

WebPublish Service Level Agreement: Academia Service

Effective Date: May 4, 2021

THE AGREEMENT

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

SERVICE DEFINITION

The WebPublish Academia Service (hereafter referred to as “the Service”) is intended to support active and emeritus Queen’s University faculty members 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 provisioning team will review the website to ensure that the site meets the minimum requirement for Web Accessibility and Quality Assurance, as reported in [Siteimprove](#). Specifically, that the site does not contain any WCAG 2.0 Level A or Level AA errors that fall under the responsibility of Content Editing. Once approved, IT Services will coordinate a time to make the site public.

The site will be made live at a URL in the following format: <https://queensu.ca/academia/<name>>, where <name> is the faculty member’s proper name styled in lowercase. Faculty members may provide their preferred name format (e.g., /dr-john-smith, /john-smith). Recommended that spaces are replaced with dashes. Site names must match the URL (i.e., proper names should be reflected in the site name).

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 watch [training videos](#), refer to online [instructions/tutorials](#) and [resources/best practices](#).
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 on-demand training in the form of recorded videos that covers the basics of using WebPublish 3, and routinely update training and tutorial information, including step-by-step instructions for using Academia-specific features.
 - 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.

SITE RETENTION

The service is intended for active, retired, or Emeritus faculty members. If the client leaves the University for reasons other than retirement, IT Services reserves the right to deactivate their site.

TERMINATION OF SERVICE

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 Queen's policies and procedures within or through a WebPublish for Academia site will be addressed on a case-by-case basis and could result in the temporary or permanent deactivation of the site.

CHANGES TO THE SERVICE LEVEL AGREEMENT

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