

## WebPublish Service Level Agreement: Basic Service

**Effective Date:** August 14, 2020

### THE AGREEMENT

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

### SERVICE DEFINITION

The WebPublish Basic 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 a website.

Users of the service will be provided with the following:

1. **A WebPublish website:** The site will be hosted in the Queen’s multi-site instance of WebPublish. The site will include a preset WebPublish theme and a variety of pre-styled features and layout options.
2. **Go-live Review:** Once submitted by the client for publication, the [Public Web 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.

The site will be made live at a URL that has been requested and approved through the Intent to Publish and Go-Live Request processes. 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 (I.e., for SEO and naming within an institutional setting).

3. **WebPublish Support and Training:** The client will be eligible for WebPublish training and support, as detailed in the IT Services Responsibilities section of this document. Clients may register for [training](#) and refer to online [instructions/tutorials](#)
4. **Reporting:** The website will be configured with [Google Analytics](#) and [Google Tag Manager](#). Google Analytics is a web analytics service provided by Google that tracks and reports on website traffic. The Google Analytics property will be owned and managed by University Relations but may be shared with Site Owners and Site Administrators by request (recommended). Site owners/administrators may also request that other Google Analytics properties be added to the site.

An account will also be created for the site in Siteimprove, a web governance software that can be used to manage quality assurance and accessibility compliance. Site Owners/Administrators can access the site’s Siteimprove reporting by submitting a [Siteimprove request form](#)

5. **Upgrades and Patches:** IT Services will lead major upgrades to the system and apply security patches as needed.

## FEES

There are no fees associated with the Service.

## ACCESS TO SYSTEM

The client can access the authoring environment to manage their content at <https://wp3.its.queensu.ca/<puID>/> 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. Site Owners will be notified of the scheduled maintenance in advance of the outage.

## SUPPORT REQUESTS

Support requests can be directed to IT Services via the Service Portal available at: <https://queensu.service-now.com/esm/>.

## RESPONSIBILITIES

### Client Responsibilities

- Clients will:
  1. use the IT Services [Service Portal](#) to seek help for issues related to WebPublish. promptly inform IT Services when they no longer require the Service.
  2. be responsible for the content on their site.
  3. ensure that their content adheres to the [WebPublish Usage Guidelines](#)

### IT Services Responsibilities

- IT Services will:
  - offer optional training sessions to the Queen's community on a quarterly basis. This training will cover the fundamentals of how to navigate the CMS and use the features offered in the Basic service tier.
  - respond to incident reports and day-to-day requests for support.
  - communicate any intended service changes or updates to the client.
  - apply routine updates and critical security patches to the system.

## CHANGES TO THE SERVICE LEVEL AGREEMENT

The Service Level Agreement for the Basic Tier of the WebPublish service will be reviewed regularly. Should any changes to the Agreement be required, site owners will be notified.