

WebPublish Service Level Agreement: Custom Service

Effective Date: TBD

THE AGREEMENT

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

SERVICE DEFINITION

The WebPublish Custom 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, with the added technical flexibility to customize their site’s appearance.

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 client will be granted the necessary permissions to manage their content and customize their site’s CSS. WebPublish operates on the Drupal CMS.
2. **Access to Customize WebPublish features and templates:** though users of the Custom service have the flexibility to customize the appearance of their site, they can choose to leverage the Basic WebPublish features and styling.
3. **Go-live Review:** 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.

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

4. **WebPublish Support and Training:** The client will be eligible for WebPublish Basic 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](#).
5. **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 analytics code 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](#) (recommended)

- 6. Upgrades and Patches:** IT Services will lead major upgrades to the system and apply security patches to modules supported as part of the core service. When feasible, users will have an opportunity to test the changes before they are applied to the site in production.

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/<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. Site Owners will be notified of the scheduled maintenance in advance of the outage.

SUPPORT REQUESTS

Support requests can be submitted using the IT Services Help Form, available at: <https://queensu.service-now.com/esm/>.

RESPONSIBILITIES

Client Responsibilities

- Clients will:
 1. ensure that they have resources with the necessary required skills available to support the site. See the [Getting Started with Custom](#) tutorial to learn more.
 2. be responsible for creating, troubleshooting, and maintaining any customizations to their site
 3. use the IT Services [Service Portal](#) to seek help for issues related to non-customized components of WebPublish.
 4. be responsible for the content on their site and ensure that it adheres to the [WebPublish Usage Guidelines](#)
 5. promptly inform IT Services when they no longer require the Service.
 6. test changes in the assigned preview environment and adapt customizations when necessary, prior to planned maintenance, as communicated by IT Services
 7. NOT have direct access to the site's theme files; customizations must be applied using the Custom CSS feature.

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.
 - provide step-by-step instructions on navigating the Custom service configuration
 - respond to incident reports and day-to-day requests for support regarding non-customized components of WebPublish.
 - communicate any intended service changes or updates to the client.
 - apply routine updates and critical security patches to the system
 - apply updates in a preview environment that matches the user’s production instance prior to rollout and notify site owners when testing will be required/recommended
 - provide site owners with sufficient time to test changes that may impact their site when possible; however, we reserve the right to apply changes on short notice when necessary (for example, to resolve a critical security issue)
 - NOT write or provide troubleshooting services for custom CSS

CHANGES TO THE SERVICE LEVEL AGREEMENT

The Service Level Agreement for the Custom Tier 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.