

WebPublish Service Level Agreement: Advanced Service

Effective Date: April 28, 2021

THE AGREEMENT

The purpose of this Agreement is to define roles, responsibilities, and expectations for the Advanced tier of the WebPublish Service.

SERVICE DEFINITION

The WebPublish Advanced Service (hereafter referred to as “the Service”), is intended to support groups at Queen’s University who wish to leverage Queen’s web hosting and content management system (CMS) to manage one or more sites, with full technical flexibility over site themes and modules.

Users of the service will be provided with the following:

1. **A WebPublish Advanced instance:** The instance will be hosted in its own container on the IT Services Azure servers. The client will be granted the necessary permissions to create sites in their instance and manage their own content, site permissions, themes, and modules.
2. **Access to install themes and modules:** Users of the service will have the ability to install their own themes and modules.
3. **Access to WebPublish features and templates:** Though users of the Advanced service have the flexibility to install their own themes and modules, they can choose to leverage the built-in WebPublish features (i.e., paragraphs) and templates (i.e., CSS).
4. **Go-live review:** Though clients of the Advanced Service may create sites within their instance at their own discretion, each individual site must be submitted for a go-live review before it becomes publicly accessible. Once submitted by the client for publication, the Website Governance Committee will review the website and work with the client to resolve any accessibility, usability, or policy compliance issues before it is made available for public viewing. The site must meet the requirements listed in the [WebPublish Usage Guidelines](#). Once approved, IT Services will coordinate a time to make the site public.

Each Advanced instance will be provided with a sub-folder on the Queen’s WP3 authoring domain, under which all subsequent sites will live. Clients may request the naming of this subfolder through the site request process.

Individual sites will then be made live at a public URL via the Queens’s reverse proxy, that has been requested and approved through the Go-Live Request process. The approval of URLs is guided by Queen’s DNS Naming Policy, recognized best practices for URLs, and pre-existing Queen’s domain name architecture.

5. WebPublish Support and Training: The client will be eligible for WebPublish training and support, as detailed in the IT Services and University Relations Responsibilities section of this document. Clients may utilize the [training videos](#) and refer to [online instructions/tutorials](#). Training, tutorials and support are limited to the features and functionality that fall within the scope of the Basic/Custom/Advanced service offerings.

6. Reporting: Each site should be configured with Google Analytics and Google Tag Manager. Google Analytics is a web analytics service offered by Google that tracks and reports on website traffic. The Google Analytics property should be owned and managed by University Relations but may be shared with site owners and administrators by request (recommended). Site owners/administrators may also request that other analytics code be added to the site.

An account must also be created for each site in Siteimprove, a web governance software that can be used to manage quality assurance and accessibility compliance. Site owners/administrators will need to submit a request for each site to be added and to be granted access to its Siteimprove reporting by submitting a [Siteimprove request form](#). If an account is not created during the development process, one will be created when the site goes live.

7. Upgrades and Patches: IT Services will lead major upgrades to the system and apply security patches to modules supported as part of the Basic Service. IT Services will make updates available for the users to test and apply at their own discretion.

FEES

There are no fees associated with the Service.

ACCESS TO SYSTEM

Access to create sites, run updates, and customize your instance will be available through an [Azure DevOps](#) project that will be provisioned on your behalf.

Once a site has been created, the client can access the authoring environment to manage content at <https://wp3.its.queensu.ca/<sub-folder>/<pubid>/>, using their Queen's NetID and password. The authoring environment can also be accessed off campus.

SERVICE AVAILABILITY

The targeted availability of the Service is twenty-four hours a day, seven days a week. Users should expect occasional but infrequent service interruptions or slowdowns, both planned and unplanned. Where it is necessary to schedule system maintenance that necessitates a service outage, IT Services will do this outside of regular business hours (Monday to Friday 8:30 – 4:30 pm) whenever possible.

SUPPORT REQUESTS

Support requests can be submitted using the Help Form found in the IT Services [Service Portal](#), available at: <https://queensu.service-now.com/esm/>.

RESPONSIBILITIES

Client Responsibilities

- Clients will use the IT Services [Service Portal](#) to seek help for issues related to WebPublish.
- Clients will promptly inform IT Services when they no longer require the Service.
- Clients are responsible for the content on their site(s).
- Clients will ensure that their content adheres to the [WebPublish Usage Guidelines](#)
- Clients will notify IT Services when they install a Contributed Drupal module. Contributed modules must meet the following criteria:
 1. Module must have a stable release
 2. Module must be covered by the Drupal security advisory policy
- Clients will notify IT Services when they install a Custom module and will ensure that it is added to DevOps. Modules will be subject to a code review; if any issues are identified, the client may be asked to revise or discontinue use of the custom module.
- Clients must subscribe to the Drupal security newsletter at drupal.org
- Clients will monitor and update any themes and modules that are installed outside of the base service offering.
- Clients will test and apply non-critical updates provided by IT Services within three months of release.
- Clients will test and apply critical security updates provided by IT Services within 72 hours.
- Clients will ensure that they retain the web developer resources required to maintain their instance for the duration of their Advanced usage, as outlined in the [prerequisites](#).
- If a client no longer wishes to maintain a site in the Advanced service level, they will be responsible for migrating their content from Advanced to their desired service level.

IT Services and University Relations Responsibilities

- IT Services will refer the client to University Relations for an introductory training session when the Advanced instance is provisioned. This session will cover an overview of DevOps Repo and Pipeline functionality as provisioned for WebPublish 3.0 Advanced.
- IT Services and University Relations will provide step-by-step instructions on navigating the Advanced service infrastructure.
- IT Services will communicate any intended service changes or updates to the client
- IT Services will monitor and maintain the modules and features included in the base service offering
- IT Services will provide routine updates to the system, which will be available for clients to test and apply.
- IT Services will apply critical security patches for modules included in the base service offering and will make the update available for clients to test and apply.
- IT Services will provision the Advanced environment within two weeks of receiving approval from the Website Governance Committee (i.e., please allow up to four weeks from the time of request submission for your instance to be provisioned).
- If a client no longer wishes to maintain a site in the Advanced service level, IT Services will provide an equivalent site in the desired service level; however, we will not migrate content on behalf of the user.

CHANGES TO THE SERVICE LEVEL AGREEMENT

The Service Level Agreement for the Advanced Service of the WebPublish service will be reviewed regularly. Should any changes to the Agreement be required, a representative from IT Services will meet with the website owner or designate to discuss the amendments.

TERMINATION OF SERVICES

Queen's University IT Services reserves the right to terminate the agreement at any time. This would not be done without good reason and IT Services will communicate those reasons in advance. Violations of any of Queen's policies and procedures or the [WebPublish Usage Guidelines](#) will be addressed on a case-by-case basis and could result in the temporary or permanent deactivation of the site.