

ITU Service - Content Management System (CMS) - 2012

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Older SLAs:

No other SLAs apply to this service.

1 Purpose and General Overview

This is a Service Level Agreement (SLA) between Mason's business units and academic departments and the Information Technology Unit-Technology Systems Division to document the working relationships for supporting the ITU Service – Content Management System (CMS).

This SLA shall remain valid until revised or terminated.

2 Service Description: Content Management System

CommonSpot is a web content management system that clients can use to manage their web content an architectural framework that is hosted by the Information Technology Unit (ITU). CommonSpot is robust, flexible, scalable, and easy to use. It provides web managers with tools for creating, publishing and managing web pages without the need for special software or technical training. Websites can be designed without any HTML or web programming knowledge, so a web administrator can distribute the writing and publishing of website content across a business organization or academic unit. Once a site is built and hosted on the CommonSpot servers, the ITU hosts and maintains the architecture of the site and the client manages the web content.

Benefits for CMS customers:

- Depending on the complexity, site can be build in weeks, not months, as required for unsupported systems
- Non-technical staff to easily publish content directly to the Web
- Operational costs for managing website content is reduced
- Easy site content management tools to keep a website fresh and up to date
- A consistent “look and feel” is established throughout a website
- The management of content creation (access, editing, review approval, publishing) is securely controlled
- Template elements and features comply with Section 508 accessibility guidelines
- External applications within a site can be integrated, as applicable
- Designs adhere to Creative Services' Mason guidelines for web publishing

Value Added

- In-house CMS web hosting service
- In-house CMS service support
- Customer Web Manager administration training
- Content Provider training
- Website design consultation
- Off the shelf site library of features that can be incorporated into a web site

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CommonSpot offers authoring and editing tools similar to those offered in Microsoft Word. Content can be copied and pasted directly from other applications. In this way, a non-technical manager can edit content within a web page. Site updates can be scheduled to publish on a specified day as part of the process that site administrators set up. CommonSpot also allows web managers and content managers to build in workflows to manage content and provides tools for collaborative editing.

2.1 How to Request Service

Interested parties can initiate a request for service via an online form, which will populate a Service Desk Express (SDE) ticket. A member of the CMS Web Development team will respond to the request within 2 business days.

Methods of Requesting Service:

- Online request form ([link](#))

2.2 Service Scope and Eligibility

ITU CMS Service offering is described in the following section. This service is available to Mason's academic and business clients and refers to CMS websites and databases that are managed or maintained by ITU Technology Systems Division (TSD) in accordance with TSD's CMS management processes.

2.3 Services and Features

2.3.1 Hosting Services

Two levels of service are available, Fully Managed CMS and Supported ITU CMS Hosting.

Tier 1: Fully Managed CMS Hosting

The Tier 1 Service is intended to support business and academic units that have little to no capability within their units to design or create websites. Tier 1 CMS provides a turnkey library of basic web page templates and functional widgets to enhance these basic templates – examples include: jquery banners, news releases, person profiles, calendar views, RSS feeds, and event listings.

2.3.1.1 Services Provided

Page layout template elements

These template elements include suggested page layouts, home page graphic assets, reusable code, turn-key applications, and several options for built-in navigation.

Page gallery access

Web managers are provided web page access through the CMS interface page finder gallery.

Branding/policy compliance

All websites in this environment should conform to the visual guidelines as outlined by Creative Services, <http://ur.gmu.edu/creativeservices/>

Support

The Web Development team and the CMS Support staff are the primary code developers and page creators.

Tier 2: Supported ITU CMS Hosting

Tier 2 is intended to support business and academic units with staff or vendor developers qualified to design and architect a website in the ITU CMS environment.

Templates

Clients are responsible for their own custom coding subject to review by The Web Development team and the CMS technical implementation team.

File system access

Developers working sites on behalf of their clients have full access to their site files in the authoring and production environments.

Branding/policy compliance

All sites that use the Mason logo in this environment must meet branding, content, software, and security guidelines.

Support

ITU CMS will support HTML, CSS, JavaScript and ColdFusion.

2.3.2 Other Service Features

Tier 1 Service Design

The ITU Web Development team will provide the coding to enable site functionality. The Web Development team defines the use of these coding elements by the analysis of client needs and requirements.

2.4 General Service Levels

The Web Development and Technical Implementation teams will provide web-related support and service that is classified as follows.

Tier 1 Service

1. **CMS website design, creation and Information architecture, and content management account creation**
 - a. Consultation, site planning, site design, site development and coding, and content editing
 - b. Information Architecture (IA) consultation, new site design or migration of existing site, and main template conversion for CommonSpot. These processes will conform to ITU CMS site design standards and Mason visual identity guidelines as documented on the Creative Services website.
 - c. Associated ITU content management system (CommonSpot) account creation and file system setup (FTP access granted to applicable directories in Tier 2).

Tier 1 and Tier 2 Service

2. **Site setup and maintenance**—defined as activities associated with site behavior and performance, including content security, authentication, redirects, server switch rules, and custom web server modules and services, if applicable
3. **Corrective maintenance**—defined as root-cause analysis, problem isolation and resolution of errors and performance issues on client websites. Problems will be reviewed by CMS Support to determine their root causes, measures will be taken to correct the sources of the problems, and reports will be prepared and distributed on appropriate mediums in a timely fashion.
4. **Bug fixes**—defined as the emergency repair of any system operation that complies with ITU Client Relations' agreement to support and monitor critical systems
5. **Consultation and user training**—defined as assisting and supporting Mason web managers and content owners in achieving their business goals by providing training in use of CommonSpot content management as appropriate for the level of service agreed upon.
6. **Trouble ticket status and updates**—defined as service problem reporting via trouble tickets in the ITU Support Center's Service Desk Express (SDE), per the guidelines of that service.
7. **Escalations**—defined as a need to for customers engage service support beyond the routine support process of the ITU Support Center
8. **Disaster recovery**—defined as disaster recovery support per the guidelines of the ITU Recovery Plan. [To be defined]

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2.5 Specific Service Levels

As classified above, the support and service provided by CMS Support team includes:

1. **Day-to-day support**—to the extent possible, CMS support staff will assist our CMS customers to carry out the goals and objectives of their web initiatives successfully. ITU CMS support staff will assist in diagnosing technical problems and working in partnership with CMS clients to ensure problem resolution. This includes:
 - Full no-cost support for CMS websites in the ITU CMS' Tier 1 infrastructure, including:
 - Hosting platform monitoring and maintenance
 - Negotiated and approved content management system training and support
 - ColdFusion configuration and maintenance
 - Content security, custom authentication and application sandboxing
 - Required pre-launch QA and code review
 - Limited support for Tier 2 sites and applications including:
 - FTP access to file systems
 - ColdFusion configuration and maintenance
 - File management assistance
 - Necessary configuration changes to web servers and application servers
 - Limited user interface (UI) design, graphic design and optimization support
 - Limited custom application support
2. **Application monitoring**—The ITU CMS support staff will monitor, analyze and take steps to ensure maintenance of upgrades, patches, uptime and availability of systems including:
 - a. All production and authoring web servers
 - b. CommonSpot software

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c. ColdFusion

3. Preventative maintenance —The ITU CMS support staff will conduct regular maintenance of critical production applications and assess application availability:

a. Provide regular business-hours technical support for:

- i.* All production and authoring web servers
- ii.* Content management (CommonSpot) accounts and services
- iii.* Application server performance

b. Limited (as resources and priorities allow) regular business-hours technical support for the ITU CMS users of:

- i.* ColdFusion programming
- ii.* CMS testing environment
- iii.* File management and transfer

c. Consultation, advice and assistance with:

- i.* CommonSpot and associated applications training, as negotiated
- ii.* Usability best practices, user experience design and accessibility standards

4. Change management—New or changed processes, practices, or policies that affect the ITU CMS staff and that require disseminations and training for CMS users will be communicated by ITU Client Relations, including:

- a)* Policy creation, guidelines, and documentation for publishing CMS content at Mason.
- b)* As needed, training and knowledge sharing for supported applications and platforms such as ColdFusion and CommonSpot
- c)* Limited metrics and usage reporting
- d)* Status reporting—Monthly status reporting on selected CMS performance metrics.

5. **Documentation**—It is the goal of ITU CMS staff to produce, maintain and publish a library of standard operating procedures and how-to guides for the ITU CMS supported software and systems, including but not limited to:

- a. CommonSpot
- b. Custom elements

2.5.1 Boundaries of service features and functions: services, support requests, and consultations NOT covered under this agreement

This agreement does not cover the following requests, services or applications:

1. **On-call support**—ITU support staff and managers as well as web engineering support staff are not required to be on call.
2. **SurveyMonkey, Zoomerang or similar third party services**— CMS clients should engage the support of these vendors directly.
3. **Evaluation of new software or hardware**—evaluation or approval of new software or hardware for use by Mason CMS customers. This includes systems developed outside of Mason ITU, such as third-party systems, or systems developed by vendors of Mason clients.
4. **Procurement of new software or hardware**—procurement of new software or hardware for use Mason CMS customers. All software or hardware required for Mason CMS users for non-supported applications will be the responsibility of ITU CMS customers.
5. **Software licensing for non-supported applications**—Client Relations will not provide software or licensing for software that is specific to a non-supported application. Mason business units will provide all software and licensing for software that is specific to a non-supported ITU CMS application.
6. **Assistance with program and application usage**—advice about or education on how to use applications, including those for creating and editing web content, databases, or web graphics.
7. **Assistance with external/internal non-CMS application environment support**—advice about how to use, maintain, and support application environments, including servers, application development tools, application server software, and databases outside of ITU CMS supported environments.

8. **Vendor-delivered application maintenance**—defined as activities relating to enhancements, troubleshooting, bug-fixing, or upgrading applications delivered by vendors and not created or supported by ITU CMS staff.
9. **Adaptive maintenance**—defined as activities relating to upgrades or conversions to non-ITU CMS created or supported applications due to new versions of an operating environment, including the operating system, application server, or database software.

2.6 Service Level Performance

- See Service Metrics template measured levels (*Insert link to Metrics template to be developed.*)

3 Roles and Responsibilities

3.1 Expectations and Commitments

Our case management process applies to requests and communications from ITU Client Relations via e-mail, SDE service support tickets, or telephone at 3-8870. *ITU Client Relations will respond to all requests for new service within 2 business days of the initial request.* Trouble ticket requests will be responded to per the guidelines of SDE trouble ticket reporting as outlined by the ITU Support Center.

3.2 Service Providers

The following Service Provider(s) are associated with this OLA:

Service Provider	Title / Role	Contact Information
David Robinson	Project Implementation Manager	drobinsd@gmu.edu (3-9477)
Stephanie Werhane	CMS Application Manager	swerhane@gmu.edu (3-4826)
Katherine Orf	CMS Application Administrator	korf@gmu.edu (3-9857)
Kwang Yim	Database Administrator	kyim@gmu.edu (3-9615)
Chad Britt	Server Administrator	cbritt@gmu.edu (3-3048)
Adheet Gaddamanugu	Database and Application Manager	agaddama@gmu.edu (3-4837)

3.3 TSD/ITU Responsibilities

TSD/ITU will provide the infrastructure, technology, people, processes and monitoring tools necessary for ITU CMS and:

- Document CMS services provided in ITU Support Center service catalog.
- Meet response times associated with the priority assigned to incidents and service requests.
- Generate quarterly reports on service level performance.
- Provide appropriate notification to customers for all scheduled maintenance via the ITU event calendar, outages web page, CMS-USERS-L listserv and/or a communication via agreed upon methods.

3.4 Customer Responsibilities

The customer agrees to the requirements and responsibilities as outlined in this agreement and terms outlined in the Guidelines for Engagement.

In support of the agreement the customer agrees to:

- Follow the policies or responsibilities stated or implied by this agreement and the Client Engagement document
- Utilize the ITU Support Center to report incidents via Service Desk Express or other means of contact
- Contact the ITU CMS Administrator to discuss matters beyond the scope of this agreement or to resolve issues that are not resolved by established processes.
- Escalate unsolved issues by the process outlined in Section 4.

4 Hours of Service Availability, Response Time, and Escalation

For all requests, the goal of ITU is to acknowledge requests within 2 business days of receipt. Campus priorities may require exceptions to this goal during certain times of the academic year.

4.1 Hours of Service Availability

ITU CMS is provided 24 hours a day, seven (7) days a week, except for periods of planned maintenance. Hours of scheduled maintenance are 7:00 a.m. – 11:00 a.m. on Sundays.

4.2 Incident Prioritization

4.2.1 Incident Prioritization and Response

2 – High Priority	<p><i>CMS unavailable</i> – There is significant impact to departmental services or functions, and must be addressed quickly. Examples:</p> <ul style="list-style-type: none"> • Service outage affecting multiple or high-profile customers • Discovery of a virus or compromised system that is aggressively attempting to infect other hosts <p><i>SLA</i> – Special service level agreements established with specific Mason departments.</p>	1 hour	8 hours
3 – Standard	<p><i>A Single feature or function is inoperative</i> – Examples:</p> <ul style="list-style-type: none"> • A single feature like a flash banner, text around an image, or RSS feed is inoperative. • Pages are refreshing more slowly than usual. <p><i>Informational Request</i> – The customer has a question or needs instruction on how to use supported software.</p>	8 hours	16 hours
4 – Scheduled	<p><i>Training</i> – The customer has a question or needs instruction on how to use the CMS.</p> <p><i>Site migrations or major site upgrades</i> – customer requests for the migration of a site into the CMS platform or the revision of an existing site.</p> <p><i>Projects</i> – New projects to create a new site in the CMS or perform extensive revisions on an existing site in the CMS.</p>	As negotiated with the customer by ITU Client Relations	As negotiated with the customer by ITU Client Relations

4.3 Escalation

The first point of escalation for incidents reported via Service Desk Express should be directed to the ITU Support Center, 3-8870. All other incidents requiring escalation should be reported to ... (TBD).

4.4 Information

Requests for information should be directed to the CMS administrator, cmsadmin@gmu.edu.

4.5 Other Requests

Requests for service features and functions not yet implemented--and other requests--should be directed to the CMS administrator, cmsadmin@gmu.edu.

4.6 Service Exceptions to Coverage

There are no exceptions to the coverage described in this service level agreement.

5 Maintenance and Service Changes

TSD/ITU related planned service outages are published in the [ITU Event Calendar](#). The [ITU Event Calendar](#) currently serves as the official outage and maintenance schedule for TSD/ITU. Maintenance and service changes are scheduled during regular maintenance windows, as appropriate. TSD maintenance and service changes that cannot be scheduled during regular maintenance windows are scheduled at the discretion of TSD, unless defined in this SLA.

A maintenance window is a defined period of time during which planned outages and changes to **production** (see definition below) services and systems may occur. The purpose of defining standard maintenance windows is to allow clients to prepare for possible disruption or changes.

- Planned outages are generally scheduled and performed between 7:00 a.m. and 11:00 a.m. on Sundays.
- Planned outages and changes will not be scheduled during the first or last weeks of academic instruction, finals or grading week of the academic semester, or during other significant campus events or key dates.

Production means university staff; faculty and users depend on the service to complete business and academic tasks and objectives.

Major upgrades to a service are treated as projects outside the scope of a weekly maintenance window.

5.1 Maintenance Window

The Maintenance Window for ITU CMS is the standard maintenance window listed above.

6 Pricing

Base ITU CMS Tier 1 and Tier 2 services are free of charge to Mason Business and Academic Units.

- Cost of basic training in the use of features and functions of CMS are free of charge.
- Requests for the development of features or functions that are not part of the service will be reviewed on a per request basis to determine if any costs are required.

- Cost of web designers or other web professions hired by clients to customize CMS features, functions or site architecture are solely the financial responsibility of the business or academic units responsible for the site.

7 Reviewing and Reporting

7.1 System Performance and Availability Reporting

This agreement is valid beginning October 1, 2010 (placeholder estimate). The Agreement will be reviewed at a minimum once per fiscal year within one month of the anniversary date. In lieu of a review during the period specified, the current Agreement will remain in effect.

ITU Client Relations is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The ITU Client Relations will incorporate all subsequent revisions and obtain mutual agreements/approvals as required.

Metrics monitored internally for this service are listed throughout Section 2.2. Reporting on these metrics will take place quarterly and will be made accessible on the CMS service web page in the ITU Service Catalog.

This agreement will be posted on the CMS service web page in the ITU Service Catalog and will be made accessible to all stakeholders and Mason users.

Document Location: (describe location link, if applicable)

8 Approvals

Associated TSD department liaisons and TSD senior managers have approved this document.