Faculty of Humanities
Web Content Management
Service Agreement
June 2013

Service	Faculty of Humanities Web Team – Dealing with requests for change to Web Content within the T4 Content Management System
Between	The School of Arts, Languages and Cultures and The Faculty Web Team
Period	June 2013 – June 2014
SLA Review	This agreement will be reviewed 2 months before expiry by the Faculty Web Manager or Faculty Web, Content and Digital Marketing Manager.
	Interim review after six months.

1.   Introduction and purpose

This Service Agreement is an agreement between the School of Arts, Languages and Cultures and the Faculty of Humanities Web Team. It outlines the work to be carried out in support of managing the School Web site via the T4 Content Management System (CMS).

It includes responsibilities on both parties and exceptions to the services covered by this Service Agreement.

It will be effective from the date of agreement for a period of 12 months. It will be reviewed two months before the end date. An interim review will also be undertaken six months after the start of the agreement.

2. Scope

This Service Agreement refers specifically to content changes which are submitted by T4 Contributors within the School. It is limited to the current design templates which are available to contributors (content, content with image(s), content with video and content with embedded video).

This agreement does not include requests submitted via the Online Remedy system or directly to the Faculty Web Team. Examples of requests that could be submitted via Remedy are:

- A change to the site architecture

- An amendment to existing template features

- Requests for new template features not currently available

All requests submitted via Remedy will receive a response within one working day to acknowledge receipt. Each request will then be evaluated by the Faculty Web Team to determine a timescale for completion which will communicated in due course.

Examples of Remedy requests which can be actioned within one working day include :

- The inclusion of a child page within the main site architecture

- The inclusion of an image or video (subject to guidelines)

3. Services to be provided

The Faculty Web Team will provide 'moderator' services for the School website via the T4 Content Management System, aligned to the Faculty Web Guidelines as outlined here: http://hum-web-training.manchester.ac.uk/using-t4/

The Faculty Web Content Editor will review content submitted by School 'contributors' received through the T4 Content Management System (CMS). In order for this Service Agreement to apply all submissions from contributors must align to the aforementioned Faculty Web Guidelines, which outline the required style, format, technical and tone of voice guidelines.

If the submitted content change meets all guidelines (technical, formatting, style and brand) then the Faculty Web Content Editor will approve this content within one working day.

If the content does not meet all of these guidelines then the contributor will receive an update (email or verbal) within one working day advising why the content cannot be moderated and what changes are needed. Specific timescales for delivery will be discussed with the requestor and will be dependent upon the scale and scope of the request.

The Faculty Web Team are committed to not delaying the process of moderation unnecessarily, and where the change required is minor (spelling mistakes, additional paragraph breaks etc) they will make the amendments and approve the content as soon as possible (ideally within the terms of this agreement).

4. Exceptions

This agreement does not provide for changes to the School or subject leader pages, for changes to site navigation or the creation of new sections, web pages or web sites. These should be submitted via the Online Remedy request form and will be considered independently of this process and outside of this agreement. Specific timescales for delivery

will be discussed with the requestor and will be dependent upon the scale and scope of the request.

Every effort will be taken to ensure that this agreement is fully operational at all times. However, during periods of 'exceptional' demand (high levels of staff sickness, exceptional and unexpected volume of requests or as a result of technical issues) it may be necessary to suspend the terms of this Service Agreement for a limited period. This will be at the discretion of the Faculty Web Team and will be discussed with contributors within the School/School Web Committee Chairman at the earliest opportunity. However, if the request forms part of a larger project or on-going conversation with a specific Faculty Web Editor who is absent, it may be necessary to wait for their return.

Additionally, in the case of urgent requests submitted by the School it may be necessary for the Faculty Web Content Editor to reconsider the order in which requests are moderated. This will be discussed with the School Web Committee Chairman or External Relations Manager.

5. Faculty Web Team responsibilities

The Faculty Web Team is responsible for working within the parameters of this agreement. They will undertake to provide detailed training and guidelines to ensure a thorough understanding amongst all contributors. They will also commit to regularly reviewing these guidelines to take account of new developments in web technology, branding guidelines and feedback from service users and Subject Area/School Web officers.

They will also participate in regular service reviews as agreed and commit to reporting any problems or potential service disruptions at the earliest opportunity.

6. School responsibilities

In order to meet the terms of this agreement all contributors within the School must undertake appropriate training and have a comprehensive understanding of the Faculty guidelines.

They have a responsibility to ensure that all content which they submit via the T4 content management system (or Remedy) aligns to the guidelines.

The School has a responsibility to ensure that all contributors have access to the appropriate IT equipment (hardware and software) to enable them to undertake their contributor role effectively.

They will also participate in regular service reviews as agreed and commit to reporting any problems or potential service disruptions at the earliest opportunity.

The School Web Committee also has a responsibility to ensure that updates/developments and changes which impact upon T4 users and 'contributors' are regularly communicated to staff within the School.

7. Service availability

The service outlined will be available during the University's normal period of operation (excluding Christmas and public holidays). The working day is considered as 8.30am - 4.30pm, Monday to Friday and one full working day is defined as close of play on the next working day after submission. If your request is received before 8.30am, the request will still be dealt with that day.

This agreement is subject to suspension during periods of service disruption or service maintenance outside the control of the Faculty Web Team. During such periods the Faculty Web Team will endeavour to advise service users of potential delays as soon as practicable.

Ahead of any anticipated periods of disruption (staff away days etc) the Faculty Web Team will agree with the School alternative arrangements for the provision of work outlined within this agreement. The temporary arrangement will be confirmed with at least 10 days' notice.

8. Changes to services

Any changes to this service on either side must be requested at least 28 days in advance and will be subject to agreement by both parties.

9. Performance - tracking and reporting

In order to ensure that this agreement is effective an initial service audit will be scheduled at the end of month one. The results will be reviewed by the Faculty Web Manager and the School's Web Committee Chairman.

The first service review will be scheduled for six months after the start of this Service Agreement with another two months before the expiry date.

14.   Stakeholder agreement

This Service Agreement has been agreed by:

Prof. Jeremy Gregory, Head of School

Russell Ashworth, Head of Faculty Administration

Dr. Konstantinos Arvanitis, SALC Academic Web Director

Philip Moores, Faculty Web Manager

15. Version control

Date	Version	Description
08/04/13	0.1	Draft version
11/06/13	1.0	Final version