UWG PROCEDURE NUMBER: 8.1.4, Website Content Management System

Authority: UWG Policy 8.1 (Technology and Use)

The Chief Information Officer, in consultation with the Chief Communications Officer, pursuant to the authority of University of West Georgia (UWG) Policy 8.1, establishes the following procedures for compliance with the UWG Website Content Management System.

A. Definitions

1. **Website Content Management System (CMS)** - a software which provides website authoring, collaboration, and administration tools to assist users in the creation and management of website content.
2. **Reviewer** - a "CMS" user who does not typically edit pages but reviews prior to publication.
3. **Editor** - a "CMS" user who has the ability to create new pages or make updates to existing pages.
4. **Approver** - a "CMS" user who has the ability to approve web page changes and publish to the live web.
5. **Application Administrator** - a "CMS" user who has the ability to create users, groups and configure workflow process.
6. **CMS Account Creation and Change Request Form** - a form posted on the University Communications and Marketing (UCM) website used to request a new "CMS" account or to request changes to a current "CMS" account.

B. Procedures

1. **Account Request**
   a. A UWG department, division, or organization may request a website "CMS" account by completing the "CMS Account Creation and Change Request Form" with department/division head approval and submission to the "Application Administrator".
   b. The "Application Administrator" will confirm the request via a return email, and by identifying and copying the department or division head, or if the account request is for an organization, the sponsoring department or division head.

2. **Account Set-up**
   a. Faculty/Staff: When an account is requested, the account reviewers, editors and approvers are identified. Each account requires at least two approvers with authority to publish to the live web. Any faculty or staff member may be a website editor when approved by the department or division head. Any faculty or
staff member who completes mandatory website training may be a site approver when approved by the department or division head.

b. Students/Graduate Research Assistants (GRAs): Students and GRAs are permitted to be site reviewers or editors but do not have the authority to publish to the live web. Publishing must always be done by an authorized faculty or staff member.

3. Mandatory Training
   a. Any faculty or staff member is required to complete mandatory web training before becoming a site approver and gaining authority to publish to the live web. The role of this training is to support digital/web accessibility per Office of Civil Rights (OCR) standards and best practices for web publishing. The UCM website will feature mandatory website curriculum, along with class times, dates and registration information.
   b. Any faculty or staff member with authority to publish to the live web must complete annual mandatory training to maintain approver rights. The UCM website will feature mandatory website curriculum, along with class times, dates and registration information. In addition, UCM will publish ongoing reminders for reinforcement of mandatory training.
   c. Any faculty or staff member failing to complete annual mandatory training will lose authority to publish to the live web. UCM will notify the approver of the requirement to complete annual training via email and copy the department or division head. Should a faculty or staff approver fail to complete training within 15 business days from the date of official notice, the authority to publish to the live web will be terminated.

4. Account Changes
   a. If changes need to be made to a user’s account, a written request must be submitted to the “Application Administrator” through completion of the “CMS Account Creation/Change Request Form”.
   b. Change requests may consist of, but are not limited to:
      1. Additional access to pages
      2. Changes to access levels (editor, approver, reviewer)
      3. Revocation of access to pages
   c. It is the responsibility of the department or division to identify users that no longer require access to the “CMS” and to request removal as authorized publishers or editors. The department or division head is responsible for identifying a faculty or staff member to whom the approval of pages in the workflow should be reassigned.
5. **Website CMS Authority Levels and CMS Features**
   a. UCM will maintain on its website a list of "CMS" features available to website reviewers, editors, and approvers, as well as features restricted to UCM web services and ITS web innovations staff members.

C. **Compliance**
   Failure to comply with this procedure may result in disciplinary actions under applicable UWG and State policies, procedures, and laws.

*Issued by the Chief Information Officer and Chief Communications Officer, the 2/25/19, day of __________, 2019.*

Signature, Chief Information Officer

Signature, Chief Communications Officer

Reviewed by President: [Signature]

*Previous version: N/A*