# Technology Systems Division

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POLICY NAME:

**_Mason Home Page Server (Jiju)_**

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Effective Date:          May 14, 2012

Policy Owner:            _Web Team_

Policy Number:           TSD-WT-0001

Related Policies:        n/a

Purpose:                 _Ensure continuity of operations and maintenance of the hardware and software that functions as the university's main web server, named Jiju, which hosts [www.gmu.edu](www.gmu.edu), and its affiliated websites._

Scope:                   _This policy applies to all hardware and software associated with the Mason Home Page server, and all university faculty, staff, students, corporate partners, and contractors who maintain, edit, and/or administer files or websites hosted on Jiju._

Policy Statement:        _This policy defines the roles and responsibilities of the Information Technology Unit (ITU) and the university community with respect to planning, programming, maintenance and communication with regards to websites on Jiju._

Definitions:             _Jiju_

                         The university's main web server, which hosts www.gmu.edu and affiliated virtual host names. It is comprised of the hardware and software required to function as the university's main web server.

                         _User_

                         A user is any individual who maintains, edits and/or administers a file or website hosted on the Mason Home

Page Server, Jiju.

*Management Groups*

General Support
System Engineers, the Webmaster, the ITU Support Center, and the ITU provide general support for the Mason Home Page Server.

System Engineers
System Engineers are responsible for the infrastructure, operation, maintenance, and management of the Mason Home Page Server

Webmaster
The Webmaster is the first line of contact for user support and the liaison between users, the System Engineers, and the ITU.

Web Team
The Web Team is an oversight committee comprised of members from different units around the university.  The Web Team is responsible for providing ongoing guidance regarding Mason's web presence and applications.  The Web Team meets at least once a month.  Members include: the Mason Webmaster, the systems engineer for the server, the ITU TSD Director of Client Relations and staff member, a University Relations Web Communications representative, a representative from ITU Security and Project Management Office, the IT Accessibility Coordinator from the Assistive Technology Initiative, a representative from Library Digital Programs and Systems, and a representative from one academic department.

Responsibilities:    *All university faculty, staff, students, corporate partners, and contractors who maintain, edit, and/or administer files or websites hosted on Jiju have specific responsibilities.*

*Responsibilities of Users*

- Follow university and web server (Jiju) policies below.
- Optimize allotted space
  - Stay within allocated space quota
  - Respond to warnings of "quota nearing allocation"
- Subscribe (opt-in) to Webmaster ListServ. Instructions at: http://webdev.gmu.edu/Web_Development_Discussion_List
- Monitor e-mail for notifications regarding the user's site and the server
- Update contact information when there any changes to the owner's information or to the ownership of site
- Submit a request for approval for proposed software, following the guidelines in the following sections.
  - A Software Approval Request will be submitted through the online form located at: http://webdev.gmu.edu/forms/software_request/
- Maintain approved software by applying patches and updating when new releases are available
- Test software and websites after system updates (as notified by Webmaster) or after software updates (performed by themselves)
- Will not create world writeable files or directories
- Will not share login information
- Run a link checker at least once a semester to verify links are working
  - The World Wide Web Consortium (W3C) offers a free link validator: http://validator.w3.org/checklink/
- Back up files, preferably on a secure and centrally supported file space, such as MESA
- Conduct HTML and script troubleshooting
- Comply with University Visual Identity Guide at http://logo.gmu.edu/
- Comply with all federal, state, and university accessibility

laws and requirements, see
http://webaccessibility.gmu.edu for more information
and details

Responsibility of Management Groups

Systems Engineers:
- Perform patches or upgrades, as necessary, during the maintenance window when possible
- Provide details of changes to the webmaster, including but not limited to unexpected outages, issues, maintenance, and notifications related to any change management processes
- Maintain the operating system of the server
- Maintain a defined set of foundational web development software as specified by the Systems Engineers and communicate what constitutes the "defined set" to users
- Manage redirects and virtual hostnames on server
- Create new directories, assign and change ownership
- Alert users when they are approaching their allocated quota
- Manage a list of approved software to be shared with webmaster and users
- Provide information regarding active redirects, virtual host mapping, quota usage, and web server file ownership to webmaster
- Perform system-level backups for the purpose of system recovery

Webmaster:
- Maintain the "Jiju" ListServ (JIJU-USERS-L)
- Maintain user friendly documentation online at http://webdev.gmu.edu with input from web team
- Draft communications regarding planned and unexpected outages, post information to appropriate ListServs and websites

- Respond to inquiries and requests through webmaster@gmu.edu inbox
- Review any complaints and either forward the complaint to the proper department or review with the Web Team
- Act as liaison between ITU and users

Web Team:
- Review software requests, with input from the Security Office and appropriate systems engineers, and propose recommendations for further action
- Provide guidance and recommendations to the Webmaster for requests outside the normal scope of the Webmaster's responsibilities
- Create and approve policies to govern website management at Mason
- Review proposed changes in server policies
- Recommend improvements to services

Compliance:

*All university faculty, staff, students, corporate partners, and contractors using the Mason Home Page Server, Jiju, shall comply with this policy.*

Implementation Processes and Procedures:

*Detailed processes, procedures, and terms and conditions are available in the Service Level Agreement:* http://itservicesauth.gmu.edu/web-services/upload/SLA_jiju.pdf

General Support

For general website issues during regular business hours, Monday through Friday, 8:30 AM to 5:00 PM, contact webmaster@gmu.edu. In the event of an emergency, such as a server outage, at any time, contact the ITU Support Center via phone at 703-993-8870. Support outside regular business hours may be available through webmaster@gmu.edu, but is not guaranteed.

Software Approval

Any user who wants to run software that is not already on the approved list http://webdev.gmu.edu is required to

complete a request form. Software includes any 3<sup>rd</sup> party scripts or any scripts written that make network or database calls to resources off Jiju.

Submit the software request form at:
http://webdev.gmu.edu/forms/software_request/
A copy of the code may be required. This can be sent to webmaster@gmu.edu

The Form will ask for

- Name and contact information of person submitting the form
- Name and contact information of person who will be responsible for testing and installing updates
- Name of department/organization
- Name of the software
- Cost (include maintenance costs such as annual renewals, if any)
- Operating system required
- Version
- Programming language and version
- Does the software require a database?
- What is the purpose or intent of the software?
- Will the software require directories that will be used to upload files (i.e. world writable directories)?

The request will be reviewed by
    Mason Webmaster
    Systems engineers responsible for Jiju
    IT Security Office
    Accessibility Office
The approval/non-approval process might take several weeks.

Requests for software over $2,000 must be reviewed by the Architectural Standards Committee. If such a request is submitted via the software request form, requests will be returned to the requester and the requester will be

required to submit the request through the ASC process: http://ascreview.gmu.edu/.

### Insecure/Unauthorized Software

Users may be notified in advance via e-mail if they are using insecure or unauthorized software and will be given notice to remove it, depending on the severity level of the threat. If the software is not removed by the date requested, systems engineers will disable the software.

### Active Security Risks

Systems engineers reserve the right to disable or remove any software immediately without notice if it is causing an active security issue. The Webmaster will notify users as soon as possible, within 8 business hours, after the disabling or removal of the software, and include an appropriate level of detail regarding the security vulnerability and the actions that were—or must be taken—to fix the security problem.

### Regular Maintenance

The maintenance window is published on http://webdev.gmu.edu.

Every attempt will be made to perform non-emergency changes during this window. When possible, changes will be communicated in advance to JIJU-USERS-L ListServ and indicated on a quarterly report, by the Webmaster.

### Emergency Changes and Maintenance

Whenever possible, emergency changes and maintenance will be done after business hours. Users will be notified in advance or shortly after an emergency maintenance is performed. The Mason Webmaster will communicate what the emergency was, how it was fixed, and any possible implications to web applications or sites.

### Reports

The Mason Webmaster will send out a quarterly report to

JIJU-USERS-L ListServ with a report of what happened during the quarter and, if known, what is expected for the upcoming period and when it will be implemented. The quarterly report will include a summary of the actions taken.

Ex: "We applied an operating system security patch on 12/9/2010. The server outage lasted approximately 20 minutes."

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Approved By:                Robert Nakles, Executive Director, ITU - Security & Project Management

Approval Date:              *May 2, 2012*

Revision History:           N/A

Supersedes (Previous Policy):   *N/A*

Date of Review:             *Reviewed May 2, 2012*

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Policy Contact Name:        *Mason Webmaster*

Policy Contact E-mail:      webmaster@gmu.edu