

13e – Web Presence - Services and Support

Action Item Template Response

General Action Item Information

Lead Division/Office: ES

Action Item Number: 13e

Action Item Short Name: Web Presence - Services and Support

Project Short Name: Services and Support

Dependencies with other EP Action Items: TBD

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I. DESCRIBE YOUR PLANS FOR IMPLEMENTING THIS ACTION.

Background

In the early part of this decade, upon the retirement of its manager, the UITS Web Team was disbanded and its members were reassigned to other groups. The ensuing seven to eight years saw an explosion in the use and importance of the web, outside and inside Indiana University. Individual units within the university, including UITS, have for the most part managed to piece together solutions to keep their web presences alive, but this falls short of fully provisioning this critical communications and development area.

Websphere and its complementary Siteminder, MySQL, and Weblog services emerged from this period. Resources for services and support for Websphere and the explosion of new services (WCMS, Sharepoint, Confluence, Jira, Mypage, Podcast Portal, Podcast Producer/Opencast, Search, and CHE) are still at 1.75 FTE, as they were when the UITS Web Team was disbanded 8 years ago.

Challenges

1. *Web For Hire*. There are a number of units in the university, most notably the Office of Creative Services (OCS), Media Design and Production (MDP), and the User Experience Group (UXG) that do for-fee web and web-related work. Over time these groups have broadened their respective scopes in order to continue to have enough work to meet their income targets to cover their obligations. This has created a situation where they provide directly competing services in a closed market of customers. Due to a lack of clarity in this space, and difficulty in finding clear information about these services, many IU customers look outside the university for their web work, sending hundreds of thousands of dollars outside the university.

- The Web Presence Business Plan includes a request for annual funds to supply these services for units without resources to improve their web presence.

2. *Web Developer Support*. UITS spends significant time and resources creating services to meet the demands of the modern web environment. From the WCMS to e-commerce tools and multiple

hosting environments to federated authentication, many of the building blocks of a world-class web environment are available to web developers at IU. Unfortunately these resources are difficult to understand, sometimes individually because of inadequate documentation, and sometimes collectively, because of a lack of clear differentiation or coherent overview. Sometimes they are just hard to find. Many developers learn of services only through word of mouth and often only after spending significant time researching or duplicating the service on their own.

- The Web Presence Business Plan includes requests to continue a 2-year WCMS position and add a 0.5 FTE web utilities position to meet this need.

3. *Web Support.* UITS has reasonably clear and logical ownership of the components of a healthy web space. However the support of these components is often left to the service owners. The reasons for this vary. It is sometimes due to the organic emergence of a service, the service being rushed into production before the service component can be constructed and funded, or often just the planning of a service without consideration of the support need. The following services have been added to the Web space in the last couple of years with no additional support resources: Sharepoint, Confluence, Jira, Mypage, Podcast Portal, Podcast Producer/Opencast, Search, CHE, and WCMS.

The Web Presence Business Plan includes requests for 1 hourly for Tier I support, 1.5 FTE for online support (Knowledge Management & Support Communications), and 4 FTE for Tier II support of Sharepoint, WCMS, Confluence, Jira, Mypage, Podcast Portal, Podcast Producer/Opencast, Search, and CHE. These resources would also be instrumental in assisting with all other aspects of Web presence.

Path Forward

The web is a critical area for IT, for marketing, and for the academic mission of the university. It is the logical infrastructure behind much of the university's work. Because these challenges span multiple divisions within UITS as well as units outside of UITS, a committee or task force needs to be established to find solutions to these issues.

ACCOMPLISHMENTS

- Service and support needs have been identified.
- Resources are being sought to provide web developer support, Tier I and Tier II support for all web services, and web services for units lacking funds.

II. WHAT ARE THE POLICY AND PRACTICE IMPLICATIONS OF YOUR PLANS?

If the university hosts this kind of content, it is likely that we will need to adapt policies to account for the security and retention of this data.

III. IDENTIFY STAKEHOLDERS.

- UITS webmasters
- IU webmasters
- Campus webmasters
- Libraries
- Web Standards Committee
- Departmental website owners
- Faculty Council Technology Committees
- Regional Campus CIOs
- ITOP regional campus technology operations