
Service Level Description: Web Services

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1. Service Aims

- To provide expertise, direction, support and advice to all Goldsmiths staff in relation to their web pages.
- To ensure web policies and regulations are communicated to all users.
- To create the best possible online services and facilities for our users.
- To ensure conformance to IT policies and regulations, Copyright and other legal frameworks, College branding rules and W3C Accessibility guidelines.

2. Operational Framework

- Web Services are available Monday – Friday 9:00 am - 5:00 pm for advice and support. We can be contacted by:
 - Email: helpdesk@gold.ac.uk
- Incoming requests are responded to within 24 hours. Simple requests are actioned within 24 hours.
- Urgent or serious work takes priority over general assistance of users/update requests for web pages.
- Larger projects require a detailed brief. They are assessed and requestors are informed of the expected timescales of their request. Delivery of larger projects is dependent on College priorities. Updated information on lengthy project work is given to the requestors at regular intervals as appropriate.

3. Service Elements

3.1 Managing the Content Management System (CMS)

- Designing, creating and developing the College websites within the CMS in terms of look and feel, structure, navigation, and online features and facilities.
- Designing, creating and developing templates and workflow systems to allow user editing across the College.

3.2 Full in-house web design and development service

- For any project that has had ITS approval to exist outside the official web structure (that is, not using templates created by the CMS) Web Services can assess, advise, cost, project manage, design, develop and create a website or online facility. A detailed brief is required once approval has been granted so that timescales can be agreed. Delivery is dependent on College priorities

3.3 Web-related advice (branding, accessibility and technical)

- Web Services provide professional web-related advice to staff. Web advice, unless urgent, is low priority. Requests for general advice are responded to within 5 working

days.

3.4 Editing of web content where applicable/requested

- Web Services provide a full updating service. See response times above.

4. Exclusions

- Content creation: departments are expected to supply Web Services with accurate, up-to-date content for their web pages.
- Copyright permission: departments must arrange all copyright permissions for use of images/work and a signed agreement from speakers/performers prior to live online events for reuse and storage of the event.

5. Service Targets

- To respond to all web requests within 48 hours.

6. Charges

- Non-core activities are chargeable. For the pricing structure and details of non-core work see:
<http://www.goldsmiths.ac.uk/web-services/costs.php>.

7. Contacts

Head of Web Services

Tanith McCrindle

T: +44 (0)20 7919 7207

E: t.mccrindle@gold.ac.uk