

Web Content Management System (WCMS)

Release:1.5, Date: 5-30-13

Owner: Deployment and EAI group

Service Description

Web Content Management System (WCMS) is used to manage and control a large, dynamic collection of Web material (HTML documents and their associated images). Specifically WCMS is used to facilitate the creation and management of Internet and Intranet web sites. This system facilitates content creation, content control, editing, and many essential Web maintenance functions through a user friendly interface. The software provides authoring (and other) tools designed to allow users with little or no knowledge of programming or markup languages to create and manage content with relative ease of use.

For further information or to request this service, please contact the AITS Service Desk at:

servicedesk@uillinois.edu

217-333-3102 (Urbana)

312-996-4806 (Chicago)

Technologies and processes used by AITS to support this service include:

- Intrafinity SitePublish WCMS, which provides multi-web site hosting and management.
- Drupal is a temporary solution, which fulfills similar function as SitePublish
- Java Applications
- Google Search Appliance
- Enterprise Authentication Service (EAS), which provides authentication service to all employees on the three campuses

Benefits for using this service:

- Enterprise level architecture with highly available infrastructure deployed both in Chicago and Urbana (see figure 1)
- Reduce overhead and cost for deploying web sites. AITS hosts the hardware and software for creating and managing the web content
- Consultation and training for creating and managing web sites through the WCMS
- Integration with EAS for authentication which simplifies the sharing of resources across the three campuses
- Leverage AITS resources to integrate web sites with various data sources
- 24x7 monitoring and surveillance services to provide highly available systems.
- 24x7 service desk to provide continuous customer care services.

- Reliable application services aimed at the highest availability to end users. A standard Sunday morning maintenance window from 6:00 a.m. – 12:00 p.m. is utilized where needed to apply critical updates, maintenance or upgrades to application services.

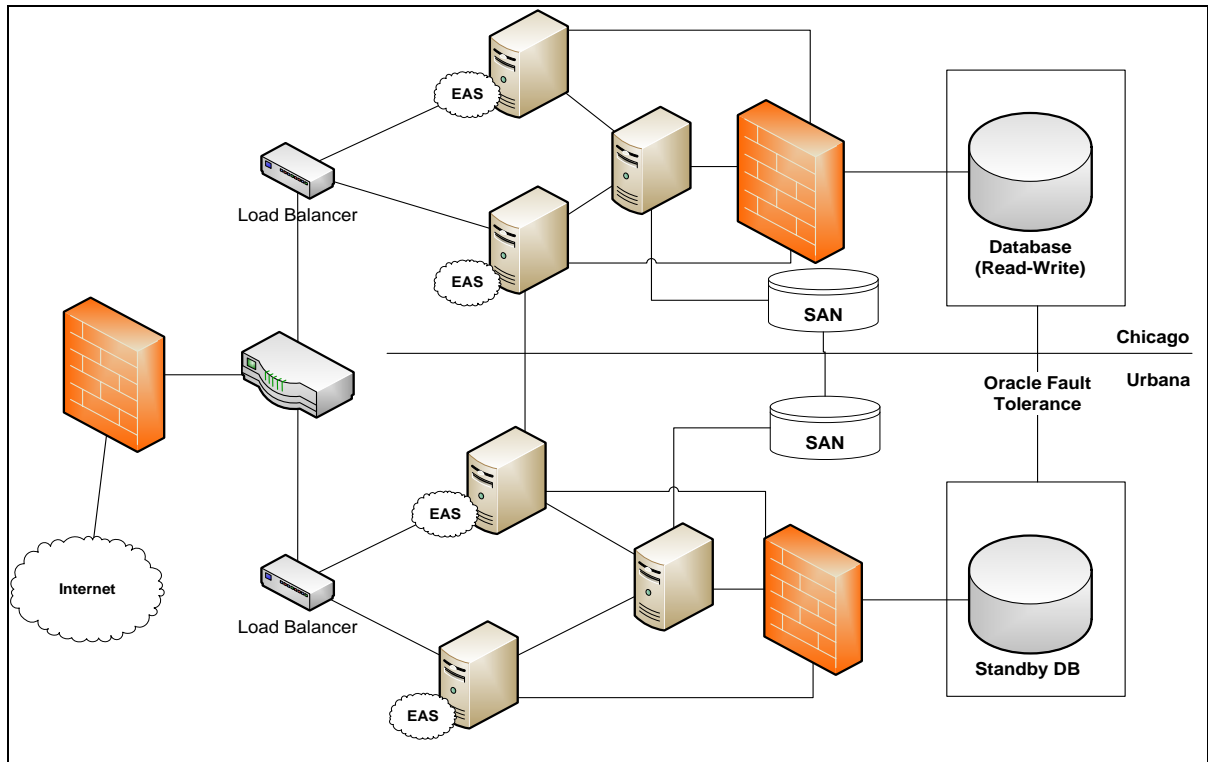


Figure 1

General Benefits for using Web Content Management System (WCMS)

- Reduced time spent by IT staff to maintain increasing amounts of site content
- Faster turnaround time to publication
- Nontechnical, distributed content input (more people inputting/maintaining)
- Increased content owner participation and buy-in (encourage more current content)
- Reduction of content duplication/increased ease of maintaining common information
- Automation of workflow (review, approvals, reminders)
- Improved authorization/authentication (security)
- Improved searching and task completion (improved customer service & efficiency)
- Localization (different versions of content and/or templates for different audiences)
- Increased monitoring and reporting (metrics to improve the site management processes)
- Greater separation of content and presentation (more agile interface changes)
- Greater control over content resources (versioning, archiving, taxonomies)
- Opportunities for integration with other systems (existing and future)
- Compliance with federal, state and institutional accessibility standards

For additional information, please go to <http://web.uillinois.edu/sitepublish>.

Hours of Availability

This service is available to customers 24 x 7, excluding planned outages, maintenance windows and unavoidable events. Maintenance windows are used only when needed for planned changes that have gone through the AITS Change Control Process. In addition to the standard AITS maintenance windows, site-specific and service-specific changes may be coordinated with customers at non-standard times.

Standard maintenance windows are defined as:

- 6:00 a.m. to 12:00 p.m. each Sunday when application usage is at its lowest
- After 5:00 p.m. every Tuesday and Thursday, unless business needs to make a change during business hours
- The second Wednesday of the month from 5:00 p.m. to 8:00 p.m. for patching Microsoft servers
- 6:00 a.m. to 6:00 p.m. three Sundays a year for routine Windows and Linux maintenance

Customer Responsibilities

- Identify a primary point of contact to work with AITS in coordinating the activities being performed by the service
- Contact the AITS Service Desk to report problems or request assistance
- Implement UA Acceptable Use of Computing and Network Resources Policy found at the link below https://nessie.uihr.uillinois.edu/cf/policies/index.cfm?Item_id=3894
- Support requests relating to the use of the service will be initiated by opening an incident or request ticket with the AITS Service Desk

How Do We Charge?

Service Level Agreements detailing projected hours and cost will be worked out with each customer depending on the desired level of support.

DOCUMENT OWNER/APPROVAL

Service Catalog Owner: Amin Kassem

Concurrence:

Service Catalog Owner Date

Computer Operations Engineering Date

Approval:

Associate Vice President - AITS Date

REVISION CONTROL

Document title	Web Content Management System (WCMS)
Author	Amin Kassem
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Date	By	Action	Pages
1-15-10	Amin Kassem	Original document	
1-15-10	Amin Kassem	Acknowledging North Carolina's work	2
1-15-10	Amin Kassem	Removing COE from front cover and revising OLA's to SLA's	1-4

REVIEW/APPROVAL HISTORY

This service catalog shall be subject to a review on an annual basis.

Date	By	Action	Pages
4-23-12	Amin Kassem	No Revisions	
5-30-13	Amin Kassem	Added link http://web.uillinois.edu/sitepublish	3