server problems to the IS Department using appropriate service request forms, mediums and procedures.
5. Report website problems, broken links, incorrect information, etc. to the Web Team using the Web Team email address.
6. Report problems with Web Server Accounts to the Web Team using the Web Team email address. The Web Team will troubleshoot and work with the Systems & Applications Administrator in the IS Department as necessary.
7. Develop content according to the District-approved Web Style Guide.

Interdependencies

1. Systems & Applications Administrator in IS Department
2. Network Services
3. Desktop Support Services
4. Web Task Force.
5. TACO.
6. Content providers of Web Team-managed websites.
7. Staff/Faculty maintaining websites on the development and main web servers.
8. Staff/Faculty providing announcements for home page, as well as feedback and suggestions for the website.
9. Students and community to use the website and provide feedback.

Measurement

1. Accurate and current information available on the website.
2. No broken links on Web Team-managed web pages.
3. Feedback from staff, faculty and the community.
4. Branding of websites with Ohlone College logo and standard footer, as required by the Web Style Guide.

5. Regular Web Task Force and TACO meetings.
6. Fresh content on the home page.
7. Website statistics.
8. Turn-around time for updates to Web Team-managed websites.
9. Performance of website pages.

Resources Available

1. Full-time Web Designer (40 staff hours per week)
2. Half-time Student Assistant on the Web Team (≤ 20 hours per week)
3. Systems & Applications Administrator (≤ 5 staff hours per week; more during planning and maintenance periods)
4. Servers with adequate system resources, including a development web server and a main web server
5. Appropriate web serving and development software, such as Linux, Zope and Apache